

---

# Front Street, Acomb

## Landlord Survey: Results & Analysis 2023

**FINAL**

Funded by the UK Government through the UK Shared Prosperity Fund



Funded by  
UK Government





# Background

- Northside (map A, blocks 1-10)
  - Pavement retarmacked from block 10 to block 5 (half of BetFred) completed as part of Phase 1 accommodation works
- Southside (map A, blocks 11-19)
  - part of Gateway Centre (block 11) already adopted thus completed as part Phase 1
  - Cooplands block (19) repaved independently

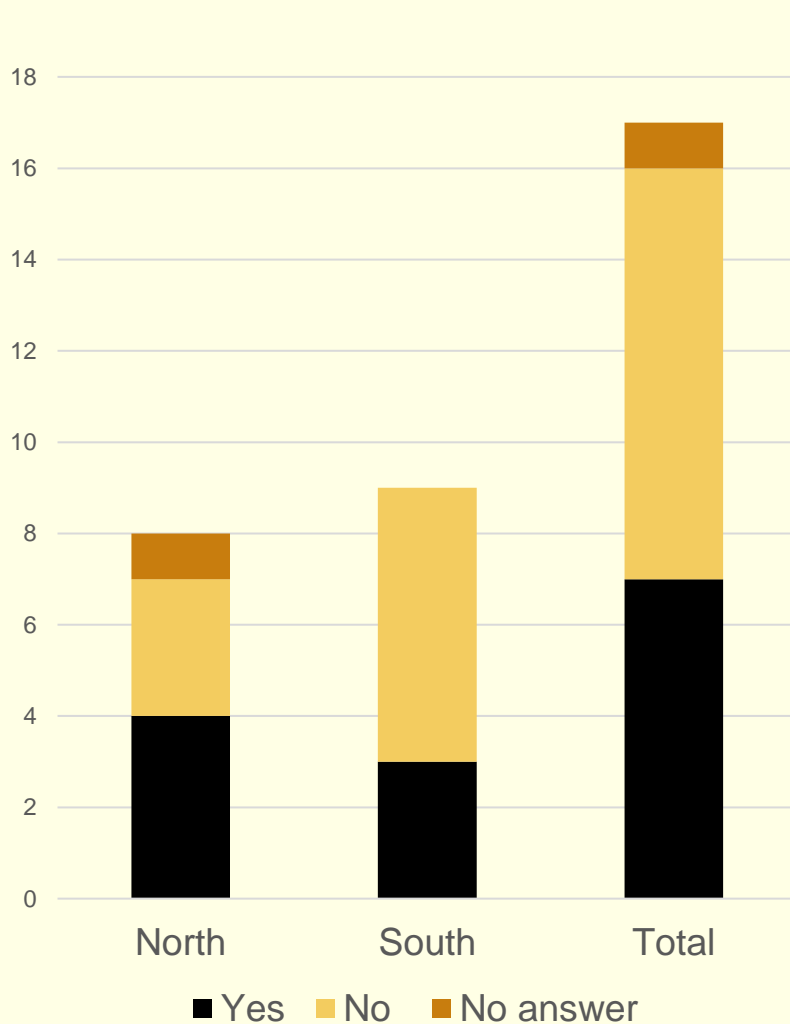


A: Survey properties

# Raw data - north/ south split (17 respondents, October 23)

Question	North	South	Total
1) Were you <b>aware of the current highway improvements?</b> (Phase 1 Jan-Mar 2023)	Yes 4 No 3 No answer 1	Yes 3 No 6	Yes 7 No 9 No answer 1
2) Within your frontage are you <b>aware of your landowner responsibilities</b> to maintain the surface of your frontage in good repair and condition?	Yes 5 No 2 No answer 1	Yes 5 No 4	Yes 10 No 6 No answer 1
3) Have there been <b>any complaints or reports of trips</b> on the paved surface in front of your property? Have these required you to undertake repairs?	Yes 1 No 6 No answer 1	Yes 2 No 7	Yes 3 No 13 No answer 1
4) Are you <b>supportive of improving the paving</b> in your frontage in principle?	Yes 6 No 1 No answer 1	Yes 8 No 1	Yes 14 No 2 No answer 1
5) Are you willing to <b>make a proportionate financial contribution</b> towards installing matching conservation spec paving to your frontage?	Maybe 5 Yes 0 No 2 No answer 1	Maybe 5 Yes 1 No 3	Maybe 10 Yes 1 No 5 No answer 1
6) Does maintenance of the paving to your frontage and the cost of such <b>maintenance concern you</b> as a landowner?	Yes 4 No 3 No answer 1	Yes 5 No 4	Yes 9 No 7 No answer 1
7) If all the paving can be improved, would you be <b>interested in seeing this adopted</b> by the council? This would relinquish your maintenance responsibility and liability for your frontage. This would also mean the owner would require a licence to use the highway space in front of their properties like in the city centre.	Maybe 4 Yes 1 No 2 No answer 1	Maybe 4 Yes 4 No 1	Maybe 8 Yes 5 No 3 No answer 1
8) Would you consider external <b>painting of your property</b> to add vibrancy to the area?	Maybe 4 Yes 1 No 2 No answer 1	Maybe 4 Yes 1 No 4	Maybe 8 Yes 2 No 6 No answer 1
9) Would you allow permission for placement of discrete <b>hooks to the property</b> to facilitate hanging bunting or lighting in the future?	Maybe 2 Yes 5 No 0 No answer 1	Maybe 2 Yes 5 No 2	Maybe 4 Yes 10 No 2 No answer 1

