



Den Haag

Rivierenbuurt Questionnaire

Report of the outcomes

October 2023

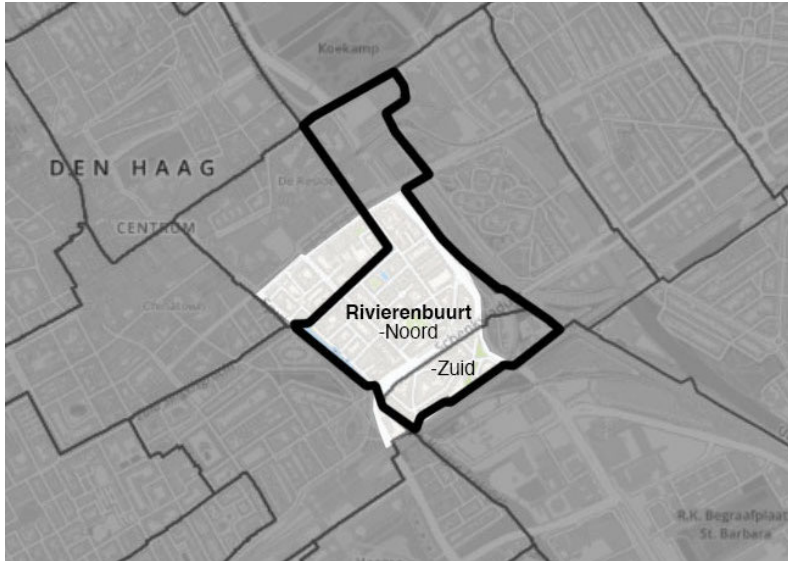
Neighbourhood agenda

Every district in The Hague gets a neighbourhood agenda. A neighbourhood agenda lists the main points of attention for the district for the next four years. In the Rivierenbuurt, too, residents, entrepreneurs, (district) organizations, and the municipality together create the district agenda.

Residents were able to indicate in a questionnaire in August and September 2023 what they believe is necessary and/or could be improved in the neighbourhood. This helps to determine what will be included in the neighbourhood agenda. This document is a report of the results. Residents received an invitation through a letter that was distributed door-to-door. 275 residents filled out the questionnaire.

The statements in the speech bubbles are taken literally from the answers. They are included in this report for illustration and to enliven the text. We would like to sincerely thank everyone who filled out the questionnaire!

Neighbourhood agenda



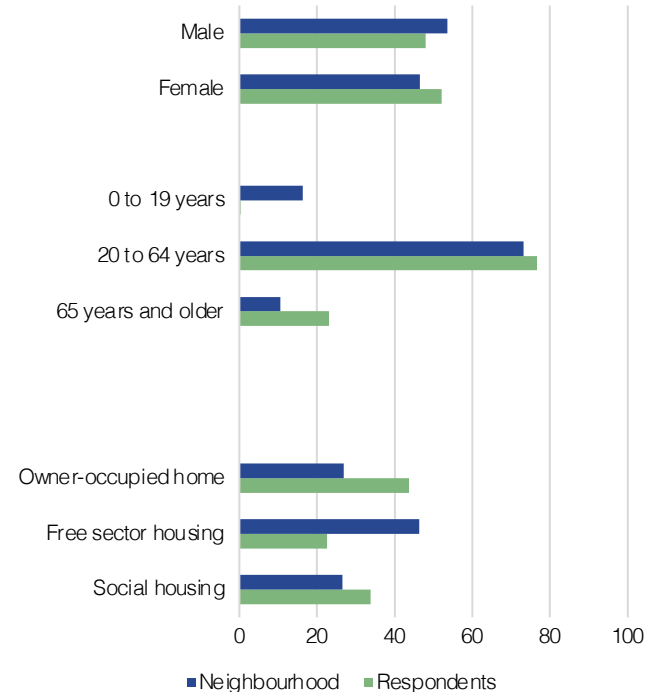
The Rivierenbuurt district agenda is the highlighted area on the map. The black lines are the district boundaries of the Central Bureau for Statistics (CBS). In this case, the area is partially the same as the district agenda area. This is important for comparing the composition of the group that filled out the questionnaire with the composition of the neighbourhoods as known to the CBS. See the following page of this report for this.

