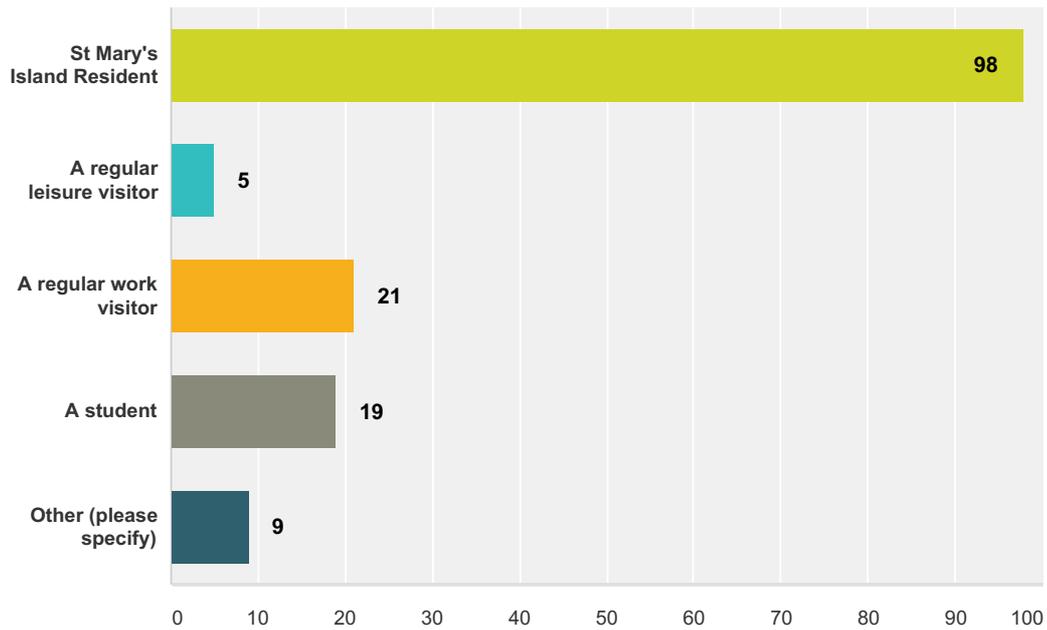


Q1 Are you answering this survey as:

Answered: 143 Skipped: 0

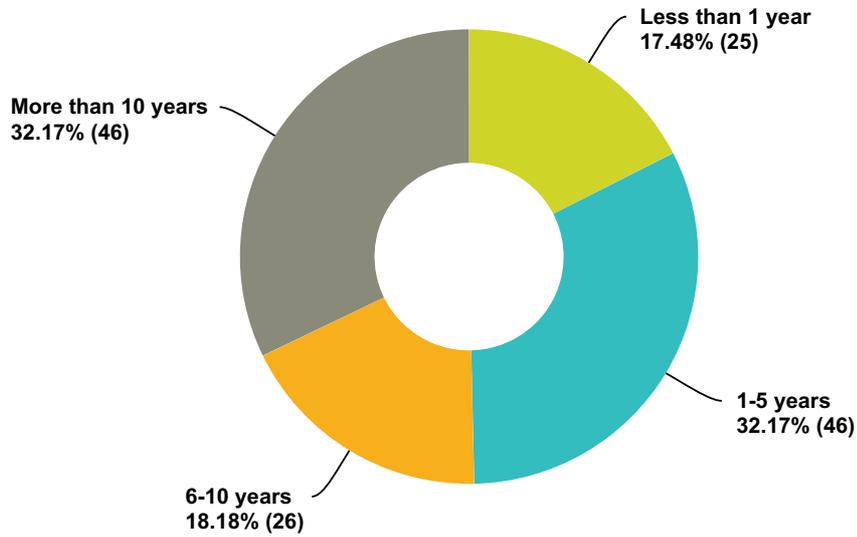


Answer Choices	Responses
St Mary's Island Resident	68.53% 98
A regular leisure visitor	3.50% 5
A regular work visitor	14.69% 21
A student	13.29% 19
Other (please specify)	6.29% 9
Total Respondents: 143	

#	Other (please specify)	Date
1	Resident Dock head Road	12/5/2014 11:01 PM
2	Resident of the Quays	11/9/2014 2:44 PM
3	Work	11/9/2014 1:04 AM
4	Hall hirer	11/7/2014 12:40 PM
5	Business owner/ investor	11/6/2014 11:34 AM
6	resident of Historic Dockyard	11/6/2014 9:39 AM
7	Live in apartment at Marina Point East	11/6/2014 8:19 AM
8	Buying a house on the island	11/6/2014 8:15 AM
9	commercial tennant south maritime	11/6/2014 7:37 AM

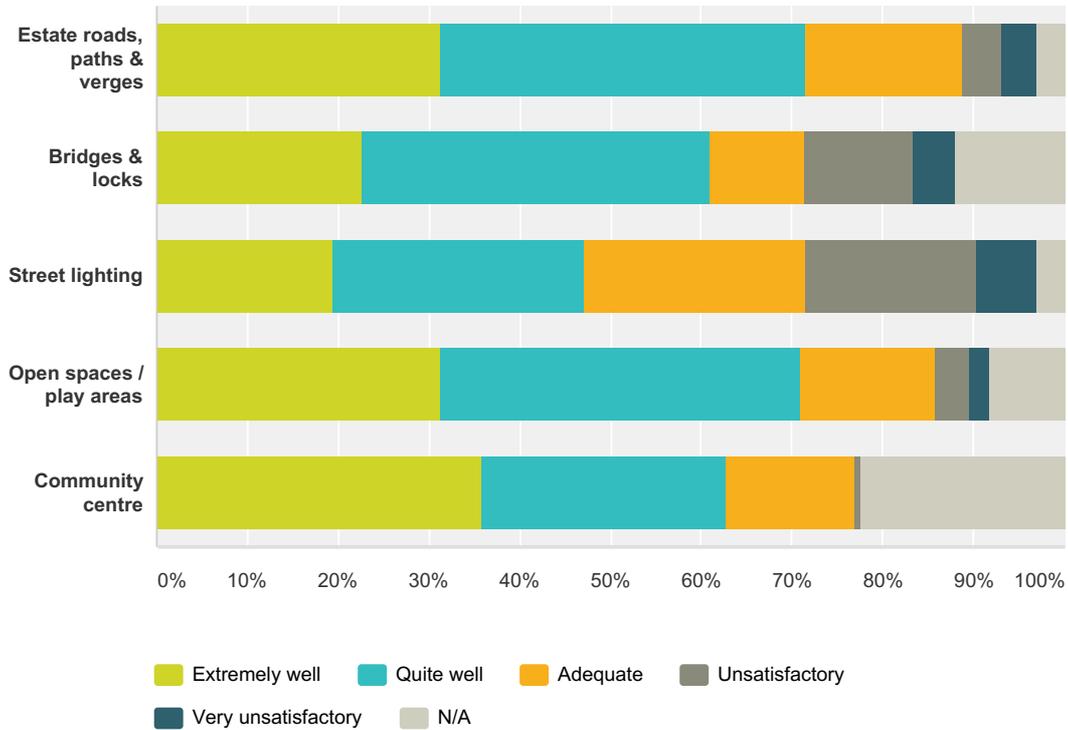
Q2 How long have you been living, working, playing and/or studying in Chatham Maritime?

Answered: 143 Skipped: 0



Q3 Please tell us what you think about how well the following services and facilities on Chatham Maritime are maintained and run. If you don't have an opinion or any experience of a particular feature just answer N/A.

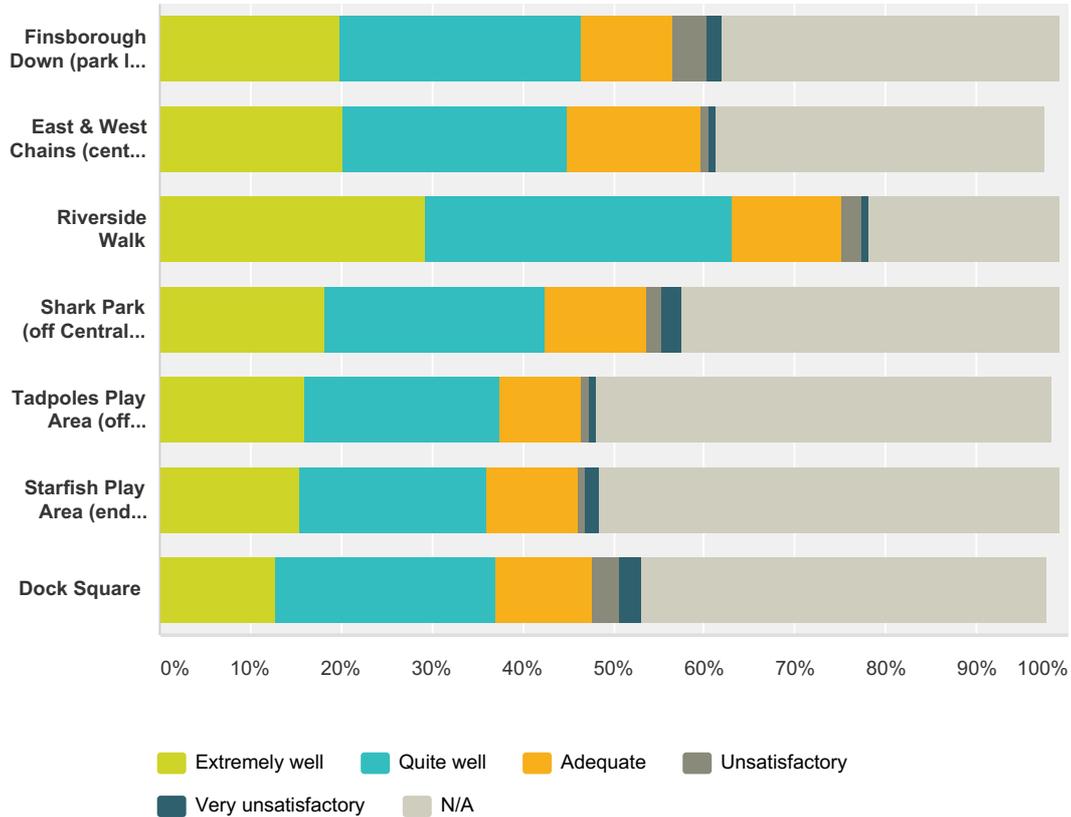
Answered: 134 Skipped: 9



	Extremely well	Quite well	Adequate	Unsatisfactory	Very unsatisfactory	N/A	Total	Weighted Average
Estate roads, paths & verges	31.34% 42	40.30% 54	17.16% 23	4.48% 6	3.73% 5	2.99% 4	134	2.06
Bridges & locks	22.56% 30	38.35% 51	10.53% 14	12.03% 16	4.51% 6	12.03% 16	133	2.29
Street lighting	19.40% 26	27.61% 37	24.63% 33	18.66% 25	6.72% 9	2.99% 4	134	2.65
Open spaces / play areas	31.34% 42	39.55% 53	14.93% 20	3.73% 5	2.24% 3	8.21% 11	134	1.98
Community centre	35.82% 48	26.87% 36	14.18% 19	0.75% 1	0.00% 0	22.39% 30	134	1.74

Q4 There are 7 separate open space / play areas on the CMT Estate. Can you tell us what you think of how well each of them is run and maintained. If you don't have an opinion or any experience of a particular space just answer N/A.

Answered: 134 Skipped: 9



	Extremely well	Quite well	Adequate	Unsatisfactory	Very unsatisfactory	N/A	Total	Weighted Average
Finsborough Down (park land east of Island)	19.85% 26	26.72% 35	9.92% 13	3.82% 5	1.53% 2	37.40% 49	131	2.01
East & West Chains (central open parkland areas)	20.16% 26	24.81% 32	14.73% 19	0.78% 1	0.78% 1	36.43% 47	129	1.90
Riverside Walk	29.32% 39	33.83% 45	12.03% 16	2.26% 3	0.75% 1	21.05% 28	133	1.85
Shark Park (off Central Walk)	18.18% 24	24.24% 32	11.36% 15	1.52% 2	2.27% 3	41.67% 55	132	2.03
Tadpoles Play Area (off Restharrow Way)	16.03% 21	21.37% 28	9.16% 12	0.76% 1	0.76% 1	50.38% 66	131	1.88
Starfish Play Area (end Bradfords Close)	15.38% 20	20.77% 27	10.00% 13	0.77% 1	1.54% 2	50.77% 66	130	1.98
Dock Square	12.88% 17	24.24% 32	10.61% 14	3.03% 4	2.27% 3	44.70% 59	132	2.11