# Q1 - Were you aware of the current highway improvements?



Over half of the respondents (9) were not aware of the Phase 1 highway improvements to Front Street (Jan-May 2023), whilst some (7) were aware

You told us:

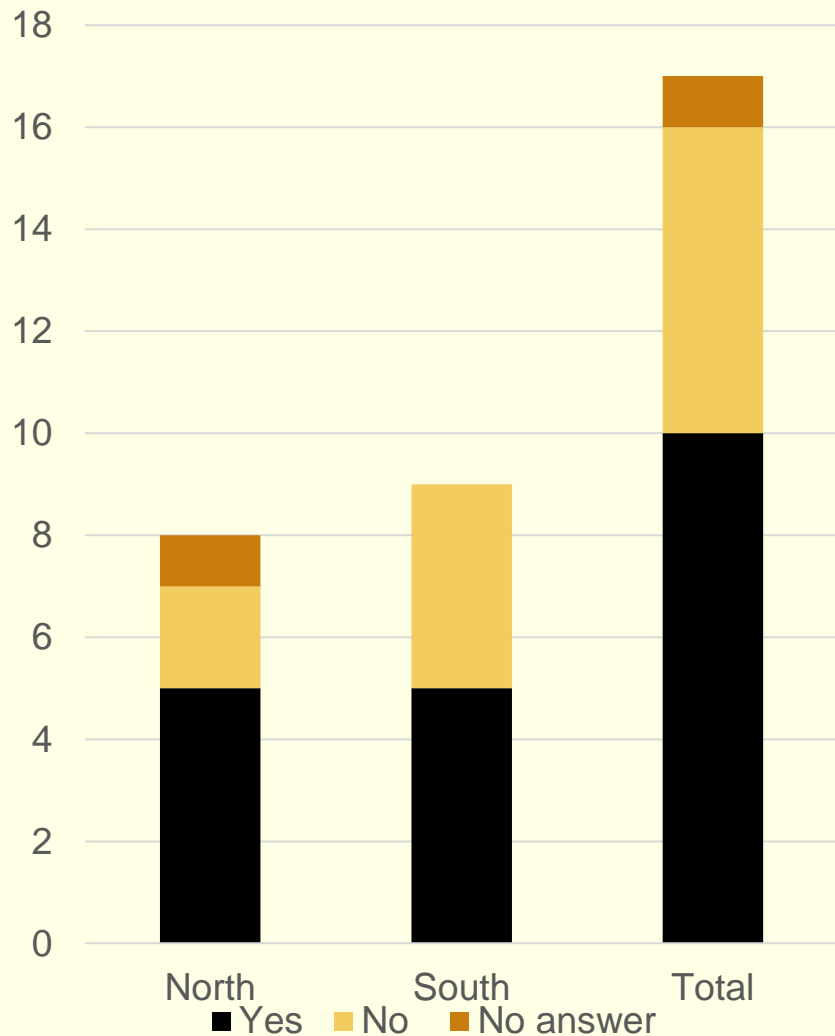
## YES

- Received highways letter/ spoke to ward councillor (2)
- Good to see happening
- Doing a very good job, looks great
- Work helped secure new tenant for unit/ positive contribution

## NO

- Owner is remote to York (5)

## Q2 Within your frontage are you **aware of your landowner responsibilities** to maintain the surface of your frontage in good repair and condition?



Over half of the respondents (10) were aware of their landowner responsibilities to maintain the surface of the frontage, whilst some (6) were not aware.

