



Den Haag

Statenkwartier Questionnaire

Report of the outcomes

August 2023

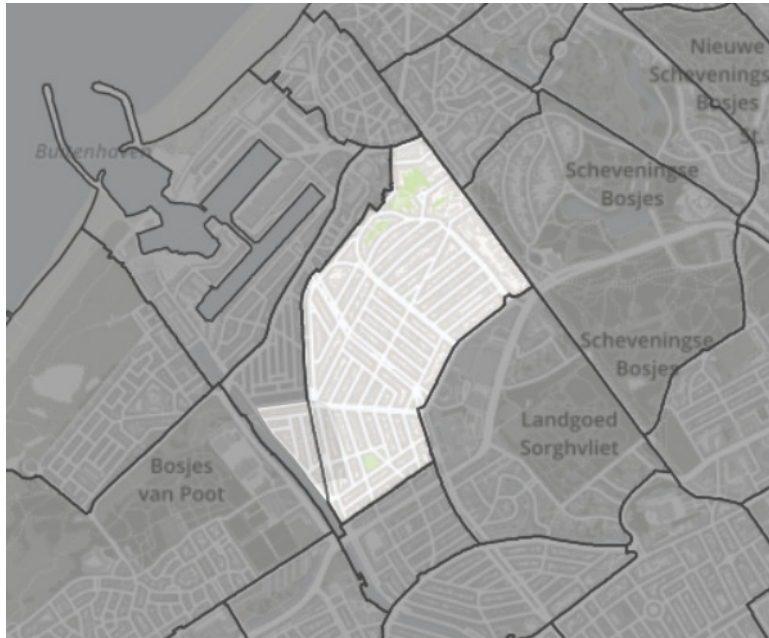
Neighbourhood Agenda

Every neighbourhood in The Hague gets a 'neighbourhood agenda'. The neighbourhood agenda lists the most important improvement points for the neighbourhood for the next four years. The municipality, together with everyone who lives and/or works in the neighbourhood, also creates the neighbourhood agenda in Statenkwartier.

To arrive at the agenda items for the neighbourhood agenda, residents could indicate in a questionnaire what they believe is needed and/or could be improved in the neighbourhood. This document is a report of the results. 762 residents filled out the survey. The statements in the speech bubbles are taken literally from the answers and serve as illustration and enlivening.

We would like to sincerely thank everyone who filled out the questionnaire!

Neighbourhood agenda



The neighbourhood agenda 'Statenkwartier' includes the highlighted area on the map. The black lines are the boundaries used by the CBS. In this case, the Geuzen- and Statenkwartier district overlaps for the most part with the neighbourhood agenda area. This is relevant for comparing the composition of the group that filled out the questionnaire with the composition of the neighbourhoods as known by the CBS. See the last page of this report for this.

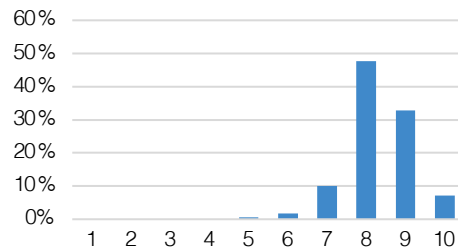
At home in the neighbourhood

The average score that the respondents give to their neighbourhood is 8.3. Almost three-quarters (72%) are proud of the neighbourhood. 5% would like to move out of the neighbourhood if possible.

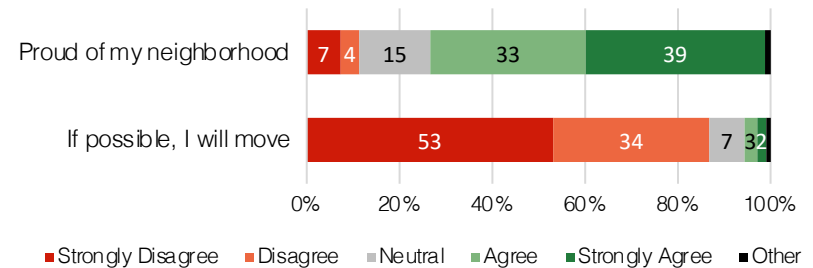
Respondents describe the neighbourhood as clean, green, quiet and safe. They are happy with the pleasant interaction and neatness of the neighbors. Facilities such as shops and cozy, good catering are appreciated, as well as the beach that is nearby. Residents are happy with the architecture of the neighbourhood.

In the figure next to this, the distribution of the scores given by the residents to the neighbourhood is shown (in percentages). The average report score that people give to their neighbourhood is 8.3.

What score do you give your neighbourhood?



To what extent do you agree or disagree with...



Nice neighbors, cozy, close to the sea and facilities, beautiful authentic neighbourhood.

Beautiful architecture, good selection of shops, green spaces, museums, excellent public transport.