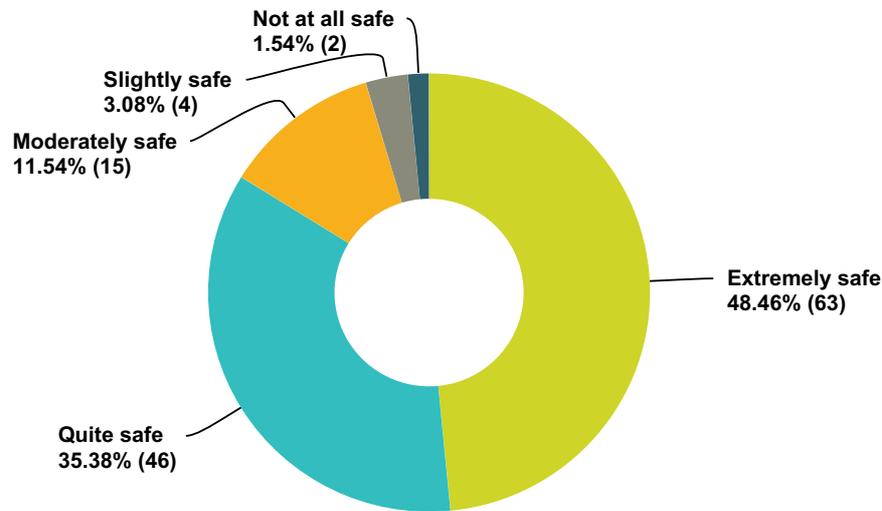
#	If you have a specific comment to make about any of these areas add it here:	Date
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1	On my travels around the area for my work I have not seen the play areas, could there be more to promote them? It could just be there are not promoted from the roadside. However I am unable to inform families new to the area of their existence if I did not know about them.	12/8/2014 7:01 AM
2	sent a seperate email, concerned about the lighting on the main walkway to the river and the lack of security.	12/5/2014 4:16 AM
3	These areas are not patrolled regularly as a result many areas are full of dog poo. The parking restrictions on the island ,yellow bands, are not controlled	12/1/2014 5:43 AM
4	Vereges are overgrown, weeds everywhere. Houses on Central Walk closest to roudabout as you walk onto the island are an eyesore, gardens look overgrown and a real mess. Seems that since Caxtons have taken over management from Regency the island has gone downhill.	12/1/2014 4:27 AM
5	The grass verges around dewberry close are apauling Well there just mud really and the rest of the island is really nice I beleave it's because it's redraw here and not county wide I don't understand why the island can not pay out and just put in some basic shrubs as we pay so much out each year be a nice gesture of they would	12/1/2014 3:19 AM
6	You should sort out the area around no.2 basin, concrete above the boardwalk needs de-weeding. The footpath under the bridge. Legalities need to be settled, and area used, it looks bad. Free flow of water between the two basins. Boule area needs to be kept weed free.	11/26/2014 6:09 AM
7	I live in dewberry close And all the surrounding verges are not look after in fact most of them are just earth and compare to the rest of the island it's discrass And I'm sure it wouldn't cost that much to put in some shrubs like the rest of the island verges have I'm very unhappy regarding this and most of the other residents are to I gather , so it would be nice if this could be sorted out as how much we all pay out each year ,	11/24/2014 10:26 AM
8	lighting is a little sparse along central walk when I'm running in evenings and also along the riverside walk its pitch black insome areas, perhaps more lighting if funds permit would be good for us runners and walkers at night	11/18/2014 5:06 AM
9	Finsborough wildflower meadow was non starter - now even more boring! Some similar projects shown on TV knock the socks off of it! No street sweeping - ever. No grit in ice and snow - ever. Gutters full of dust and weeds. Weeds in verge everywhere , some 4 foot high! Landscaping barely exists in some Redrow verges - just weeds and mud - shows up their apathy.	11/13/2014 11:37 AM
10	"wild flower" or "nature friendly" meadow on Finsborough Down oh so very boring - have seen stunning TV footage of similar but far more spectacular schemes elsewhere - what part of "colour" don't you understand? Planting on island only limited by imagination - and what about the spring bulbs you used to put in?	11/13/2014 8:36 AM
11	There are a surprising number of teenagers and adults(!) who use the swings, slide etc. in the Tadpole Play Area. There is only one seat, which is by the swings. A second seat on the grass area might be appreciated by people without children who may wish to sit there especially those that live in flats.	11/11/2014 2:28 AM
12	Still some concerns re. the protection of wild orchids and the swathe of wildlife support planting, which still requires some form of maintenance.	11/10/2014 9:37 AM
13	Please open the old bridge under chatham bridge for pedestrians, this would open the walkways up a lot better	11/8/2014 6:11 AM
14	Children playing with leather footballs and telling people with young chldren to leave so they can play football. Also playing outside houses on central walk.	11/7/2014 1:55 PM
15	Stop residents parking out side the entrance to shark park as unable to get in or out!	11/7/2014 11:07 AM
16	I don't know of any of these! I'm only a student so don't get to see these areas often.	11/7/2014 3:48 AM
17	Do not know where Dock Square is. Do not use the play areas at all.	11/6/2014 10:01 PM
18	I haven't went nor explored outside campus a lot, just travel to what's closest and convenient.	11/6/2014 3:42 PM
19	The Starfish Play area is often misused by youngsters (sometimes with adults present) - is it possible to regularly monitor how it is used over a period of time in order to work at a solution for more appropriate use?	11/6/2014 1:10 PM
20	Not very disabled friendly - especially Riverside Walk (very bumpy crazy-paving).	11/6/2014 11:19 AM
21	Lack of a continuous cycle pathway around island.	11/6/2014 10:58 AM
22	The planting on Finsborough Down looks awful. The River Walk is well maintained however the amount of rubbish on the river bank detracts from the overall view.	11/6/2014 8:52 AM
23	The wild flower area on Finsborough Down looks like a weed garden Poor show on such a prominent site	11/6/2014 8:28 AM
24	I don't know the names of the areas, but from my visits they look well kept	11/6/2014 8:15 AM

25	Too any unsupervised children, too many balls flying around. Play area too close to housing they should not be unlocked until 9am and locked at night 6 pm. Children should not be out unsupervised under the age of 16. That's why there is souch trouble.	11/6/2014 8:08 AM
26	Not sure exact name but the main path which runs up past shark park the houses/ garden appearance there is extremely poor and gives a horrid view of the island which isn't true but sadly these houses seem to let it down. Play equipment seems to take forever to be fixed and returned at shark park and the foam material around the circle parts on the climbing equipment near the slide are often broken and therefore dangerous	11/6/2014 7:55 AM
27	The youths in the parks drinking late at night is on the increase. Nothing has been done about it during the summer months	11/6/2014 7:02 AM
28	Parks need equipment for the older teenagers that hang around. Need lights to work down central walk. Need the walk bridge opened under the bridge.	11/6/2014 7:00 AM
29	Issue with the gate in sharkpark that leads into the baby swings area.this need to be on a slow open/close. I have witnesses alot of near misses and a few injurys where it bounces back when opened.	11/6/2014 6:54 AM
30	Riverside Walk, who decided to have bright LED lights installed? The mind boggles! This is very unsightly, does not fit in with the already existing lightling on the River walk and really spolis the area! What a waste of money!	11/6/2014 6:20 AM

Q5 How safe do you feel in Chatham Maritime?

Answered: 130 Skipped: 13

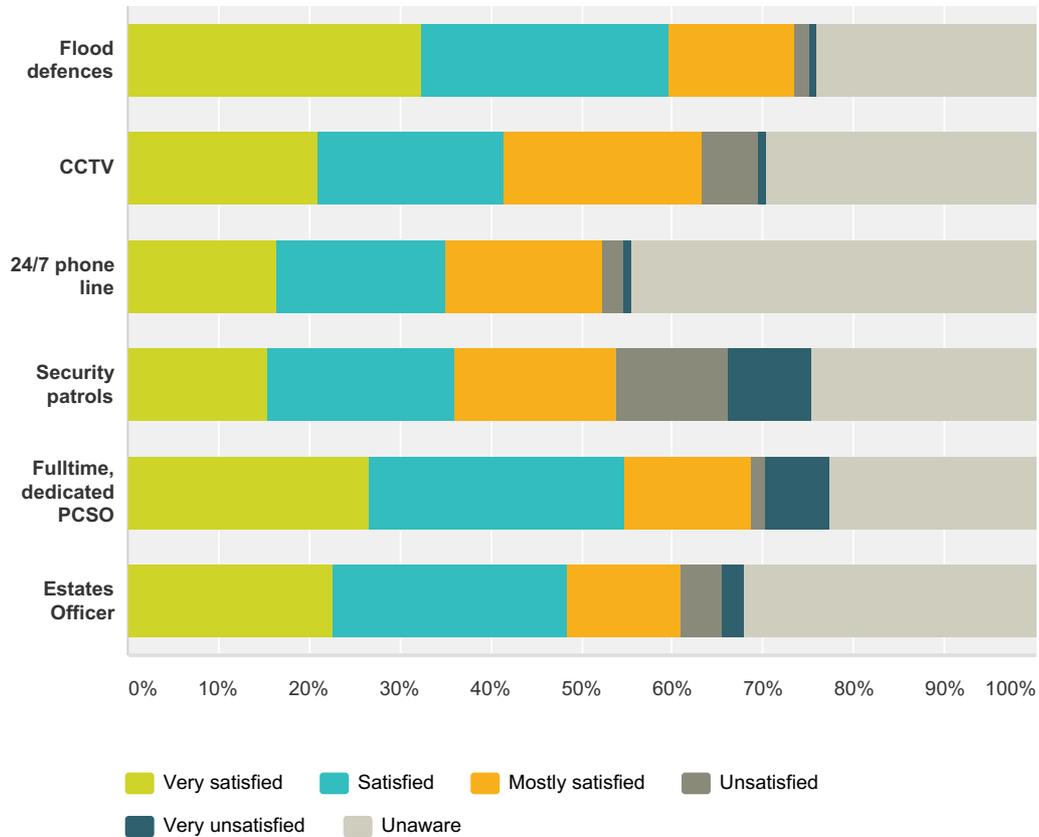


#	Why do you say that?	Date
1	Quite a confusing area many roads on top of one another sat nav can get confused, if unfamiliar with the area can be a little daunting & can be off putting.	12/8/2014 7:03 AM
2	good street lighting, security camera's in operation with upgrades to system, on foot police presence and overall good neighbours that look out and help each other.	12/6/2014 3:54 AM
3	Does not feel as safe as it once was as there appear to be more houses rented and the people renting the houses change so often.	12/6/2014 3:29 AM
4	No youths or undesirables hanging around streets.	12/5/2014 10:13 PM
5	So far the general of security is very nice	12/5/2014 6:06 AM
6	We used to have more security men driving round the island at regular intervals. Never see them now. Could do with more cctv cameras.	12/5/2014 3:47 AM
7	The security patrols are only carried out spasmodically and not as frequently as previously. Since the PCSO, Tony has left I have never seen a PCSO. Gangs of teenagers congregate on the larger Parking areas, also they ride motor bikes/scooters at high speed around the perimeter roads making a lot of noise.	12/1/2014 5:49 AM
8	Lights on Central Walk need addressing. Walked home from the Range with my daughter almost in pitch darkness.	12/1/2014 4:35 AM
9	Why don't we see the security vans around any more ?	12/1/2014 3:20 AM
10	We have had car tyres slashed, youths with hoods walking around late at night. Cyclists ride through car park too fast.we used to see the security van regularly, not any more, complaints about car tyres punctured security is not for that, only to watch water levels.	11/26/2014 6:13 AM
11	I do not see the security vans around any more where are they is this anther cut back	11/24/2014 10:30 AM
12	Cameras and PCSO	11/14/2014 2:19 AM
13	Have not seen a PCSO on patrol around island since Tony Bartholomew left. I thought two were now funded - what happened to that? Site security slow to understand and even slower to react.	11/13/2014 12:02 PM
14	Would have said extremely safe - but not once have I seen a PCSO on patrol since Tony Bartholomew left us. I thought we were supposed to be getting two PCSOs now anyway - we paid for 'em - where are they?	11/13/2014 8:46 AM
15	It is generally quiet at night and we don't seem to get the youths hanging around that we used to get.	11/11/2014 2:33 AM
16	Most areas well lit and well maintained plus good security response.	11/10/2014 6:19 AM

17	There is nothing on the CMT to bring the vandals and troublesome youth to the area. Because security is good, crime is surely opportunistic rather than planned. It just makes me feel safer here than anywhere else.	11/9/2014 2:50 PM
18	I walk regularly sometimes with a dog, I have never seen anything to disturb me, most people are friendly, and knowing there are cameras, most I hope work. Still not sure about the lighting on the Island, as I don't venture out when it dark, still not sure if Central walk is up and running properly	11/8/2014 1:56 PM
19	Knowing that there is security on the island helps along with neighbourhood watches being set up on the island.	11/8/2014 11:50 AM
20	Need more lighting along central walk. And owners need to be responsible for their dogs.	11/7/2014 1:57 PM
21	it was safer with security patrol	11/7/2014 2:50 AM
22	Great security, no house break-ins and zero tolerance of graffiti, ASBehaviour etc	11/7/2014 2:25 AM
23	A sense of community - know neighbours etc. CCTV on public areas. PCSO assigned to area. Strong Residents Assoc. Estate Patrol car. Only reservation is cars speeding over bridge - fear there will be an accident of small children crissing Stones roundabout one day.	11/6/2014 10:07 PM
24	It's better than London. In London you don't know who has a knife and the young act as if they are stiff to have a "Bad man" superior complex however at night I'm still very cautious.	11/6/2014 3:44 PM
25	As I understand it, every vehicle that is driven across the causeway is on cctv SO if there are any problems there is a reasonable chance at discovering who is causing them!	11/6/2014 1:16 PM
26	Since mobile security was withdrawn we have felt less safe.	11/6/2014 11:21 AM
27	Despite lack of Police presence have never felt intimidated.	11/6/2014 11:04 AM
28	I don't feel safe all the time!	11/6/2014 10:52 AM
29	There are always a few instances of criminal activity.	11/6/2014 9:10 AM
30	It's a bit dark in places and street lighting not that bright. The new lighting on Riverside Walk hasn't been working since last week and there's a large gap with no lighting opposite the new houses in The Causeway.	11/6/2014 8:54 AM
31	CCTV,CMTRUST	11/6/2014 8:54 AM
32	It feels a safe area and have had no problems	11/6/2014 8:22 AM
33	Has a very good community feel every time I have visited	11/6/2014 8:16 AM
34	compared to chatham highstreet i feel much safer. i notice regular patrols, most of the island is well lit and CCTV cameras are noticable.	11/6/2014 8:08 AM
35	Lightning, cameras and the people who live here.	11/6/2014 7:56 AM
36	no issues encountered	11/6/2014 7:39 AM
37	Lack of any visible security. Haven't seen a patrol or security van in months. Never seen a police presence since Tony left.	11/6/2014 7:20 AM
38	Cameras/lighting/area	11/6/2014 6:54 AM
39	I used to feel safer when the security people drove round the island more regularly.	11/6/2014 6:50 AM
40	I have some experience of noise and groups of people under the bridge	11/6/2014 6:44 AM
41	I used to feel much safer, security vehicles used to circle the Island on very regular intervals. I cannot remember the last time I have seen one of those vehicles. In addition, when Tony was still the PCSO, we used to see him frequently and he would have a chat with the residence. I have not seen any of his replacements, even though it is constantly being reported that there is a PCSO.	11/6/2014 6:25 AM
42	CCTV + dedicated PCSO + Ward Security = safety.	10/31/2014 11:28 AM
43	one of the many reasons for living on th island is security and the fact that we are protected by CMT in many ways because of our covenant	10/24/2014 10:01 AM

Q6 Are you aware of the recent upgrades to the security provided on the island, and how satisfied are you with each aspect?

