

Faversham Town Council Survey Monkey Responses

Q: Do you have any other comments, questions or concerns?

1. There should not be any commercial use, and financial consideration (charging) should be given in order to support community projects and groups. We don't need any more coffee shops!
2. Retail is fine, just decent retail not a charity shop.
3. I think that complaints about the annual cost of 12 Market Place often fail to recognise that there was a cost to the town council renting space at the Alexander Centre.
4. Existing buildings in the town could be used for museum/exhibitions such as the Guildhall or Parish Church
5. the future prosperity of the town and existing retail outlets / hotels / pubs etc will no doubt become more and more reliant on tourism / visitors. Faversham must play to its strengths - history / heritage / unique etc. The market place is the natural beating heart and a first class heritage hub / visitor landing point will help to create structure and a sense of place. there are plenty of underused spaces which are better suited to community uses (and that is not to understate the importance) but visitors and commerce will allow enhance community facilities to follow.... learn from whitstable - but do it better.... its all here.....
6. Are there plans to undertake a public enquiry into its unnecessary purchase?
7. It is a good space and in my opinion could combine 3 or 4. We already have the Fleur de Lis Museum TIC and Heritage Centre in Preston Street. We do not need a shop/cafe/restuarnt or charity shop.
8. I hope and pray that the right thing will be done in connection with the building and something good will come out of what was, in my view, the most foolish and expensive error.
9. Please do not turn it into a shop, plenty of empty shops already in the town, and we don't really need another cafe or coffee shop.
10. Stop 'dissing' previous councillors (I'm not one). They are not and were not paid. Volunteering their time for the town. The new Town Hall offices are the best option given the area, and it needed to be done and they are now centrally placed and visible to the Guildhall and the Market. STOP MOANING ABOUT EVERYTHING

11. The exhibition in 2015 for Magna Carta 800 was an outstanding success. Such an important document deserves to be readily available to be seen by residents and visitors. Just think how many school children could benefit from a visit to an educational exhibition.
12. Well done to the council for resisting a chain coffee shop which would have damaged independently run businesses.
13. The previous community facility - Canterbury College Branch - became a fast food outlet. Hopefully a better outcome occurs here.
14. Do something for the young of the town seeing they sold the youth club now every one is moaning they have nowhere to go
15. As there are a number of vacant retail properties in the town centre, could one be used as a combined Options 2 and 3 nearby? Thereby serving residents and visitors with information and interest in the one area.
16. We already have a lot of heritage hubs, museums and visitor resources and I think that - if it isn't returned to retail (preferably an independent trader) - it should provide information for a wider cross-section of society, particularly practical information on accessing support and services. I like having a community space but it is large, under used and lacking atmosphere for these kinds of events, and there are other spaces available to hire.
17. All three non-cash generating options are not financially feasible in the slightest compared to the alternative of rental. The council NEED to make money on that space to offset some of the loan repayments
18. The space should be turned over to a youth club in the evenings. Maybe a pool table. A drinks machine etc. There are not enough facilities for kids in town.
19. I have a preference for the exhibition and community centre but it must be not overpriced and it should be combined with some of the information gateway ideas.
20. A youth cafe would be far more useful
21. The future is bleak financially this is not the time for faversham residents to be saddled with £1m of debt the economy is about to go through the floor. There may be many great ideas for use of the space but we really need to be rid of this debt any way possible.