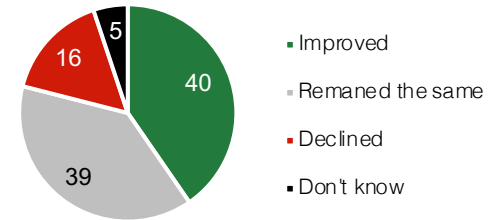
When I've been away from The Hague for a few days and I drive up Statenlaan at the Houtrustbrug, that's when I get the feeling that I'm home again.

Development neighbourhood

Residents who believe that the neighbourhood has improved (40%) most often mention the redesign and renewal of streets, especially Frederik Hendriklaan. New streets are more beautiful, safer, the new separate cycle paths are an improvement as well as new pedestrian crossings. In addition, several people are happy with the improved infrastructure for the tram and the increase in greenery in the neighbourhood. In the responses, several residents thank the municipality for the developments.

In addition, the arrival of underground waste containers is mentioned as a reason why the neighbourhood has improved. This has also reduced the nuisance from seagulls, some add. People are also happy with the beautiful lampposts. Furthermore, some people write that they are happy that paid parking has been introduced in the neighbourhood because this has relieved parking pressure. Finally, some people write about the social cohesion that they believe has improved. For instance, nice people have moved into the neighbourhood, a festival has been organized, and an English-speaking respondent appreciates the neighbourhood's efforts to involve non-Dutch speakers more actively.

The neighbourhood has been in the past year...



Installing the nostalgically designed lampposts, the redevelopment of the Fred, the installation of the ORACS, and the redesign of the Statenlaan are all improvements one by one.

The new appearance of the Fred and Statenlaan is excellent.

Fred has been beautifully renovated. The harbor is becoming increasingly interesting in terms of restaurants. Tram has been removed from Prins Mauritslaan - greenery has been added in its place.

Development neighbourhood

Residents who believe the neighbourhood is deteriorating (16%) mention many different reasons for this. One of the most frequently mentioned reasons is that the range of shops on Frederik Hendriklaan is becoming more reduced. It is becoming more uniform with more and more coffee shops and hairdressers. There is increasing vacancy, partly because the rents are so high that it is no longer affordable for shopkeepers.

A second frequently mentioned reason is that there are too many expats and/or temporary renters moving into the neighbourhood. Residents write that this does not benefit the social cohesion. Due to the many changes of residents, there is little connection with the neighbourhood and they often do not speak Dutch. Another frequently mentioned reason is that the neighbourhood has become more dangerous at certain points after redevelopment, including the intersections with Frederik Hendriklaan and Statenlaan. Another reason for decline is all the work going on in the neighbourhood, although some add that they know this is temporary. In addition, a few residents write about the increase in loitering teenagers, bicycles on the sidewalk and abandoned bicycles, dogs and dog poop, litter, and unpleasant behavior of people.

Traffic situation at Frankenslag/Statenlaan and Statenlaan/Fred is unsafe, unclear, and traffic is driving faster than ever.

Generally, the changes have reduced rather than improved safety for vehicles and pedestrians.

Tram works (finally ending).

Composition, too many temporary residents who don't add a sense of community. 3rd neighbor in 4 years.

The nuisance caused by young people is getting worse.

Many small retailers are disappearing (often due to excessive rent increases).

Nicest places neighbourhood

"The Fred" is by far the most frequently mentioned as the nicest place in the neighbourhood. You can shop well there, it is cozy and lively, there are many restaurants and terraces, and there is beautiful architecture. However, some add that they are worried about the vacancies and the decrease in the diversity of shops. This is also one of the reasons why some respondents feel that the neighbourhood has declined. Respondents would like to see something done about what they see as exorbitantly high rental prices.

The Frederik Hendrikplein is also often mentioned. It is a green oasis and people appreciate the playground and the space. It is also a cozy, lively meeting place in the neighbourhood, where young and old come together and people can sit comfortably in the grass and picnic.

Other nice places in the neighbourhood include the museums, such as the art museum, and the beach and harbor are also frequently mentioned. Furthermore, one's own home and street are favorites, partly due to the pleasant neighbors and the friendly contact, whether or not through the street app.

The beach, because I love the sea.

My own little spot in front of the door, the shops on Fred, the harbor. It always seems like a holiday here.

Art Museum, my favorite museum with beautiful architecture.

My street has pleasant neighbors, and the small dunes of Doorn Duin and Franken Duin are unexpectedly green.

Actually the whole neighbourhood. Close to the sea and the center and main roads.

My street - very cozy.

Frederik Hendrik Square. An oasis of peace in the city. A wonderful place to read a book.

Places that could be better

While respondents were unanimous about the nicest place in the neighbourhood being the Frederik Hendriklaan, opinions varied greatly regarding the least pleasant place.