Answered: 130 Skipped: 13



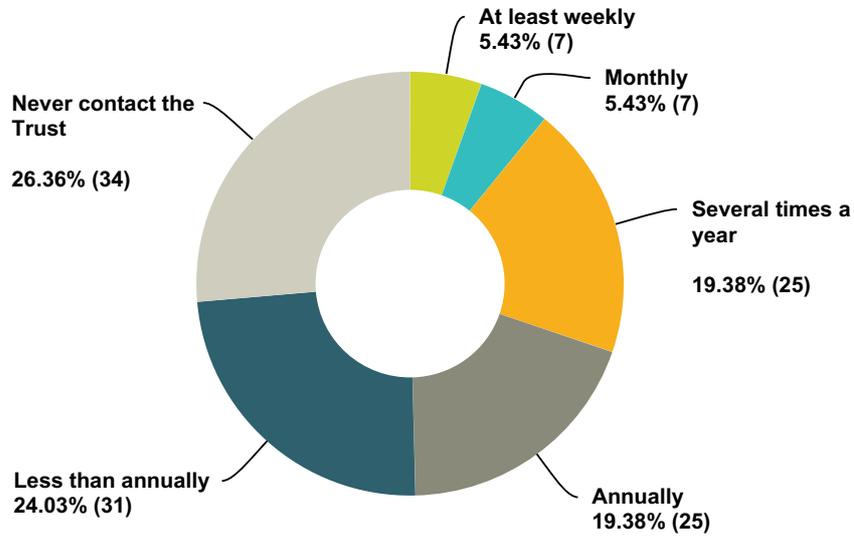
	Very satisfied	Satisfied	Mostly satisfied	Unsatisfied	Very unsatisfied	Unaware	Total
Flood defences	32.56% 42	27.13% 35	13.95% 18	1.55% 2	0.78% 1	24.03% 31	129
CCTV	21.09% 27	20.31% 26	21.88% 28	6.25% 8	0.78% 1	29.69% 38	128
24/7 phone line	16.41% 21	18.75% 24	17.19% 22	2.34% 3	0.78% 1	44.53% 57	128
Security patrols	15.38% 20	20.77% 27	17.69% 23	12.31% 16	9.23% 12	24.62% 32	130
Fulltime, dedicated PCSO	26.56% 34	28.13% 36	14.06% 18	1.56% 2	7.03% 9	22.66% 29	128
Estates Officer	22.66% 29	25.78% 33	12.50% 16	4.69% 6	2.34% 3	32.03% 41	128

#	Comments (if choose to clarify/expand)	Date
1	Again would have been useful to have been more aware of these resources in order to promote to new residents.	12/8/2014 7:03 AM

2	we as neighbours living around the four stones roundabout experience a lot of vehicles travelling at excessive speed on approach and around the junction, often drifting and screeching tyres! This roundabout junction needs to be reduced in width and have the raised cobbles reinstated around out side edge making it difficult for vehicles to drift sideways and motorbikes repeatedly going around the junction with their knee scrapping on the ground using it as a track day circuit! This junction has 3 crossing points for pedestrians and cyclists which includes very young children and sad to say the day will come when a child or elderly person will become a casualty. please trust me, this will happen as I watch this on a daily basis!	12/6/2014 3:54 AM
3	The security patrols are not as visible as they used to be nor have i seen much of the PCSO since the change of personnel.	12/5/2014 3:23 AM
4	It doesn't appear that the CCTV is used to prevent some of the antisocial behaviour.	12/1/2014 5:49 AM
5	Since pcso Tony has left we have never seen his replacement. Tony was a very real pressence on the island, always patrolling on his bike, knew all the children and adults alike, a real community spirited man. Have not seen a pcso on the island since 2011. Security patrols don't seem to happen very often either, in the past years they have become almost non existant where we live. CCTV is inadequate.	12/1/2014 4:35 AM
6	Security patrols are a must going forward - stop anti-social behaviour and improve quality of life.	11/25/2014 3:54 AM
7	Don't believe its right for there to be cameras in the halls within the community centre. Not enough security patrols- increase in vandalism since they've been reduced	11/25/2014 3:42 AM
8	Also why are so many big vans aloud to park on the island there a real I sore	11/24/2014 10:30 AM
9	We never seem to keep the same PCSO which is quite frustrating	11/14/2014 2:19 AM
10	Poor response and co-operation from ever - changing here today gone tomorrow officious and apathetic estates officers who either don't listen or just don't want to know about problems on island - some have been absolutely dreadful. Same applies to some past Chief Executives. Security come across as being a bit dim, and only use is as visible deterrent. By the time they respond the incident is over. PCSO never seen from one week to next, and never available when needed.. Flood defences inadequate, and chance to improve them missed, this now made far more difficult due to triangular capping. Looks pretty - but how do you raise it? A mistake. CCTV could be increased - no full coverage as yet.	11/13/2014 12:02 PM
11	Staff at CMT keep changing - several Directors and several Estates Officers in a few years - lack of continuity and not much interest or ambition either.	11/13/2014 8:46 AM
12	I would say that the new security arrangements are not at all visible compared to the old arrangements. From a resident's point of view this is less of a deterrent to burglars or car thieves.	11/11/2014 2:33 AM
13	Security don't ever see them. Not seen a Pscso for ages. The estate walks are during the day when most people are at work	11/7/2014 1:57 PM
14	I have answered 'unsatisfied' to security patrols as I now see them much less frequently than the previous contract. I am at home most days and I used to see the patrol van pass 2 -5 times a day, I now see them less than once a week. Because of the road configuration they have to turn outside my house and would be difficult to miss.	11/6/2014 10:32 PM
15	Grant was outstanding this summer in suggesting suitable areas for playing croquet with Saintara members. Extremely pleasant manner plus helped to solve a minor problem very quickly. Thank you Grant.	11/6/2014 1:16 PM
16	The deterrent effect of the mobile security van patrols has been lost.	11/6/2014 11:21 AM
17	Our official complaint concerning motor cycle gangs and souped up cars racing about the outlet car park was dealt with by Helen Kristic and there has been a considerable reduction of this nuisance.	11/6/2014 11:04 AM
18	I do not work or study on the island.	11/6/2014 9:10 AM
19	CCTV changes not in operation yet so cannot make a comment	11/6/2014 8:30 AM
20	Not fully aware of all what happens as house purchase still going through and we are not currently local to the area	11/6/2014 8:16 AM
21	Rarely see the PCSO and security respond too slowly	11/6/2014 8:09 AM
22	Great news	11/6/2014 7:56 AM
23	It would be useful to know who to call. Do I call the security patrols, the PSCO, or 101 for a non emergency issue? And what issues would apply to each?	11/6/2014 6:21 AM
24	CMT has lost the deterrent effect of regular mobile patrols in clearly marked vans.	10/31/2014 11:28 AM
25	We have not seen ANY security patrols by Wards/nor any presence of PCSO since Tony Bartholmew left	10/24/2014 10:01 AM

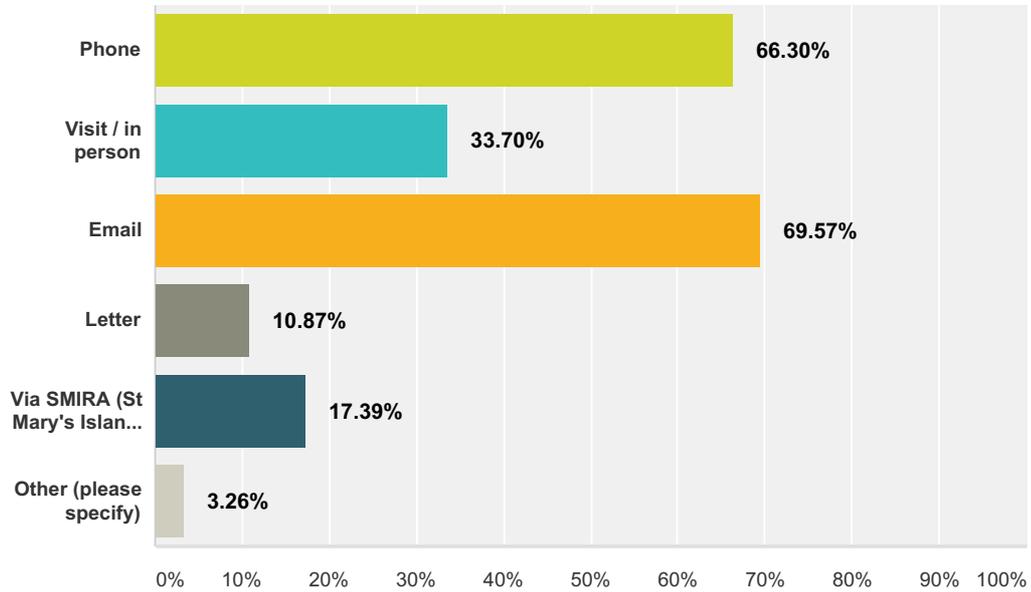
Q7 On average, how often do you make contact with the Chatham Maritime Trust office?

Answered: 129 Skipped: 14



Q8 If you have been in contact with the Chatham Maritime Trust, which of the following methods have you used? (Tick all that apply)

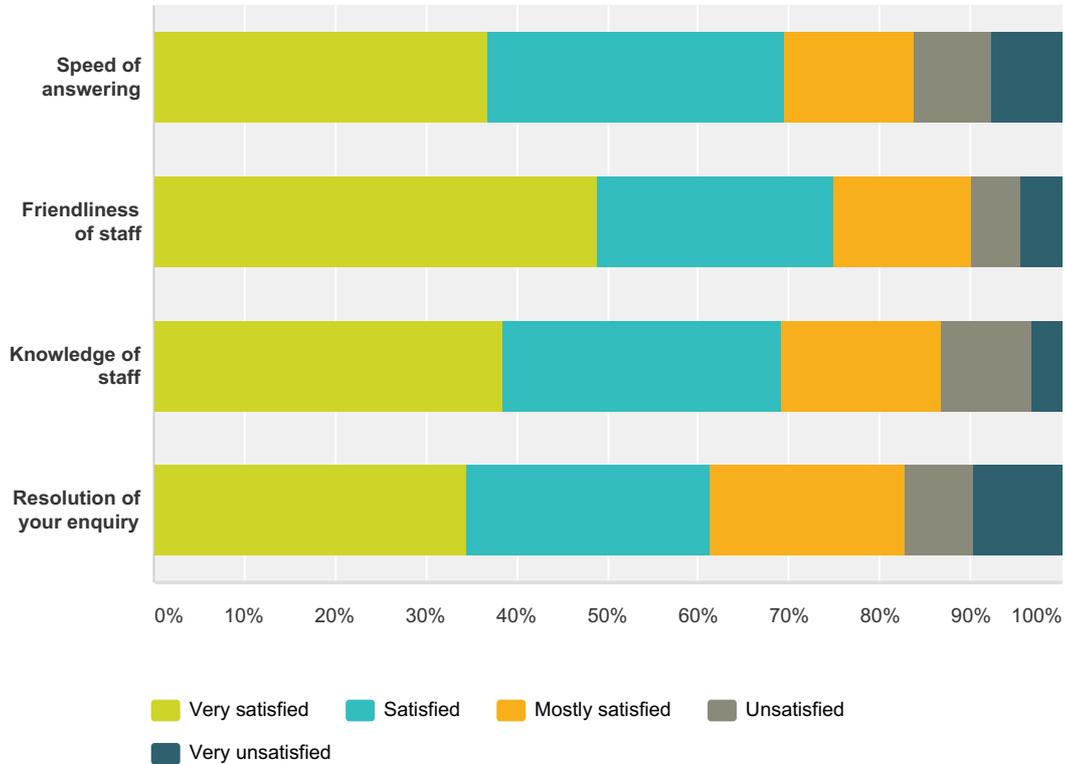
Answered: 92 Skipped: 51



#	Other (please specify)	Date
1	Do get email explaining what's happening on the island	11/8/2014 1:59 PM
2	Through the Community Centre	11/7/2014 2:51 AM
3	Island maintenance walks	10/31/2014 11:29 AM

Q9 Thinking about the last time you made contact with the Trust office, how satisfied were you with the way your enquiry was handled with respect to:

Answered: 95 Skipped: 48



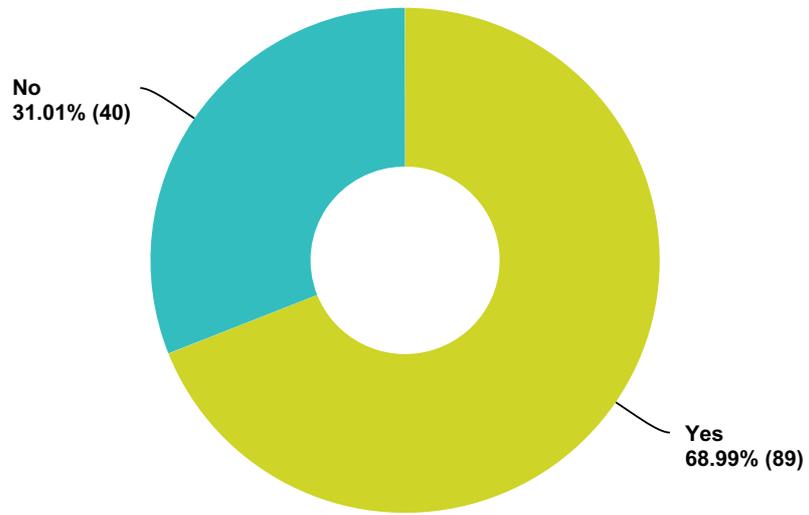
	Very satisfied	Satisfied	Mostly satisfied	Unsatisfied	Very unsatisfied	Total
Speed of answering	36.96% 34	32.61% 30	14.13% 13	8.70% 8	7.61% 7	92
Friendliness of staff	48.91% 45	26.09% 24	15.22% 14	5.43% 5	4.35% 4	92
Knowledge of staff	38.46% 35	30.77% 28	17.58% 16	9.89% 9	3.30% 3	91
Resolution of your enquiry	34.41% 32	26.88% 25	21.51% 20	7.53% 7	9.68% 9	93

