



Result of On-line Survey 2017

Many thanks to everyone who took part in our anonymous on-line survey. We received 217 responses.

Q1 – 97% thought the objectives of the association are still relevant.

Q2 – 94% believed SHRA was relevant to them.

Q3 – Reasons given for your responses to Q1 & Q2. The reasons received are listed in Annex A (10 pages).

Q4 – 98% read Waterlines.

Q5 – Would you change Waterlines? The vast majority would not change Waterlines. There were some requests for the return of the printed version, and one suggestion was that we should produce an easy to print version.

Q6 – Asked for three improvements to the harbour you would like to see. The responses are listed in Annex B (11 pages).

Q7 – Asked for “any other comments”. The majority of the responses received were thanks to the SHRA committee for their work over the years.

Main Concerns

Overall, the main concerns expressed were over the flood defence charge, dog mess, and the provision and location of the community centre, and these were also the main improvements wanted.

Proper and frequent overall tidying up of the harbour (paths, roundabouts and waterways) was an issue raised quite often, as was parking on both Atlantic and Pacific Drives; from both a safety aspect, and because of the number of trade vehicles. A number of issues divided opinions - some wanted fewer cycling paths, other wanted more; some wanted no more development, others wanted the empty sites developed as soon as possible. There were a number of requests for more green/open/play spaces, and some pleas to save the cinema.

The provision of a cross-harbour vehicle route, particularly for buses, was mentioned by many respondents, and another access road on to the North Harbour was requested by some, as was action to reduce the speed of traffic on the current roads.

Conclusions

We think the results make for interesting reading, and they will be very helpful to the SHRA committee in the determination of future priorities. They have also provided some great new ideas for further consideration.

However, some of the issues raised in the responses could be dealt with by residents themselves. It is particularly important that in the first instance residents complain to the relevant authority or body to properly register a complaint, and that whenever possible, they should do so in writing, email or text as a paper-trail can be extremely helpful when taking a matter further. See information page below. We will give more details on where and how to complain in a future edition of Waterlines.

That said, SHRA will continue to press all the appropriate bodies to tackle more effectively the issues they are responsible for and that are so clearly annoying SHRA members, and negatively affecting enjoyment of living at Sovereign Harbour.



Complaint and Information Contacts

Abandoned Asda Shopping Trolley

Trolleywise Tel: 0800 316 1241 Email: Trolleywise@wanzl.co.uk

Dog Fouling - EBC

www.eastbourne.gov.uk/residents/streets-parking-and-travel/report-a-problem/report-dog-fouling/

EBC Council Services - EBC Problem Reporting Portal

www.eastbourne.gov.uk/residents/streets-parking-and-travel/report-a-problem/ Tel: 01323 410000 All problems may be reported on this number.

EBC Report It App for iPhone, Blackberry, Windows Phone & Android The easy-peasy way to report issues to EBC.

www.eastbourne.gov.uk/report-a-problem/app/

Highways and lighting

<http://www.eastsussexhighways.com/>

Parking Enforcement – NSL Eastbourne

email: eastbournePIC@nslservices.co.uk Tel: 0345 6801129

Sovereign Harbour Neighbourhood Panel (SHNP)

On-going issues may also be brought to the attention of SHNP who regularly meet with council officials and members of other bodies to discuss a range of neighbourhood concerns. Email: shnp21@outlook.com

Tidiness of paths and roundabouts - EBC Neighbourhood First – Zone 3 covers

Sovereign Harbour Email: zone3@eastbourne.gov.uk

www.eastbourne.gov.uk/residents/community/neighbourhood-first/

Waterways, bridges, boating - Premier Marinas

Email: sovereignharbour@premiermarinas.com Tel: 01323 470 099

Sovereign Harbour Residents Association

info@shra.co.uk

www.shra.co.uk

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