



HILLINGDON

LONDON

Chrysalis Alley Gating Pack

**If you need a copy of this pack in large print please call
the Community Engagement Team
on 01895 277309**

Please note this pack is subject to change and is correct at the time of printing.

The Chrysalis Programme for Gating Alleyways

Dear Resident,

Thank you for your interest in this Alley Gating scheme. The information pack has been compiled to help you achieve a successful gating scheme in your area.

The Council and Police work closely together to tackle crime and disorder in the borough and are keen to involve the community wherever possible in this partnership.

Neighbourhood schemes, whereby lockable gates are installed at 'problem' alleyways, can improve the quality of life for adjacent households and businesses by:

- reducing the risk of burglary
- protecting the area within from rubbish dumping, vandalism and other anti-social behaviour
- creating a safer and more attractive environment for the use of those who live there, particularly the very young and the elderly
- returning the use and control of the alleyways to the residents

The Chrysalis fund for alley gates is money which Hillingdon Council has set aside for improving the environment and safety of its residents on private land and will contribute up to 90% of the cost of alley gates to successful applicants.

Residents will contribute up to minimum 10% of the agreed total gating costs and will be responsible for any future repair and upkeep once the gates are in place. All schemes will be given consideration and are subject to Cabinet approval.

In addition to this pack, further guidance is available from the Community Engagement Team who will be happy to support you through the process. Please visit our web sites www.hillingdon.gov.uk/chrysalis and www.hillingdon.gov.uk/alleygatingscheme for further information and important updates. Further details can be found on page 3 of this pack.

Cllr Douglas Mills

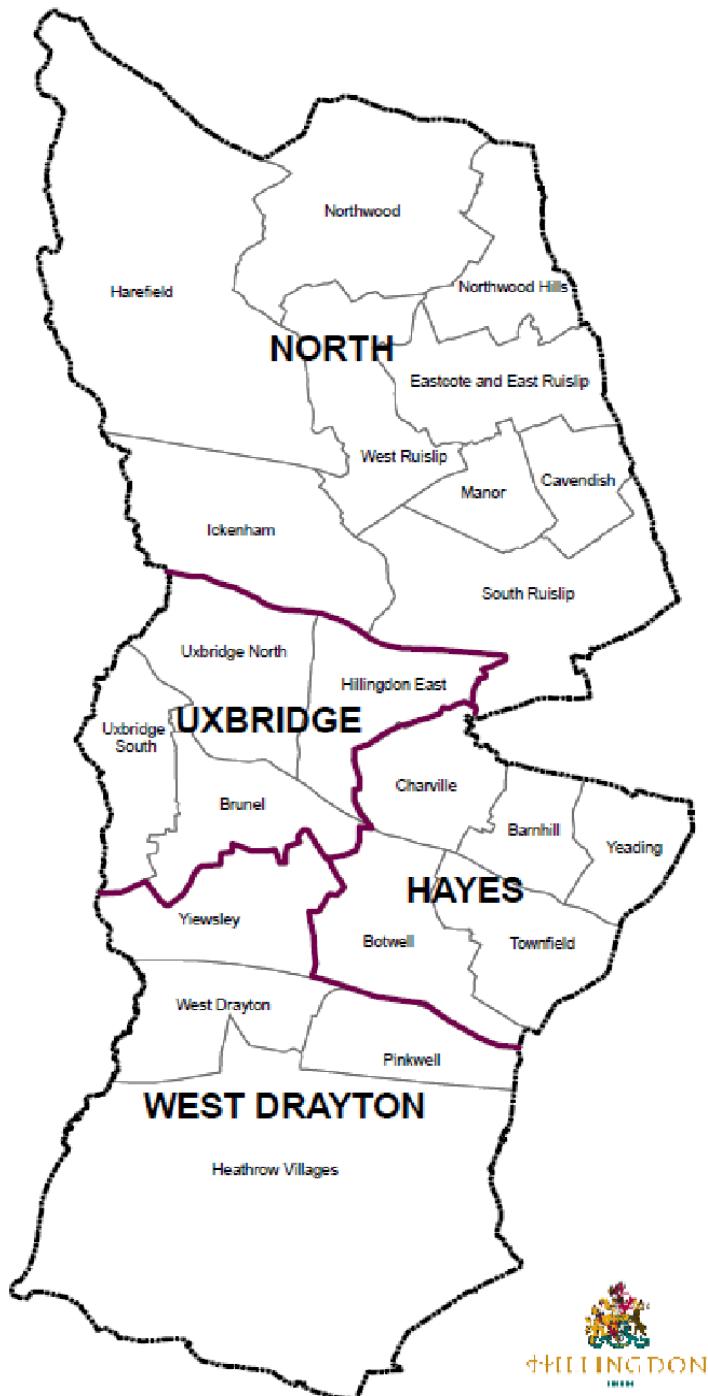
Cabinet Member,

Community, Commerce and Regeneration

London Borough of Hillingdon

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Community Engagement Team Contact



