

## HOW TO REPORT PROBLEMS IN OUR AREA

Too many of us don't do anything when we see something not right, or say 'someone should do something about that'. Please, if you spot that something is not right (e.g. overfull litter bins, fly-tipping, illegal parking), then **don't ignore it, REPORT IT!** If you don't report it, don't assume someone else will. If we are all pro-active in reporting problems then we will see improvements in our environment. Here is how you can contact the relevant authorities to report problems. Take photos and attach them to any reports if you can.

ITEM	EMAIL OR WEBSITE OR MOBILE APP	PHONE NUMBER
Abandoned Mobikes (local hire bikes)	Click the 'headset' icon in the bottom right corner of the Mobike app to report the problem	
Abandoned Tesco shopping trolleys	Download and use the app from <a href="http://www.trolleywise.co.uk">www.trolleywise.co.uk</a> ; Twitter <a href="https://twitter.com/trolleywise">@trolleywise</a> ; download the FixMyStreet app or report online at <a href="https://www.fixmystreet.com/">https://www.fixmystreet.com/</a>	0800 505555 (option 6, then 4, then 2)
Abandoned vehicles	<a href="https://www.hounslow.gov.uk/info/20114/street_problems/1509/abandoned_vehicles">https://www.hounslow.gov.uk/info/20114/street_problems/1509/abandoned_vehicles</a> or via FixMyStreet phone app	020 8583 2000/5555
ASB (anti-social behaviour)	<a href="http://www.met.police.uk">www.met.police.uk</a> and alert your Neighbourhood Watch Co-ordinator	101
Bike theft	Register your bike on <a href="http://www.bikeregister.com">www.bikeregister.com</a> ; you can report a stolen bike here too.	101
Crime	<a href="http://www.met.police.uk">www.met.police.uk</a> and alert your Neighbourhood Watch Co-ordinator	101 (non-urgent) or 999 (emergency)
Dangerous driving / road traffic incident (incl. dashcam footage)	<a href="https://www.met.police.uk/roadsafelondon/">https://www.met.police.uk/roadsafelondon/</a>	101 (non-urgent) or 999 (emergency)
Dog fouling (general)	<a href="http://www.hounslowhighways.org/38-interactive-enquiries-map.html">www.hounslowhighways.org/38-interactive-enquiries-map.html</a> or via FixMyStreet app	020 8583 2000/5555
Dog fouling (persistent problem)	<a href="https://www.hounslow.gov.uk/info/20114/street_problems/1437/dog_fouling">https://www.hounslow.gov.uk/info/20114/street_problems/1437/dog_fouling</a>	020 8583 5555
Estate agent 'Let by' or 'Sold' signs	Signs should be removed after the transaction is completed. If you see any remaining, forward the location (address) and photos (if possible) to Councillor Tony Louki on <a href="mailto:Tony.Louki@hounslow.gov.uk">Tony.Louki@hounslow.gov.uk</a>	
Fly-tipping on private land	<a href="https://www.hounslow.gov.uk/forms/form/215/en/report_dumped_rubbish_on_private_land">https://www.hounslow.gov.uk/forms/form/215/en/report_dumped_rubbish_on_private_land</a>	020 8583 2000/5555
Fly-tipping on public land	<a href="https://fms.hounslowhighways.org/">https://fms.hounslowhighways.org/</a> or via FixMyStreet app	020 8583 2000/5555
Graffiti	<a href="https://fms.hounslowhighways.org/">https://fms.hounslowhighways.org/</a> or via FixMyStreet app	020 8583 2000/5555
Litter and full litter bins	<a href="https://fms.hounslowhighways.org/">https://fms.hounslowhighways.org/</a> or via FixMyStreet app	020 8583 2000/5555
