



Mr Puar
Chairman
Hayes Town Business Forum
3A Coldharbour Lane,
Hayes
UB3 3EA

Our ref: 18673741_DS Petition

7th April 2025

Dear Mr Puar,

Re: Petition for the Reopening of Safe Pedestrian Access to the Civic Hall Car Park, Pump Lane, Hayes

Thank you for your letter of 12th March 2025 enclosing a petition calling upon the Council to secure the reopening of safe access to the Civic Hall car park in Pump Lane Hayes.

As I am sure you are aware, the stairwell from the rooftop car parking area at the Civic Hall to the pedestrian entrance on Crown Close was closed in 2021 following persistent problems with anti-social behaviour and criminality in this stairwell. This resulted in the Council receiving complaints about the conditions in the stairwell. At the time, despite efforts by the Council, it was determined that there was no option to resolve that problematic behaviour whilst the stairwell remained open. With alternative pedestrian access to the car park being available, albeit in the control of the lessee of 1-3 Pump Lane, the stairwell was closed.

When the Wilko store closed, resulting in the only alternative stairwell access to the car park being closed, it was apparent that pedestrian access to the car park was limited. The Council assessed the condition of the Crown Close stairwell and determined that significant investment would be needed to return that stairwell to a condition which would enable it to be used safely. In addition, due to continuing anti-social behaviour problems in the local area, it was likely that the same problematic behaviour that led to the closure of the stairwell would reoccur should the stairwell be reopened without a security presence in the area. Given the cost of restoring the stairwell to a safe and usable condition, the cost of providing security to prevent anti-social behaviour returning and the availability of alternative car parking in the Pump Lane Car Park, no action was taken to reopen the stairwell.

In February, the Council's Cabinet reached a decision to sell the Civic Hall and the car park above. If the sale of the building is concluded, the Council will not be responsible for the management of the access to the car park. In discussion with the lessee, we have been told that they have now opened up access to the car park from the store. A photograph showing the open stairwell was taken by a member of staff on Tuesday 1st April and is included below for reference. As such, whilst this access remains open and maintained, reopening the Crown Close stairwell is not necessary.



On this basis, it appears that the issue which prompted the petition has been resolved and as such it will be closed. Clearly, should the situation change whilst the Council has legal responsibility for the Civic Hall car park, the matter can be reconsidered.

Yours sincerely

Richard Webb
Director of Community Safety and Enforcement