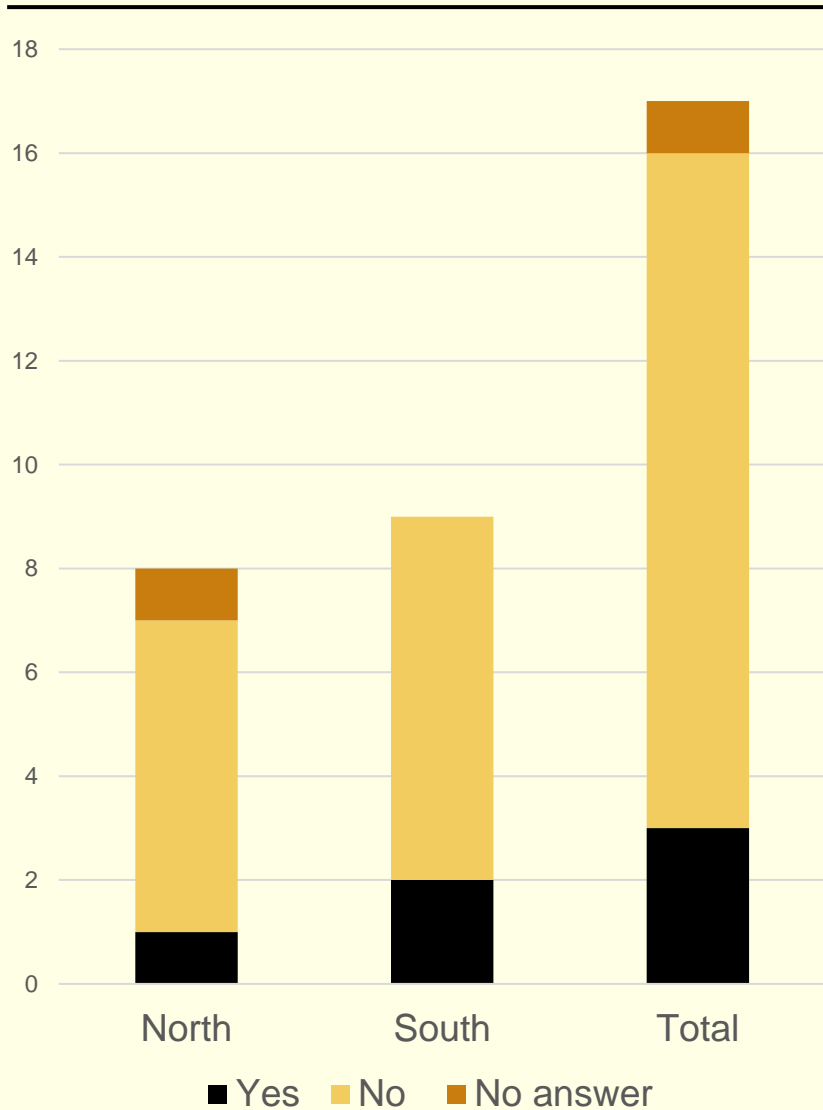
Q2 Within your frontage are you **aware of your landowner responsibilities** to maintain the surface of your frontage in good repair and condition?

---

**You told us:**

- Lease states tenants responsible for all repairs and insurances
- Understand some tarmac area within their responsibility
- Not 100% sure of shop boundary
- Always kept in good repair
- A trip in 2020 initiated repaving
- Owned for a number of years, forgotten/ lapsed awareness, no issues
- Assumed belonged to council (2)
- Don't accept not dedicated/ accepted as adopted

### Q3 Have there been any **complaints or reports of trips** on the paved surface in front of your property? Have these required you to undertake repairs?



The majority of respondents (13) had not received complaints or reports of trips on their paved frontages, whilst some (3) had.



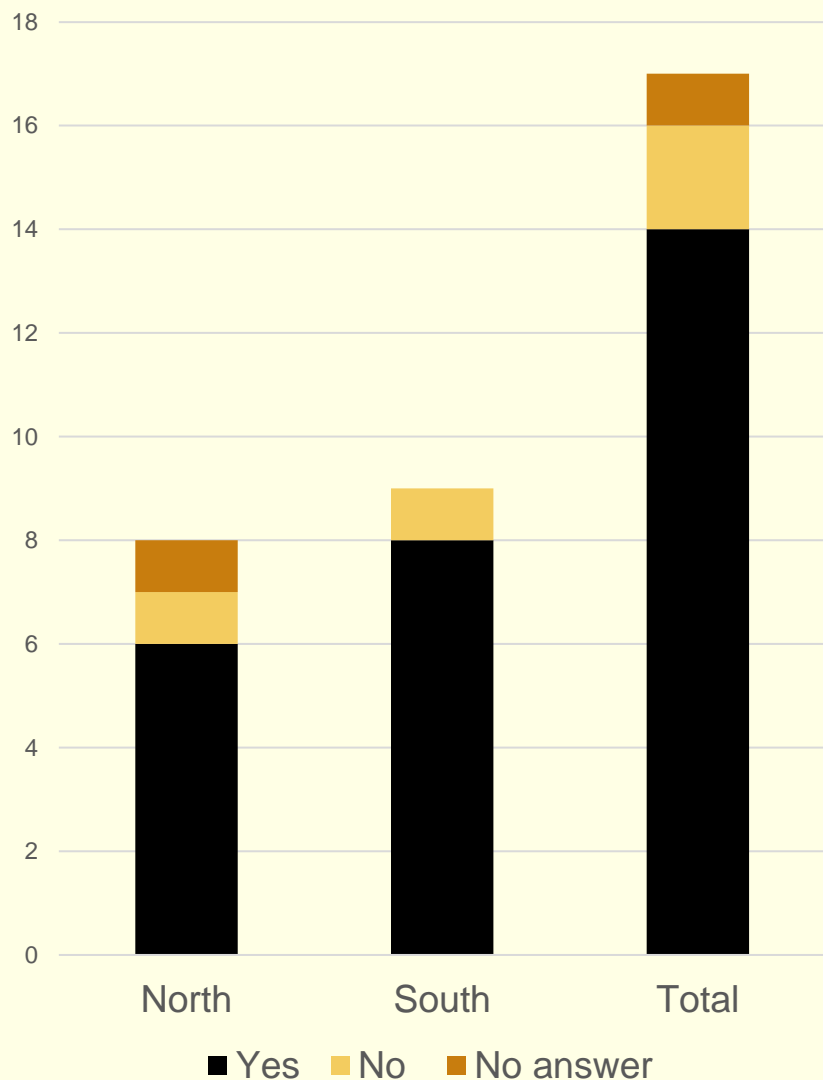
Q3 Have there been any **complaints or reports of trips** on the paved surface in front of your property? Have these required you to undertake repairs?