Many places that are found to be the least pleasant or enjoyable are related to traffic situations, so places where people drive fast or that are perceived as unsafe. For example, Statenlaan is mentioned several times, particularly the intersections due to their lack of visibility.

The Eisenhowerlaan is also mentioned several times. The street is too narrow, dangerous for cyclists, and there are buildings that are not attractive. The area around the World Forum is also mentioned a number of times, it is stony, or a concrete block, as someone calls it. Other unpleasant places are 'where there is no greenery' or 'where there is litter', according to some residents.

In addition, there are also plenty of respondents who write that they do not know any places or who write that there are actually no unpleasant places in the neighbourhood.

the Frederik Hendrik Square by the benches in the evening by the loitering youths.

The States Lane because of the black waves of rirraff driving over it at 80km.

Around the World Forum or Europol, I'd rather not come there in the evening. Too few people around.

The intersections in the neighbourhood near Statenlaan, unsafe and unclear.

Area along the Eisenhowerlaan. Soulless, spiritless, buildings with a "closed face".

I think the entire area is beautiful.

The 2 grass fields on Statenplein, very poor and unworthy of Statenkwartier.

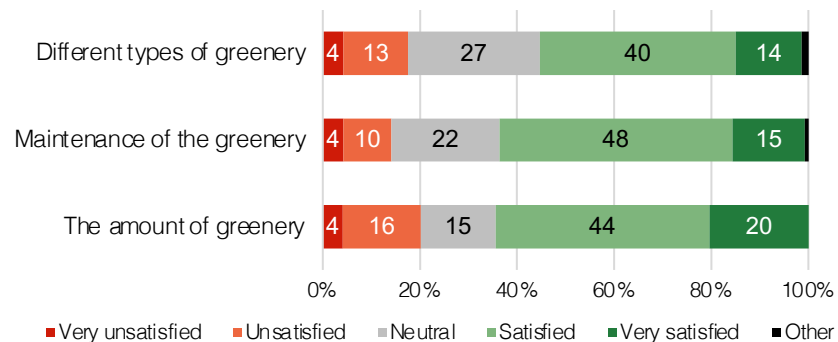
Green in the neighbourhood

65% of the respondents are (very) satisfied with the amount of greenery in the neighbourhood, 20% are (very) dissatisfied.

In response to the question of what can be improved in the neighbourhood, several people write that the neighbourhood could be greener. There are quite a few paved streets. They would like trees where possible and they see opportunities to greenify small stone parks. The Statenplein and Prins Mauritslaan are mentioned as places to be greenified. The cut down trees on the Statenlaan are missed by some residents, the new saplings are still small, someone adds.

A few residents are watching with regret the paving over of front gardens. According to them, neighbours should be encouraged to remove stones from their gardens, for example by informing them about the possibilities. Residents would also like to see more small wall gardens that neighbors can create themselves. Other opportunities are seen in green roofs.

To what extent are you satisfied with...



There are also many petrified places in this neighbourhood that could really be improved.

PLEASE stop people from turning their front gardens into a tiled surface.

Not enough greenery. For example, replace a tenth of the parking spaces with flower beds to be maintained by the residents themselves.

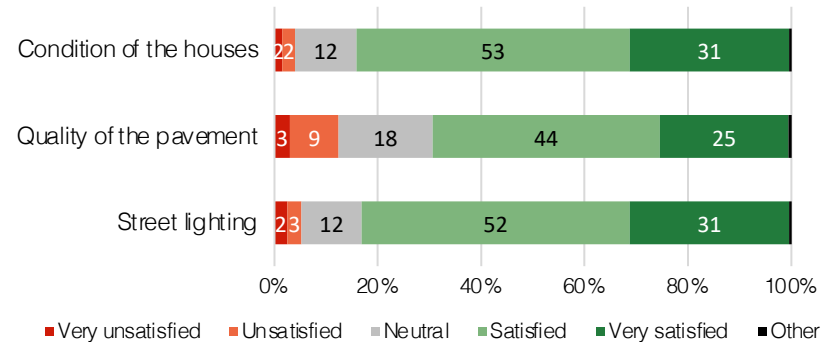
Maintenance neighbourhood

13% of the respondents are (very) dissatisfied with the quality of the pavement. 69% are (very) satisfied with it. Many people write about how beautiful the pavement has become in, among others, Frederik Hendriklaan. This was also one of the most mentioned reasons why the neighbourhood has improved.

83% are satisfied or very satisfied with the street lighting, and 5% are (very) dissatisfied. Two residents write that the lighting on Statenlaan insufficiently illuminates the bicycle and footpath.

