

Appendix 5: Summary of residents objections and Comments

The following are a summary of the comments made by residents of Westwood and Glendene Mobile Home Park in their correspondence with New Forest District Council. An attempt has been made to broadly categorise them for ease of reading.

Green Space

The majority of complaints received centre around the impact of the loss of the various green spaces on the site:

- The green space – particularly the Westwood Green is used by residents for social events, e.g. picnic (July), barbeque (August), hog-roast (September) and has been used for decades;
- The open spaces promote socialising by residents and their removal will inhibit community relationships.
- Residents who are able to use the greens to exercise on;
- Many residents discussed the impact that the loss of this open space would have on their wellbeing, health and welfare – both because it is used as mentioned above, but also because it is over looked by residents living near to it, and enjoyed on the entrance and exit to the site by all;
- For many residents the open space was the reason that they chose to live on this site rather than other sites. It is the most unspoilt site in the area, with lawns and shrubs. There is no other land for recreation nearby and the site is on a busy road;
- Aesthetics – the appearance of the park will be ruined, and it will no longer have a ‘park setting’ or a sense of openness;
- For some the greens are not considered a luxury, but a necessity;
- Homes have small gardens which are not large enough to accommodate children’s ball games, bicycles etc.
- Direct effects on residents who overlook the green spaces – loss of light to their homes, loss of outlook/view which is particularly of significance to those who are disabled and unable to leave their home, feeling of being boxed in;
- Loss of amenity – Over a number of years spaces have been lost – i.e. the development of The Villas resulted in loss of green space, loss of dog walking area for the creation of Forest Walk, loss of part of the green last year, removal of the clubhouse in the last year;
- Many residents identified that the green space was a selling point used in the past by Haulfryn and previous owners, and verbal assurances have been given about retention of such spaces in the past;
- Claims that the removal of the green spaces is discrimination against the elderly/infirm who cannot travel to other recreational spaces other than by infrequent buses from the site. The nearest is in New Milton;
- The entrances to both sites will be drastically altered;
- The green spaces are used by visiting grandchildren to play on;
- The current fire meeting point are on the grass areas;
- Alternative space provided is too close to surrounding properties and very close to road on two sides;
- Query in relation to the ‘private’ road used by 3,4 and 5 Westwood overlooking the green and whether this will be used by new homes. One response thought that the existing driveway had been incorporated into one of the new plots.

Site Amenities

Some residents mentioned an overall erosion in amenities on the site. There used to be a club house which was removed recently. There was also a memorial garden which has been removed, turfed over and the plaque also removed. Benches on the woodland walk have not been replaced since works were done on this area of the site. Historically a fish pond has been filled in and allotments lost.

Strength of Feeling of Residents

A number of residents wrote to highlight the strength of feeling residents felt. The attendance of the residents' meeting held by Haulfryn was discussed, Over 100 residents attended the public meeting.

Accidents

There were concerns raised in relation to the speed of traffic driving up 'Beehive Hill' (on the main road) and the fact that one of the proposed homes (plot 08) is marked on the plan as being just inside the entrance to Glendene. Cars turning in to the site may need to stop if someone was exiting their drive, which could cause an accident. In addition the placing of homes on the Villas area may create restricted visibility accessing the road.

There was also concerns in relation to plot 05 – vehicles coming around the corner on the one way system towards the Glendene exit could collide with vehicles entering or exiting the plot.

Some residents were also concerned about possible crashes on site around the Glendene homes as the roadways here are well used.

There is already some congestion on the narrow roadways on site, and this will get worse.

Bungalow

Although a number of residents considered that serving notice on the long-term and elderly residents of the bungalow was wrong, most objections were in relation to the green spaces and not the bungalow.

Car Parking and Traffic

Many residents state that there is already a lack of car parking spaces for visitors on the site, particularly on the Westwood half of the site. There are concerns that if the 6 parking spaces currently on the edge of Westwood Greens are lost the situation will worsen.

Comments were made that roads are already narrow which means that they cannot be parked on by visitors, workmen, or care workers. New parking spaces have been promised on the site, but residents don't know where these may be.

There are concerns that the addition of more homes will put additional strain on the traffic on narrow site roads.

A resident commented that the open aspect of the entrance next to Glendene Green provides a view of the main road which would be lost if it was developed.

Road safety on-site – there are no pavements and the green spaces currently allows unhindered views of the roads.

One resident noted that there are no pavements on the side of the road adjacent to the park entrance, and residents' must be fast enough of their feet to cross the road to be able to walk off site.

Restrictions Placed on Residents

General complaint that residents who own their property and yet have to put in writing any proposed changes – e.g. new kitchen, shower, fence heights etc. Also concerns for the elderly couple who are being removed from their home.