Jennifer Hilton Trout
01895 277309

chrysalis@hillingdon.gov.uk

If you are unsure which ward you live in you can find this information using your postcode on the Council website by visiting www.hillingdon.gov.uk/fmn

Below "Set Your Location" click the postcode tab, type your postcode into the box and click enter. This will then bring up your ward.

Alternatively the team will be happy to advise you.

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Getting started

Find out if your alley meets the criteria for funding and how to apply.

If you are unsure if your alley meets the criteria, please contact the Community Engagement Team who will be able to advise you. This scheme is not open to residents who are in council or social housing. Requests for council and social housing should be made to the housing authority directly.

Criteria

- The Alley Gating Schemes is for alleyways acting as service roads to **at least 6 properties**.
- Residents must live in an area vulnerable to crime or anti-social behaviour, (such as fly-tipping or graffiti).
- Residents must be aware this is a community-led, self-help scheme and the council will only contribute up to a maximum of 90% of the installation of the gates.
- Alley gating schemes can only be implemented on **private land**. Gating is **not** permitted on a public highway or public right of way.

Tips

If you are unsure of any of the above information, please contact the Community Engagement Team who will be able to advise you.

Homeowners and landlords are strongly advised to check their property deeds prior to submitting an application form. This is to ensure that all residents who have a 'Right of Way' are considered and included in the scheme, where appropriate.

- Gates should be positioned to make an enclosed area with no open exits and should be visible from the street.
- Gates must conform to the gate specification (for more information on this please see the 'Will I Need Planning Permission?' question on page 27).
- Planning permission is not usually necessary, but residents are advised to check with the planning department if there is any doubt.
- Residents accept direct responsibility for the security of the keys and for upkeep and repair of the gates once they are installed.
- Businesses who wish to apply for alley gates will be expected to contribute between 50-70%; each scheme will be treated on a case by case basis.
- Electronic gates are not usually provided by this scheme, however they may be considered where there is evidence that a management company has been established and there are sufficient financial resources to fund the ongoing maintenance of the gates.

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How to make an application

Step 1

- First of all, make sure you have read the [alley gating criteria](#) to see if your alleyway is suitable for gating. If you are unsure if your proposal meets this, please call the Community Engagement Team.
- Obtain a quote from the council's term contractor Drayton Fencing (See 'Designing your Scheme' for more information).

Tips:

- A quote which is more than three months old will still be accepted but may result in a delay in your application being processed as an updated quote will be requested from the contractor to ensure prices are kept the same or similar.
- Once you have received your quote, this should give you an indication on how much the alley gating scheme will cost to install. Residents (and landlords) are asked to contribute 10% of the cost which should be divided by the number of households in the scheme (see 'Estimating Costs' in 'Design your Scheme') This means that you can move onto the next step and approach your neighbours for their agreement whilst waiting for the remaining quotes to come in.
- Seek the agreement of your neighbours for the alley gating scheme. To help you, we have prepared some letter templates which you can send to your neighbours. These explain the scheme and ask them for their support. The Council favours schemes where there is 100% support from all house owners however, it may be possible to go forward with the scheme if not everyone agrees. The Community Engagement Team can advise you if this is the case.
- Consent forms which are dated more than six months before the application is submitted will be accepted but will result in a delay in your application being processed. This is because in the last six months there may have been changes in property ownership or in a household's individual circumstances and so the council will need to write out to all households to confirm that they are still in agreement with the scheme.
- Check if planning permission is needed
- Check if your alleyway is a public right of way

Step 2 - making your application

Complete the application form.

Your application form must be accompanied by:

- A quote from our term contractor ([See 'Designing your Scheme'](#))
- consent forms from each household (see ['Consult your Neighbours'](#))

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If any items are missing or out of date, this will delay the processing of your application and may lead to the application being returned to you.

Applications will be checked by the Community Engagement Team who will contact you to arrange a visit to your location. If your scheme has any objectors or households who have not responded, officers will advise how to proceed.

All completed applications are submitted to the Cabinet Member for Community, Commerce and Regeneration for his approval. If your application is successful you will be written to and the amount that the residents' need to contribute to the scheme will be confirmed.