About the state of the houses, 84% are satisfied. People praise the beautiful architecture and the magnificent houses in the neighbourhood. The demolition of a turret and the disappearance of an authentic facade in the neighbourhood is a thorn in the side, writes a number of residents. They believe that the enforcement of protected cityscape leaves much to be desired. The interior of houses is unfortunately not spared in some renovations, adds a resident. In addition, some write about embassies in the neighbourhood that are in a dilapidated state, including on Eisenhowerlaan.

To what extent are you satisfied with...



Why haven't green nostalgic street lamps been placed on Statenlaan, as elsewhere in the neighbourhood? That is truly a MISSED opportunity! It can still be done.

The new pavement on Frederik Hendriklaan is beautiful.

Protected cityscape has hardly any supervision and I can get annoyed about adjustments in facades etc.

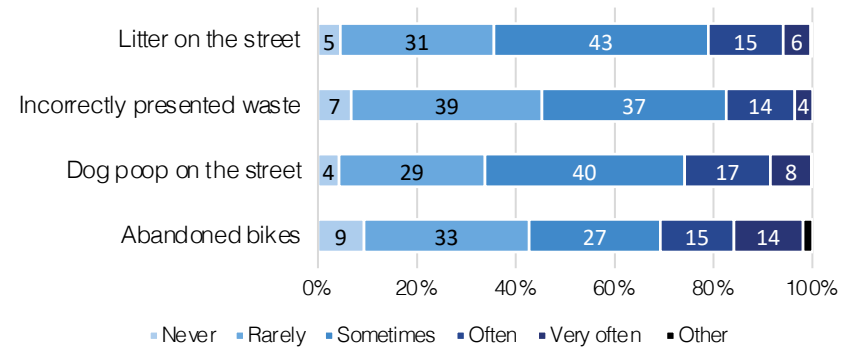
Clean outdoor space

Just over one in five respondents (21%) often or very often experience nuisance from litter on the street. In the answers to the question of what could be improved in the neighbourhood, several people write that the garbage should be collected more often because the containers are often full. Several people also report that there should be more containers for separate waste such as paper and PMD in the neighbourhood.

Several people write that they are happy with the underground waste containers in the neighbourhood. However, people are less satisfied with the waste containers on Prins Mauritslaan. They do not look nice and people often put waste next to them. Someone suggests placing a hedge of conifers around them.

29% of people are (very) often bothered by abandoned bicycles. 42% rarely or never experience this nuisance. In the answers to the question of what could be improved, abandoned bicycles were mentioned several times. They should be removed more frequently. 25% of people are (very) often bothered by dog poop on the street.

How often do you experience nuisance from...



The Prins Mauritslaan is a location where trash is often placed next to the containers and it is often a dirty mess.

I don't like that the waste areas often overflow. This leads to litter on the streets, waste being carried away by the wind, etc.

Some bikes have been rusting away here for months, something can be done about that!

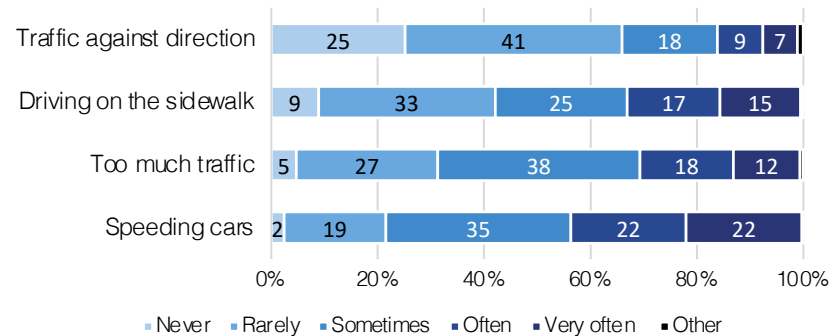
Traffic

Three out of ten (30%) respondents often or very often experience nuisance from too much traffic in their neighbourhood, and 44% (very) often experience nuisance from cars speeding. In explanations, people write about traffic speeding on the main roads in the neighbourhood. Residents want measures to be taken against this.

Many people write, as mentioned before, that after the reorganization of streets, several dangerous spots have emerged, including intersections with Frederik Hendriklaan, Statenlaan and Frankenslag. The point where Frederik Hendriklaan and Willem de Zwijgerlaan intersect has also been mentioned multiple times. The spots are now unclear and therefore dangerous. It is suggested to remove some parking spots to improve visibility. Also, many people want the traffic lights at the intersection of Statenlaan and Frederik Hendriklaan back.

In addition, due to the redesign, certain turns have become too narrow and the crossing at the Art Museum is unclear. Finally, some residents mention the cut-through traffic in the neighbourhood.

How often do you experience nuisance from...



The new crossings on Statenlaan (Willem de Zwijger, Fred, Frankenslag and Boetzelaar) are unclear and therefore not safe.