#	Comments (if choose to clarify/expand)	Date
1	Impossible to get phone response had to write in	12/5/2014 10:15 PM
2	Complained that outside our flat the pavement looked like something from the wild west. Weeds, grass and what looked like tumble weeds were everywhere. Carpark area is a mess, walls are broken, visitors said the island has gone downhill. I agree, there is no longer any pride from the maintenance staff. Darren and Kirsty seem to do as little as possible in the quickest time possible.	12/1/2014 4:40 AM
3	Neighbour put fence around garden contravening covenant	11/14/2014 12:33 PM
4	Most times I have contacted CMT I have been very disappointed with both the attitude and the normally negative result.	11/13/2014 12:06 PM
5	Had horrendous problems with anti-social behaviour from private renters. Repairing/breaking old bangers in street, abusive behaviour , drunken parties, etc etc Police eventually contacted - they could not believe the attitude of CMT nor their lack of action and support.	11/13/2014 8:54 AM

6	Nobody available to help by phone. Promised a call back. Did not receive one. Called at office and had to wait twenty minutes to see the relevant person.	11/11/2014 2:36 AM
7	As and when I phone the trust office I expect them to take ownership of the issue that I am phoning about. I do not expect to be asked to take photos and to then email them to the trust before action is taken!!!	11/8/2014 11:53 AM
8	A complaint via email was unanswered because the staff member had left but there was no autoreply to this effect. Still unresolved issues about badged commercial vehicles on driveways. Also very npisey dogs in Redshank Road.	11/6/2014 10:14 PM
9	Never received a response to my complaint about excessive overnight lighting in the outlet centre car park.	11/6/2014 11:06 AM
10	I haven't contacted them	11/6/2014 10:52 AM
11	My question was with regards parking but the roads had not been handed over to the council at this point and therefore, the question could not be answered. My question was people are parking on crossroads particularly in golcrest drive and it blocks all view from other traffic and is an accident waiting to happen, why could parking not be stopped in these areas?	11/6/2014 7:53 AM
12	I emailed re the street lighting and never received a reply even though I know the email was sent.	11/6/2014 6:24 AM
13	excellant friendly advice	10/24/2014 10:01 AM

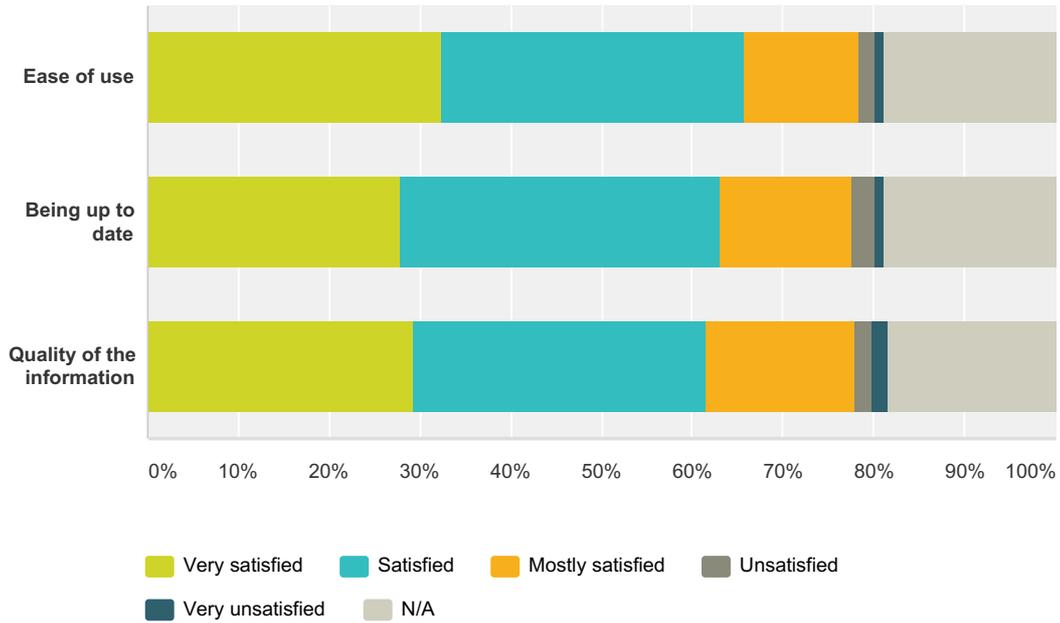
Q10 Have you ever used the Trust's website?

Answered: 129 Skipped: 14



Q11 How satisfied are you with the Trust's website in respect of:

Answered: 111 Skipped: 32

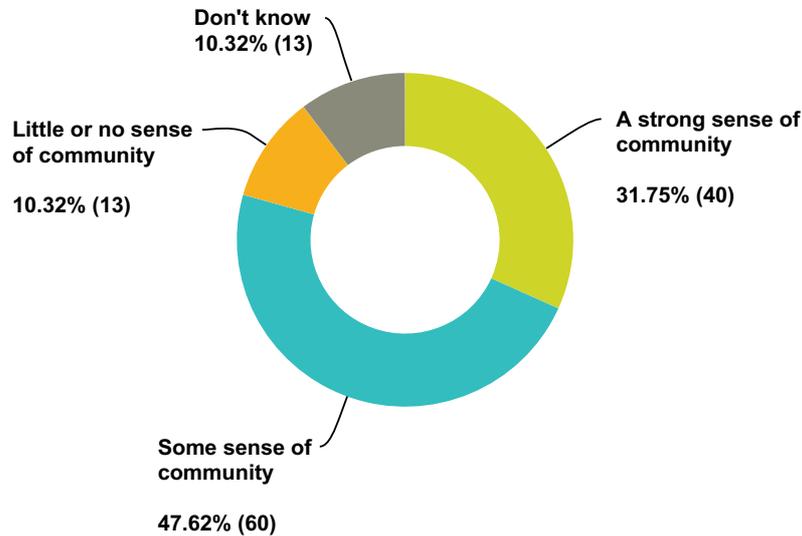


	Very satisfied	Satisfied	Mostly satisfied	Unsatisfied	Very unsatisfied	N/A	Total
Ease of use	32.43% 36	33.33% 37	12.61% 14	1.80% 2	0.90% 1	18.92% 21	111
Being up to date	27.93% 31	35.14% 39	14.41% 16	2.70% 3	0.90% 1	18.92% 21	111
Quality of the information	29.36% 32	32.11% 35	16.51% 18	1.83% 2	1.83% 2	18.35% 20	109

#	Comments (if choose to clarify/expand)	Date
1	Haven't used it	11/6/2014 10:52 AM

Q12 Thinking about the sense of community in Chatham Maritime, would you say that there is:

Answered: 126 Skipped: 17

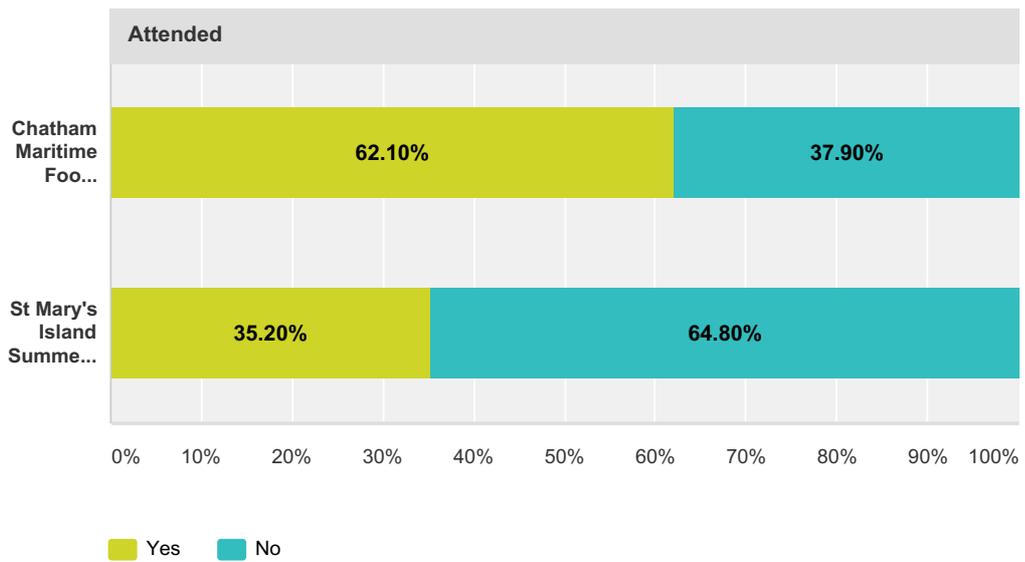
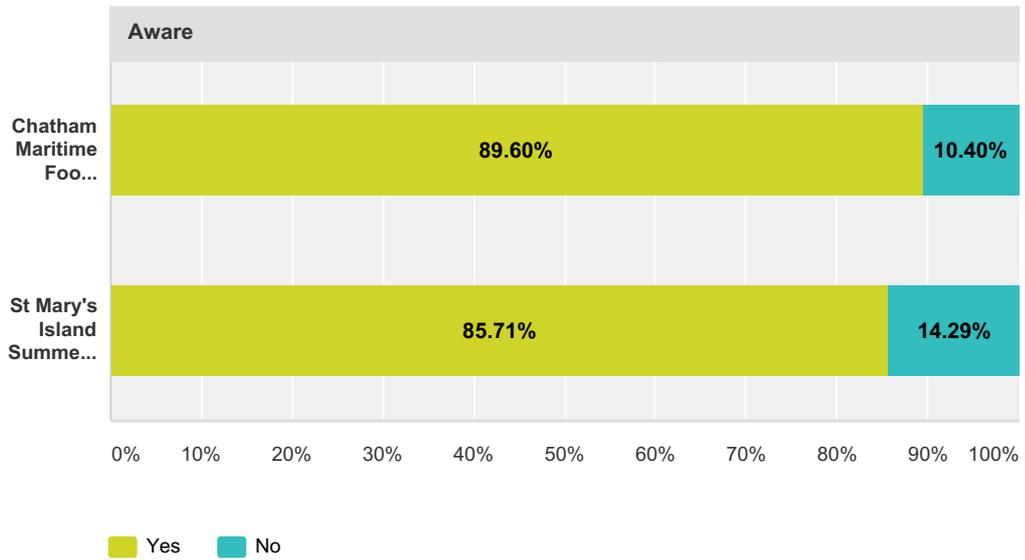


#	Comments (if choose to clarify/expand)	Date
1	the families I have visited fell extremely isolated, those with young children may rarely see their neighbours as many are commuters.	12/8/2014 7:06 AM
2	lots of activities local to area. bars, restaurants, outlet centre and cinema, good local schools, community centre with doctors and pharmacy. Always lots of activities for the children to take participate.	12/6/2014 4:20 AM
3	A great sense of pride and caring	12/5/2014 10:21 PM
4	not advertised enough	12/5/2014 4:21 AM
5	Most residents on the island are very friendly	12/5/2014 3:51 AM
6	Turnaround of neighbours is high, no longer even know their names. 10 years ago people seemed alot happier living on the island, bbq's outside, real community spirit which has now gone.	12/1/2014 4:45 AM
7	sadly I think there is a mixed feeling towards social housing, especially with all the conservative literature boasting of trying to minimise the number of social housing numbers on the island. It makes you feel bad, as if you are not welcome. I wish this divide didn't exist but it does, I hope to show people how good neighbours we are as social housing residents, and love being part of our community and keep our areas and homes in the same condition as the rest of the private residents.	11/18/2014 6:08 AM
8	Applies more to the older residents than the younger.	11/13/2014 12:15 PM
9	Think the older residents have a stronger sense of community than the younger residents.	11/13/2014 9:04 AM
10	although some people should think about the rubbish they throw about on there way home....	11/11/2014 11:12 AM
11	Some people still seem to lack commitment to the community.Not sure how these people can be encouraged to participate.	11/10/2014 9:46 AM
12	Never felt that a sense of Community spirit exists, especially emanating from the SMI community centre. My only real community sense occurs with SMIRA through the Chairman and the Directors !!	11/10/2014 2:10 AM
13	Not like it was	11/7/2014 2:54 AM
14	This has improved over 16 years we have lived here	11/6/2014 10:29 PM
15	People seems to be friendly than London, London has an expected hostility and darkness.	11/6/2014 3:48 PM
16	Probably too early for us to comment.	11/6/2014 11:12 AM

17	One of the times we visited there was an event going on at the community centre. Cannot wait to become a member of the community	11/6/2014 8:18 AM
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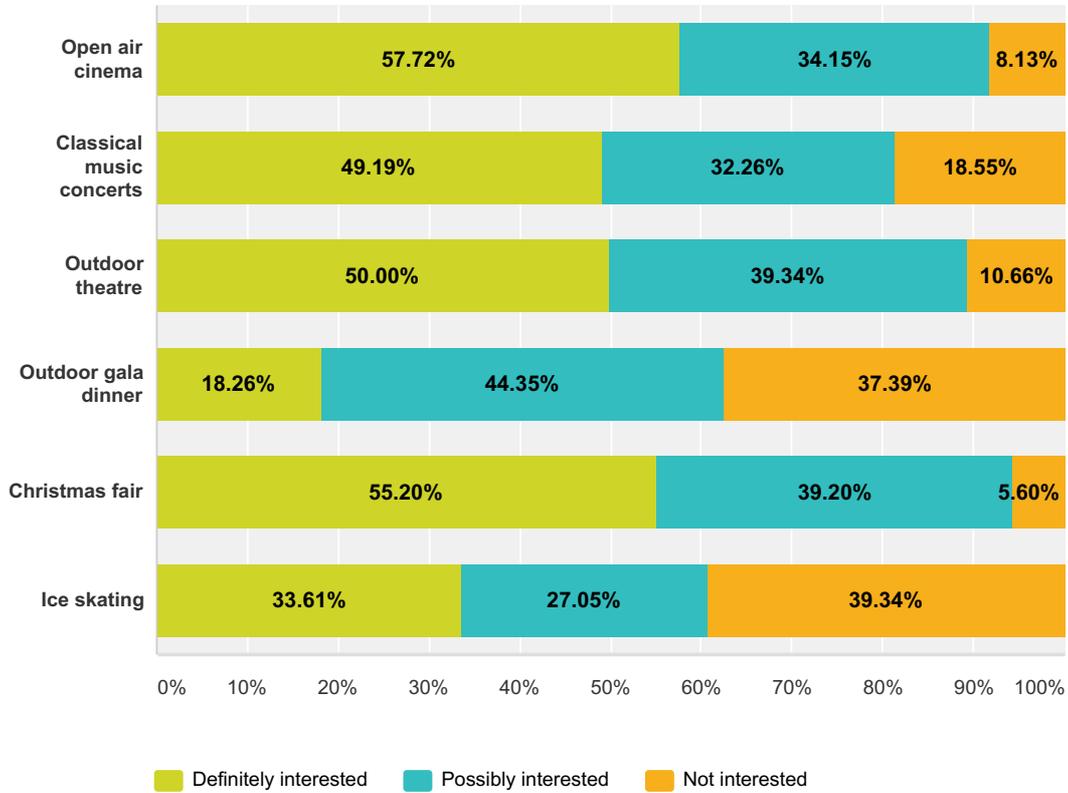
Q13 Are you aware of and have you ever attended the events that CMT sponsors each year for the community?