Tip:

We highly recommend that a designated bank account is opened to collect the contributions and that the Lead Resident should collect a small amount of extra money from each household in order to establish a sinking fund to cover any future repairs and maintenance. This should be done once the scheme is given approval.

Step 3 - Installation

- Once your scheme has been approved and the residents contribution has been received, the council will commission the work with the contractor. The contractor will liaise with you to arrange an installation date. As all gates are made to measure, this will take approximately 6-8 weeks.
- Once the gates are installed and the keys are distributed, you and your neighbours will be able to enjoy the additional security of the gates.
- The contractor will then send an invoice to the council for payment.

Step 4 - After care

- Clean up your alley.
- Continue to maintain the gates. All gates come with a 12 month warranty and you can contact the contractor directly to arrange any repairs.
- We would like to know about your experience in implementing an alley gating scheme in your area. Shortly after your gate has been installed, we will send you an evaluation form to tell us about your experience and what impact the gates have had since they were installed.

Important note:

The council reserves the right to inspect the finished gates before making payment to the contractor, but the council will give no guarantee and accept no responsibility in connection with the installation, retention and quality of the gates, or in respect of any other matter relating to the scheme.

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Gating Application Form

Contact name (Lead Resident) Mr/Mrs/Ms/Other Address: Postcode: Telephone: Daytime:..... Evening:..... E-Mail:.....	Alternative contact: Mr/Mrs/Ms/Other Address: Postcode: Telephone: Daytime:..... Evening:..... E-Mail:.....
Which addresses are included in this scheme? Please give numbers and street names (eg 1-10 High Street.)	
How many households in total are included?	
How many exits need gating? (Attach diagram to support this)	
What are your reasons for wanting to install gates? (eg, anti-social behaviour, recent burglaries)	

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How many households have consented?	
How many households have objected?	
How many households have not responded?	
Do the residents leave their refuse in this alley for weekly collection?	YES/NO
Is the alley a recognised fire escape route?	YES/NO
Is access required for utilities companies (such as to reach an electricity sub-station?)	YES/NO
Is there a neighbourhood watch scheme in your area?	YES/NO
If no, would you like more information on how to join or develop a scheme for your area?	YES/NO
Gates will be no more than 2 metres high (including height of finials or trims)	YES/NO
Gates will be positioned at least 1 metre from the edge of the highway and will open inwards towards the alley	YES/NO
Gates will be visible from the street	YES/NO

Quotes requested:

Company	Cost (minus VAT)	Notes:

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Information enclosed with application form (please tick)

Quote (ideally less than 3 months old)	
Consent forms from residents (Ideally less than 6 months old)	
Other (please state)	

I confirm that, to the best of my ability, I:

Have checked ownership of the land upon which gates will be placed	
Have obtained planning permission (if applicable)	
Have considered taking out liability insurance on the gates once installed	
Have ensured that all property owners are aware of their ongoing responsibilities to the gates	
Will ensure that everyone gets a key, even if they initially objected.	
Will ensure that all households in the scheme have my contact details	
Will, in the event that a replacement lead resident is appointed, provide them with all the necessary information/keys required in order to maintain the scheme.	
Will let the Community Engagement Team know if there is any reason why any of the above cannot be achieved	

The council reserves the right to inspect the finished gates before making payment to the contractor, but the council will give no guarantee and accept no responsibility in connection with the installation, retention and quality of the gates, or in respect of any other matter relating to the scheme.

Signed:

(Lead Resident)

Date.....

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Designing your Scheme

Obtaining and understanding your quote, contractor details and estimating costs.

As part of the application process you will be asked to obtain a quote for your gates. The following guide is to help you understanding the specification of the gates and the options that are available to you.

Please also refer to our: Glossary of terms



The gates that the contractor will quote you for will have the following features:

Design

- Gates should have a total height of no more than two metres from the ground. This includes the height of finials or any other additions of trimmings
- Gates should be installed at least one metre away from the closest edge of the highway to prevent the need for planning permission. Where possible they should be visible from the street
- The design should be, as far as possible, resistant to climbing and forcing, and should allow clear vision and not be clad. Hinges used must not offer a foothold to potential burglars. In addition, it should not be possible to lift the gate out of its frame.
- The gap between the gate and the ground should be small enough to prevent potential burglars from crawling underneath.
- All gates should be fitted with a drop bolt so that they can be secured open as required.