22. I do hope survey results are actually published. Let's not have a massive Costa there, we have enough coffee shops already. It would be great to see the council really engage and use the space in a truly innovative way
23. There is insufficient information on costs to give a firm view.
24. As the council has taken a loan it needs to recover some of its repayments information centres etc do not need a space of this size or cost
25. use the space as a youth club in the evenings, this will reduce anti social behaviour in the town and give the young people of this town a central meeting point.
26. I would prefer there to be a dedicated place, in or near Town Centre (the Iceland store?) for the Heritage Hub. The unified information service is an excellent idea, but as local people will be the users, it needn't be in the centre of town, I think. I've loved attending the events in No 12! I'm very sure we must not have a national chain eatery in the Market!
27. Maybe a jelly we work type space, ie work space and creche for freelance/mobile workers? I like the combo of the options rather than one or the other.
28. A "one stop shop" would both provide an access point for public services and attract folks into the centre of town to the potential benefit of the local traders. In contrast, given all the nearby empty retail units, the option to commercially let 12 MP doesn't seem very viable.
29. Would like the local community to be able to use space for displays/meetings etc.
30. The previous councillors and mayor should be liable for creating a white elephant because in times of austerity they have squandered money unnecessarily! The Alexander Centre is a far more impressive building.
31. Hard to rank these in absence of serious costed retail proposal. There are already so many empty or charity shop spaces and many don't last. £43k p.a. is a lot for a small town to bear. But better a nice occupied market sq than cheap, shifting or empty occupation. The market sq is our hub and tourist/visitor jewel and needs to look viable. It was maybe an unwise purchase but let's maximise the benefit either in viable rent or in interesting appealing appearance.
32. The retail is good to potentially recoup money for the mortgage payments, but it is a strong location and would imagine only large branded shops could afford. We don't want a costa!

33. There's no point duplicating what the Fleur VIC and museum do already. You and the Faversham Society need to co-operate over this
34. Don't see why you can not combine a visitor Centre, heritage, visitor Ctr and community exhibition Ctr. Shame on the Town council to consider inviting a large coffee chain to put the independent coffee shops out of business, mostly that do not pay tax to the same rate a small independent or British Company does and to put our much used coffee shops out of business!
35. It is a prime location and should showcase the town
36. It seems the big mistake has already been made by moving out the the Alexander centre. What ever covers costs now has to be the priority
37. Already too much empty retail space in Faversham.
38. I work in M&co... we need more retail shops in the town.. this is what our visitors are saying on a regular basis in our store
39. With the Fleur de Lis hardly used I can only see the heritage centre costing more than it already does. But I guess with the central Location and if there was an outreach and education program for schools then it could work.
40. Combined option 2 and 4 would be fantastic
41. Retail space is not really in great demand in the town centre. Retail everywhere is in decline because of the web. We have sufficient coffee shops and charity shops. The shops we have would do much better if they stayed open later. They mainly shut at 5 so local workers go to the supermarkets after work.
42. No
43. The inside is currently very bland and ugly. It's not fit for a modern day exhibition space. It looks exactly what it is - a previous shop that's been cleared out. Whatever purpose is chosen for the space going forwards, it needs to present itself as fit for that particular purpose. I strongly believe it was not a good purchase decision in the first place.
44. I support the principal of an information gateway, but i do not think it would make best use of the prominent location. Faversham already has a fantastic museum and VIC and does not need another one. I really like the way it is used currently as exhibition/community space. I would like to see this continued and developed (as just one small example, invest in some portable partitions, as sometimes the exhibitions seem very spread out all around the sides of the large room)

45. I don't think putting a job centre type office into the space would be good for the town. A cultural space that gives a reason for people to go to the market square would do much to encourage footfall, sense of place and community.
46. You have 2 Rooms, so that could run 2 options, (i.e. 3&2 or 3&4, 4&3) at different times during the year rather than allocating both rooms to one option. If you are only going to consider 1 use for the whole floor space, then Option 3, but include a space where either a local Faversham Councillor, a Local Swale Borough Councillor or even the local Member of Parliament could be available to help local residents with their issues. I accept that is likely to take a lot of time, but as you are not trading, then your opening times can be extended, but I would not expect a single councillor or Member of Parliament to endure very long hours. I do not want this space to be used for any form retail/ The other service which was once at the Alexandra Centre which I used ever month and always paid my rates at the Town Hall when I lived elsewhere. The service was moved around the corner to another small office then this was terminated which I found most annoying. So the ability to pay your Council Tax in Person at the New Faversham Council Space would be most welcome. Not everyone can do it on-line, many who can don't trust the method, now there are scams on-line, on your cell, on your landline phone and at your front door and given that there are only 2 places in Faversham, where as long as you have a Council Tax Plastic Card you can pay it. These are 'The Post Office' (sometimes with very long queues) and 'McCalls' in Preston Street. So a third secure venue at your new centre would be really useful.
47. Offer the ground floor to Costa Coffee
48. No
49. should have vote wether to purchase
50. Another possibility could be an indoor market - perhaps with 'street food' stalls offering multiple evening eating options under one roof. Evening eating out options, esp in the very centre of town, are v limited and this could bring life to the town square in the evenings. See 'Kommune' in Sheffield for a good example of the kind of thing I mean.
51. My major concern is that we are continuing to neglect the needs of our young people.
52. should never have been bought by the council , waste of tax payers money , it should and always should be used for retail .

