

## Annex 2: Collated responses from local engagement with residents

Resident	Comments
1	Both an unpopular and expensive proposal. Whilst for the benefit of those living on the Acres it impacts on those backing onto Langshott which has always been a tranquil lane used by many for strolling with both dogs and children. The cost of both widening and providing a pavement in Langshott must be considerable. Why not simply have a roundabout at the terminus of the bus in The Acres so that it can just return on its route which must be a much cheaper option. Those living in The Fieldings, Woodcote and Heritage Lawn already have the use of the bus stop in Wheatfield Way at the end of The Fieldings
2	Is it your intention to put an automatic barrier at the "Bus Only" access from Brookfield drive, because if not Acres residents <b>WILL</b> use it as a short cut through Langshott!!
3	Hello how do I go about lodging my disapproval of extending the bus route through the acres in horley. Not only will have a bus driving past all the houses along Brookfield drive from 5am onwards be incredibly noisy. Is there really a need for four stops???? 3 of them are 1 minute walks from each other the bus will stop 3 times in under 60 seconds it's ludicrous! Honestly 4 stops??? The final 3 are literally under a minute walk from each other. It's completely over the top and I'd like to know how to voice my opinion
4	Thank you for the information sent through the post. I live on the corner of Langshott and Wheatfield way and have a vested interest. I understand the need for progress and change and accept all the proposed changes. My only comment is about the lighting at the junction which is extremely intrusive in the garden in the evenings and our bedroom at night. I would request that they are lowered considerably and/or switched off by 23.00. Many thanks for your consideration.
5	I read with interest about the extension to the Fastway 20 route. Do you offer any form of travel pass to over 60 year olds?
6	I write with reference to the proposed route extension to the Fastway 20 bus route through the The Acres. This is a great idea in principle with the double yellow lines on the in bound route into Brookfield Drive, as I know older residents at Anvil court do struggle. However you need to look at the junction of Newman Road cars park on and round this junction obstructing the footpath which makes it extremely dangerous to exit at the best of times. There are 4 cars parked there currently completely obstructing the footpath and the view to exit Newman Road. Cars travelling out bound along Brookfield Drive travel at speed and you are unable to see so have to edge out slowly there have been several near misses. I urge you as a resident of Newman Road to place Double yellow lines on this junction as part of this project as this is an accident waiting to happen. I sincerely hope you consider the request for Double yellow lines on the junction of Brookfield Drive/Newman Road. But on the flip side the whole double yellow lines will cause issues across the development as the cars currently parked on Brookfield Drive will then park in the other roads causing even more issues with parking and arguments. There is a real lack of parking on this development what are you proposing to do to elevate this issue?
7	With reference the above fastway route extension. I am hoping that all residents on the Acres will receive a letter as I have not received mine yet and live on Brookfield Drive. My comments are below. 1. YELLOW LINES, PARKING. Yellow lines along the route were needed, whether there was a bus route or not, as with current parking emergency vehicles would struggle to pass. I always use my designated space and hope this will make others too. Unfortunately however, many homes are rented and there are at least 4 cars

	<p>per house, in a lot of cases ( I know as a fact) these people also have girlfriends/ boyfriends who don't reside here however( as they are airport workers) they too leave their cars here whilst on duty. Also people use the development as airport parking. Acres resident permits could help in stopping the parking offenders. I believe flats have 1 space and houses 2 thus should be issued with said number of passes only. Obviously yellow lines will force cars to roads that are not adopted, and hence cause huge problems as nothing can be enforced on these, so this needs addressing at this stage not wait until it happens. In the covenants it states that commercial vehicles should not be brought and kept on the development, so should at least have to be kept in owners designated space, these are often left in visitors bays or on pavement.</p> <p>I often leave for work before 5am and at the back where my garage is it is dark and frightening especially in winter. I have been blocked in by visitors cars before and have also been followed when going down the sideway to the garages. Lighting near these areas needs to be taken into account and could possibly be why people don't use their designated spaces or garages.</p> <p>2. It is a shame the extension is going ahead as the bus never looks busy so the costs for remedial work due to this seem a waste. Has a survey been done for each bus everyday for a month timeframe? There are so many cars here so the very few bus users can I am sure manage to walk to Orchard Drive, have they been asked their opinion. Could there not be a smaller minibus that runs direct from outside ' the shops' or residential home to Orchard Drive bus shelter and Horley Station. A minibus would be far cheaper to the Council than costs for all remedial work. Also the lane is used by children, elderly with sticks and motorised vehicles, bikes and basically families for walks. Having a bus will remove the enjoyment of a ' country experience' having a bus go by every 20 minutes that is quite frankly unnecessary.</p> <p>I would welcome any feedback on points raised, however will not hold my breath!</p>