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- No handles should be fitted to any of the locks or the gates themselves.
- Wherever possible a single leaf gate should be installed in preference to a pair of gates.
- Gates should open 'into' the alley and not 'out' towards the highway
- Gates should slam shut.

Structure

- Gates should be topped with blunted spikes or finials (see glossary of terms)
- Vertical bars should be spaced no wider than 100mm apart.
- The sides of the frame should be fixed to the wall or galvanised steel posts through the galvanised frame with heavy-duty fixings. The fixing should be visible and accessible when the gate is open.
- All gate components should be welded.

Materials used

- 3mm steel should be used for all sections.
- The steel should be galvanised to protect from rust, leaving a grey finish.

Locks

- A narrow-style, Euro-profile automatic deadlocking mortice latch should normally be used. Any proposed variation must be subject to approval. This means that the gate will "slam- to- lock".
- The same lock should be fitted to all gates in the scheme unless otherwise instructed.
- Locks should be embedded into the post of the gate.

Keys

The scheme will allow for the purchase of 1 key per household.

In most cases the keys supplied are of a standard "Yale" type which can be easily cut at high street kiosks. However, if making copies you are advised to ensure that whoever cuts the keys is using the correct shaped template as this can affect how well the key engages with the lock.

In cases where this is a very large number of households who will be using the gates, 'security' keys may be advised. This can only be copied by the original locksmith and will prevent keys being given freely to those who live outside the scheme. These keys are more expensive to purchase and copies can only be obtained through the original contacts.

The contractor will be able to give you more information on this if you wish to consider this measure.

In both cases, you may wish to purchase additional keys from the contractor up front.

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If so, please state this on your application form and these added to the order the Council raises for the gates. You will be advised how this affects your residents' contribution.

Other services

Line clearance

It may be necessary for overgrown vegetation to be cleared from the alley in order that gates can be installed, your contractor will quote for this service.

Gating contractor

Applications should be submitted with a quote from the contractor below. The information given here is for the head office of the company. Local representatives will be available to visit to arrange your quote.

Name	Address	Contact details
Drayton Fencing	93 Parkfield Road, West Drayton, UB8 3LN	Tel: 01895 444727 Email: sales@draytonfencing.co.uk Website: www.draytonfencing.co.uk

Estimating costs

When you approach your neighbours to get their consent for a scheme, it is likely that they will be interested in how much the scheme will cost. This guidance shows you how to estimate how much a scheme is likely to cost per household once you have received a quote.

Please note: VAT does not need to be added to your figures and most quotes will not add this.

- Total up the full cost of the gates (this may already be done for you on the quote)
- Identify the cost per key and multiply this by the number of households in your scheme
- Identify the cost in of any extra services or miscellaneous items (except finials or powder coating)
- Add the costs together for all of the three items above to give you a total cost
- Divide this by 10. This will give you the total cost of the residents' contribution
- Add on the full cost of any finials, powder coating or additional keys

Divide this figure by the number of households to get contribution per house for the installation. It is recommended that you add a small amount to this figure so that this can

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remain in your gating scheme bank account and establishes a sinking fund for future repairs and maintenance.

Approximate costs for items in year 2019/20

- Gates £1,500 each (rough estimate dependant on size of gate)
- Keys £3 each
- Lock box £75 each
- Powder coating £400 per gate (rough estimate dependant on size of gate)

These should be used as a guide only. Quotes should still be sought for all applications

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Glossary of terms:

Galvanised steel finish

This is the standard option for alley gates



Powder coated finish

Powder coating is available in a range of colours and the contractor will be able to advise you on this and add it as an extra to your quote. This **will not** be covered in the funding that you receive from the Council and if it is desired, the cost of this must be met by residents



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Blunted spikes

This is an example of blunted spikes. This is the standard finish on alley gates



Finials

This is an example of finials. They will come in a range of shapes and the contractor will be able to advise you of options. Please be advised, that they may be a more expensive option than blunted spikes and if so, this cost must be met by residents.