53. I think there should be a combined use of the space. I've enjoyed the temporary exhibitions I've been to and would like to see them continue and grow, but I think there should be some permanent displays too, to fill the gaps between temporary exhibitions. In order to justify the cost of these premises to the community, it needs to be demonstrably lively, vibrant and reaching out all the time. Otherwise the community will rightly ask what else that £43000 pa could be spent on.
54. A retail use would bring back a much more active frontage for a prime town centre unit.
55. I'm assuming 1 is top and 4 is bottom choice for question 10.
56. We already have a fabulous museum - I am concerned that creating another would split the audience and opportunities for funding etc. I would love to see the Magna Carta on display but I appreciate that it's a very difficult thing to do securely and to conserve properly. Equally, the Fleur de Lis provides great visitor information and is a real credit to our town. It would sadden me deeply to see these assets in any way undermined. With regards to the return to retail - this is a very problematic industry at the moment and I think that expecting rents to realise the kind of returns necessary to cover the costs of the building would be optimistic to say the least. I am not convinced that this is a sustainable option long-term. I favour the Exhibition and Community Space option because, having participated in the Bunting Project, seen my daughter's artwork displayed as part of an art competition and having used the space as part of Faversham Fringe Festival, I feel proud to have this facility in my town. It is interesting to me that during this hiatus in finding an ongoing use for the space, something has quite organically grown to fit it - evidence of the appetite for its use in this way. There is little space in the town centre for community-based activities such as this. The prominent position acts as a real showcase for activities that support the cultural life of our town. It is also a means for the Town Council to support events organisers, local groups etc and to provide another reason to draw people into our lovely town. Certainly, Faversham Fringe gained traction in the town this year on a much higher level - supported in great part by its visibility at 12 Market Place. I think that having a community space with a changing menu of displays, activities and uses would work to support the community and economic development of the town in a way that having another (possibly empty) shop won't.
57. Total waste of money.
58. Tough call. If you want to do something with magna carta then get together with fav society. Surely there are synergies there. Same goes for information sign posting and citizens advice. Retail might generate some income but probably not much in terms

of reducing tax payer burden so perhaps a community exhibition space is the best value on the return to the public benefit. Hard to make a silk purse from the sows ear situation you have been left with. I don't envy you

59. Any move of the visitor information centre from its current location would be catastrophic for the Faversham Society. The Fleur would frequently have to be closed through lack of volunteers as often there are only the Vic volunteers and one museum person in site.
60. This must not become a political football. The space should serve visitors and locals alike. In time I would like to see the Visitor Information Centre shifting away from the Fleur and into Market Place, well orientated at railway and bus access points to the town.
61. No way should it be returned to retail use, there are more than enough empty shops within the town centre at the moment. In the current climate, only yet another cafe would survive and we do not need any further cafes.
62. Relocate the Foodbank there!
63. No.
64. I would like to have a more flexible use by combining the options of 'exhibition' and 'retail' space. Pop up shops/stalls for local artisans, artists to sell as well as an gallery/exhibition space.
65. The councillors who decided to purchase this white elephant should be prosecuted. Faversham has a dying town centre. Even allowing Costa Coffee to have it would have been better than the waste of space it is now
66. A most unwise decision to purchase good retail premises for which I shall be paying extra council tax for the rest of my life. Totally unnecessary
67. I have been to many of the exhibitions and have enjoyed the variety.
68. For question 10. I would remove option 4 and 3 altogether as they are not a preference at all. Having attended the exhibitions they look very dishevelled and do not provide a good view of the town for external visitors.
69. Any attempt to reduce the ongoing financial burden created by the previous council should applauded.
70. I think Costa should of gone in there. It's a total waste of space at the moment. At least a large company can afford to make the space look nice, it's in the centre of town and should look appealing. The old woolworth building looks horrific, I don't

want the town taken over by big brands but we need some that can spend the money on the buildings and fixtures to make the town more appealing