Answered: 126 Skipped: 17



Q14 Would you be likely to buy tickets for any of the following entertainment activities which could be run on the Chatham Maritime Estate?

Answered: 126 Skipped: 17

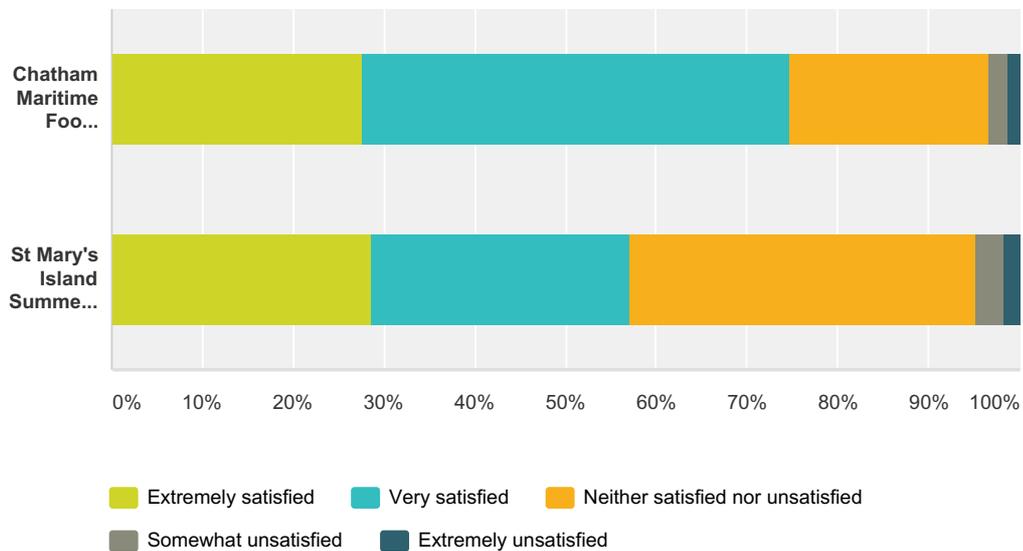


#	Do you have any other ideas?	Date
1	East v west island fun day, rowing boats on the basin. Or a motor boat tour around the basin, slow cruise with wine etc. All age groups, even childrens party boat trip. For 8 persons.! Roller skating rink. Why not fitness equipment area by the boule area. Out door tie che classes.	11/26/2014 6:25 AM
2	vintage fairs, charity events, music festival, arts and crafts, local talents, business and trader awareness (ie plumbers, skills that could be shared) training in the comm centre.	11/18/2014 6:08 AM
3	St Mary's Island 5km / 10km running event would be popular with all the local running clubs and raise the profile of the Island and the paths	11/14/2014 2:20 AM
4	Local artists exhibition.	11/13/2014 12:15 PM
5	no	11/11/2014 11:12 AM
6	A regular farmers market as the shops that are sprouting up around the outlet area are much of the same and aren't really value for money.	11/8/2014 11:55 AM
7	With the drinks fair I found the stalls where in the wrong place and couldn't access well in my scooter and was hit many times with hand bangs.	11/7/2014 11:14 AM
8	Easter egg hunt for the children	11/7/2014 2:54 AM
9	Fantastic ideas! Often thought we could offer more events, like Kings Hill Development in West Malling?	11/7/2014 2:27 AM
10	Firework display on Basin 2. Brass bands by Basin 2 in the summer. Carnival. Funfair. Celebrity appearances. More involvement with FUSE festival.	11/6/2014 10:29 PM
11	Have the Workshop No 8 listed structure covered in same material as The Range and use it for a combined Farmers market and antique/boot venue once a month.	11/6/2014 11:12 AM

12	Craft and maker fairs.	11/6/2014 9:11 AM
13	the machine shop is currently standing disused but is a great space that would be easy to cover. Use as a farmers/local produce market could be nice.	11/6/2014 8:13 AM
14	Fair although was good am sure could hugely be expanded in many ways. I don't think people mind paying small donations for stalls particularly if there is a wider range and therefore one is able to stay longer rather than a family having had enough after 30 mins.	11/6/2014 8:02 AM
15	Family events.	11/6/2014 6:58 AM

Q15 If you attended either/both of the above events, how satisfied were you with the way they were run?

Answered: 97 Skipped: 46



	Extremely satisfied	Very satisfied	Neither satisfied nor unsatisfied	Somewhat unsatisfied	Extremely unsatisfied	Total	Weighted Average
Chatham Maritime Food & Drink Festival (May)	27.59% 24	47.13% 41	21.84% 19	2.30% 2	1.15% 1	87	2.02
St Mary's Island Summer Fair (Sept)	28.57% 18	28.57% 18	38.10% 24	3.17% 2	1.59% 1	63	2.21

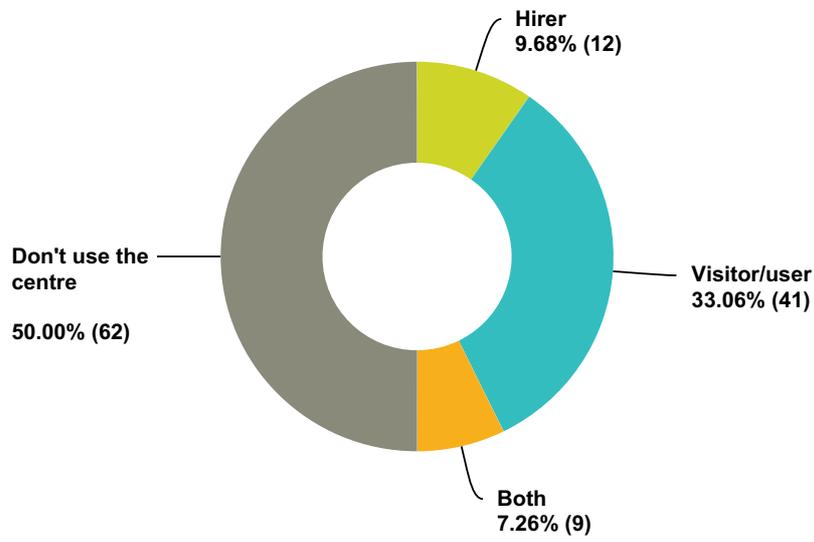
#	Comments for "Chatham Maritime Food & Drink Festival (May)"	Date
1	Good participation of different groups from the island and variety of events.	12/8/2014 2:16 PM
2	Never attended	12/6/2014 4:20 AM
3	Rather cramped. Needed more open space around venue	12/5/2014 10:21 PM
4	never knew about it	12/5/2014 4:21 AM
5	Busy, lots of fun!	12/5/2014 3:54 AM
6	Lots of stalls and live music	12/5/2014 3:51 AM
7	More active use needs to be made of the Basin including model boats, sailing/canoeing opportunities for older age groups and similar. I am aware that it is a difficult and expensive proposition to bring ships into the basin but this should be considered again especially with tall ship or heritage ship possibilities.	12/5/2014 3:40 AM
8	The focus was more on selling cooked foods rather than showing the abundance of produce available in the area. The entertainment was good though.	12/5/2014 3:27 AM
9	Didnt attend	12/5/2014 3:00 AM
10	Location was excellent, site was kept clean and tidy at all times, friendly atmosphere. Improvement could be made by increased variety of stalls	11/25/2014 3:46 AM
11	great community event, well organised and attended, felt great to have such an event on the island, community cohesion.	11/18/2014 6:08 AM
12	Access to stalls was difficult, walkway narrow. Stalls interesting, but could have been a lot more varied. Band was great - could have been made more of.	11/13/2014 12:15 PM
13	Stalls were varied and interesting, but could have been more and better. Band was great. Take a look at Whitstable Harbour if you need more inspiration.	11/13/2014 9:04 AM

14	we enjoyed the food & music even though it rained...	11/11/2014 11:12 AM
15	Enjoyed seeing good quality local food producers and having the opportunity to sample the food.	11/10/2014 9:46 AM
16	generally very well put-on, but could do with more stalls selling produce - cheese, sausages pies, fruit etc. rather than eat now snacks.	11/10/2014 3:39 AM
17	Most of the pedestrian access to the stalls was on the cobbled walks, and it is very difficult and uncomfortable to use a wheelchair on cobbles. (It is equally uncomfortable for babies and children in prams and buggies.)	11/9/2014 2:55 PM
18	This was very well organised, a good way to get people to mix	11/8/2014 2:08 PM
19	Stalls in wrong place! Not enough room for scooters	11/7/2014 11:14 AM
20	So interesting and so many different stalls.	11/7/2014 4:17 AM
21	A succesful initiative and fun BUT ideally needed wet weather provision ie large terrasols.	11/6/2014 10:29 PM
22	Disabled access was poor.	11/6/2014 11:23 AM
23	Very well organised could do with some more space between exhibitors good volume of visitors	11/6/2014 8:34 AM
24	Good variety and provision though congested alongside the dock	11/6/2014 8:30 AM
25	small but well spirited. despite the rain. good fun was had :)	11/6/2014 8:13 AM
26	Not enough there except overpriced food	11/6/2014 8:11 AM
27	Great range of stalls, friendly atmosphere and perfect time of year	11/6/2014 8:02 AM
28	It was enjoyable for all not just sections	11/6/2014 7:54 AM
29	Extremely well run and fantastic array of stalls and activities.	11/6/2014 7:46 AM
30	rain played a part in stopping visitors - generally good entertainment	11/6/2014 7:03 AM
31	More needed for the children	11/6/2014 6:58 AM
32	Lots of stalls and enjoyable entertainment	11/6/2014 6:54 AM
33	The weather let it down on the Monday but it was quite well attended by stalls and the public	11/6/2014 6:47 AM
34	It was well managed and entertaining	11/6/2014 6:45 AM
35	It was a lovely day and the atmosphere was very good. The live music was good	10/25/2014 9:42 AM
#	Comments for "St Mary's Island Summer Fair (Sept)"	Date
1	Variety of stalls.	12/8/2014 2:16 PM
2	Never attended	12/6/2014 4:20 AM
3	not enough interesting events.	12/5/2014 4:21 AM
4	Lots of stalls and entertainment for the children	12/5/2014 3:51 AM
5	Could widen the age group appeal	12/5/2014 3:40 AM
6	IT appears aimed at the younger children and can be completed within 30 minutes.	12/5/2014 3:27 AM
7	didnt attend	12/5/2014 3:00 AM
8	It was ok, nothing special.	12/1/2014 4:45 AM
9	as above	11/18/2014 6:08 AM
10	never been	11/11/2014 11:12 AM
11	I was not able to attend due to other commitments.	11/9/2014 2:55 PM
12	As a resident of the Island I found this was very well supported by us residents,,people not living on the Island are perhaps not aware, But it has always been well organised and must take a lot of time to make sure all goes well	11/8/2014 2:08 PM
13	It was well organised, though it didn't seem that there was much there this year and not as many people attending	11/7/2014 12:49 PM
14	Didn't attend	11/7/2014 11:14 AM
15	Great fun particularly for the children	11/7/2014 4:17 AM

16	Needs more space.	11/6/2014 10:29 PM
17	The Summer Fair was almost totally geared to children. A steering Committee could be set up to find out what the residents would wish? Not very well organised, I'm afraid.	11/6/2014 1:22 PM
18	A lovely and friendly fair but very small and I'm sure more stalls could be there. Lovely idea not charging for things like bouncy castle but am sure people don't mind paying (perfectly normal/standard) at other fairs and then perhaps a wider range of stalls could be present which I'm sure with more awareness of the event and what will be there more people would attend and definitely would stay for longer.	11/6/2014 8:02 AM
19	Same	11/6/2014 7:54 AM
20	Lots of stalls and pleasant ambience	11/6/2014 6:54 AM
21	N/A did not attend	11/6/2014 6:45 AM

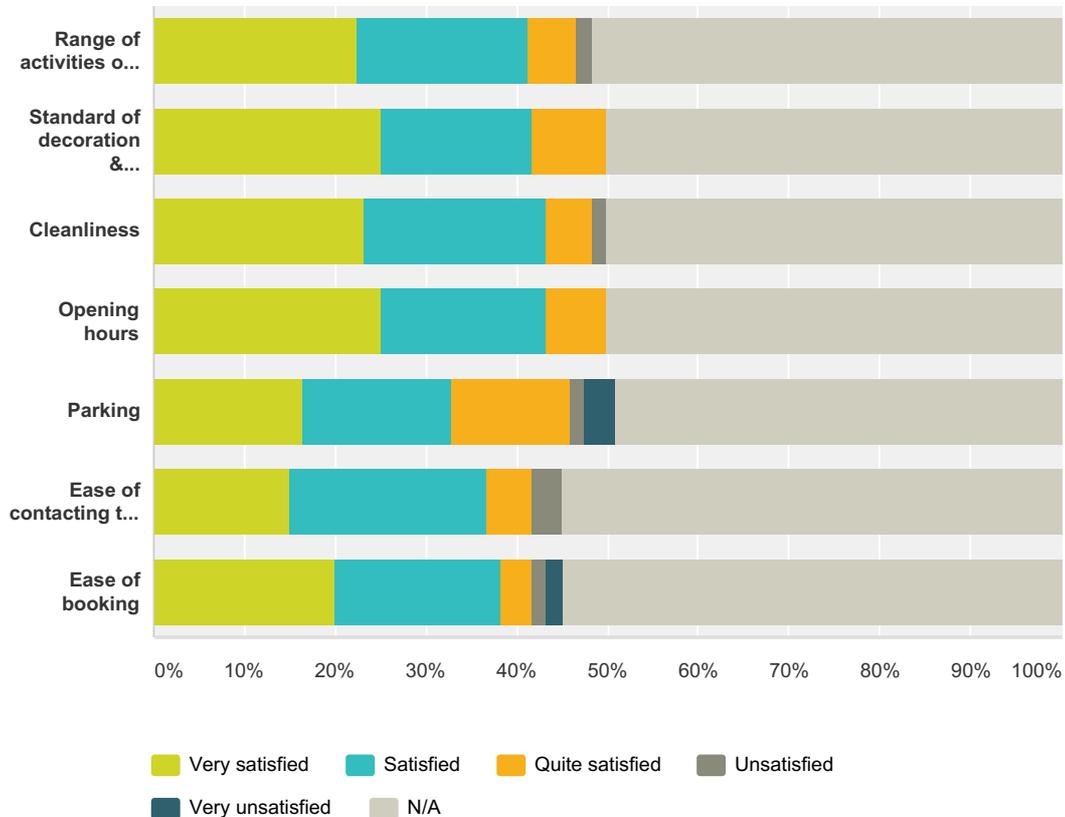
Q16 Do you use the SMI Community Centre, and if so in what capacity?