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Lock boxes (sometimes called "key safes")

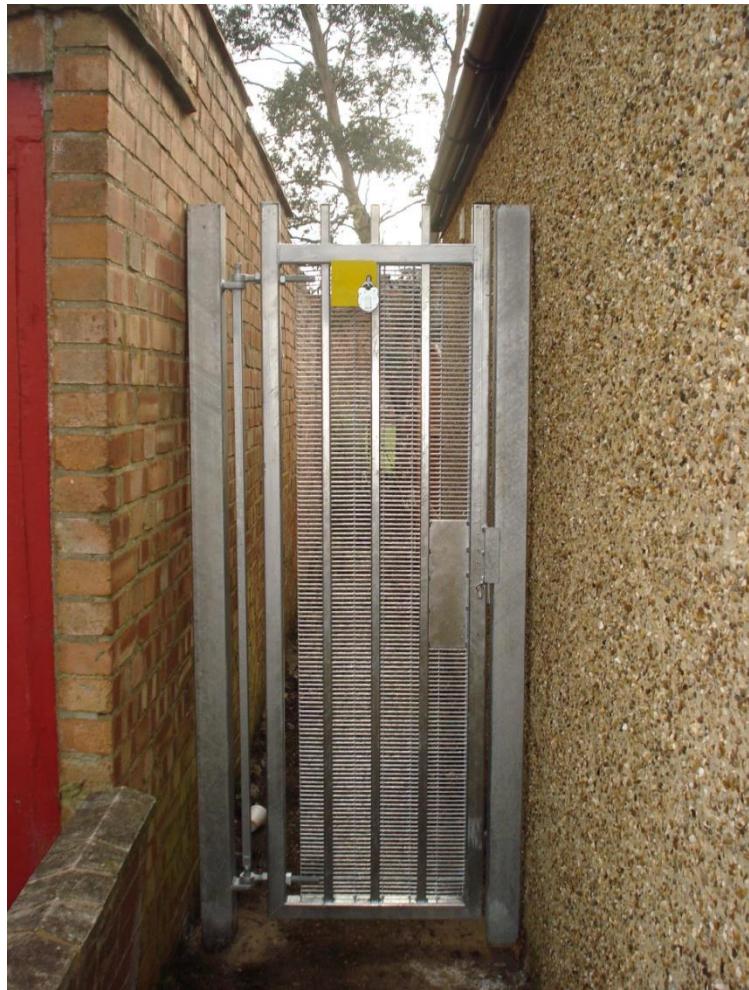
These are installed when there might be a need for a third party to gain access in an emergency. You will usually include these if the alley is a recognised fire escape or if there is an electricity sub-station in the alley that is to be gated.



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Fire escape gates

Gates designed for use in fire escape routes. These feature a quick release lock (such as a thumb catch or lever) and wire meshing to prevent them being opened from the outside. These are recommended in locations **only** where there is a recognised fire escape route (such as around blocks of flats) as the thumb catch can be easily worn by overuse if residents choose to use this rather than their key



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DOs & DON'Ts

CODE OF PRACTICE for alley gating schemes

Do

- introduce yourself to your neighbours
- use the template letters provided, they have been carefully worded to give a concise and accurate explanation of the scheme
- ensure everyone in the scheme can contact you, when necessary
- consider the best way to contact residents who are disabled, vulnerable or 'hard to reach' (Contact the Community Engagement Team for advice)
- update residents of the scheme's progress on a regular basis
- be thorough - ensure every household in the scheme is duly consulted.
- remember this is a community scheme; be patient with your neighbours and respect their opinions even if they do not support the scheme.
- respond to all queries about the scheme directly. Remember to contact the Community Engagement Team if you need help.
- consider all objections (even verbal ones); talk to the Community Engagement Team for advice on how you or in some circumstances they can address objectors. If in doubt: pass along the team's contact details for the resident to call them directly
- be respectful in your tone to all your neighbours in both your verbal and written communications. In particular consider the use of language and the negative impact of writing IN CAPITALS and using excessive punctuation!!!!!!
- remember that any information you gather from residents (including their reasons for objecting) is **confidential**. Please do not discuss with other neighbours
- provide detail of cost, when you collect residents' contribution for the scheme
- ensure **every** household in the scheme has access to a key, if gates are installed.

Don't

- resort to intimidation with those who don't approve the scheme
- put yourself in any situation where you feel unsafe
- forget to contact the Community Engagement Team if you have any questions

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Consult your Neighbours

Template letters and agreement form

The following are example letters that will help you gain the support that you need from your fellow residents to get you started. Please feel free to copy, amend as appropriate and complete them, so that they can be distributed accordingly.