---

**You told us:**

- Not aware of any issues/ no repairs necessary (6)
- Yorkshire Water repaired a leak years ago
- New gas pipes 20 years ago caused trip hazard, lady injured, gas board repaired, insurance claim
- Previous trip hazard/ complaints, Council adopted, does need repair
- 1 claim rejected, another ongoing claim yet to be investigated. Do inspect area, feel the council are avoiding a responsibility they should have

## Q4 Are you **supportive of improving the paving** in your frontage in principle?



The majority of respondents are supportive of improving the paving on frontage in principle.

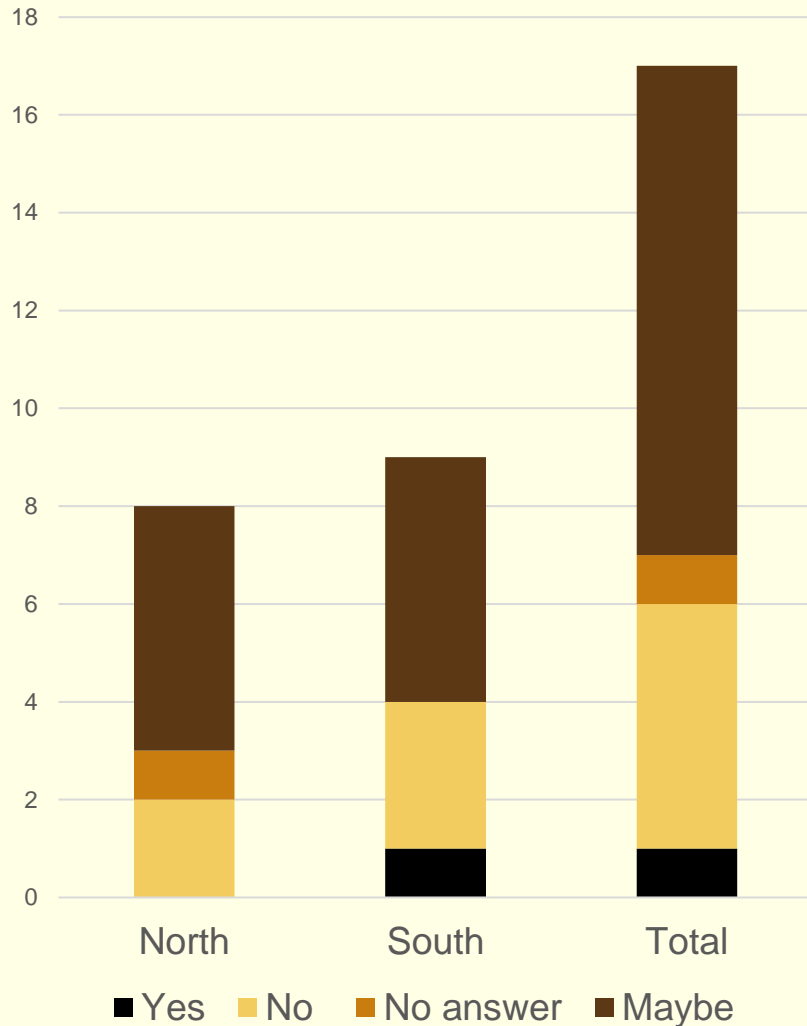
## Q4 Are you **supportive of improving the paving** in your frontage in principle?

---

### **You told us:**

- No - loaded question, trading has been challenging, struggle to contribute
- Concerned that now frontage retarmacked then CYC will assume adoption or asked to pay for work (north)
- Yes happy to support any activity that attracts more people into Front Street
- In principle go with majority
- In principle, but our frontage is in good condition
- If the plans are right and improved the area I would agree in principle
- We would approve any works and work to ensure tenant would assist also
- Would need further info - supportive of improvement

## Q5 Are you willing to **make a proportionate financial contribution** towards installing matching conservation spec paving to your frontage?