Answered: 124 Skipped: 19



Q17 As a hirer, how satisfied are you with the service and facilities offered at the Community Centre?

Answered: 61 Skipped: 82



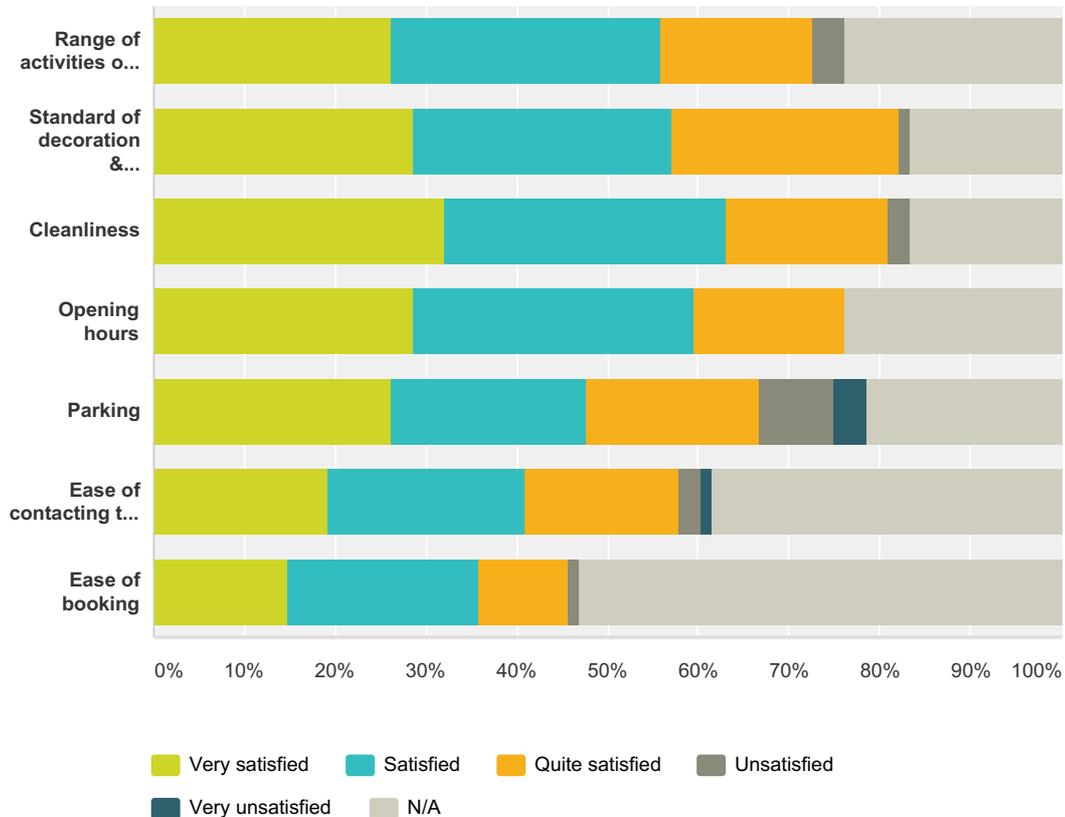
	Very satisfied	Satisfied	Quite satisfied	Unsatisfied	Very unsatisfied	N/A	Total
Range of activities on offer	22.41% 13	18.97% 11	5.17% 3	1.72% 1	0.00% 0	51.72% 30	58
Standard of decoration & repair	25.00% 15	16.67% 10	8.33% 5	0.00% 0	0.00% 0	50.00% 30	60
Cleanliness	23.33% 14	20.00% 12	5.00% 3	1.67% 1	0.00% 0	50.00% 30	60
Opening hours	25.00% 15	18.33% 11	6.67% 4	0.00% 0	0.00% 0	50.00% 30	60
Parking	16.39% 10	16.39% 10	13.11% 8	1.64% 1	3.28% 2	49.18% 30	61
Ease of contacting the centre team	15.00% 9	21.67% 13	5.00% 3	3.33% 2	0.00% 0	55.00% 33	60
Ease of booking	20.00% 12	18.33% 11	3.33% 2	1.67% 1	1.67% 1	55.00% 33	60

#	Any comment to add?	Date
1	The disabled parking facilities are definitely abused , many residents who are not bluebadge holders use the parking bays designated for disabled persons.	12/1/2014 5:55 AM
2	Would love to have blackout curtains in the community centre, these would make my classes really special and is the only thing the centre lacks in comparison to other venues I use	11/17/2014 1:08 PM

3	The only time that parking is an issue, is if the school hold an assembly for parents and then it is a nightmare. To be fair this hasn't happened for quite a while.	11/7/2014 12:51 PM
4	School parents parking to pick up children taking up spaces	11/7/2014 11:18 AM
5	What range of activities are on offer for hirers? No staff for out of hour problems	11/7/2014 2:56 AM
6	Used to hire for children's parties annually as well as attending classes three times a week. Excellent hall to hire and to attend.	11/6/2014 8:05 AM
7	I can hear it though when there are events at night! :(11/6/2014 6:28 AM
8	The kitchen is completely inadequate which is why we no longer use the centre.	11/6/2014 6:27 AM

Q18 As a visitor/user, how satisfied are you with the service and facilities offered at the Community Centre?

Answered: 84 Skipped: 59



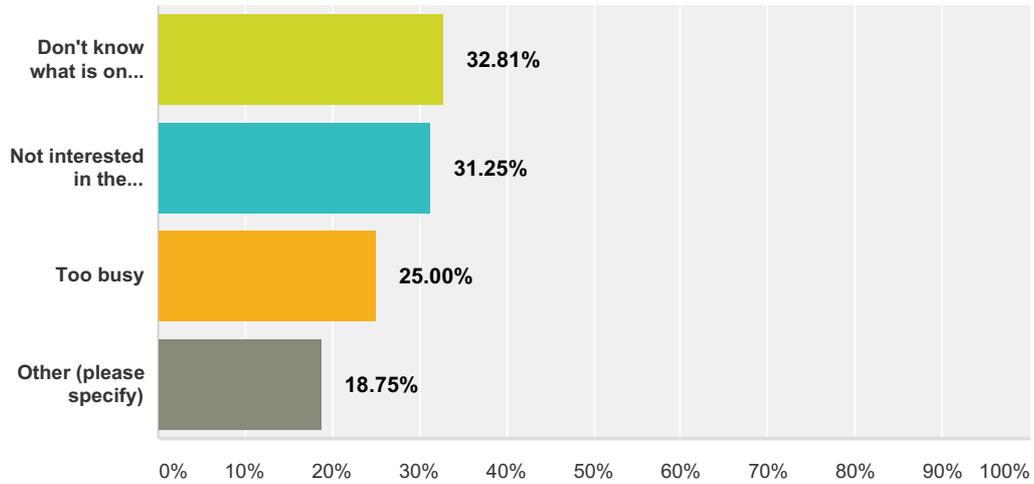
	Very satisfied	Satisfied	Quite satisfied	Unsatisfied	Very unsatisfied	N/A	Total
Range of activities on offer	26.19% 22	29.76% 25	16.67% 14	3.57% 3	0.00% 0	23.81% 20	84
Standard of decoration & repair	28.57% 24	28.57% 24	25.00% 21	1.19% 1	0.00% 0	16.67% 14	84
Cleanliness	32.14% 27	30.95% 26	17.86% 15	2.38% 2	0.00% 0	16.67% 14	84
Opening hours	28.57% 24	30.95% 26	16.67% 14	0.00% 0	0.00% 0	23.81% 20	84
Parking	26.19% 22	21.43% 18	19.05% 16	8.33% 7	3.57% 3	21.43% 18	84
Ease of contacting the centre team	19.28% 16	21.69% 18	16.87% 14	2.41% 2	1.20% 1	38.55% 32	83
Ease of booking	14.81% 12	20.99% 17	9.88% 8	1.23% 1	0.00% 0	53.09% 43	81

#	Any comment to add?	Date
1	Parking around the centre is still not good during school times.	12/5/2014 3:28 AM
2	Answer machine is on alot. Hall smells like urine.	12/1/2014 4:53 AM
3	Not enough information sent regularly	11/26/2014 6:27 AM

4	Taps in ladies toilets re very difficult to turn off, the children struggle with these. Hall floor is often left dirty by previous hirer	11/25/2014 3:50 AM
5	would be good if party or event attendees don't congregate in the car park during or after the event, as can be v noisy for those living right next to the centre.	11/18/2014 6:11 AM
6	Dreary dull WVS village hall atmosphere. Lack of colour, lack of design, an institution. Boring. Facilities basic. Needs money spending on it. Office - never anyone in it - and if there is not very helpful or very friendly either.	11/13/2014 12:29 PM
7	I only pop into the centre to check the notice board, to see what things or classes are happening	11/8/2014 2:17 PM
8	Do the last 2 apply?	11/7/2014 2:56 AM
9	Blackout blinds in halls and rooms would aid showing slides/ powerpoint presentations. It gets unbearably hot in the summer fans/air con would help.	11/6/2014 10:40 PM
10	Really good range of classes on offer at hall for all ages.	11/6/2014 8:05 AM

Q19 If you don't use the Community Centre, why is that?

Answered: 64 Skipped: 79



#	Other (please specify)	Date
1	only promote the activities held to families working with.	12/8/2014 7:08 AM
2	I personally do not use the community centre for any activities however other family members use the centre for karate and cubs/scouts.	12/6/2014 4:35 AM
3	should have a dedicated website that you can book on.	11/25/2014 3:57 AM
4	I have not had the need yet	11/9/2014 1:11 AM
5	I'm not in Chatham full time	11/6/2014 10:54 AM
6	Do not live in the CM area	11/6/2014 8:31 AM
7	Have not yet got round to visiting community centre	11/6/2014 8:24 AM
8	Not yet moved in to house	11/6/2014 8:20 AM
9	Non-resident	11/6/2014 6:55 AM
10	I do use it	11/6/2014 6:46 AM
11	Not got round to it yet!	11/6/2014 6:24 AM
12	As only work in the area rather than live here	11/6/2014 6:20 AM

Q20 All respondents - are there any activities that you would like to see offered at the SMI Community Centre in the future?

Answered: 124 Skipped: 19

#	Responses	Date
1	More classes/clubs for different ages.	12/8/2014 2:20 PM
2	none come to mind	12/8/2014 7:08 AM
3	None	12/7/2014 11:54 PM
4	Crafting club would be a great idea for all ages and would encourage neighbours to get to know each other, swap, share, ideas and equipment.	12/6/2014 4:35 AM
5	N/A	12/6/2014 3:31 AM
6	?	12/6/2014 3:29 AM
7	When I know what is on offer i can give an answer.it is probably my fault that I don't know what is on as I have not connected with SMI community centre Yet.	12/5/2014 11:15 PM
8	Senior keep fit classes	12/5/2014 10:24 PM
9	Tea Dances	12/5/2014 2:29 PM
10	no	12/5/2014 9:13 AM
11	monthly 'farmers' market	12/5/2014 8:49 AM
12	Without knowing what is on it is difficult to comment	12/5/2014 6:21 AM
13	Not particularly	12/5/2014 6:11 AM
14	NA	12/5/2014 5:46 AM
15	Visitors (t.v. personalities) giving talks on gardening, plants etc., Visitors (giving talks and demonstrtrions on baking (cooking general) Shows for children (lots of artistic , small companies around who are very creative)	12/5/2014 4:28 AM
16	None	12/5/2014 3:55 AM
17	Keep fit for the over fifties	12/5/2014 3:52 AM
18	As far as I understand there is no scope for further activities and year round bookings for small groups can make it difficult for other organisations to achieve space. Is there a way of providing a smaller scale facility that would free up the committee room or small hall for extra groups to be accomodated.	12/5/2014 3:43 AM
19	No	12/5/2014 3:28 AM
20	antique or record fairs .	12/5/2014 3:21 AM
21	No	12/5/2014 3:15 AM
22	NA	12/5/2014 3:01 AM
23	none	12/1/2014 5:55 AM
24	I would like an audience with Dr Lawrence to explain why he never has any appointments. I would also like Caxtons and maintenance company to explain why they charge so much and deliver so little. Bring back Regency, they even used to clean the windows twice a year....!	12/1/2014 4:53 AM
25	No	12/1/2014 3:30 AM
26	----	11/26/2014 7:44 AM
27	Not aware of what is going on there so cannot suggest as yet.	11/26/2014 6:27 AM
28	Would love a pool developed - pump house? Tennis courts? Something healthy for youth to do.	11/25/2014 3:57 AM
29	Kick boxing and more martial arts	11/25/2014 3:50 AM
30	Whist Drives	11/22/2014 8:38 AM