1. **Introduction Letter** – This letter introduces you to your neighbours and suggests that the scheme might be a good idea in your area.
2. **Letter to Gain Consent** - This letter can be sent out by the Lead Resident with a reply slip that can be completed by your neighbours and returned to you for inclusion in your application form.
3. **Consent Form** – This form can be used instead of letter no. 2 if you would prefer to speak with your neighbours directly and get them to sign on one form.
Please ensure that a new page is used for every ten signatures in order to demonstrate that the resident has seen the agreement before they sign it. Please also make sure that any signatories who are tenants are given the Landlord's letter so that consent can be obtained from the owner. Please also note any households where there are objectors.
4. Landlord letter – leave this version with tenants of rented property to forward to their landlord. Leave this version with tenants of rented property to forward to their landlord along with a copy of the Landlord's response letter (letter 5)
5. Landlord Response Form.
6. Approval letter – Once your scheme has been given approval this letter can be used to share the good news with your neighbours and inform them of the costs involved
7. Receipts to issue when you collect the residents' contributions.

Please do not hesitate to contact the Community Engagement Team if you have any questions about using any of these templates.

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Letter 1

Dear Neighbour,

I live at _____ and as a fellow resident; I would like to bring to your attention a scheme run by Hillingdon Council in association with the Metropolitan Police that I think may benefit our area.

The Chrysalis alley gating scheme allows residents to apply for funding to gate off alleyways that are on private land and which back onto their properties. This prevents crime such as burglaries and anti-social behaviour. Up to 90% of the installation costs can be covered by the council for successful applicants.

The scheme has been very successful across the borough and I think that it might be something that we could all benefit from in the alleyway(s) leading from

_____ to _____.

I would welcome the opportunity to speak to you to see whether you agree with the scheme. I will call around to your house in due course, however, should you prefer an early discussion, my contact details are given below. I would be happy to act as the point of contact between the residents and the Council so please do not hesitate to contact me in the first instance with any questions or concerns.

Alternatively, you can call the Community Engagement Team at the Council for more information on 01895 558136 or by email: chrysalis@hillingdon.gov.uk

Yours faithfully,

Lead Resident (name)

Contact telephone number:

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Dear Neighbour,

As you are aware, I am in the process of putting in an application to the Council's Chrysalis Fund for alley gates. In order to do this, I need to demonstrate the level of support for a scheme in our road. Please could you complete the form below and return it to me at:

Many thanks

(lead resident)

Name: _____

Address: _____

Tick **ONE** of the following statements

- I/ We are the owners of this property and support the application for the alley gating scheme named above and confirm that if the scheme is approved and gates are installed:
 - a. I/We will have the responsibility for the key and its usage including the handover to any future resident, landlord or property owner of my address. I will ensure gates are locked after my use.
 - b. I/We understand that, once the gates are installed it is the responsibility of the residents to maintain the gates including damage of either an accidental or deliberate nature.
- I am a tenant. Please supply me with the "Landlord's Letter" from the pack so that I can ask my landlord to contact you to give his consent.
- I am acting on behalf of the owner (agent, power of attorney, executor). Please contact me on these contact details _____
- I/ We are the owners of this property and I do not support the alley gating scheme (Please state why overleaf)

Signed Date:

Data Protection: By providing your details you are giving us permission to share your information with other Council departments and our

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partners the Metropolitan Police.

Alley gating scheme for: _____ (name of roads involved)

By providing my signature, I am confirming that:

- a) I live in a road named above and have a residence that backs onto the alleyway between _____ & _____
- b) I support this application for the alley gating scheme named above
- c) That if the application is successful and the gates are installed, I have the responsibility for the key and its usage including the handover to any future resident, landlord or property owner of my address. I will ensure gates are locked after my use.
- d) That I understand that, once the gates are installed it is the responsibility of the residents to maintain the gates including damage of either an accidental or deliberate nature.

Name. Please print clearly	Door No./ Road	Owner (O) or Tenant (T)	Signature	Date

Data Protection: By providing your details you are giving us permission to share your information with other council departments and our partners the Metropolitan Police (for example Local CPO or Safer Neighbourhood team).

Any signatories who are tenants should be provided with the landlord's letter so that the owner's consent can be sought

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Letter 4.

Dear Landlord of property _____

I live at _____ and I would like to bring to your attention a scheme run by Hillingdon Council in association with the Metropolitan Police that I think may be mutually beneficial.

The Chrysalis alley gating scheme allows for homeowners to apply for funding to gate off alleyways that are on private land and which back onto their properties. This prevents crime such as burglaries and anti-social behaviour. Up to 90% of the installation costs can be covered by the council for successful applicants.

The scheme has been very successful across the borough and I think that it might be something that we could all benefit from in the alleyway(s) leading from

_____ to _____.

I would welcome the opportunity to speak to you to see whether you agree with the scheme and have given my contact details below. Please could you contact me at your earliest convenience to discuss if this is something you would give your consent to? I would be happy to act as the point of contact between the residents and the Council.