Some respondents may be willing to make a financial contribution towards paving pending further information.

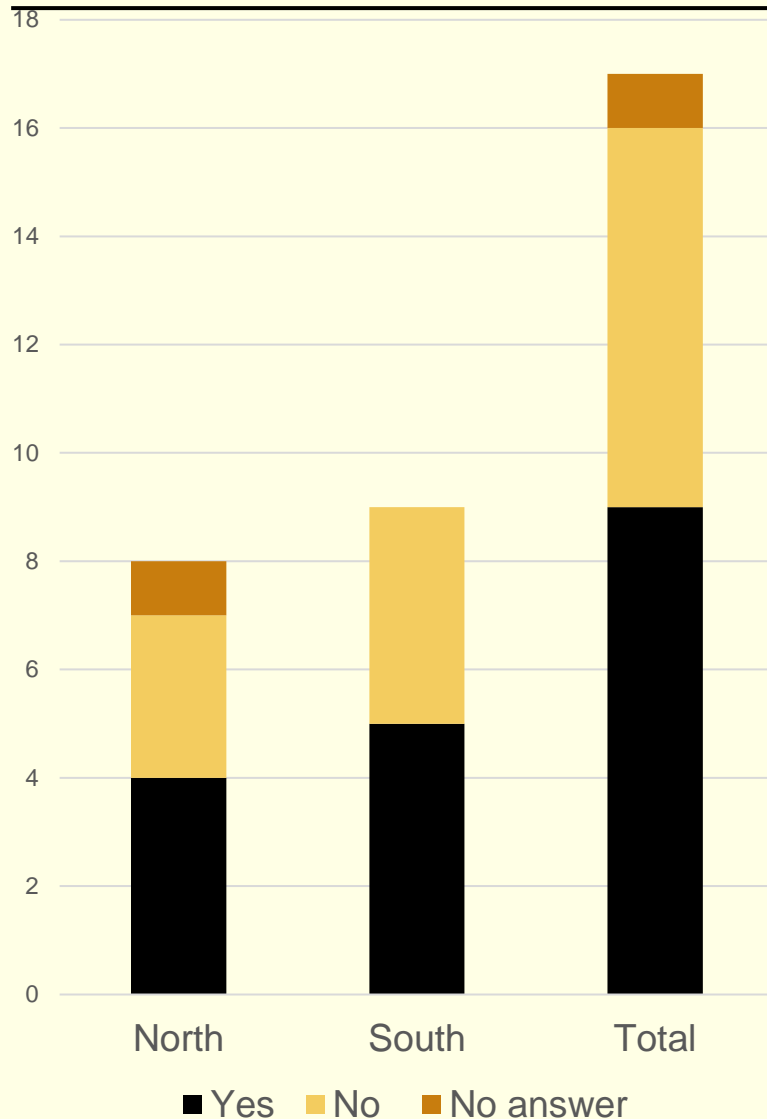
Q5 Are you willing to **make a proportionate financial contribution** towards installing matching conservation spec paving to your frontage?

---

### **You told us:**

- Council should support businesses/ help traders not suggest financial contributions
  - Need to know size of contribution (failed to get shops to pay for fencing to prevent ASB)
  - More info required (3) What does proportional mean? Small contribution pro-rata, public use as highway anyway
  - Limited budget
  - Not willing to pay, concerned about possible adoption and introduction of licenses
  - Willing to contribute. Agree all shops should work together
  - Would like to get forecourt done, willing to contribute, if reasonable
  - Never seen a pedestrianised area which should more logically be accepted as adopted... no financial contribution unless it results in adoption
-

## Q6 Does maintenance of the paving to your frontage and the **cost of such maintenance concern you** as a landowner?



The respondents were fairly evenly split on whether paving maintenance costs concerned them.

### You told us:

- Tenants responsible for building & outside
- Don't want to see any additional costs onto tenants
- We've had no claims so no issue