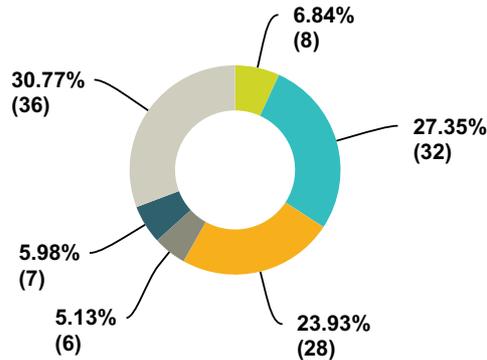
31	Salsa classes	11/19/2014 11:08 AM
32	more social activities, more community events, more educational/training opportunities/courses. arts, crafts, learning, IT and all sorts.	11/18/2014 6:11 AM
33	Reflexology	11/17/2014 1:08 PM
34	no	11/14/2014 1:35 PM
35	.	11/14/2014 12:35 PM
36	More baby activities / fitness activities	11/14/2014 2:21 AM
37	More adult fitness classes	11/13/2014 12:45 PM
38	Over 50s fitness class - there used to be one but it folded. Tai Chi packed up the same. Loyal attendance but instructors unreliable.	11/13/2014 12:29 PM
39	not sure	11/11/2014 11:13 AM
40	Perhaps craft workshops, or something horticultural related?	11/11/2014 4:54 AM
41	None that are not currently available	11/11/2014 2:38 AM
42	Dancing for children on Saturdays	11/10/2014 2:10 PM
43	I make good use of four activities on offer already - I wouldn't have time for any more!	11/10/2014 9:50 AM
44	No	11/10/2014 6:23 AM
45	No	11/10/2014 4:00 AM
46	farmers market	11/10/2014 3:41 AM
47	-	11/10/2014 2:36 AM
48	As the CC is fairly well utilised could not imagine how any additional activities could be made available. Should there be an occasion where another activity might be considered, Badminton might be of interest !	11/10/2014 2:21 AM
49	Antiques Fairs, Collectibles/Collectors Fair, Book Fairs,	11/9/2014 3:00 PM
50	yoga classes in the evenings	11/9/2014 7:32 AM
51	No	11/9/2014 1:11 AM
52	Yoga on a Saturday or Sunday	11/8/2014 11:55 PM
53	None that spring to mind	11/8/2014 10:37 PM
54	There are probably lots that people will suggest, perhaps something which appeals to me as a older resident	11/8/2014 2:17 PM
55	No	11/8/2014 11:57 AM
56	no	11/8/2014 6:14 AM
57	None that I can think of	11/7/2014 12:51 PM
58	More fairs	11/7/2014 11:18 AM
59	some guild on financial knowledge	11/7/2014 8:25 AM
60	Gym	11/7/2014 4:28 AM
61	None that I can think of.	11/7/2014 4:20 AM
62	do not have an opinion	11/7/2014 3:21 AM
63	I don't know	11/7/2014 2:56 AM
64	More keep fit activities for adults.	11/7/2014 2:27 AM
65	Ballroom dancing	11/7/2014 1:22 AM
66	Classical/folk/blues music concerts	11/6/2014 10:42 PM
67	I was keen to see a WI on the Island and the Maritime WI lasted a year only because of funding issues . Interestingly, some of the social activities are still going i.e. monthly book club at fratellis and monthly wine & dine club in local restaurants. Personally I would prefer the mobile library to stop at the community centre.	11/6/2014 10:40 PM
68	.	11/6/2014 5:08 PM

69	I don't know anything I can think of.	11/6/2014 3:50 PM
70	No	11/6/2014 2:21 PM
71	No	11/6/2014 2:16 PM
72	Use of the land around the Centre. Grant did say we could use it for croquet which is great.	11/6/2014 1:26 PM
73	N/A	11/6/2014 12:54 PM
74	N/A	11/6/2014 12:24 PM
75	No	11/6/2014 11:51 AM
76	N/a	11/6/2014 11:37 AM
77	DIY lessons (simple plumbing, shelf fixing, etc)	11/6/2014 11:25 AM
78	Table tennis/Badmington Club	11/6/2014 11:13 AM
79	Book group ?	11/6/2014 10:56 AM
80	Ice skating an Christmas fair	11/6/2014 10:54 AM
81	Updates on island building phases	11/6/2014 10:40 AM
82	N/A - don't use centre	11/6/2014 10:21 AM
83	No	11/6/2014 9:29 AM
84	N/A	11/6/2014 9:12 AM
85	Ballroom dancing	11/6/2014 8:57 AM
86	Sports area for student to play around during the weekends	11/6/2014 8:57 AM
87	NO	11/6/2014 8:56 AM
88	Rumba Gold	11/6/2014 8:35 AM
89	See above	11/6/2014 8:31 AM
90	Model railway exhibition, line dancing	11/6/2014 8:29 AM
91	No	11/6/2014 8:24 AM
92	N/a	11/6/2014 8:24 AM
93	There is none at the moment	11/6/2014 8:22 AM
94	Maybe something like a welcome morning for new members of the community, to get to know others?	11/6/2014 8:20 AM
95	pottery	11/6/2014 8:16 AM
96	Adult education classes	11/6/2014 8:12 AM
97	Perhaps a club or activity suitable for ages 9-12-	11/6/2014 8:05 AM
98	I can't answer without knowing what is there now.	11/6/2014 7:58 AM
99	F	11/6/2014 7:56 AM
100	Not at this time	11/6/2014 7:55 AM
101	Keep fit, yoga, water colour painting classes, french conversation classes	11/6/2014 7:47 AM
102	none come to mind	11/6/2014 7:41 AM
103	Canoeing around the island	11/6/2014 7:23 AM
104	Business meetings, opportunities to meet other business in the local area for example bni meetings	11/6/2014 7:07 AM
105	More kids activities and exercise classes, plus awareness of these events	11/6/2014 7:05 AM
106	None that i can think of	11/6/2014 6:59 AM
107	Keep fit for the over fifties	11/6/2014 6:55 AM
108	N/A as non-resident	11/6/2014 6:55 AM
109	no	11/6/2014 6:53 AM

110	Quiz night?	11/6/2014 6:48 AM
111	None	11/6/2014 6:46 AM
112	No	11/6/2014 6:39 AM
113	Poker evening Kickboxing	11/6/2014 6:30 AM
114	Not really!	11/6/2014 6:28 AM
115	No.	11/6/2014 6:27 AM
116	More general events for people to meet others on the island, outside of the general activities on offer.	11/6/2014 6:24 AM
117	unsure	11/6/2014 6:20 AM
118	A drop-in surgery for the PCSO (monthly?)	10/31/2014 11:32 AM
119	No	10/28/2014 4:09 AM
120	yvglhbml,	10/27/2014 10:05 AM
121	fj gmn	10/27/2014 9:49 AM
122	Satisfied	10/27/2014 5:08 AM
123	Ballroom dancing classes	10/25/2014 9:43 AM
124	not really	10/24/2014 10:04 AM

Q21 All homeowners are required to pay a rentcharge which contributes towards the maintenance of the Chatham Maritime Estate. If you are responsible for paying the rentcharge do you consider it to be:(If you don't pay the rentcharge you can skip this question or choose N/A)

Answered: 117 Skipped: 26



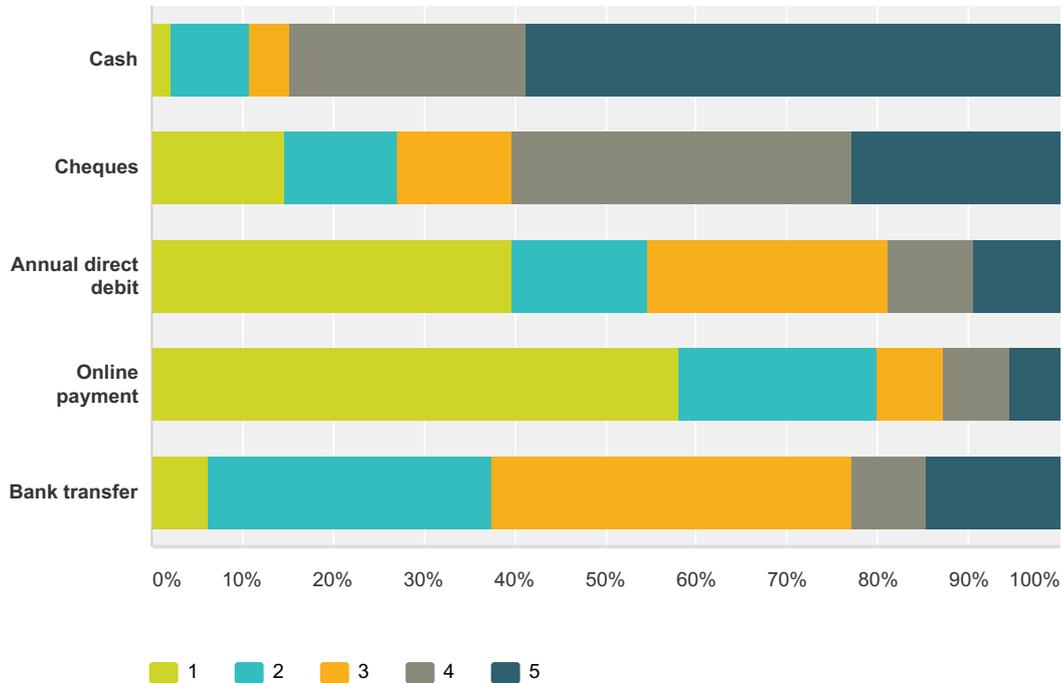
■ Excellent value for money
 ■ Good value for money
 ■ Neither good nor bad value for money
■ Slightly poor value for money
 ■ Very poor value for money
 ■ N/A

#	Why do you say that?	Date
1	keeps the surrounding area's looking pleasant and well maintained.	12/6/2014 4:39 AM
2	Poorly maintained landscaping and lighting on secondary roads	12/5/2014 10:25 PM
3	The island is quite well kept but not as good as it was at the beginning	12/5/2014 3:54 AM
4	The lower bridge is still out of action and crossing the main road is difficult due to cars speeding . Upkeep of trees over paths need to be cut back , having to walk on road to get by .	12/5/2014 3:25 AM
5	Can't see where it goes at all	12/1/2014 3:31 AM
6	General verges not back up to standard. Less security.	11/26/2014 6:31 AM
7	Lifting Bridge locked down due to cost of maintainance, and to hell with character and heritage etc eh? Caisson walkway closed at the whim of Peel Ports. Fumbling around in the dark - specially around the Ship and Trades Car Park - dodging the lake at one end of it. Sweeping the gutter myself - nobody else to do it. Pulling up hundreds of weeds out of the verges and pavements. Dodging the head -on oncoming vehicles along Restharrow Way - because due to the roadside parking I can't see him and he can't see me. Slipping on the untreated pavements in icy weather. When I complain to CMT about cars being repaired/broken up in the street all over the place, being told by some minion to "park in my own drive" . The PCSO I never see and can't ever contact. An iconic structure (Machine Shop No 8) so well maitained it is likely to fall on my head. A beautiful buiding (Pump House No 5) going to waste because nobody can think of what to do with it. Other sites left scruffy and undeveloped for years and years.	11/13/2014 12:55 PM
8	we live in sallow close, and our bushes tree's are not pruned like the rest of the island we do it ourself's	11/11/2014 11:17 AM
9	There are some area of the landscaping that could do with more attention particularly in Restharrow Road, where there are bare patches in the shrubbery and other parts where the bushes encroach on the pathway. Most of Island Way West cycle path is blocked by the overgrown hedges.	11/10/2014 4:04 AM
10	it helps to maintain the life style I bought into	11/10/2014 3:44 AM
11	On h/ b	11/7/2014 11:19 AM

12	Because I don't have time to look into it	11/7/2014 2:58 AM
13	Every day I drive onto the island I can see and enjoy where my money is spent in the high quality landscaping and public areas.	11/7/2014 2:29 AM
14	The verges and open areas require constant maintenance and are generally well maintained.	11/6/2014 10:45 PM
15	It keeps the Island looking visually attractive which promotes a sense of pride and privilege to live here.	11/6/2014 10:44 PM
16	Because the prices continue to go up but the service gets reduced. No lifting of the bridge, let security patrols. No lighting around the front of island or down central walk.	11/6/2014 2:19 PM
17	Roadsides are very well cared for. Community Hall is trying very hard to be accessible BUT it really does need updating in order to cater for a wider range of events.i.e. soundproofing/ kitchen facilities/ storage for regular users.	11/6/2014 1:33 PM
18	It is literally a 'bedroom tax', but there is no associated representation.	11/6/2014 11:27 AM
19	More litter bins and more frequent collection of litter are needed or better still tougher penalties invoked for litter. I appreciate most litter is caused by visitor population rather than residents.	11/6/2014 11:21 AM
20	Services provided by CMT	11/6/2014 9:31 AM
21	LIKE TO SEE ABOLISHED WHEN ISLAND IS TOTALLY ADOPTED OR REDUCE COUNCIL TAX OR PAY RENTCHARGE MONTHLY	11/6/2014 8:57 AM
22	Realistic on the amount of time and supervision which is required to keep the grounds looking good. This costs money	11/6/2014 8:37 AM
23	The Island areas maintained by SMT are well kept	11/6/2014 8:32 AM
24	Not sure what it covers	11/6/2014 8:13 AM
25	No security visible and not fair billing by system. Should be i number of persons per house	11/6/2014 7:26 AM
26	There is litter everywhere, security is not what it used to be. I do not use any of the play parks. The trusts does not really seem to care about what all of their residence want! They make rules which we have to obide by, but do things themselves without planning permission. Other residence make common land their own and nothing is being done about it. Just have a look at number 24 Little Victory Mount, they have used common land to make room for their own parking, so did number 17! Children of all ages are constaly palying on the roads, playing football, kicking the ball into the front garden and damaging plants. Leaving litter and making an awful lot of noise. I thought that the play areas were supposed to be used for this. But nothing is being done! These are in our street all children which live in affordable housing or rented accommodation. Do their parents pay rent charge? I could go on, but there are so many factors now that are spoiling day to day life!	11/6/2014 6:55 AM
27	There is not enough consultation on capital projects. We are directly and detrimentally affected by the new lighting and yet the first we knew of the installation of the lights was when the contractors started digging holes.	11/6/2014 6:29 AM
28	would like the option to pay monthly,would like also for residents to take responsibility for maintaning the gardens properly,& dog mess is a real issue as is dogs continuously barking in Deering Close, as does the owners of a motorbikes who cause a disturabance emitted from exhauts without silencers in deering close/heneretta chase	10/24/2014 10:07 AM

Q22 If you are responsible for paying the rentcharge, can you please rank the following payment options in order of importance where 1 is the most preferred option and 5 the least preferred option.