Alternatively, you can call the Community engagement Team at the Council for more information on 01895 558136.

Yours faithfully,

Lead Resident (name)

Contact telephone number:

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Letter 5.

Dear Lead Resident,

Thank you for your letter about the alley gating scheme. Please find my response below:

Name: _____

Owners of: _____ (address)

My/our contact address is: _____

'Phone _____

Email: _____

The alley in question is part of an official fire escape route.

Yes/ No (please delete as appropriate.)

Now please tick ONE of the following statements

- I/ We are the owners of this property and support the application for the alley gating scheme named above and confirm that if the scheme is approved and gates are installed:
 - i. I/We will have the responsibility for the key and its usage including the handover to any future resident, landlord or property owner of my address.
 - ii. I/We understand that, once the gates are installed it is the responsibility of the property owners to maintain the gates including damage of either an accidental or deliberate nature.
- I am acting on behalf of the owner (agent, power of attorney, executor). Please contact me on the above contact details
- I/ We are the owners of this property and I do not support the alley gating scheme (Please state why below, use overleaf if necessary)

Signed Date:

Data Protection: By providing your details you are giving us permission to share your information with other Council departments and our partners the Metropolitan Police.

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Dear Neighbour,

Alley gating application approval

You will happy to know that the alley gating scheme has been approved and a contractor has been assigned to install the gates. As part of our agreement, we as residents need to contribute to 10% of the overall costs of the scheme whereas the Council will pay the remaining 90%. Please see below a breakdown of the costs and the total each resident needs to pay. If you have any queries regarding this please do not hesitate to contact me.

Gating contractor chosen by the Hillingdon Council:

Contribution to the scheme

Item	Total cost	Residents' contribution
Gates		
X Keys @ X cost		
Sundry items		
Total		

As recommended by the Council, I am setting up a designated bank account for this purpose and will be adding a sum of £_____ to the above amount in order to start a sinking fund for any future repairs and maintenance. This will make the total contribution per household £_____.

Yours faithfully,

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Receipt for Alley Gating Scheme

I..... of...

.....confirm that I have read and agree to all the requirements that are required for a successful alley gating scheme;

- Open/close gates appropriately
- Pay my contribution for the repair and maintenance of the alley gates

If I decide to move house, I will ensure the new owner, tenant or landlord will receive the alley gating key, if not I will ensure the lead resident will receive it. I have contributed £.....towards the overall costs of the gates.

Signed.....Date.....

Receipt for Alley Gating Scheme

I.....

of.....confirm that I have read and agree to all the requirements that are required for a successful alley gating scheme;

- Open/close gates appropriately
- Pay my contribution for the repair and maintenance of the alley gates

If I decide to move house, I will ensure the new owner, tenant or landlord will receive the alley gating key, if not I will ensure the lead resident will receive it. I have contributed £.....towards the overall costs of the gates.

Signed.....Date.....

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FREQUENTLY ASKED QUESTIONS:

How does the scheme work?

It is a self-help scheme, where residents organise the scheme themselves with the support of the Council. Please note: once the application has been submitted and approved, the Council will instruct the contractors and will pay them directly.

Will I need planning permission?

Generally speaking, the gate will not need planning permission if:

- The gate stands no more than 2 metres high from ground level. This includes the height of any fittings such as finials to the gates
- The gate is at least one metre from the nearest edge of the public highway (this includes the pavement)
- The gate opens 'inwards' i.e. it opens towards the alley rather than towards the pavement.

If your proposed gate does not meet any one of the provisions above, please contact our planning department on 01895 556805 or email: planning@hillingdon.gov.uk.

There are also restrictions in the case of listed buildings, for more information contact the conservation department on 01895 558390.

Obtaining planning permission is the responsibility of residents and a planning application should be submitted before a gating application is sent in. Details of this should be included in your application. Any costs associated with obtaining permission are the responsibility of residents and cannot be reimbursed.

Can we apply for automated gates?

To date, the scheme has only provided manual gates. This is because electric gates are much more expensive both to install and to maintain and need a reliable source of power to operate. If however, there is evidence that residents have established a management company with sufficient funds for the ongoing maintenance of the gates, then this may be considered. Please contact the Community Engagement team to discuss.

Can the council tell me where the boundaries of my property lie?

Only if the adjoining land (or yours) is council owned. If you want to check on council ownership you should telephone or write to the Estates and Valuation Services, Civic Centre, Uxbridge (tel. 01895 250893) or, in the case of a council house, telephone the Contact Centre at the Civic Centre (tel. 01895 556000).