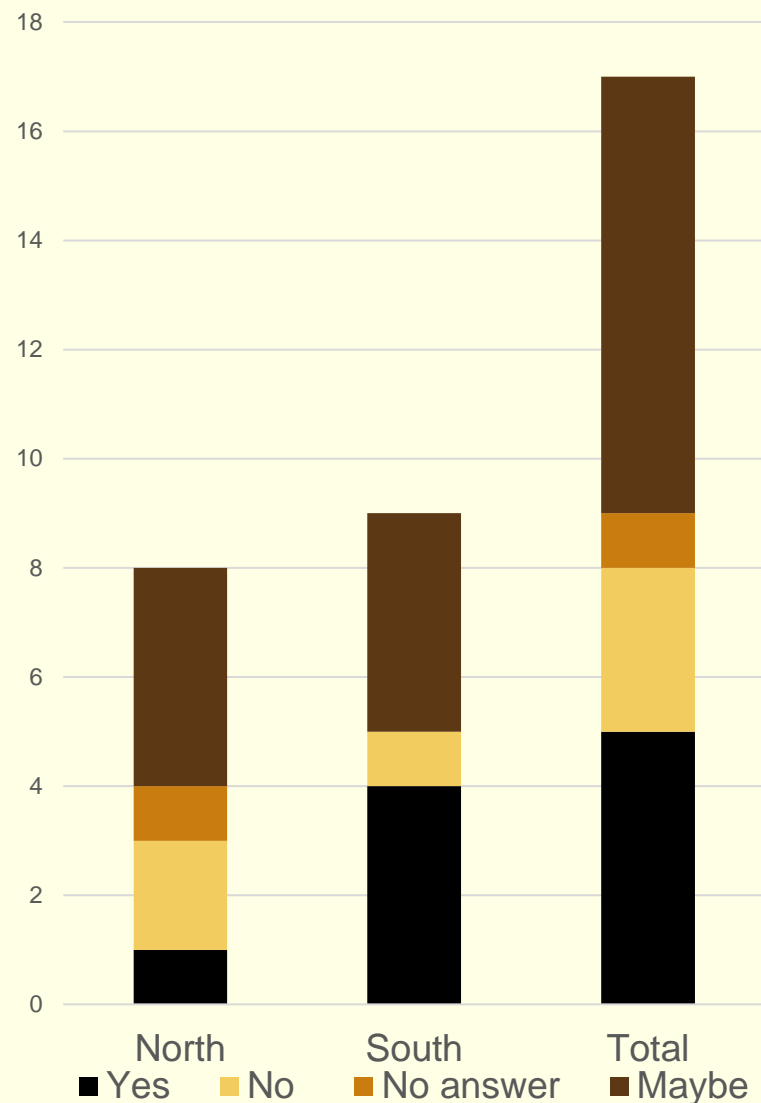
## Q6 Does maintenance of the paving to your frontage and the **cost of such maintenance concern you** as a landowner?

---

### You told us:

- If issues occur we will maintain these/ our responsibility
  - Always kept in good state of repair otherwise can't get Public Liability Insurance
  - Any cost for maintenance is recharged to tenant.
  - No repairs therefore has not been an issue (2)
  - If it is in poor condition we will repair it
  - Didn't realise it was our responsibility
- 
- It is land from which the private owners derive no benefit and have no control. It is fully open to the public as a shopping precinct, we have no authority to stop people mounting the area in vans/cars, which is what cracks the paving. Only the council is able to control how the public use and ultimately damage this area.

## Q7 If all the paving can be improved, would you be **interested in seeing this adopted** by the council?



This would relinquish your maintenance responsibility and liability for your frontage. This would also mean the owner would require a licence to use the highway.

Some of the respondents (5) would/may (8) support adoption of the area pending further information.



## Q7 If all the paving can be improved, would you be **interested in seeing this adopted** by the council?

---

### **You told us:**

- Didn't realise property boundary may include outside area, could we use space?
- Tenant has no requirement for tables/ chairs, so no issue with supporting adoption
- Under no circumstances, want control of my land
- Need more info - legal rights, cost, what you want to do, would adoption process cost, pros/ cons, benefits of adoption? (5)
- Cons - IF there is a problem we can resolve immediately, no SLA to chase. Concerned highway license may put off potential tenants/ investments unless clearly explained and simple to administer
- Pros/ benefits - equalities/ access of highway licenses?
- Thought it was already public space/ council land (2)

