

Have Your Say On The Future Of The **CIVIC COMPLEX**

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TWRC Questionnaire

The Tunbridge Wells Regeneration Company (TWRC) is carrying out consultation to identify the community's views on the town centre and the uses currently provided in the civic complex in Royal Tunbridge Wells. This is in order to inform Tunbridge Wells Borough Council's decision on whether to progress with drawing up redevelopment proposals for the civic complex in Royal Tunbridge Wells.

Please take your time to answer the questions below. If you have any queries about the questionnaire or any other aspect of the consultation, please don't hesitate to contact M&N Communications on 020 7760 7529 or via the website www.tunbridgewellsregenerationco.org.

1. Using the town centre

There are many services and facilities in the town centre.

Put in order those that you most use, with 1 being the most and 5 the least.

- Cultural, including the theatre, art gallery, museum
- Leisure, including restaurants, bars, cafes and gyms
- Public services, including police, adult education, the Gateway
- Civic, including the council chamber and committee rooms, and public open spaces
- Shopping, including high street, food & convenience and services including banks & agents

Please add any others:

2. Culture

Please note:

- i. If a redevelopment goes ahead, the Council has committed to ensuring a theatre, museum, library and art gallery are provided.
- ii. If a redevelopment goes ahead, the Council has committed to ensuring the war memorial will be preserved in a fitting location.

2.1 How often have you visited each of the below in the last 12 months?

Please circle: 1–once a week, 2–once a month, 3–once every 3 months, 4–once every 6 months, 5–less often than this, 6–almost never

Assembly Hall	1	2	3	4	5	6
Museum	1	2	3	4	5	6
Library	1	2	3	4	5	6
Art Gallery	1	2	3	4	5	6

2.2 In your own words, explain if there is anything that would make you visit any of the above MORE or LESS often.

2.3 If a redevelopment goes ahead, it may be possible to provide a cinema Would you:

- Strongly support this Strongly oppose this
- Support this Oppose this
- Neither support nor oppose this

3. Public Services

Please note:

- i. If a redevelopment goes ahead, the Council has committed to retaining a police presence in the town centre.

3.1 Which of the following are important to have in the town centre?

Please circle: 1–very important, 2–important, 3–not important, 4–not at all important 5–no opinion

Adult education	1	2	3	4	5
Frontline council services such as advice on housing etc:	1	2	3	4	5

3.2 Please explain your answer / choice

4 Leisure

4.1 How often do you use the below in the town centre?

Please circle: 1–very often, 2–often, 3–not very often, 4–not often at all, 5–never

	In the day					In the evening				
Restaurants	1	2	3	4	5	1	2	3	4	5
Pubs / bars	1	2	3	4	5	1	2	3	4	5
Cafés / coffee shops	1	2	3	4	5	1	2	3	4	5
Gym etc	1	2	3	4	5	1	2	3	4	5

4.2 Which, if any, of the above would you like to see a wider range of?

5 Civic

5.1 Which of the following are important to have in the town centre?

Please circle: 1–very important, 2–important, 3–not important, 4–not at all important 5–no opinion

Council chamber & committee rooms	1	2	3	4	5
Public open spaces	1	2	3	4	5

5.2 Please explain your answer / choice

6 Shopping

6.1 Royal Tunbridge Wells has a wide variety of shops and shopping areas in the centre.

Which do you use (mark in order of use, with 1 being the most used and 5 the least)?

- The Pantiles Royal Victoria Place
 The High Street North Farm
 Other _____

6.2 When visiting one of shopping areas in 6.1, how often do you also visit one of the other areas?

- Most of the time Rarely
 Some of the time Never

Please explain your answer / choice

6.3 Would any of the following ENCOURAGE or DISCOURAGE you to visit Royal Tunbridge Wells town centre?

Please circle: 1–encourage a lot, 2–encourage a bit, 3–neither encourage nor discourage, 4–discourage a bit, 5–discourage a lot

A full service department store	1	2	3	4	5
A supermarket	1	2	3	4	5
More clothes shops	1	2	3	4	5
Larger shops	1	2	3	4	5
More independent retailers	1	2	3	4	5
Other, please specify	1	2	3	4	5

7 Design Approach

7.1 If the decision is taken to explore further the redevelopment of the civic complex, which parts of the town centre have features that the design team should look to for inspiration?

Please circle: 1–very important, 2–important, 3–not important, 4–not at all important, 5–no opinion

The Pantiles	1	2	3	4	5
Calverley Park Crescent	1	2	3	4	5
Decimus Burton's villas	1	2	3	4	5
The Town Hall	1	2	3	4	5
The Great Hall Arcade	1	2	3	4	5
Please explain/add any others					

8 General comments

If necessary, please continue on a separate piece of paper and make sure it is enclosed when you return the questionnaire.

9 Demographic information

9.1 Postcode

In order to validate your response, you must provide your full postcode.

9.2 Gender

- Male Female

9.3 Age Group

- 16–24 26–39 40–59
 60–74 75+

9.4 Do you have any longstanding ILLNESS, DISABILITY or INFIRMITY?

Long-standing means anything that has troubled you over a long period of time

- Yes No

9.5 Reason for interest

- Resident of Royal Tunbridge Wells
 Resident of elsewhere in the Borough
 Business owner in Royal Tunbridge Wells
 Business owner elsewhere in the Borough
 Employed in Royal Tunbridge Wells
 Other _____

Once the consultation has been completed, M&N Communications will produce a report for TWRC which will also be made public.

Please provide your names and contact details if you would be happy to be contacted again regarding consultation on the civic complex and if you would like to receive notification of the report's publication:

Names _____

Address _____

Email _____



FREEPOST RLUH-UXXT-CRTH
M&N Communications
Fairfax House
15 Fulwood Place
London
WC1V 6HU