Noise (Mon-Fri - office hours)	<a href="https://www.hounslow.gov.uk/info/20038/noise_nuisance/1171/report_a_noise_nuisance">https://www.hounslow.gov.uk/info/20038/noise_nuisance/1171/report_a_noise_nuisance</a>	020 8583 5555 (Option 2)
Noise (Fri & Sat night, 10pm-2am)		020 8583 2222
Overhanging vegetation on pavement	<a href="https://fms.hounslowhighways.org/">https://fms.hounslowhighways.org/</a> or via FixMyStreet app	020 8583 2000/5555
Overhanging vegetation on Great West Road	<a href="https://streetcare.tfl.gov.uk/">https://streetcare.tfl.gov.uk/</a>	0343 222 1234
Parking violations incl. pavement parking	<a href="https://www.mysociety.org/wehelpyou/report-illegal-parking/">https://www.mysociety.org/wehelpyou/report-illegal-parking/</a> or via FixMyStreet app. Use category "Traffic Parking/Signals".	020 8290 8301 (option 7)
Parking in front garden with no dropped kerb	<a href="https://fms.hounslowhighways.org/">https://fms.hounslowhighways.org/</a>	020 8583 2000
Planning infringements (beds in sheds, eyesores, illegal change of use)	<a href="https://www.hounslow.gov.uk/homepage/102/planning_enforcement">https://www.hounslow.gov.uk/homepage/102/planning_enforcement</a>	020 8583 2000
Planning infringement - unregistered House in Multiple Occupation (HMO)	<a href="https://www.hounslow.gov.uk/report">https://www.hounslow.gov.uk/report</a> and select "report a house in multiple occupation"	020 8583 2000
Pot holes, ponding, drain problems, uneven pavements	<a href="https://fms.hounslowhighways.org/">https://fms.hounslowhighways.org/</a> or via FixMyStreet app	020 8583 2000/5555
Pot holes, ponding, uneven pavements On Great West Road	<a href="https://streetcare.tfl.gov.uk/">https://streetcare.tfl.gov.uk/</a>	
Problems in Parks, Allotments, Cemeteries & other Open Spaces (overgrown vegetation, fly-tips there, damaged play equipment, etc.)	<a href="https://www.hounslow.gov.uk/site/xfp/scripts/xforms_form.php?formID=122&amp;language=en">https://www.hounslow.gov.uk/site/xfp/scripts/xforms_form.php?formID=122&amp;language=en</a> or <a href="https://www.hounslow.gov.uk/site/">https://www.hounslow.gov.uk/site/</a> select "Report it" the select "Report an issue in a park, allotment, cemetery or open space"	020 8583 2000/5555
Refuse and recycling collection information (incl. missed bin collections)	<a href="http://www.hounslow.gov.uk/info/20002/recycling_and_rubbish">www.hounslow.gov.uk/info/20002/recycling_and_rubbish</a>	020 8583 2000/5555
Street lights (faulty)	<a href="https://www.mysociety.org/wehelpyou/report-illegal-parking/">https://www.mysociety.org/wehelpyou/report-illegal-parking/</a> or via FixMyStreet app	020 8583 2000/5555
Street signs (obscured)	<a href="https://www.mysociety.org/wehelpyou/report-illegal-parking/">https://www.mysociety.org/wehelpyou/report-illegal-parking/</a> or via FixMyStreet app	020 8583 2000/5555
Suspected untaxed/untested vehicles	<a href="http://www.gov.uk/report-untaxed-vehicle">www.gov.uk/report-untaxed-vehicle</a>	
Taxi driver issues	<a href="https://tfl.gov.uk/info-for/taxis-and-private-hire/compliance-and-enforcement">https://tfl.gov.uk/info-for/taxis-and-private-hire/compliance-and-enforcement</a>	0343 222 4000
Traffic lights (faulty)	<a href="https://streetcare.tfl.gov.uk/">https://streetcare.tfl.gov.uk/</a> via FixMyStreet app or email <a href="mailto:londonstreets@tfl.gov.uk">londonstreets@tfl.gov.uk</a>	0343 222 1234