<p>8</p>	<p>I'm contacting you specifically to lodge my protest at the erection of a bus shelter at the location shown below as part of the extension of the Fastway 20 bus service.</p> <p>When my wife and I bought our house from the developers (Plot 302, number 99 Brookfield Drive) David Wilson it was mentioned and that a 'pole stop' may be placed at a point on the road. It now appears that this will be a full shelter which I believe unacceptable in both size and specific positioning in relation to the proximity of residential properties whereas a bus stop fastened to the already in place street light plus road markings would be a far more acceptable proposal and for residents in the vicinity, a good compromise position and indeed would not impede the positive attributes of a bus service.</p> <p>Furthermore my points of protest can be summarised as follows:-</p> <ol style="list-style-type: none"> <li>1. Aesthetics. Photo's below show a 'before and after' mock-up of the location concerned. As you can see the proximity to residential properties numbered 97 and 99 is extreme. A full shelter does not represent a pleasing view and would be visible from 80% of the windows of both properties. To be blunt it would be an eyesore for those in the vicinity. Furthermore both frontal garden areas of each property can be overlooked. The view which has always been enjoyed by residents of the Acres would also be somewhat diminished by the standalone nature of said structure. The 'open plan' nature was always billed as a saleable positive.</li> <li>2. Littering and Vandalism. As has been the case for the current and only bus stop on Orchard Drive, the nature of said structure means it acts as a magnet for the aforementioned. The bus shelter has been vandalised numerous times, mindlessly (obviously) and purely because it is there. I believe because of the proximitous nature of the proposed structure this represents a clear and present risk to the well-being, health and safety of those living nearby, not least to mention the additional stress considering the possibility of having to deal with these issues. Similarly the bins that are typically located at such areas are often surrounded by litter and overflowing, The latter is particularly relevant because the bin would no doubt double as a dog excrement receptacle as is the case for the bin adjacent to the existing bus shelter on Orchard Drive.</li> <li>3. The Swale. The Swale whilst aesthetically pleasing is actually an engineered construct, necessary to cater for the eventuality of the '100 year storm' water throughput. The works undertaken to widen and deepen said swale a few months ago are a testament to this. Directly under the swale is a large bore pipe designed as a giant run off pipe with soakaway on top. Having the bus shelter directly above this does not represent 'best practice' from an engineering perspective and it also encourages footfall onto the swale itself which again is not what these areas were intended for.</li> <li>4. Consultation. To my knowledge at no point have residents and potentially those residents more directly affected been asked on their</li> </ol>

	<p>preference. What information exists on the capacity planning for the need for an actual shelter, how will the economics of running the route be measured as sadly I've never seen any more than a handful of people on or waiting for the bus at the Orchard Drive end of Brookfield Drive. I'm not aware of any accord on any point on the location of said shelters. It was also suggested by Sales staff that there would only ever be Bus Stop Poles.</p> <p>5. Property values and saleability. The addition of a bus route can add value to the property prices in a certain area but the demographic and indeed parking problems on the Acres evidence that the indigenous population are very much wedded to the use of their cars. Therefore, the result of this is that locating a bus shelter with 5 foot of a residential property is likely to have an adverse effect of the saleable value; locals like using their cars and will use the bus in emergencies. Please note I should reinforce at this point this is about transference to a 'pole' based stop and/or other suitable location on Brookfield Drive.</p> <p>6. Noise Pollution. Buses that stop and start make far more noise than those that move through. I feel the additional fan and engine noise of an accelerating bus directly outside the playroom and bedroom of my house and home of my pre-school age children is not conducive to a healthy and stress free environment. The Acres is a peaceful and quiet community and this will represent an unacceptable, additional level of noise pollution to close a residential property.</p> <p>7. Safety. The Acres has a very high percentage of small children who are just able to walk and indeed are just grasping the fact that it is not sensible to wobble into the road without looking, in fact you may spot one in the pictures above. Whilst a moving bus may present a larger, noisier object to steer clear of, a stationary one directly outside the garden gate of a residential property represents an increased level of risk and exposure for smaller children who hitherto have been used to a certain environment. Also, a stopping and starting bus frustrates other road users and could encourage a riskier level of driving in order to drive round repeatedly stopping buses</p> <p>8. Frequency of proposed stops. In my view these are too great. To walk to each in a circuit would take no more than 10 minutes and therefore to travel from one to another would mean literally no more than 100 to 120 seconds of walking. I would contest given usage and frequency that the shelter stop as above in the picture may be able to be done away with altogether with little or no loss of service, especially given there have been no pressing concerns to date about not having a bus service.</p> <p>9. Alternatives. Why not investigate the possibility of 'flag down' zones indicated on the drawing below in yellow highlight. Community comms and letter drops plus signage could be used to indicate that the bus could be stopped and any given point passengers allowed to alight. Another alternative could be to simply erect a pole stop and then assess usage of the bus route before spending tax payers money on a shelter destined to be underused/not used at all.</p> <p>Therefore, in summary I respectfully do not agree with the erection of a bus shelter in the area specified within and above as I do not believe the feature to be congruent and indeed necessary to sustaining a good quality of life for me, my family and the residents nearby and adjacent, for all of the reasons stated above and in light of the fact that due consultation has not been effectively carried out. I seek now to gain confirmation that this challenge has been formally lodged and again respectfully CC my local MP given the nature of the potential impact.</p>
