

# APPENDIX ONE – SURVEY RESULTS

## 1. TENANTS SURVEY

1.1 The shop tenant survey received **16** responses, **8** of these indicating that they use shop furniture on the highway. Only one respondent indicated that they had received a complaint about the items outside of their shop.

1.2 A summary of the responses received is set out below:

82% of tenants agreed that there should be rules granting permission for street furniture.
--

69% of tenants agreed that there would be fewer hazards for pedestrians if there were boundary lines for shop furniture.
--

63% of tenants agreed that Chatham High Street would look nicer if shop furniture was displayed in a uniform manner.
--

25% of tenants agreed that management of shop furniture has improved since July 2016
--

12% of tenants agreed that there are fewer trip hazards on Chatham High Street since July 2016.
---

25% of tenants agreed that the appearance of Chatham High Street has improved since July 2016 due to improved furniture management.
---

1.3 A number of general comments were received in response to the specific questions in the survey:

- It was highlighted that the policy needs to be enforced on all shops and some shops are still placing furniture without a licence.
- The process for registering for a licence currently takes too long.
- The High Street looks more appealing and friendlier with items placed outside shops.
- Other issues such as the cleanliness of the High Street, homelessness and anti-social behaviour were raised.
- Tenants highlighted that they are finding trading difficult due to the general lack of appeal and investment on the High Street.

## 2. RESIDENTS SURVEY

2.1 The resident survey received **24** responses. Of these replies 29% stated they visit Chatham High Street every day, 25% visit once a week, 8% visit once a fortnight, and 38% once a month or fewer.

2.2 Of the responses received 48% indicated that shop furniture on Chatham High Street has caused disruption as they have moved along the High Street.

One respondent stated that they had had an accident due to shop furniture on the High Street, injuring their leg on a fruit and vegetable display.

2.3 A summary of the responses received is set out below:

96% of residents agreed that there should be rules governing the placing of furniture on the High Street.
87% of residents agreed that there would be fewer hazards for pedestrians if there were boundary lines for shop furniture.
69% of residents agreed that the High Street would look nicer if shops put their furniture out in a uniform way.
17% agreed that management of shop furniture on the High Street had improved since July 2016.
13% agreed that there are less trip hazards on the High Street since July 2016 due to shop furniture on the highway.
17% agreed that the appearance of the High Street has improved since July 2016 due to better management of shop furniture.

2.4 A number of general comments were also received in response to the survey:

- A number of anti-social problems were highlighted such as littering, begging, bike riding, and dirty/vacant shops.
- People of a certain age feel vulnerable when visiting the High Street due to a threatening atmosphere.
- The High Street has a general lack of shops to visit and a rundown appearance.