# OWGRA

Osterley & Wyke Green Residents' Association

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Newsletter No. 11 February 2020

THIS NEWSLETTER CONTAINS IMPORTANT INFORMATION ABOUT YOUR AREA.

IF THIS NEWSLETTER IS BEING DELIVERED TO YOUR HOME, THEN YOU LIVE IN THE OWGRA AREA.

### HAPPY 2020 FROM OWGRA

OWGRA, your local Residents Association, wish all Osterley and Wyke Green residents a Happy and Prosperous New Year. This Newsletter provides an update on what is happening locally. Given the major developments proposed in our area and underway nearby, we have focused on these. We also include details (on the back page) of how to report problems you see in the area to the relevant organization to take action. Please keep this handy and use it as required.

### OWGRA - WORKING FOR YOU

Throughout the last year we continued to work for our local residents. This includes producing newsletters and regular e-newsletters; the latter sent to members every few weeks and, for those without e-mail, available in printed form at Osterley Library. We also maintain a website, organize meetings, and prepare and submit detailed responses to planning applications (and present on these at the Council's Planning Committee as required). We also attend many meetings with various local organisations, Hounslow Council and other Residents Associations to ensure your views are properly represented. We also organised litter picks and worked on addressing Crime and ASB with the Police and Neighbourhood Watch. We do all this because we all value the area and want to protect it, and keep residents well informed as to what is happening locally.

### OWGRA MEMBERSHIP - ONLY £10 PER PERSON PER ANNUM

We are all volunteers, but we need your support as to do all the above on your behalf involves some costs. By being a member you will benefit from the above support, whilst also strengthening our voice (as the more members we have the greater our chance of being able to influence local developments). **Join now or renew your membership.** Membership starts from receipt of payment and runs to the end of March 2021. There is a membership form with this newsletter and on our website.

### HELPING THE ENVIRONMENT: WHAT CAN WE DO?

Those of us born in the 1950s and 60s can recall how differently we lived our lives then - less consumption, less waste, more reuse and more repair rather than replace. Now we seem to live in a throw-away society, consuming with no thought of the consequences. But there are consequences; the planet's resources are finite; we cannot keep consuming and throwing away more and more.

Air quality, especially in cities, is also poor, and often contravenes EU and WHO guidelines, impacting our long-term health. Whilst recent data shows some improvement, there is a long way to go, especially on Hounslow roads. All road vehicles produce clouds of airborne particles from brakes, tyres and road dust, the smallest of which can penetrate our very cells (and are suspected of causing "London Throat"). Also, all carbon fuel burning engines emit carbon dioxide, diesel ones and aircraft also produce nitrogen dioxide, and aviation exhaust also contains sulphur dioxide. Both the latter gases are harmful to health.

Property development is also on the same unsustainable trajectory. It is now common to see buildings only constructed 20 - 30 years ago being demolished to make way for new buildings. And extensive use is made of concrete and steel in new buildings (shown in a recent RIBA [Royal Institute of British Architects] study to be the most unsustainable materials of all) - rather than more sustainable materials such as brick, wood and stone.

The government, The London Mayor, and most London boroughs, are already implementing changes aimed at moving towards a more sustainable way of life, reducing carbon emissions and air

pollution, and increasing recycling. We expect our local council and developers to also move to more sustainable developments (reuse of existing buildings, sustainable materials, long-life, flexible new buildings, etc.). We will be pushing them to do this, and stop constructing low-quality buildings from non-sustainable materials. But much more needs to change, locally and globally, to move to a more sustainable basis. Each of us can play a part; even small changes by individuals become large ones if widely adopted.

**To improve our air quality:** use public transport where you can rather than driving. If you drive to work, try and share with a colleague; walk or cycle where possible; when buying your next car, consider a smaller engine or a low-emission car (hybrid, electric, etc.); when driving avoid idling the engine when stationary for a long time; improve your home's insulation, and consider turning down the thermostat a little, to burn less fuel and reduce heating bills; limit bonfires and barbecues; plant one or more trees.

**To reduce waste:** buy fruit and vegetables loose rather than in plastic packs; when something breaks, try and get it repaired rather than just throwing it away; do you really need the latest smartphone / laptop / gadget / etc. or is your current one OK for now? Buy new clothes that last, rather than "throwaway fashion". Rather than throwing items away and buying new ones, can you refurbish them?

These are just some ideas - but if we each change our behaviour a little, it will make a big difference... See [www.london.gov.uk/air-quality](http://www.london.gov.uk/air-quality) and [www.hounslow.gov.uk/environment](http://www.hounslow.gov.uk/environment)

## PROPOSED DEVELOPMENTS ON THE TESCO AND HOMEBASE SITES IN OSTERLEY

### Summary

Major redevelopments are planned for the current Tesco and Homebase sites on Syon Lane. OWGRA will be working on behalf of the local community for developments that respect the character of the area and are not excessive.