Electrical Supply

A number of residents claim that the existing electrical supply is both unreliable and is 'underpowered'. Some people stated that the cables are of insufficient size to take the load and claim that there have been numerous power cuts. One resident made contact to notify a power cut affecting 40 homes on Westwood Park which it was claimed lasted about 8 hours on 21 October. One resident stated that when replacing their kitchen they were told they were not allowed an electric hob as well as an electric oven in addition to a kettle.

It has been stated that Haulfryn Group Ltd have promised to carry out improvements over a number of years.

Value of Homes

Haulfryn stated during the residents' meeting that the proposed addition of high value homes will increase the value of the homes already on the site. This is contested by many residents, partly because many of them purchased their homes due to the openness of, and the pleasing appearance of the entrances to the site. Many residents feel that the value of homes, particularly those adjacent to the greens will be reduced.

Water Pressure

A few people stated that water pressure on the site is low and new homes will make the situation worse. This appears to be a problem particularly on the Glendene site.

Building Works

A resident raised concerns in relation to noise, dust and disruption during building works.

Sewerage

A number of people state that the current sewerage arrangements are insufficient. Some people state that sewerage occasionally backs up on into homes, particularly at the bottom of site. One residents states that the row of homes adjacent to 10 Westwood Park are particularly prone to this. One resident claimed that sewerage has been known to spill out and flood gardens. Residents claim that Haulfryn have ignored pleas to repair the damaged

system. Some residents state that the issue is that the system uses in part old pitch fibre sewerage pipes which are liable to collapse and are only 100mm in diameter.

There are also allegations of poor smells on occasions emanating from the sewage works at the bottom of the site.

Some residents stated that Haulfryn Group Ltd have promised to carry out improvements over a number of years.

Land drainage

Some residents complained that land drainage is inadequate after heavy rain. This causes water to pool in places, and also because of the slope on the site to run down hill, sometimes down drives.

Verbal Advice Given to Residents

Two residents stated that when they bought their homes (in the past 2 years) they had been verbally told that licence restrictions prevented the development of the green spaces. Other residents had previously been told that the site was fully developed.

They also had confidence as the greens had not been touched since the site was first built.

Layout of new properties to avoid overlooking

One resident who did not object to the development of the green spaces requested that care be taken to ensure that new homes were positioned so as to prevent overlooking of and by new properties, and to maintain privacy. The resident also requested that new fencing between properties be of sufficient height to give privacy.

Alternatives Suggested by Residents

One resident did not object to the development proposals but asked that residents' privacy be retained. One resident did not object to Glendene development, but considered that two homes would retain the open feel. They also suggested that the land beneath 1 The Green be developed, whilst saving the main area of Westwood Green. This would enable a total of 5 homes to be built. One resident also suggested that as a compromise to not building on the green spaces, both bungalow sites be demolished which would enable a total of 4 homes to be built.

Concerns in Relation to Haulfryn as a business

A number of residents were concerned that Haulfryn Group Limited are putting the needs of the business above those of the residents, and are not attempting to balance the welfare of the residence over the need to make money. Some residents stated that the site shouldn't be cramped like a holiday site, and that it will be made to feel like a prison if it is fully developed. One commented that Haulfryn do not care for residents, because if a resident isn't happy they can sell, at which point 10% of the sale price goes to Haulfryn. Another stated that there is a culture of ignoring and antagonising residents. Claims of management exert pressure and duress on lonely people on the park.

Some residents had a more balanced view and accepted that the Haulfryn Group Ltd is a company and needs to make money, but some considered that the proposals amounted to greed.

One resident claimed that Haulfryn do very little to justify the ground rent – i.e mow the lawns occasionally and clean the site roads twice a year.

Legislation and Guidance

Some residents cited their understanding of the relevant legislation which is listed below:

- The 1983 Mobile Homes Act as amended by the Housing Act 2004 states that it is an offence for a site owner to carry out acts likely to interfere with the peace or comfort of a resident.
- Concern that the adequacy of the site is based on 1960s legislation when modern homes bear no resemblance to 1960s caravans – i.e. they are much larger and wider.

Street Lighting

There were comments that the provision of street lights on the park is poor.

Investment in the Park

Residents stated that the licensee promised to invest £7000 which had originally been set aside refurbish the clubhouse on site improvements, but there is no evidence of what has been done

Comments from Member of Parliament and County Council

A letter was received from County Councillor Alan Rice, objecting to the application, and requesting that the matter be determined by Committee.

The local Member of Parliament Desmond Swayne wrote to the Council on behalf of two residents of the site and requested that their representations be taken into consideration when determining the application.