The very busy cut-through traffic via the street at Statenplein 1 to 3 residences (cutting off from Eisenhouwer towards Statenlaan) creates many dangerous situations at our doorstep. If the direction of traffic were reversed, the problem would be solved.

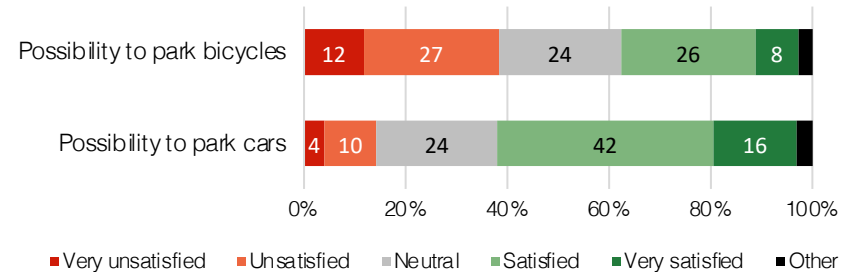
Parking (bicycles and cars)

Of the respondents, over two thirds (68%) are satisfied or very satisfied with the possibilities for parking their car, 15% are (very) dissatisfied. In addition, people were asked if they use a shared car, 15% responded affirmatively to this.

Some respondents do not like that residents from the Geuzenkwartier are parking in the Statenkwartier. Furthermore, a number of people report that after the redesign of the Frederik Hendrikslaan, the curbs of the parking spaces have become too high, which makes parking more difficult.

Regarding the possibility to park bicycles, a larger portion (very) dissatisfied (39%) than (very) satisfied (34%). The lack of parking spaces for bicycles creates a messy appearance, according to residents. More bicycle racks and bicycle storage facilities are mentioned as ideas, and some wouldn't mind if car parking spaces were to disappear for this purpose.

To what extent are you satisfied with...



The new parking spaces on Fred are unsafe due to the elevation that people have to cross to park, causing them difficulty in parking and thus posing a danger to pedestrians.

Loose bicycles against trees and lampposts due to lack of bike racks.

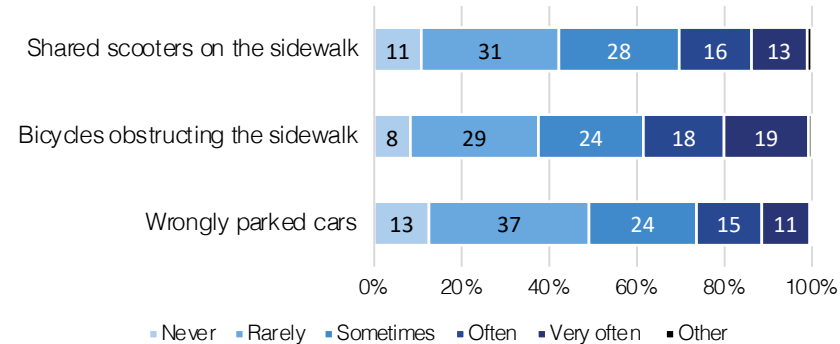
No place to park my bikes properly and safely.

Parking (bicycles and cars)

Of the respondents, 42% rarely or never experience nuisance from shared scooters parked on the sidewalk, 30% often or very often do. Of bicycles obstructing the sidewalk, 37% of the surveyed people often or very often experience nuisance, and likewise, 37% rarely or never experience nuisance. Respondents write about bicycles standing on the sidewalk, obstructing the passage, especially for people with strollers or walkers.

More than a quarter (26%) of people are often or very often bothered by incorrectly parked cars. Almost half (49%) are rarely or never bothered by this. Several people write about double-parked cars on Frederik Hendriklaan, which leads to dangerous situations for cyclists. In addition, there are also terraces on "the Fred" that obstruct the free passage on the sidewalk because they are so large. This can also make it difficult for people with strollers, wheelchairs, or walkers to get by. Furthermore, there are some people who believe that there are too many large cars in the neighbourhood, such as SUVs, which are sometimes parked halfway on sidewalks.

How often do you experience nuisance from...



Bicycles parked everywhere, to the extent that I often have to zigzag down my own street on the sidewalk.

Cars that double park in shopping streets, even though there are parking spaces.

Please consider what to do with all those cargo bikes, for example, a special place to put them, instead of on the sidewalk.