9	<p>I would like to express my opinion regarding the Fastway 20 bus route into The Acres.</p> <p>I am more than happy for this and have no objection, the only problem that does need to be addressed is the parking down Brookfield Drive where most of the Bus Stops will be. There are currently some double yellow lines but people living on the Acres still insist on parking on them rather than parking in their designated parking bays around the back of their properties. There is also a problem with people parking half on the road and half on the path making it difficult for people to walk down the path. I am hoping that once the bus route comes on the Acres that this will be looked at and enforced by having Traffic Wardens patrolling the area.</p> <p>When travelling down Brookfield Drive there is a terrible blind spot on the corner directly opposite the entrance to the School and this matter needs addressing.</p>
10	<p>I am a resident of The Coach House, Langshott in Horley and I've just been informed by a neighbour that a bus will be travelling past my driveway on the quiet country road I live on from next year.</p> <p>I'm upset about this for many reasons, I completely understand the need for a bus, especially for the care home on the Acres but we were told when</p>

	<p>the estate was first built that the bus would run through that estate and the roads were built especially for that purpose. It makes very little sense that the bus should come down Langshott itself which currently is too small and used constantly by walkers, runners, children and people on horseback. I am also very disappointed that neither me or the other three people that live at this address or my neighbours have received a letter regarding this matter which directly affects us.</p> <p>I'm aware that I may be sending this email to the wrong person but if you could forward it to the right person or at least let me know who that person is I would be grateful. I will of course be attending the meeting at Trinity Oaks this week now that I'm aware of it, but it seems as if the matter is very much decided and it will be quite a sad loss of a quiet safe piece of road.</p>
11	This project has been long delayed and the situation is now approaching the dimensions of a public scandal! I am appalled to hear today that it may be a further full year to be complete. Shame on all concerned.
12	Please email with updates to ensure I can let my tenants know. Anvil Court Housing & Care Manager
13	<p>Could the passing space outside my drive be moved outside Kirremuir/Wheatridge</p> <p><b>And by email</b></p> <p>After attending the public exhibition regarding the above and examining the proposed bus route I see that a proposed passing space has been marked outside the drive way to my house at No. 4 Langshott cottages. This will cause a great inconvenience to me when trying to take my two vintage cars out as well as my usual car. Could you please move this passing area a few metres along so that it is in between the houses of Kirriemuir and Wheatridge this will not then be in front of any driveway.</p>
14	I fail to understand why a route cannot be planned to pass as currently planned but continue through the Acres to serve the entire estate and turning point created at the far end to retrace back through the estate to Orchard Drive. It isn't rocket science and would fulfil everyone's need and preserve Langshott as we all know and love it. This pretty lane deserves to be preserved as the only one of this nature serving so many people as a place to walk. The developers seem to always get their way.
15	Please inform residents in Heritage Lawn Nos 8-14 who back onto Langshott Lane of any decisions/meetings re the No 20 bus and lane alterations. We were advised by a handwritten note from another resident in Langshott Lane. We did get all planning applications previously but not notified of this meeting.
16	Concerned that buses will run very early (3am) in the morning which will disturb sleep. The shelter will block any views of green land. The increase of yellow lines will just increase impact parking elsewhere. Rubbish build up. Bin is always overflowing at current stop.
17	Public transport is a must for the area. I do question the need for the frequency of the buses and also the number of stops within such a small distance apart from one another. Double yellow lines should be on both sides of the road as it will cause a danger to road users otherwise with over capacity of parking – it is already shocking. The noise the service will cause will have and be a major disruption to our quality of life as we will have a stop 200 yards from our front door. This was not on our plans provided by Barratts We would have reconsidered purchasing in another development had we known of it.
18	I agree in principle with better public transport. I query whether sufficient resident consensus has been obtained from today's discussions with representatives it clearly hasn't and it seems viability for the route is based on cross-demographical, regional and national statistics, not local ones. I have deep concerns about 20min frequency and location of stops. I believe the Council and bus company maybe drastically over-estimates the usage and condonement by residents of the service.
19	Excellent project. Can't come soon enough!
20	Pleased to see the long promised extension to the bus route is finally going ahead.
21	The 20 bus service extended to Blacksmith Road will be gratefully welcomed. The bus could do with air conditioning at the moment because of the extreme heat.
22	Support bus service. Heating in Anvil Court is too hot. 32 degrees at one point on 2 <sup>nd</sup> floor in communal areas.
23	Fully support the new service, will use it as soon as it commences operation

24	Love the idea of extended route. Please enforce yellow lines and speed limit when in force. Double yellow lines on both sides.
25	Can't wait – excellent idea as I cannot walk to the present bus stop as I am disabled At present only other way is a cab – expensive!