Otherwise, the information you need is usually given in your property deeds or lease. If you do not have a copy because your bank, building society, conveyance/solicitor or loan company has them for safe keeping, you should write to them (or to your landlord, if you

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rent the property), requesting the necessary information. Alternatively you can apply to the Land Registry for details. They can be contacted through their website www.landregistry.gov.uk or by 'phone 01792 458877. There may be a small charge for their services.

Who owns the alleyway that runs next to my land?

It may be that you do. However, if you do, other people may have the rights of way over it. This will restrict what you can do with the land. Again, you should consult your property documents. If you don't own it, you may, yourself, have a right of way over the alley or drive. This means that nobody else has a right to obstruct it or prevent you from using it. If the alleyway is council maintained, you can find out by ringing the Council's Estates and Valuation Services (tel. 01895 250288).

Land ownership can also be confirmed by the Land Registry. There may however be a small charge for their services. They can be reached on 01792 458877

Or via their website: www.landregistry.gov.uk »

What happens if people don't support the scheme?

Schemes with 100% support will be looked on more favourably by the council, however it may still be possible for the scheme to go ahead if not all households agree. These schemes are considered on a case-by-case basis and are the exception rather than the rule. In order to be considered, these applications must have the support of at least 80% of householders. For more information contact the Community Engagement Team on 01895 558136 or chrysalis@hillingdon.gov.uk.

Anyone with objections will be given the opportunity to formally register them with the Council as part of the application process. However, if any residents feel that they are unable to support the scheme because of the impact it may have on their personal circumstances, they are welcome to contact the Community Engagement Team at directly at any time.

Please note: that residents may share with you personal information about their circumstances and every effort should be made to keep this confidential. If a household objects, irrespective of whether they choose to disclose their reason or not, this should not be disclosed to any other residents. For further advice, please contact the Community Engagement Team.

Who is responsible for the gates once they have been installed?

The residents are responsible for all future management of the scheme including any liability of the residents group arising out of their responsibility in relation to costs of repair or reinstatement of the gates. All ongoing maintenance and including damage to or loss of gates is the sole responsibility of the residents - not the police or local authority. All gates will be installed with a minimum of 12 months warranty against construction failure.

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Please note: The council does not carry spare keys for any gating scheme.

Residents are recommended to seek advice on public liability insurance for the gates in the event of future damage/maintenance. If unsure, please contact the Community Engagement Team for further advice and guidance.

If I have already implemented a scheme and want to claim for funding, retrospectively, can I do this?

No. You must follow the procedures as laid out in the alley gating pack as gates must adhere to the specification and be installed by Council approved contractors and the Chrysalis fund cannot be responsible for any expenditure you undertake without approval from the Chrysalis fund first.

How much will residents need to contribute?

The council recommends that residents should make a minimum contribution of 10% towards the installation of the gates including the cost of keys. (More for businesses, see criteria) In addition, it is highly recommended that contributions collected should also cover the cost of painting (optional) and future maintenance including repairs from vandalism and criminal damage as these costs will be the responsibility of the households involved in the scheme. A bank account should be set up in the name of the scheme (eg: Victoria Road alley gating scheme) to collect these contributions.

Do we give keys to those residents who objected to the initial scheme and to tenants?

Yes. Even though some residents may oppose the scheme, those affected by the erection of gates will still need to be given a key. Not to do so will prohibit their access and this is against the law. If they refuse to receive a set of keys, they should be retained by the Lead Resident.

We use our alleyway for the collection of refuse, what should we do now?

If this is the case, please contact the Waste Division Team at Harlington Road Depot on 01895 250034 who will be able to arrange either for the refuse collectors to obtain a key to the gate OR arrange for kerbside collection from the front of the residents' houses.

What about access by the emergency services?

Alley gating schemes, such as the one operated by Hillingdon Council, have been introduced by councils across the country. The Fire Service supports these schemes and has stated that the gates do not represent a hazard to them undertaking their duties.

In certain cases, it may be necessary to liaise with the local Fire Safety Officer for advice on schemes where escape routes are required and if this is the case, gates can be adapted with special fittings to facilitate a quick exit where this is necessary. If this is required for your scheme, please let us know so that we can contact the appropriate personnel. Landlords should give consideration to the impact of alley gates as part of their mandatory fire safety checks.

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In the case of access by the ambulance services, alley gates are usually positioned to the rear of properties and therefore would not impact on the primary entrance to a building. If this is not the case with your location then the Project Co-ordinator will be happy to liaise with the Ambulance Service for advice.

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