Answered: 69 Skipped: 74



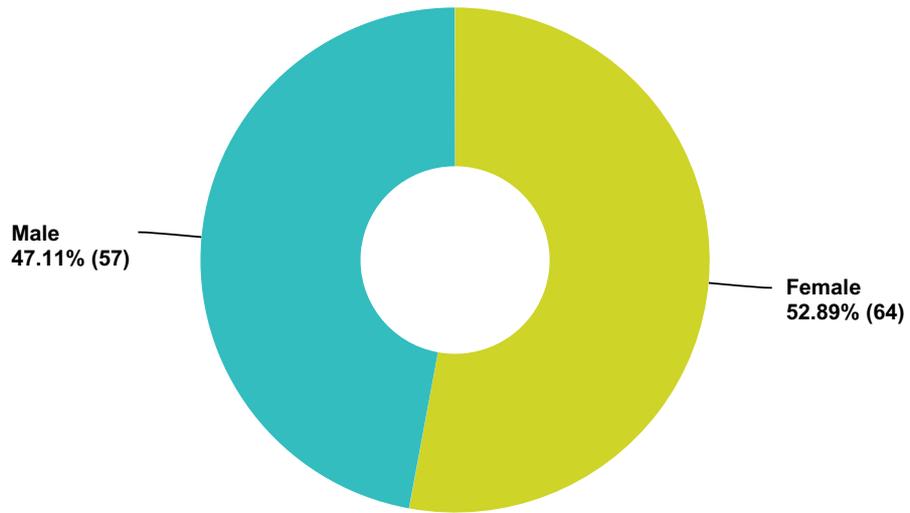
	1	2	3	4	5	Total	Weighted Average
Cash	2.17% 1	8.70% 4	4.35% 2	26.09% 12	58.70% 27	46	4.30
Cheques	14.58% 7	12.50% 6	12.50% 6	37.50% 18	22.92% 11	48	3.42
Annual direct debit	39.62% 21	15.09% 8	26.42% 14	9.43% 5	9.43% 5	53	2.34
Online payment	58.18% 32	21.82% 12	7.27% 4	7.27% 4	5.45% 3	55	1.80
Bank transfer	6.25% 3	31.25% 15	39.58% 19	8.33% 4	14.58% 7	48	2.94

#	Other (please specify)	Date
1	The common Option to pay monthly by Direct Debit	11/13/2014 12:55 PM
2	Paid by Apartment Management Company	11/10/2014 6:25 AM
3	Monthly direct debit	11/8/2014 2:21 PM
4	monthly direct debit	11/8/2014 6:15 AM
5	Monthly direct debit.	11/6/2014 11:27 AM
6	already paid via service charge (Marina Point)	11/6/2014 11:21 AM
7	Monthly Direct debit	11/6/2014 9:31 AM
8	Live in flats do paid in service charges	11/6/2014 8:58 AM

9	N/A	11/6/2014 6:47 AM
10	Monthly direct debit.	10/31/2014 11:32 AM

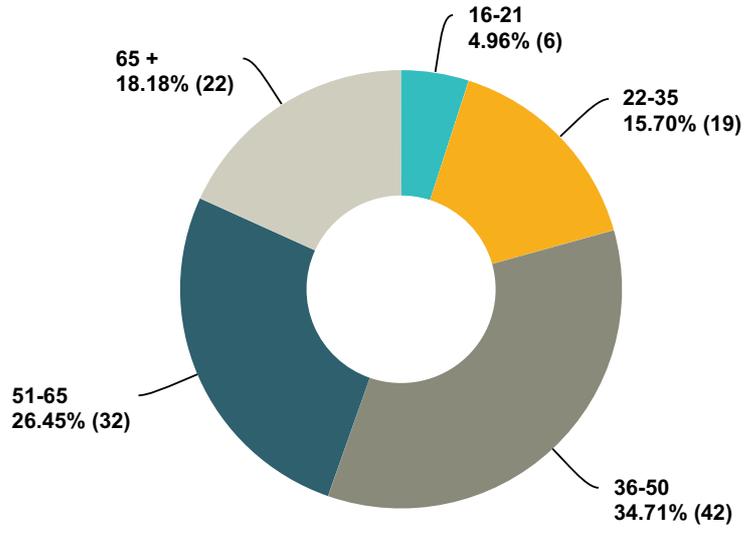
Q23 What is your gender?

Answered: 121 Skipped: 22



Q24 What is your age?

Answered: 121 Skipped: 22



Q25 Thank you for your help today. If there are any other comments you'd like to make about any aspect of the management of the Chatham Maritime estate you can add them here.

Answered: 45 Skipped: 98

#	Responses	Date
1	A very helpful and supportive team, always listening for new ideas and looking for developments for the community. A great team to work with. Keep up the good work.	12/8/2014 2:23 PM
2	I do like the newsletter it allows me to keep up to date so I can pass on relevant information to the families I work with in the area, they may not seek out this information for themselves.	12/8/2014 7:10 AM
3	touching on my previous point with reference to vehicles travelling at speed around the four stones roundabout and approach/trunk roads is a serious issue that needs attention and also bringing to the attention of the council.	12/6/2014 4:45 AM
4	Benches by the outlet centre broken. Are they your concern	12/5/2014 11:19 PM
5	I think there is a definite issue with motorists speeding on the island and over the bridge. I live with my family on Island Way West and there are countless motorists using the existing traffic calming measures as some sort of race track. This includes driving the wrong way round the roundabouts. I believe it would be of great benefit if speed humps were introduced the main ring road to help get this issue under control. I have personally witnessed two car accidents involving collisions and two incidents where cars have left the road and mounted the verges or hit roadside bushes. It really is only a matter of time before a child is knocked down near the school or a car ends up in my kitchen.	12/5/2014 6:28 AM
6	Parking on the roads and particularly on the gaps at x roads is becoming quite a serious problems. The x road on Goldcrest drive by Bradfords quite often has 4 cars parked, it is impossible to see right or left and you go through in a car at your own risk it is just an accident waiting to happen. Many people are also parking one car on the road and one on the drive when the drive is big enough to fit 2 cars. I have on several occasions been unable to get my car on or off my drive without conducting multiple manouvres to do so. This is gradually getting worse and really needs to be addressed. Thank you for all the good work you do on our behalf.	12/5/2014 5:51 AM
7	I work at the Universities campus so many questions not so relevant for me.	12/5/2014 3:55 AM
8	Would like to see more bulb planting for Spring colour perhaps involving local groups.	12/5/2014 3:49 AM
9	I think the speed that some drivers use on the ring road is excessive with little in place to restrict this. My property is close to the main road on a bend and I often hear cars screeching around the corner. This year I have witnessed one incident where a lady lost control of her vehicle and spun and another incident where the lamp post on the pavement was hit and bent. It would also appear that some drivers are trying to jump the island by going as fast as possible over the bridge!	12/5/2014 3:34 AM
10	When is the lower bridge going to be open again !	12/5/2014 3:26 AM
11	The management of the Island has decreased in the years I have lived here. Security patrols have decreased, Island rules (i.e parking overnight of Vehicles with Trade signs on the side) are not enforced. parking restrictions i.e. yellow bands are not enforced and are abused. Lack of PCSO's patrols permits anti social behaviour. The only positive improvement has been in the plant borders.	12/1/2014 6:03 AM
12	Caxtons are a rubbish management company. They sent 'bob a job' Darren to paint communal areas and it looked like Stevie Wonder had painted the walls. Kirsty turns up maybe once or twice a month to spray air freshener and backdates her time sheet on the noticeboard to make it look like she's been doing what she's paid for. Walls in carpark had been knocked down years ago and never rebuilt. Weeds are everywhere, lighting needs addressing for safety reasons. My suggestion is get rid of Pinky and Perky (Darren and Kirsty) and hire people who can actually clean and perform proper maintenance on the island. It's a real shame that things have become so bad as the island was once really well maintained and cared for. Also I have a suggestion regarding dogs fouling. If the cctv is monitored 24hrs a day, maybe the owners of the dogs could be monitored and followed to their home address and fined on the spot for allowing their dogs to poo wherever and being so inconsiderate for not picking it up. Maybe then this extra money could be used to pay for skilled people to do the work of Pinky and Perky and the island would be a nicer place to live again. Simples.....!	12/1/2014 5:16 AM
13	Fix there walk way under the bridge and put in some shrubs please	12/1/2014 3:32 AM

14	Good job overall. I think residents should have to follow stricter covenants on the external upkeep of property. Esp on the fishing village side some places desperately need some maintenance. This should be enforced by the Trust. If people don't upkeep front gardens to an acceptable standard, the work should be carried out and then they are fined for the cost. If all residents sign up to the agreement when purchasing the property no reason why it couldn't be enforced. Parking is also another issue - not sure on the solution but perhaps stricter controls and monitoring? Potentially residents permits, with fines for parking in specific areas - I know most of the problem arises from developments not providing enough so do sympathise.	11/25/2014 4:01 AM
15	On the whole very nice place to work/visit, well maintained and good range of facilities/services.	11/25/2014 3:52 AM
16	Keep up your good work	11/22/2014 8:39 AM
17	They do an excellent job, and work hard to make this a great place to live. I feel very indeed to live here and part of a lovely environment. It would be nice if we could improve the opinion of those of us in social housing, and that we do play a positive role in the community too.	11/18/2014 6:13 AM
18	It is a great place - job well done	11/17/2014 1:09 PM
19	More Naval ships to the basins please.	11/14/2014 12:36 PM
20	CMT pay lip service to such things as the "street scene" whilst allowing, for example, elderly residents to slip on untreated pavements in winter, trade vans and lorries to park anywhere, the repair and even breaking of old bangers in the street, etc etc The word is hypocrisy.	11/13/2014 1:04 PM
21	why don't renter's seem to take any notice of the island's covenant's...ican see the washing line & trampoline..from the house at the back of our house . they even had a bombfire . for the 5th of nov...	11/11/2014 11:21 AM
22	I support the various restrictive covenants but wish that it was possible to enforce them. We are surrounded by large garden sheds, pergolas etc. which the owners are quite happy to admit that they did not obtain permission for. Parking of commercial vehicles at nights and weekends is a problem especially when the owners park them outside other people's houses, sometimes not even in their own roads, and particularly when on the pavement. The Trust recently went to a lot of trouble and expense re-laying the brick pavements in Marine View and it seems a shame for them to be damaged again by inconsiderate parking.	11/11/2014 2:46 AM
23	The road in Island Way East is sometimes used as a racetrack by some people and urgently needs road bumps to slow the traffic down. Need the council to adopt the roads and yellow lines at the junctions to stop people parking there. There are a number of vans and lorries that have company logos that are parked around the island even though its against the rules of ownership but the trust does nothing to enforce this.	11/10/2014 4:10 AM
24	Would like to see a more pro-active reaction to dog control, litter, and control of anti-social car parking.	11/10/2014 2:28 AM
25	The pavement opposite The Range and Dockside Outlet is a popular place for parking "just for 10 minutes" or "just to make a delivery (or collection)". Those vehicles should not be there and it means that people with wheelchairs and buggies must go into the road to get round them. Is it possible to either put up bolder NO PARKING signs, or to put in bollards (as used further down the road) to prevent people parking there?	11/9/2014 3:07 PM
26	Parking is terrible, dangerous, on numerous occasions I have had to reverse and turn round not being able to get through the gap. I have neighbours who have garages and drive ways and do not use them for vehicles but park on the road. Having visitors who can park near my house is just sometimes not possible.	11/8/2014 10:47 PM
27	Please open the footbridge under the road bridge asap	11/8/2014 6:16 AM
28	If like to visit your offices	11/7/2014 11:20 AM
29	Stop illegal adverts on Stones roundabout please it distracts motorists and looks untidy. Concerned about uneven block paving caused by tree root trespass. Continuity of staff at CMT would be advantageous. The Island walkabouts with residents are a good idea - how about on a saturday for workers?? Mariners sculpture base looking weathered suggest attracting more donations to fund maintenance. Overall many thanks for keeping the Island well maintained	11/6/2014 10:56 PM
30	Thank you to all the team for their work - it is noticeable that during the last 18 months or so, there seems to be a greater interest in improving everyone's experiences in our environment.	11/6/2014 1:37 PM
31	Parking on paths is a problem on the Island.	11/6/2014 12:26 PM
32	As the full-time carer of a disabled resident there are several areas on SMI and Dockside that need bringing up to standard to meet Disability Act requirements - urgently.	11/6/2014 11:29 AM
33	Why is it permitted that the large television screen in the outlet centre has an intolerable sound level, especially on a Sunday morning at 8am when the area is empty? Is the trust responsible or have any influence for the Medway road tunnel?	11/6/2014 11:28 AM
34	HAVENT SEEN SECURITY,DOGS MESS,HAVENT SEEN PCSO ON ROUNDS,PEOPLE STILL LETTING THEIR DOGS OF LEADS EARLY MORNING	11/6/2014 8:58 AM

35	Could the signs be more visible for dog owners about using a lead along the river walk. Unfortunately it is on the sides of the dog bins and some are obscured by vegetation. Mostly an issue at weekend appears to have become more of an issue again could the PSCO spend some time over the weekend with Yusuf walking along and challenging people may help to make people more responsible. If this considered not the best use of staff time a sign at all relevant entrance and exit . suggestion a picture sign /humorous ie dog looking as it is squatting and cross through it gives the message	11/6/2014 8:48 AM
36	Please enforce the covenants	11/6/2014 8:33 AM
37	A super	11/6/2014 8:26 AM
38	central walk way on st marys island could use alittle illumination. especially the entrance off the roundabout.	11/6/2014 8:17 AM
39	A lovely safe friendly and great place to bring up a family	11/6/2014 8:06 AM
40	A unique place with an amazing history. It's a pleasure and a privilege to work here. All the CMT staff are marvelous.	11/6/2014 7:48 AM
41	Residents parking irresponsibly, blocking pathways, stopping emergency vehicles entering streets and parking on corners should be addresses.	11/6/2014 7:08 AM
42	The path to back gate of the school is a nightmare.not wide enough for amount of people/buggies during school run.pebbles from side of path always falling on to path causing problems with pushchairs and trip hazard.path very very dusty during summer and covers clothing/buggies and very wet and sludgy during wet weather.im not the only person who has the same concerns.	11/6/2014 7:05 AM
43	I think I have said it all already. The rent charge is not at all value for money and I keep wondering what I'm actually paying it for?	11/6/2014 6:56 AM
44	I noted the street lighting on the main walkway through the middle of te Island was not working or off recently in the dark evenings. I was unsure who I should report this to.	11/6/2014 6:26 AM
45	More prominent security on the island, residents maintaining their frontage of gardens/ dog owners stopping the dogs excessively barking in deering close social housing section./dog mess CMT does an exceptional invaluable job hich is appreciated and need to have your presence on the island thank you	10/24/2014 10:11 AM