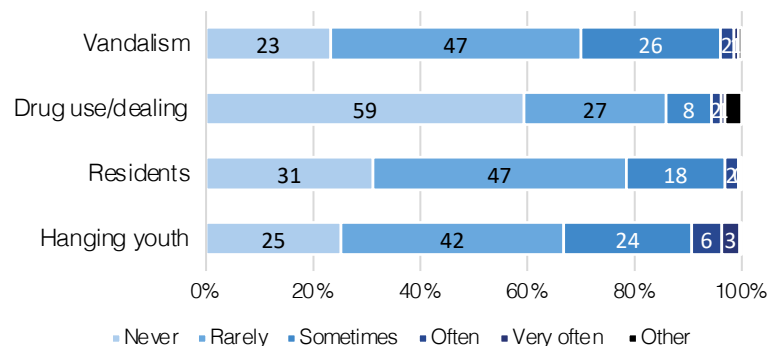
Safety

The respondents give an average score of 8.1 for safety in the neighbourhood. Nuisance is also not common.

Over two thirds (67%) say they rarely or never experience nuisance from loitering youths. 9% often or very often suffer from it. In the responses, residents mainly write about Frederik Hendrikplein as a place where loitering youths congregate. According to them, they make noise, leave behind trash, intimidate residents, and some residents suspect drug use. A few residents are also bothered by youths hanging around the Albert Heijn supermarket. 3% say they often or very often experience nuisance from drug dealing/ use. 86% rarely or never experience nuisance from it.

A number of respondents believe that there are many bicycle thefts in the neighbourhood. Someone writes that the doorbell cameras show that it is probably the same perpetrators more often. Some residents also mention that the neighbourhood is susceptible to break-ins, you can't just leave your door open, writes a resident.

How often do you experience nuisance from...



Frederik Hendrikplein from 21:00, lots of nuisance, drug use, noise, racing scooters and cars.

Expensive bicycles are constantly being stolen.

The loitering youths at the Frederik Hendrikplein late into the night really pose a problem: drugs are being dealt, they are aggressive and certainly not from the Statenkwartier area.

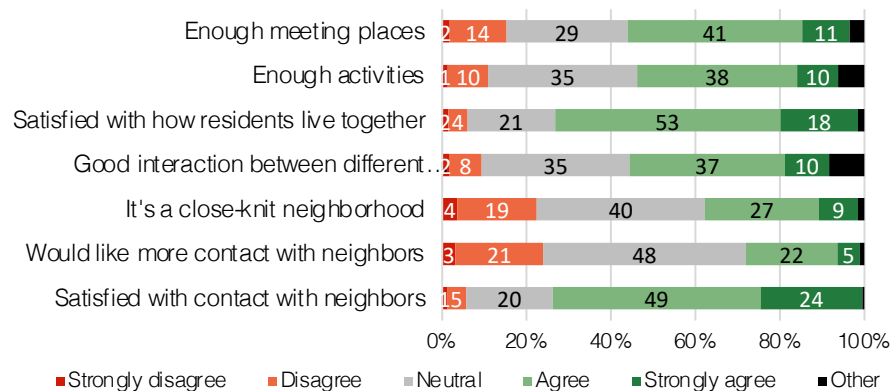
Social cohesion

Almost three quarters (73%) are satisfied or very satisfied with the contact with neighbors, 6% are (very) dissatisfied. More than a quarter (27%) would like more contact with neighbors, and almost a quarter (24%) have no need for it. Almost half of the respondents (48%) are neutral about it.

It is noteworthy that of the people who filled out the questionnaire in English, a larger proportion would like more contact (47%) than those who filled out the list in Dutch (24%). Also, a larger proportion of people who filled out the questionnaire in English are not satisfied with how residents live together (26%) than those who filled it out in Dutch (13%).

11% of the respondents disagree that there are enough activities. There is also a difference between English speakers (21% (completely) disagree) and Dutch speakers (9% (completely) disagree).

To what extent do you agree or disagree with...



Many activities, art route, market days. King's Day!

Too many expats. An international character is fine, but it is now becoming dominant. Street apps are only in English, etc.

Good interpersonal relationships, helping each other, nice cultures.

Contact temporary residents

In response to the question of what could be improved in the neighbourhood, some respondents wrote that they believe there are too many temporary residents living in the neighbourhood. According to them, these residents do not speak Dutch, have less connection with the neighbourhood, and drive up house prices, making the neighbourhood only accessible to people with a lot of money. While some write that expats and temporary residents have no desire for contact, at the same time, English-speaking respondents say they want more contact.

In the questionnaire, the question was asked how contact between residents who live temporarily in the neighbourhood and residents who have lived there for a long time could be encouraged. Respondents have responded to this in various ways. Street parties and drinks are frequently suggested, along with activities, workshops, language lessons, welcome packs with information and/or welcome meetings. But also simply greeting each other on the street and making small talk are mentioned. Some people think that the initiative should come from individuals themselves. Others think that more contact is not necessary, partly because there is no problem or need for it. Finally, there are respondents who would rather not invest in people who will leave quickly anyway.

I think we already get along well with each other.

Just talk to each other.

I think there is not much desire for it from either side.