26	Delighted to hear the 20 bus service is being extended into the Acres. Long overdue.
27	Support this scheme, bus needed in the area
28	Support scheme
29	Support scheme. Concerns about wheelchair access. Raising of pavements and appropriate width to allow length of ramp and length of wheelchair.
30	Support scheme
31	Too many bus stops. Just one at shops is fine. The yellow lines on one site and bus stop will cause congestions and blind spots. What advice has been taken in relation to long term damage and liability of the drains by 99 Brookfield Drive?
32	Bus stop along Brookfield Drive especially one near Whittaker Drive t –junction from a road safety perspective deem as an potential accident black spot. It will cause safety issues for both pedestrians and motor vehicles as their views will be restricted, I would ask that serious reconsideration be given to this identified bus stop being stopped.
33	<p>I'd be interested in understanding the research that was done in making the decision to extend the bus route through the Acres. I was told the research was done on a national scales and not on a residential scales. Bearing in mind this route only affects residents of the Acres I feel you should have made an effort to understanding survey these users in making the appropriate decisions.</p> <p><b>Further comment sheet:</b></p> <p>I am very concerned to hear that there are no plans to open up a new entrance further up Langshott, You cannot use Brookfield Drive as the sole entrance to the Acres. The traffic is very heavy for 3 hours in the morning to a further 3 hours in the evening. Cars speed up this road and when you look at the amount of cars and couriers using Brookfield you need to create an entrance past the Manor for residents who live at the back of the Acres.</p>
34	We are very concerned about the speeding that takes place along Brookfield Drive. We hope when the Council adopts this road this will remarkably improve. We cannot understand why speed bumps are in place along Brookfield Drive and when this bus route is introduced perhaps this could be considered. We are parents of a young child and the amount of speeding traffic along this road is a high worry to us and the introduction of the bus route is a concern.
35	<ol style="list-style-type: none"> <li>1. I am concerned about the impact of Langshott/Ladbrookrraod. It is a narrow road much used for leisure/walking access. Pedestrians, dog walkers, children on bikes, runners, cyclists. We were told 10 years ago that there would be no additional vehicles onto Langshott Lane. A narrow footpath is not sufficient and people will be on the road.</li> <li>2. The changes at the Brookfield Drive/lake Lane junction will make is less safe for pedestrians and dog walkers.</li> <li>3. The junction at the entrance of the Acres state should not have its priority changes. Traffic on Wheatfield Way is often fast and making it slow at the junction is good. A bus swinging out into Wheatfield Way may well hit a car coming out of the estate.</li> <li>4. Turning of bus onto Langshott Lane will need better visibility of traffic coming up the Lane.</li> <li>5. Once buses use the Lane, at some point motor bikes will follow.</li> </ol>
36	<p>Langshott issues:</p> <ol style="list-style-type: none"> <li>1. Why is there the need for a bus stop in Langshott when there is plenty of coverage in other areas and it doesn't form part of the Acres development</li> <li>2. Location of any stop in Langshott would not be required as usage would be very low</li> <li>3. We need to make sure this area is not used as the rest stop for the bus if stop adopted</li> <li>4. Bus needs to be kept moving along Langshott so any bus stop would be a hinderance</li> <li>5. We need parking restrictions from Wheatfield Way to the Farm house pub as narrow cannot not afford parking with a regular bus route</li> <li>6. Kurb outside my house (19 Langshott) needs to be widened to allow full access to my property with the bus now passing on regular basis</li> </ol>

	<p>7. For safety purposes there should be no stop along Langshott</p> <p>8. It needs to be ensure that there is no parking allows at any time in front of the Orchard Drive development in front of the Orchard Drive development in the stretch from the culverts to the Farmhouse pub</p> <p>9. Langshott needs to be protected as much as possible from the impact caused by the bus route</p>
37	<p>Thank you for your letter dated August 2016 regarding the above and inviting us to your public exhibition being held on the 15th and 17th Sept at Trinity Oaks Stchool. We have a number of concerns about this proposal which we hoped to raise today with your Staff at the exhibition however when we arrived at about 1.00 pm (Sat 17th Sept) the school main gate was locked and no indication at all that the exhibition was being held there? Can you please advise what happened? Without the opportunity to raise our concerns and hopefully get some reassurances, we have to advise that we strongly object to your proposals primarily on safety grounds. Some of our concerns are listed below :-</p> <ol style="list-style-type: none"> <li>1. You note the current Orchard Drive junction has resulted in a number of accidents. Surely the traffic arrangement change proposed will only increase the risk of a serious accident with the inevitable speeding up of traffic on Wheatfield Way and Orchard Drive as they approach the junction. Already these roads have become a major cut through between the A23 and Smallfield Road and we often now see cars on Wheatfield Way travelling well above the speed limit. In addition there would be a problem of a bus turning left into Wheatfield Way from Langshott Lane without at least in part crossing onto the other side of these roads.</li> <li>2. Langshott Lane is primarily used as a walkway, for example people going on country walks ,dog walkers and parents with young children. Are the footpaths proposed going to be wide enough for pedestrians, dogs and pushchairs to cross without having to use the road ? Also it looks on the map that the footpath will stop at the vehicle passing places surely this causes a safety risk?</li> <li>3. What happens when the bus and vehicle coming from the opposite direction have both missed the passing place and one has to reverse back to the passing place, surely another safety hazard.</li> <li>4. Finally on walking today to the school we noticed a number of cars were parked on double yellow lines in The Acres estate, how is it proposed to stop this happening? Parking enforcement is surely essential to enable the bus to get through the estate.</li> </ol>