## Q7 If all the paving can be improved, would you be **interested in seeing this adopted** by the council?

---

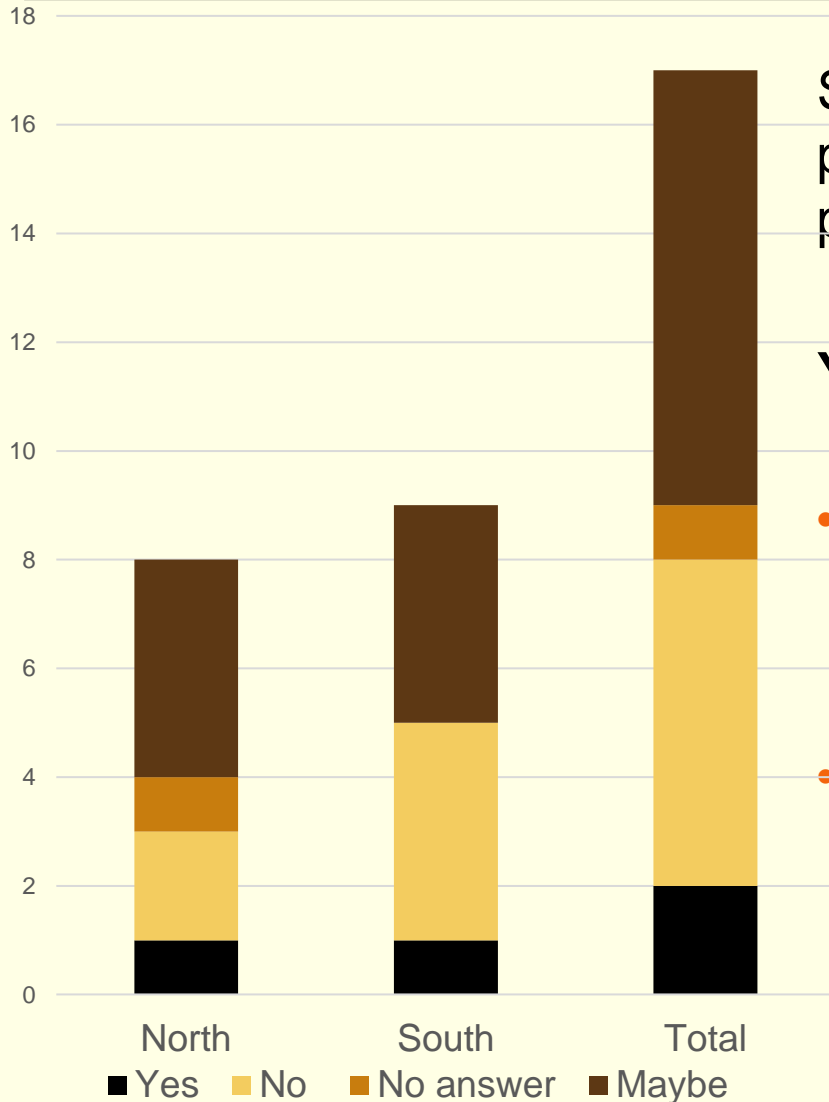
### **You told us:**

- Should mimic the city centre for licenses etc
- All external work (repairs, maintenance, licence) are responsibility of tenant and require their approval
- Happy for council to adopt it
- Happy as things stand
- Of course, but not at our expense. I have been told we wouldn't get a licence to use the forecourted area anyway. The council should simply adopt it... It would massively enhance the area for the community. Cost could be offset by expanding the market, or erecting/renting kiosk space within disputed area.

## Analysis of Q7/ position update March 2024

- ❑ We are currently considering adoption of privately owned land longer term, which would enable the community to use the space in a more permanent way.
- ❑ For the council to adopt the space it must be brought up to a satisfactory standard. We need to investigate legal options including the private street works code (Highways Act 1980).
- ❑ The council to review apportioning of cost/ external funding sources.
- ❑ Benefits of adoption:
  - Council absorb maintenance and liability in perpetuity
  - Collective/ unified approach to use of community open space
  - Licencing would follow same process as city centre, all outlets treated in same manner, consistent standards to comply with equality and disability access guidance

## Q8 Would you **consider external painting of your property** to add vibrancy to the area?



Some respondents may consider painting the outside of their property pending further information.

### You told us:

- Tenant carries out maintenance to follow corporate branding, therefore ground floor no. First floor possible if it enhances the street
- Tenant responsible for internal maintenance, not sure about external

Q8 Would you **consider external painting of your property** to add vibrancy to the area?