Buddy program. Residents take new residents on a tour.

Difficult question. By organizing international/local events and encouraging the mixing of the two groups.

Always tricky. In our street, we have street parties. Everyone is welcome.

Recently, I organized a street party and it was a great success. You immediately notice that people communicate more with each other.

Children and Youth

In the questionnaire, respondents could rate how fun the neighbourhood is for children, teenagers, and young adults. Respondents gave an average of 6.7 for how fun the neighbourhood is for children (between the ages of 0-11). For teenagers (between the ages of 12-19), respondents gave a 7.1. And the neighbourhood gets an average of 6.4 for how fun it is for young adults (between the ages of 20-27). That is the lowest score of the three compared age groups.

In the answers to the question of what could be improved in the neighbourhood, several respondents write that there are too few play areas in the neighbourhood. The playground at Frederik Hendrikplein is often full. Several respondents do not think it is right that playing is no longer allowed at Mauritsplein and that concrete planters have been placed there to prevent children from playing football. There are (renewed) opportunities seen at Prins Mauritsplein for a play facility.

Ideas for facilities for young people and children include a football cage or field, a basketball court, a skate park, a table tennis table, and someone suggests opening school playgrounds on the weekends.

A sports field for children between the ages of 12 and 16 would be very desirable, where they can play hockey, basketball, etc.

Perhaps a warehouse near the harbor for sports, games and meeting each other.

A children's playground (why not with a pingpong table!) could also be a nice addition to family life, in the vicinity of Prins Mauritslaan.

There are too few playgrounds for children. All the squares are becoming parks... children can hardly play a game of football anywhere anymore.

A football cage near the Europol area.

Do not place large planters on lawns and squares to deter playing children. Very strange policy!

Wijkoverleg and WDC

Three quarters (75%) of the respondents are familiar with the Wijkoverleg Statenkwartier, a quarter (25%) are not. Almost two thirds (63%) know what the Wijkoverleg Statenkwartier does, 37% do not.

In response to the question of what the neighbourhood council should do (more), respondents answered that they should provide information about the neighbourhood Council itself and its activities, as not everyone is familiar with it, but also about matters in the neighbourhood. Several people would also like them to focus on topics such as sustainability, traffic safety, greening, retail offerings, loitering youths, and promoting the integration of expats. Some suggest that they could also attract more young people, and some believe that they already do enough good work.

82% of the respondents are familiar with the neighbourhood and Service Center Het Couvéehuis, 18% are not. When asked which activities in a neighbourhood and service center respondents would visit, people answered language lessons, yoga, singing, hobby classes such as photography, painting or woodworking, meetings on sustainability and gatherings to meet each other. Some would never go, due to lack of time.

You are doing a great job based on our beautiful neighbourhood!

Send more information about them and the activities.

Listen to everyone.

Establish a green committee that will search for places where tiles can be lifted.

Meet-up gatherings, bonding with neighbors.

Hold more online referendums among all residents.

Don't know what they're doing so also don't know what else they can do.

I don't know what the center offers, but I would like to engage in activities to benefit the area, whether it's helping students with their studies, or conversing with the elderly, and so on.

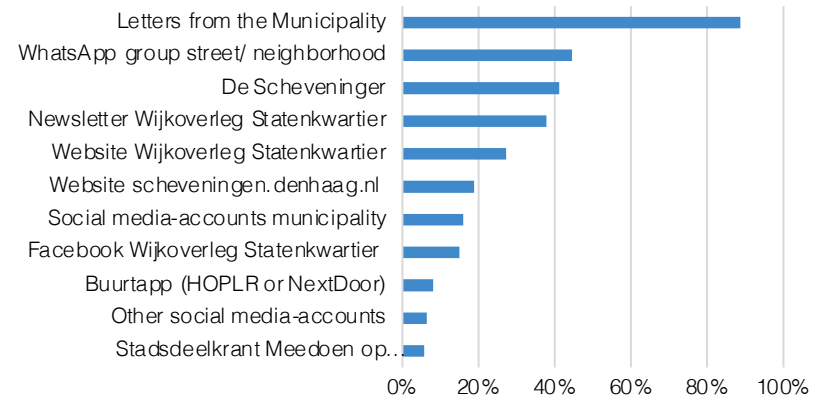
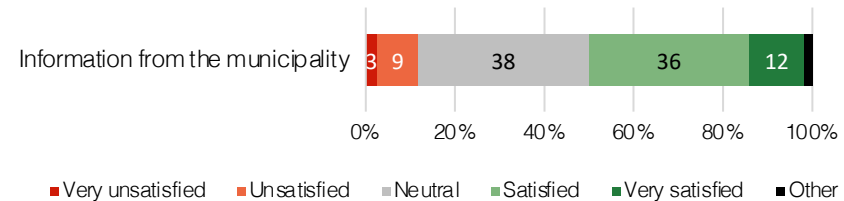
Information

Of the respondents, 48% are (very) satisfied with the information from the municipality about the neighbourhood, 12% are (very) dissatisfied. Respondents were also asked whether they believe the municipality is doing enough to maintain the quality of the living environment and livability. Two-thirds (66%) believe so, a fifth (20%) do not. 15% answered 'don't know/ don't want to say'.