38	<p>Some questions/comments:</p> <ol style="list-style-type: none"> <li>1...When building Little Meadow, Barrett Homes virtually destroyed the road surface of Langshott between the railway bridge and Orchard Drive. Will you be making them resurface it?</li> <li>2..Once the priorities at the Orchard Drive/Wheatfield Way/Langshott junction have changed, how will you prevent Wheatfield Way/Orchard Drive effectively becoming a by-pass and/or race track around Horley</li> <li>3...When Orchard Drive opened in 2009/10 you put up red signs warning drivers that the junction had changed. ("New Road Layout Ahead") I wrote to you about 3/4 years later to say those signs were still in place. You took two of them down, but a third one is still there now ! In Langshott, opposite Little Meadow, just east of the junction with Tanyard Way. As that sign is still there 6 years after it was erected, you can be sure nobody takes anymore notice of it. How will you ensure that drivers at aware that the new changes aren't the same as the previous changes?</li> <li>4...Glad to see more use of the buses, but still can't understand why the main bus stop in Horley (outside Waitrose) still has no real time information. WHY ? I would have thought it essential if you want to encourage people to use the bus from the town centre back to The Acres.</li> </ol> <p>I would appreciate answers to the above</p> <p><b>Further email:</b></p> <p>Following the presentations at Trinity Oaks School last week, I sent in some questions/comments.</p> <p>I would like to add the following:</p> <p>When Orchard Drive opened, traffic lights were installed at the junction of Cross Oak Lane/Bonehurst Road in order for residents to get to Redhill etc without going via the Chequers Hotel roundabout.</p> <p>The highways people must have noticed that these lights result in very long tailbacks ,southwards down the A23 past the Chequers/Shell Garage, and northwards back towards The Harvester, Salfords. Under the law of "unintended consequences", many drivers heading northwards, seeing that the traffic is queued from The Chequers, turn right into Ladbroke Road, along Langshott, and left into Orchard Drive, getting back to the A23 at the</p>

	<p>Cross Oak Lane junction. Thus the route Wheatfield Way/Orchard Drive is acting as a by-pass, and stated in my previous email. We live in Collingwood Close, and two/three times a week take our grandchildren to Yattendon School. Lots of other parents can be seen crossing the road before school time. Once you have reversed the priorities at the Langshott/Wheatfield/Orchard Drive crossing, we will be faced with crossing Wheatfield Way when there will nothing to stop, or slow down, the traffic.</p> <p>So, will you be putting a proper "zebra crossing" in at the north end of Wheatfield Way, or will you be crossing your fingers in the hope that we get across the road safely each morning.</p> <p>I look forward to your comments</p>
39	<p>Dear Sir/Madam</p> <p>I live on The Acres in Horley and was aware of the planned extension to Route 20 when we moved in to Brookfield Drive. I am pleased that, at last, we can see this plan come to fruition. There will be some who find reason to object but I'm sure that the majority are in favour.</p> <p>My main comments are:</p> <ul style="list-style-type: none"> <li>I would like to see the buses run more frequently - perhaps every 15 minutes;</li> <li>There should be additional double yellow lines e.g. on the junction where Newman Road joins Brookfield Drive because the cars parked there obstruct vision;</li> <li>I hope that the enforcement of the double yellow lines will actually happen;</li> <li>There should also be strict enforcement of parking rules where cars are parked on the pavement.</li> </ul> <p>In my opinion the sooner the extension is in place, the better.</p> <p><b>Further email:</b></p> <p>When the Fastway 20 extension into The Acres is implemented and the double yellow lines applied, I would also request that there be a speed limit of 20mph applied for the estate.</p> <p>There are a lot of children on the estate and the roads are quite narrow with many front doors close to the road.</p>
40	<p>I am writing to object to the proposed siting of a bus shelter at the Swale between 97 and 99 Brookfield Drive. When we bought our house at 97 we were aware from the plans of the estate that a bus stop was to be placed between our houses and obviously having purchased our home had no objection to this. We have now been informed that the location has been selected for the placement of a bus shelter.</p> <p>I wish to raise the following objections:</p> <ul style="list-style-type: none"> <li>• One of the reasons we purchased our home was because of its location alongside the Swale and the magnificent view this provides. Not only do we appreciate this but so do many other residents on the estate who bring their family and relatives walking round to stop to view the area. In my opinion the Swale is a clever piece of engineering that is there for our flood defence but with the added advantage that it actually looks great. Although we are surrounded by fields on The Acres, not many homes have the opportunity of a view of these and the Swale makes up for this. To place a bus shelter in front of the Swale will look out of place and spoil the view for everyone.</li> <li>• I attended the local school event to raise my objections and was informed that the shelter would not spoil the view as the back would be glass. Unfortunately this is not a good argument as the shelter will be what people see and not the Swale. Another point to raise is that in my experience where you have glass shelters they are constantly damaged and this again will spoil our area and damage the outlook from our home.</li> <li>• The siting of the bus shelter will have a severe impact on the price and sale-ability of our home and that of no. 99. Although I'm sure this argument will not sway the opinion of the decision makers, I would like to mention that we bought our home as a family enterprise and the value of our home is very important to us – for all of our futures. So please consider this point favourably.</li> <li>• We have had a number of issues with young people causing problems and damage to gardens, as again the Swale is an attraction. On at least two occasions we have had to call Police to deal. If a bus shelter is located here we are making this a more attractive location for people to congregate and talk - even when it is raining.</li> </ul>