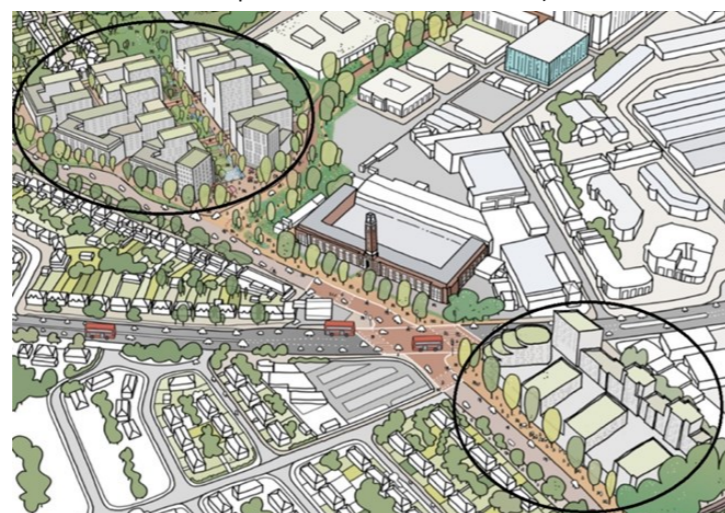
### Details of the Developments

We have seen a number of developments in Osterley & Spring Groove ward in the last few years (built, approved or still in the planning stages, eg Nishkam, Gillette South, Adini, Brentford FC Training Ground, Osterley station) and we had been anticipating that something might finally happen to the Gillette building, which has been used mainly as a film set in recent times. So it came as quite a shock when OWGRA was informed by Tesco on 26 April 2019 that Tesco was planning on moving to the Homebase site at Gillette Corner, and a housing development would be built on the current Tesco site. The company behind the scheme is the large property developer, Berkeley Homes, which has built a number of developments nearby (Fitzroy Gate in Isleworth and Dickens Yard in Ealing). OWGRA immediately sent a long list of questions to Tesco but there was no response.

In summer 2019, the first details began to emerge from documents submitted by the developer to the Council (Environmental Impact Assessment Scoping Reports). Homebase was to be demolished, a new Tesco built on that site with 400-500 flats on top, and 1650-1800 residential units built on the current Tesco site. There would be 2 storeys of parking above the new Tesco at Gillette Corner, but no petrol station, but the current Tesco petrol station would operate for another 6-7 years. The illustration is an artist's impression of initial ideas for the development.

The OWGRA Committee had its first meeting with the developer, St Edward (a subsidiary of Berkeley Homes), on 24 Sept 2019, and the developer has been engaging with the local community over the last few months. St Edward organised two exhibitions with some general information on the

proposals (at Marlborough School on 3 Oct and Nishkam School on 8 Oct) and opened a consultation centre in a portacabin in the Tesco car park which was open on Tuesday evenings and Saturday mornings. Local residents could post their responses to the proposals via a survey website and Facebook. OWGRA was quite critical of the questions in the survey. St Edward then organised two 'Walk & Talk' sessions (19 & 22 Nov) for the local community, involving walking round the area, with residents pointing out positive points (eg Gillette building, green spaces) and the negative aspects (traffic, dangerous junction at Gillette Corner, poor state of the parade of shops on Syon Lane at Gillette Corner). They also set up a Community Liaison Group (CLG) involving some local residents and representatives from local businesses and organisations, and have held a number of meetings to discuss issues like transport and the local environment).



### Timings

The current proposals, if implemented, would require 8-10 years to complete. But we would object to proposals on the suggested scale. The next set of proposals and designs for the two sites are expected early in 2020 and will be shown to local residents at public exhibitions. There are two different architects for the two sites, Patel Taylor for Homebase, and JTP for the residential development on the current Tesco site. We are pleased that JTP have been chosen (two members of OWGRA were involved in the choice of architect for this site), as JTP were the architects for the attractive residential development on the Campion site on Thornbury Road. Planning applications for both sites are expected to be submitted in late spring/early summer 2020, and the local community will be consulted and have time to respond. It is expected that these planning applications will go to the Hounslow Planning Committee in late autumn/early winter 2020.

### OWGRA Involvement

OWGRA and Ward Councillor & Mayor of Hounslow, Tony Louki, held a closed public meeting for the local community on 20 Nov to provide an update on the project and set up a Residents' Action Group that will work on the project on behalf of the local community. This was a very successful meeting and was attended by well over 100 local residents.

The Residents' Action Group met before Christmas and will be meeting regularly. We have an excellent mix of skills which will allow us to respond on a factual and thorough basis to whatever proposals come forward from the developers. If you think you can contribute to the work of this group, please contact us via [info@owgra.org.uk](mailto:info@owgra.org.uk).