51% of the respondents are familiar with the website scheveningen.denhaag.nl of the Scheveningen district. More than a quarter (27%) visit it occasionally, while 24% know the site but have never been there. 49% are not familiar with the website.

By far, the most common way people get information about the neighbourhood is through letters from the municipality. After that, respondents most often use the Whatsapp group of the street or neighbourhood, the Scheveninger, and the newsletter of the Statenkwartier neighbourhood Council. When asked if respondents miss any media or channels in communication, several people respond that they would like to have the paper neighbourhood newspaper, the Statenkoerier, back.

To what extent are you satisfied with...



Other remarks

In addition to the themes mentioned so far, residents wrote about many more diverse topics. Due to the many responses, they cannot be exhaustively mentioned, but a number of topics have been mentioned by several people. For instance, people are bothered by seagulls. They make noise, spread trash, poop, and are aggressive.

There have also been some reports of nuisance from neighbors who are too noisy. While one person is annoyed by the sound of parties and smoke from barbecues, another thinks there is too little tolerance for this. Some respondents write that there are no suitable homes for seniors in the neighbourhood. The housing market would move faster if these were available and seniors could move within the neighbourhood. In addition, a few people are encountering regulations in the area of sustainability, such as not being allowed to install insulating glass in plastic frames.

Some respondents miss having a (visible) community police officer. They also miss having a Post NL point, as people now have to go to, for example, Reinkenstraat. Finally, a number of people write that other neighbourhoods need help more urgently than the Statenkwartier, which is actually already a very good neighbourhood.

Seagull nuisance. Terrible. They poop all over, make noise from 4 o'clock in the morning until late in the evening, are sometimes aggressive, tear open garbage (bags).

A visible community police officer would be very welcome.

Due to the increasing influx of expats, the (buying) houses are becoming less accessible for less wealthy potential buyers. Perhaps set a maximum?

Outdated rules regarding new society (for example, double glazing cannot be placed in plastic frames, even if it cannot be distinguished from wood and the same appearance is maintained).

First go to other neighbourhoods, they need it more urgently.

The housing supply is not diverse enough for me. Our children have moved out and we (almost 60) now live in a very large house. A house that a starting family could benefit from, but we see no solution to leave our house and stay in the neighbourhood.

Ideas

Give gift vouchers (not cash) from garden centers, where residents can buy plants but also plant trees. Trees provide shade and block heat. A tree planting campaign would be fun. Competition: which street is the greenest?

It would be nice to organize a weekly market with, for example, local products on Willem de Zwijgerlaan near the Hema.

If I have to go down the sidewalk with my walker, I can't see where I can get off, I am visually impaired. So I would like a large yellow dot in the middle of that spot, so that I can see well and easily get off with my mobility scooter.

A volunteer work market. I would like to volunteer and am curious about what is all being asked for in the neighbourhood.

Making the "green corner" behind the crash barriers at Europol suitable with, for example, a climbing frame and a basketball hoop. Older children often hang out there, but there is nothing to do. A basketball hoop is also fun for Europol employees. In the US, these hoops are often hung on the side walls of offices, so that the staff can throw a ball.

It would also be nice to see more of the history. There could be more information, for instance, about Fred. Why was Statenkwartier built? For whom? How many people live there? How many people lived there from the start? What did it look like during the war?

I would very much like to see a large underground parking garage being built, for example under the Stadhouderslaan/ Statenlaan, where visitors to the museums, shops, workers could park their car. Fewer cars on the street, much more greenery.

About the questionnaire

This survey was completed by 723 people living in Statenkwartier. They received an invitation through a letter that was distributed door-to-door.

Because the CBS uses different boundaries than those of the neighbourhood agenda area, it is difficult to compare the group of respondents with data about the neighbourhood as we can find on denhaag.incijfers.nl. The closest comparison is with the resident group of the Geuzen- and Statenkwartier neighbourhood. It is noticeable that no young people have filled out the questionnaire, and there are proportionally many respondents with a owned house and with a high level of education than the residents of the Geuzen- and Statenkwartier neighbourhood.

So, it is not a group of respondents that is representative of the residents of Statenkwartier, but that does not detract from the fact that the results do show what is going on in the neighbourhood. Where percentages are mentioned in this report, it refers to the percentage of the respondents, or the group that filled out the questionnaire.