	<ul style="list-style-type: none"> <li>• In all of the properties close by there are young children who will be disturbed by the noise outside when this is used as a meeting point throughout the evening and during the night.</li> <li>• The bin at the bus stop at the top of the estate is always overflowing – as dog walkers use this to dispose of their mess, which is then not collected. This will be replicated between our homes and we shouldn't have to suffer this.</li> <li>• I use the 20 bus service which is well run and usually to time. With the bus now going through the estate and it appears to me, an excess of bus stops, people won't have to make use of a bus shelter as they will see the bus coming and leave their homes accordingly.</li> <li>• Our estate is new and I find it unacceptable that a site for a bus shelter should only now be under consideration. I believe this should have been planned into the design of the estate, not as an afterthought which the estate design cannot accommodate.</li> </ul> <p>In the type of the property we purchased it was pointed out, and we were in full agreement, that we had the best site position of the whole estate regarding location and view - please do not let this spoilt. Submitted for your consideration.</p>
41	<p>With regards to the planned Fastway route down Langshott lane, firstly I would like to understand what surveys have been carried out with regards to how those who live down Langshott Lane actually feel about the proposed plans and whether they want the route.</p> <p>I would also like to know why you felt it was ok to send letters to those on the Langshott estate regarding the proposed plans but failed to send the letters to those who actually live down Langshott Lane and will be affected by the proposal - my concern is that if you can fail to arrange such a basic task of sending out letters to the most appropriate persons concerned, then what else are you failing to do in regards to this proposal and ensuring the safety and needs of everyone!</p> <p>I'm completely against the proposed route and I would like this to be noted.</p> <p>The acres has been built with a lack of planning in regards to parking, and the original plan was for the bus to drive through the Acres and return through the Acres- now due to bad planning you are wishing to change the environment even more and affect the lives of those who have property along Langshott lane. You are also turning a road that is used daily by a vast number of people into an unsafe area- Yes you propose to create footpaths but this will only further ensure the environment and a country lane is destroyed. You are opening the road up to become an unsafe road. The buses already hurtle through the langshott estate now you wish the bus to hurtle down Langshott Lane, where there will be children walking to school. There are playgrounds close to the road, as well as footpaths that lead on to the lane and a bridleway. How is sending a bus down this lane in any way deemed safe? When there is an accident who's conscience will it be on?! I would like there names so i can remind them when the accident happens!</p> <p>This road is part of Horleys old heritage with a lot of history - Its enjoyed by many for dog walking, children using it on their bikes &amp; Scooters, riders on horses, its become a part of the community , and used daily but now you wish to change this and take its use away thats enjoyed by so many I'm completely aghast as to why due to bad planning a group of people have now chosen to affect the lives of others even more.</p> <p>I know this email won't change your mind, that you have already decided your plans and its of no use what we say. But i would ask you to think of what you are planning to do, and please come up with another plan. Please don't go ahead with this proposal!</p>
42	<p>Unfortunately, we are unable to attend the local meetings this week but would like to make the following comments -</p> <p>Generally, the plans seem well conceived and the route appropriate. The associated stops are well placed for convenience and we are sure the enhanced service will be welcomed by the majority of residents including the residents of the sheltered scheme and users of the school.</p>

	<p>The enhanced service will bring easier access to the Town Centre for the young and elderly alike and will have a beneficial effect on the use of the new community centre, local economy and night economy in the town - there should also be a reduction in vehicle pollution as the number of residents using the enhanced service increases.</p> <p>A further improvement to the Fastway 20 service could be its extension to the North of the Town ( to the Hospital / Redhill ) as a common complaint is the need to change busses in Horley when travelling North.</p> <p>A concern is the displaced parking which may impact on Whittaker Drive unfairly which could be ameliorated with improved parking controls with bollards installed to prevent residents parking and dangerously driving on pavements in this road which is already the case and which we suspect will get worse.</p> <p>All in all we support the planned enhanced service and welcome its early introduction - our only complaint is the protracted implementation of the scheme which is already at least two years late and we note the generalisation in the briefing note regarding "introduction next year" - please just get on with it.</p>