### Key Issues

The most important aspects that concern us at

this stage are:

- 1. The height, massing and density of any proposed development.** The scale of the proposed development is large by any standards, with an initial projection of 1650 homes on the current Tesco site, and 500 homes above a new Tesco store at the Homebase site. While we understand that there is pressure on London councils to increase housing density we question the appropriateness of the sharp contrast this would make with housing in the area. The Council's Local Plan specified an acceptable lower limit for housing on each site as follows: Tesco site (350 residential units plus 780 sqm of retail space); Homebase site (340 residential units plus 2750 sqm of retail space). Buildings of up to 16-storeys, proposed on both sites, would be in marked contrast to the surrounding residential areas and would substantially change the context for the Gillette Tower (Grade II listed).
- 2. The types of housing that will be proposed** as we need family-sized homes rather than studio, 1 or 2-bedroom flats. The space standards set by the London Plan are widely recognised as inadequate and even the London Mayor asks developers to exceed them.
- 3. Delivery of infrastructure must go hand-in-hand with any development** as the local infrastructure is already stretched eg public transport, health centres, play areas/facilities for children.
- 4. Traffic** - Gillette Corner is already at or over capacity and is an unsafe junction, so a new development cannot be feasible without major reconfiguration of Gillette Corner.
- 5. Public Transport** – the area is not very well served by public transport (H91 and H28 buses, and Syon Lane station) and the H91 and train service are already very full at peak hours.
- 6. Pollution** - pollution levels are already high in that area and frequently exceed legal limits.

**7. Construction** should be environmentally friendly and use sustainable materials.

**8. Zero carbon emissions by 2050** – The Council has recognised that we now have a "Climate Emergency". We will insist that this is more than just words and will want to see what it means in terms of the future of this development.

### The Planning Process

Many residents, writing on the developer's Facebook page, have made it clear that they do not want these developments. We understand their concerns but believe such outright opposition would stand no chance of success and therefore would leave us without influence. There is a need for housing and that is dictated by government and the Mayor of London. The best that we can do is to work with the developer, as far as we can, and to call on the Council to oppose proposals against which there are good planning arguments. We think that is the best strategy to work for a development that respects the character of the area and is not excessive. We know that any development like this close to the Grade II listed Gillette building has to respect the character of that building.

In our responses to planning applications we need to use valid arguments expressed in planning terms (so saying that 'I don't like it', or that 'it is too big' are not valid arguments). OWGRA have had some success in recent years eg the Campion House development on Thornbury Road started out as a proposal for 340 homes but ended up as 82 homes due to the hard work of local residents objecting on planning grounds. The Access Storage building approved for the old Shell garage site at Gillette Corner started out as a 14-storey building but as a result of OWGRA's hard work, has been approved as a stepped 4-6 storey building.

## A DEVELOPING PICTURE?

Of course, the Tesco/Homebase project is not the only development planned or underway in the west of the Borough. Next door is the site of the new Bolder Academy, which commenced in January 2020. And down the road, there is an ongoing proposal to develop a 6-storey complex of flats above the Osterley Station car park – for which we submitted a detailed set of objections and await to hear the next step. In addition there are repeated attempts by various "developers" to knock down / convert family homes to produce blocks of minimum-size flats wherever they can. In Hounslow the Barratts 'High Street Quarter' is rising above the adjacent shops. This residential mixed-use development includes a 27-storey tower, a new town square, and homes, cinema, shops and restaurants, with 40% affordable housing. The development next to Hounslow Bus station of multiple tower blocks of flats is also nearing completion, as are other blocks of flats near Hounslow Central tube station. Further east in Brentford, the Ballymore 'Brentford Project' is well under way. This development, spanning most of the south side of Brentford High Street, is a mix of housing and retail, which will connect the High Street and the riverside. Several heritage buildings will be retained and incorporated, including the Grade II listed St Lawrence's Church. Further along, the Morrisons supermarket will be replaced by multiple tower blocks of flats (plus some retail space), which will reduce the Beehive pub (currently a focal point looking along the High street) to a rather sad little building in front of a towering block of flats. Up behind Kew Bridge Station is the EcoWorld development which includes the 17.5K capacity new Brentford stadium and around a thousand new apartments and commercial opportunities. The current Brentford stadium will then be replaced by 4 tower blocks of flats up to 14 storeys high (one on each side of the old ground). In addition there are several developments of tower blocks of 14 or so storeys close to the Great West Road in Brentford either approved or under consideration. To the north-east the B&Q and Chiswick Curve sites next to the Chiswick roundabout are the subject of various proposals for massive developments. We will continue to keep you informed regarding the implications for residents in the OWGRA area.