---

### **You told us:**

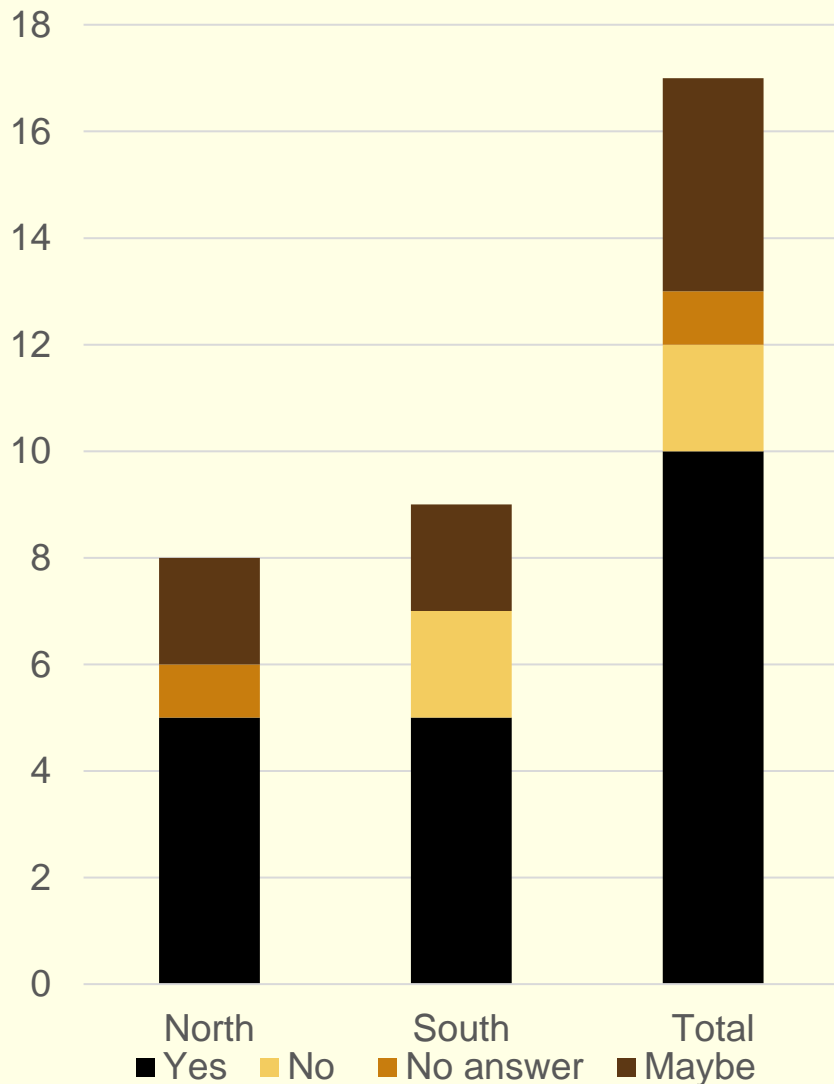
- Tenant responsible for shop, owner for flat above. Limited budget no plans
- Tenant responsible for upkeep of building. Permission/ agreement required from owner and tenant
- This has already been carried out recently
- Limited opportunity but open to idea
- Tenant spent money branding shop so they probably wouldn't want this
- Permission of tenant required, within their lease (4)
- Should not detract from branding of outlet
- Need to check in lease if tenant or landlord responsible, potentially requires both to agree
- No, listed building, the frontage is as it needs to be for conservation and heritage purposes

## Analysis of Q8/ position update March 2024

---

- ❑ The majority of respondents were not keen on the external painting of their property, and some noted potential conflicts with branding etc. We have taken this on board and are not currently pursuing this further.
- ❑ That said, an alternative would be a welcome mural identified at 1 of 3 potential locations (discussions with these landowners underway).

# Q9 Would you allow permission for placement of discrete **hooks to the property to facilitate hanging bunting or lighting** in the future?



The majority of respondents (10 yes + 4 maybe) would/ may consider hooks on their property for bunting/ lighting.

## Q9 Would you allow permission for placement of discrete **hooks to the property to facilitate hanging bunting or lighting** in the future?

---

### You told us:

- No problem, if enhances the street
- More info on what fixings and where/ check no damage to building (2)
- Will need permission of tenant (their lease) and owner (4)
- Providing any damage to the property is made good
- Especially Christmas lights
- Happy to assist with this
- If they are not too obvious
- Key aspect that businesses will not suffer



## Analysis of Q9/ position update March 2024

---

- Majority of respondents would or may consider hooks to facilitate bunting/ lighting, though some noted that additional consents would need to be considered (for listed buildings). We note that further survey work and detail would be required to inform any proposal / agreement.

- Retail trading is difficult, need reduction in business rates and more parking. Supportive of overall ambitions but don't think council should be asking retailers/ owners to contribute.
- Been lot of improvement over past few years, Blue Bird Cafe shows what can be done. Support anything to build on this. Issue with fly tipping few years ago.
- Footfall is increasing in Acomb. Illegal parking outside vacant unit was problematic, much better now.
- Keen to find out more/ keep in touch/ send more details (2)
- Agree it would be good for shops collectively to agree action rather than individual shops. Supportive of work please include tenants in ideas work/ permission.
- Support project, good idea, tenant also supportive, will help where we can.

- How many properties does this effect and what have the general responses been?
- Love the flowers and are grateful for the work of Acomb Alive
- Will consider anything for the betterment of Front Street... adoption is a prickly issue/ fundamentally illogical and unfair that responsibility for this pedestrianised area continues to be rejected/avoided by the council. We cannot do anything with it, whereas they can. This can only be down to cost, there's good argument for resources to be spent in order to generate financial value and community benefit.
- Private owners have neither the funds, nor the organisational skills to achieve a coordinated outcome and nor would there be any financial benefit to them, since they cannot use the area... comments presume there has been no adoption through dedication and acceptance - public shopping precinct indistinct from the accepted public footpath and highway, since the 1960s.

## Thank you and get involved

---



- ❑ Thank you to all landowners who completed this survey and if you wish to find out more about the Front Street Project follow link, <https://www.york.gov.uk/AcombFrontStreet> including regular project updates and feedback.
- ❑ We invite you to sign up to Acomb Front Street email list to keep informed about the project. To join, please email: [acombfrontstreet@york.gov.uk](mailto:acombfrontstreet@york.gov.uk)