43	<p>I am extremely dismayed to learn that this initiative is being taken forward and so confining a beautiful country lane to the archives of local history. This could quite easily have been avoided by sensible and joined up thinking at the planning stages of the Acres development. However, given that those hastily taken and inappropriate decisions have been ratified I trust that all councils involved in this extension of the Fastway 20 route will act in a responsible way to ensure impact on the nature of our neighbourhood is minimised. At the same time there must be some proactive actions to ensure the safety of all.</p> <p>My main points of concern are as follows:</p> <ol style="list-style-type: none"> <li>1. the proposed change of priorities at the junction of Wheatfield Way, Orchard Drive and Langshott will inevitably invite traffic using Wheatfield Way and Orchard Drive to drive at speeds considerably in excess of the speed limit. Wheatfield Way is already subject to speeding vehicles throughout the day and this will be exacerbated by the change of priorities at this junction. There MUST be consideration and appropriate action taken to the provision of speed control measures along the stretch of Wheatfield Way running from Langshott to Fallowfield Way. The junction in question has already seen accidents on a regular basis, the latest of which was yesterday (September 15th) when two cars were involved in a serious collision. Without proactive intervention there will be a death at that junction.</li> <li>2. there are considerable problems with parking along the route of the proposed Fastway 20 extension which I note is going to be tackled by the addition of double yellow lines. How or who will enforce this? Will enforcement be done regularly? and if so, what is the proposed definition of 'regularly'?</li> <li>3. the reactive bus gates proposed at the exit point of the bus onto Langshott are known to have a failure rate. I understand from talking to Chris Parry at a meeting last night that when these reactive bollards are stuck in the down position they will remain so until repaired, a period that could run into several days. A situation like this will only encourage car users from the Acres to access Langshott at an unlawful point causing an even more unacceptable level of traffic on a country lane and enhancing the chances of accidents at the junction of Langshott and Wheatfield Way. It is essential that any breakdown of the bus gate gets a high priority from the maintenance team and that repairs are carried out THAT DAY. Any replacement parts, including all IT components MUST be continually in stock locally and not need to be ordered from source or manufacturer.</li> <li>4. if people are seen to be using Langshott unlawfully via the bus gate then, if reported to the authorities, these authorities MUST take firm action against those individuals.</li> <li>5. has consideration been given to the possibility of bus breakdowns in Langshott and the likely consequences on local traffic in those circumstances? I particularly refer to the affect this may have on the business of Langshott Manor.</li> <li>6. how will buses safely negotiate the left hand turn into Wheatfield Way from Langshott without crossing the path of oncoming traffic along Wheatfield Way?</li> </ol> <p>I hope that all these points will be fully and adequately addressed / answered / actioned prior to the first buses travelling on this extension route.</p>
44	<p>I'm a resident on the acres and recently visited the display for the proposals for the bus route through The Acres. This is the first opportunity we</p>

	<p>have had to view the proposals and have some concerns.  I would respectfully ask If you could reconsider the yellow lines being proposed outside No's 81 to 87.  Having met the gentleman hosting the event there was belief that the spaces provided in the courtyard behind these houses were not being used which is not the case, they are all being used.  There is just not enough parking spaces that have been provided to meet the needs of the properties and hence there is a need to park along Brookfield Drive outside house No's 81 to 87, this also a problem on other sections of Brookfield drive.  My two sons are not able to use public transport due the nature of there jobs and need there own transport to carry there gear, they also travel around all parts of the south in there work and it's not practical to use public transport.  I don't believe it causes a problem not having yellow lines as we have been here for four years now and we have had very large earth moving lorries and trucks during construction which has not long been completed along with other large lorries and there has not been any obstructions caused.  The other issue we have is the time that bus service starts in the morning. We were advised that the service will start 3.20 am and run every 20-30 minutes which is very early And will cause a noise disturbance, our bedroom windows face Brookfield Drive.  Why is there such a need to run so early when people currently using this service at this time are managing to walk to the roundabout on Orchard Drive.  I accept there is a need for the service to run through The Acres to assist people in need in particular in Anvil Court etc but I would doubt if they would use this service so early in the morning.  I would appreciate if you would please understand our issues and reconsider the points raised.</p>
45	<p>Firstly the 20 Fastway extension within have a negative impact on Langshott  The proposed 5th Bus Stop outside the Farmhouse Pub is not required by residents as we are served by existing bus stops  Concerned why the proposed 5th bus stop has been requested as if not required by residents and without being given an acceptable reason for this request it should be refused.  If the proposed 5th Bus stop is granted then it should not allowed as a stop used for drivers rests breaks as this should be contained within the Acres ( during unsocial hours the engine noise during the winter months would impact on local Langshott residents ....at the moment the rest breaks are taken along Orchard Drive.... impacting on no ones sleep)  As the proposed 20 Fastway is to use Langshott then there should be double yellow lines parking restrictions between Wheatfield Way junction &amp; The Farmhouse pub to allow existing home owners access on/off their driveways and free flow for the bus to keep moving. The area opposite us at 19 Langshott (the pavement area in front of Jubilee Close) is repeatedly being used by non resident airport parking with cars parked for several weeks at a a time this is why we would request double yellow lines and not parking restrictions for this area  The proposed two lay-bys along Langshott have a direct impact on the existing residents frontage ! The other options could be the frontage of the two vacant existing semi detached properties and the community centre itself!</p>