## PEOPLE NEED SPACE TO LIVE

The Local Government Board recommended in 1912 that the minimum floor space in a home should be at least 79.4 square metres. Today, more than a hundred years later, the average size of a new UK home is 76 square metres. In 1912 Britain was a much poorer country. Our increasing wealth since then has not been reflected in our space standards for new homes.

In 1961, the Parker Morris Committee recommended minimum space standards across all housing in new towns and all council housing. These were abolished in 1980 because the Government saw the regulations as a barrier to development. Today the UK now builds the smallest homes in Europe. New Irish homes average 88 square metres of floor space; in France the average is 113 square metres. New Danish homes are almost double the size of those in Britain.

Our housing crisis, described by Shelter as a national emergency, is forcing generations of people to adjust their expectations downwards and settle for less, while only those with the resources to exit the market benefit from the ongoing inflation of the property bubble. Until the government properly regulates space, this fundamental commodity will continue to grow ever more expensive while the walls close in on the UK homes. The London Mayor has promised that his housebuilding programme will not lead to a lowering of standards and the London Plan sets minimum floor space requirements. Thus, for example, it requires that the floor space for a two bedroom flat for three people should be at least 70 sqm and that a two-bedroom flat for four people should be at least 79 sqm. These standards are low by European standards and that is perhaps why the London Plan also says " ...The space standards are minimums which applicants are encouraged to exceed....".

Policy D4 of the Draft London Plan requires that "Housing development should be of high quality design, and provide adequately-sized rooms ... with comfortable and functional layouts, which are fit for purpose and meet the needs of Londoners, without differentiating between tenures". The same policy also includes "Housing should be designed with adequate and easily accessible storage space that supports the separate collection of dry recyclables (for at least card, paper, mixed plastics, metals, glass) food waste as well as residual waste."

In addition the government has clearly expressed its expectations in its guidance to developers. In their National Design Guide they state that "...The National Policy and Planning Framework makes clear that creating high quality buildings and places is fundamental to what the planning and development process should achieve. This design guide, the National Design Guide, illustrates how well-designed places that are beautiful, enduring and successful can be achieved in practice.....". So it is a requirement on developers. It states, under H1 (Healthy, comfortable and safe internal and external environment) that "...Well-designed homes and communal areas within buildings provide a good standard and quality of internal space. This includes room sizes, floor-to-ceiling heights, internal and external storage, sunlight, daylight and ventilation. The quality of internal space needs careful consideration in higher-density developments, particularly for family accommodation, where access, privacy, daylight and external amenity space are also important...."

We agree with the national government and the draft London Plan that good design and adequate space for living must be a priority. We want our future neighbours to have no less. We expect that new developments should not only meet all the requirements of national guidance, the London Plan, and its supplementary guidance documents but that these are exceeded (as the London Plan suggests). We will therefore be very keen to hear the developers' ideas on space standards for the Tesco and Homebase developments.

## UPDATE ON NISHKAM SCHOOL

The Nishkam School in Syon Lane opened in Sept 2018 and currently has 675 pupils (the school will be full by Sept 2024 with 1400 children). We had two meetings in 2019 with the Principal of Nishkam School and the Transport Officer at Hounslow Council about traffic and transport to the school. While we are pleased that the Council has introduced parking restrictions in the nearby streets, the number of children being driven to and from school is dramatically higher than was forecast in the planning application and that we as the local community strongly contested. Actual school traffic volumes are much closer to our forecasts, and the volume of cars is already having a big effect on the local area and the school isn't yet half full. We appreciate the efforts the school is making to try to get parents not to use cars, but we feel that much more can be done by the school and by the local authority, so we will be having regular meetings with them to monitor progress. Additional parking restrictions are under consideration for Leigham Drive and the A4 slip road between Jersey Gardens and Wood Lane, and also for the layby along Syon Lane.

In the longer term, park & stride for children arriving by car will only be available at the Garden Centre on Windmill Lane, as when the residential development replaces the Tesco store, that park & stride facility will disappear.

Do let us know if you are affected by Nishkam school traffic (e-mail [info@owgra.org.uk](mailto:info@owgra.org.uk) and copy in [traffic@hounslow.gov.uk](mailto:traffic@hounslow.gov.uk)).