71. The town deserves a town hall to House it's admin and to build a central hub.
72. Maybe the downstairs could be rented for a young person/s enterprise. Asking local youngsters for business ideas and giving them the support and maybe the chance of a start up by reducing rent as an incentive and support option. Make it so they send in business ideas and the best one gets the chance and support of our council.
73. The Fleur des lis is the heritage hub and information centre. It would be nice to showcase local artists too.
74. The Magna Carta if not displayed here should be displayed in Faversham. The Council should consider selling Faversham branded items as part of any option except option 1 from the site.
75. How are you going to insure that this survey is not filled out multiple times by certain pressure groups / lobbyists?
76. I really like the way the space has been used for various exhibitions and events. However, the costs need careful consideration. It is not worth continuing to use the space for such purposes if it wastes taxpayers' money
77. I supported the original proposals for a heritage centre that includes a permanent display of the town's charters, Magna Carta, and similar artefacts. This would attract visitors and give them a reason for visiting the town. There are already too many retail spaces vacant in the town so why add another?
78. I don't understand why such a large sum of money was invested in a property when there was no clear plan for how it was to be used.
79. Could be used as a youth centre, offering youth activities, advice to those looking for work or with mental health problems, benefits problems, drug or alcohol problems and housing problems.
80. Coffee Shop? Yawn. another one? However, Options 2, 3 & 4 will probably include costs eg staff. Bad! Why can't some of these Options be combined with Coffee Shop? Some income to subsidise costs...
81. Whilst I would welcome the community use of the building it should not undermine the use of the Library
82. Not friendly or welcoming in it's current form.

83. I am pleased that Swale Council uses Facebook to bring notices to our attention.
84. Question 10 seems to be an echo of the first set of questions with the sliders. Why ask the same thing twice? The payment of the loan includes a million pounds of interest. This needs to be refinanced at a lower rate and a shorter term as soon as possible.
85. We already have enough heritage stuff going on at the fleur de lis.
86. N/a
87. All this should have been thought through before the purchase of the property & not left until now.
88. There are other retail spaces already empty. Could visitor info move there too and heritage hub and Magna Carta museum be at the Fleur?
89. The site should never have been purchased in the first place.
90. It should never have been purchased in the first place
91. It would be nice for the space to be kept to be used as a versatile space, perhaps for charities and local groups events, as a hired out space, due to footfall and location in the town. Also think about the future of Faversham and the next generation - perhaps have stalls/ booths that the princes trust or local young enterprises can be helped get a foot on the business ladder helping to improve and grow jobs for Faversham people.
92. No further comment
93. How about a 'Made in Faversham' shop where local creatives, of all categories, can sell and promote their work? Operated as a cooperative where space is rented per month.
94. Youth club, counselling, and job centre
95. An excellent purchase. Domp the Alexander centre
96. No
97. I like the variety of exhibitions and talks here
98. I feel a retail park would really benefit faversham in a positive way and bring people into the community and having a retail park it would be very handy for people like me.

99. It shows this to be a true 'White Elephant' which should never have been purchased in the first place. A complete waste of our money. In option 1 you mention a coffee shop, no surprise there! This is definitely what we don't need. Plenty of lovely individual coffee shops here already. We don't need more card shops or hairdressers either.
101. I would like to see a combination of these options: permanent display of Magna Carta etc, with room for changing exhibitions and other community events, with a small retail area to help offset costs.
102. Info Gateway to include community cafe and activities.
103. Still find it appalling it was bought in the first place! The Fleur de Lis centre is outstanding and doesn't need another information/museum set up. The library should be used for community groups/information highway.
104. We need to think outside the box for supporting our town centre. Allowing community groups to use it means there is a constant stream of free advertising & promotion to many different groups of people done by the hirers. Nothing else would bring in the breadth & depth of visitors that have come into town since this has been in use.
105. How about free workshops for then community ?
106. Try to combine heritage centre and information
107. Options for Information and TIC are already in place elsewhere in the town.