46	<p>I accept the bus will be running through Brookfield Drive at some point in the future,  I understand some people will find this helpful to their daily lives.  3.20am start really is pointless and disturbing for home owners and residents!  People like my son sleeping in the front bedroom, gets up at 5.30am during the week to drive numerous miles to work, hard grafts all day on building work then returns all those miles home. It would not be safe for him to be woken every 20-30 minutes from 3.20am.  As a carer I understand the point that people in the sheltered accommodation would have more freedom and access to the outside world given a bus to catch but I hardly think those said people will be using the bus early hours and I'm pretty sure they could also do without being disturbed several times during the early hours!  As for the 'Gatwick workers' finding it very helpful to them, I would assume they are able-bodied human beings who can continue to walk to the roundabout for the bus or carry on getting to work in the same way they do now.  I think most people would agree 7am or thereabouts is a perfectly acceptable time for the bus to start running.</p>

	Therefore I am sending this email in protest of the bus running at such early hours through Brookfield drive.
47	<p>Having looked at the proposed extension to the Fastway 20 bus service into the Acres, we would like to strongly object to the proposal on the following grounds;</p> <p>Little or no need for the extension of the service; the bus is used regularly but, on many, many occasions the bus pulls up and leaves the current stop, without either a drop off or pick up.</p> <p>If the service is deemed so vital, what sort of service are the residents from Langshott Park getting from this extension? Surely to be fair it should go right to the end of the whole site?</p> <p>The number of proposed bus stops is totally over the top. An additional stop at the community centre would be more in line with need.</p> <p>The placing of double yellow lines along Brookfield Drive is totally unnecessary; we have lived here for nearly 7 years, with a constant stream of large heavy goods vehicles and associated plant vehicles going along the road without causing a blockage. The poor parking of vehicles i.e. on the pavements is an issue, but the placement of double yellow lines is hardly likely to help improve the driving of the people who do this, as they will no doubt just park up fully onto the pavements or go onto the side roads.</p> <p>Finally our most important reason for our strong objection is the brutal, and completely unwarranted changes proposed to Langshott Lane. This is a beautiful country lane that should not be changed in anyway. We walk along the lane everyday with our dog, and have never once felt the need for an extension to the pavement.</p> <p>Over all we feel the proposed changes are a monstrous waste of money &amp; resources, and will cause great damage to Langshott Lane, fundamentally changing what is currently beautiful asset to the area.</p>
48	<p>I'm am writing to object to the placing of a bus shelter directly outside of my house (97 Brookfield Drive). Whilst my husband and I have no objection to the bus route, we feel that the planning gone into this project is somewhat ridiculous.</p> <p>Firstly I would just like to point out that nowhere on the proposed plans and the bus route already in place have you, the council, placed a bus shelter directly outside of any houses. They are either adjacent or behind trees and greenery therefore losing a level of noise pollution and in keeping with the area and spirit of the acres. (Please see your own plans for evidence of this).</p> <p>Secondly, unfortunately bus shelters have become a magnet for trouble, we have already had problems with young people, which on more than one occasion we have had to call the police, placing a bus shelter will undoubtedly lead to a rise in vandalism (which is already evident in the bus shelter at the very start of the estate) and problems for my family and neighbours.</p> <p>The plans show another bus stop (on the corner by Whittaker drive) which is just a stones throw away from the intended site of the bus shelter which would not only be a better site for a shelter as there is a greater amount of houses on that side but not only that it isn't directly outside of anyone's house.</p> <p>When we purchased our house we were in formed of the bus route and that there would be a bus stop (not shelter) by the lamp post this was on the plans and also I'm assuming already confirmed by the fact that you have the beginnings of said bus stop in place. Not only would a shelter ruin the outlook of our property and decrease its value, but also that of all our surrounding neighbours.</p> <p>The Swale - not only is this area nice to look at it is also a flood defence you would placing a shelter directly in front of a man hole that is used to service this. My garden will not become the access point.</p> <p>I would like to ask that you take these points into careful consideration, and place yourselves in the shoes of the home owners and what you would find acceptable, to me you have a bus that runs every 20mins do you actually need to waste money on bus shelters? Would you want a bus shelter directly outside of your house, especially when the bins of the existing shelters are always overflowing.</p>
49	Support the extension to the bus service but concerned that it will not start until next year. Concerned about the displacement of the parking if DYLS are introduced. They mention that the real problem is residents who don't use their garages for parking. Concerned about speeding cars on Brookfield Drive.

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