About the questionnaire

This questionnaire was filled out by 275 people living in Rivierenbuurt. They received an invitation through a letter that was distributed door-to-door.

The CBS has different boundaries than the neighbourhood agenda area. Therefore, it is difficult to compare the group of respondents with data about the neighbourhood as we can find on www.denhaag.incijfers.nl. However, it is possible to compare Rivierenbuurt-Noord and Rivierenbuurt-Zuid. It is noticeable that young people did not fill out the questionnaire and that there are proportionally more respondents who own a house than residents from Rivierenbuurt.

So it is not a group of respondents that is representative of the residents of Rivierenbuurt. However, the results do show what is happening in the neighbourhood. Where percentages are mentioned in this report, it refers to the percentage of the respondents, or the group that completed the questionnaire.



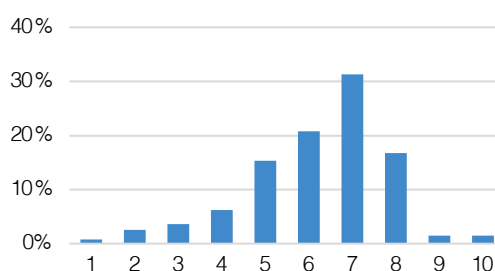
At home in the neighbourhood

The average score that respondents give to their neighbourhood is a 6.2. More than a third (34%) would like to move out of the neighbourhood if possible. These residents often mention street nuisance (safety), waste, traffic nuisance (noise) and parking facilities.

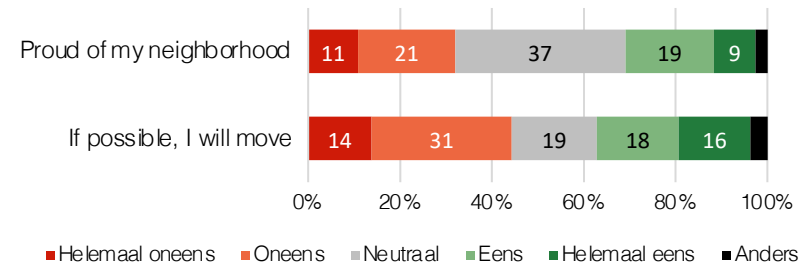
28% of the respondents are proud of their neighbourhood. Residents are satisfied with the central location of Rivierenbuurt, close to the city center, public transport, highways, shops, and schools. They also indicate that they are happy that there are more (green) initiatives in the neighbourhood. Residents are positive about the contact with neighbors, also because of the diversity of residents.

In this figure the distribution of the grades given by the residents to the neighbourhood is shown (in percentages). The average score people give to their neighbourhood is a 6.2.

What score do you give your neighbourhood?



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



Central location; close to the city center, train stations, beach, etc. Ideal base. It's a mixed neighborhood with a bit of everything. That creates a pleasant atmosphere: everyone is welcome, because everyone lives here too.

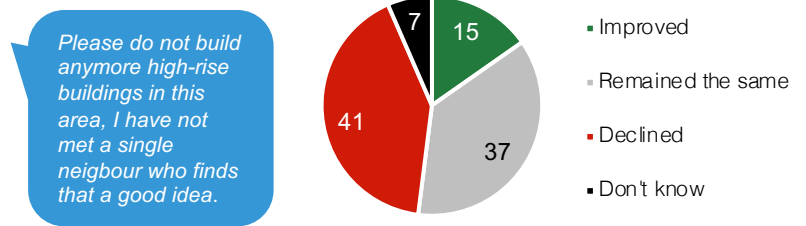
A lot of nuisance from show-offs and showmen with (rented) cars, drug tourism and crime, and nuisance from prostitution. Anti-social parkers, litterbugs, dumping garbage on the street, dilapidated houses, dog poop, shouting, fireworks nuisance, etc. The list of anti-social behavior is endless.

Development neighbourhood

Residents who believe that the neighbourhood has improved (15%) cite the main reason as more greenery in the neighbourhood (including the trees, the community garden, and other neighbourhood initiatives). The new construction in the neighbourhood and renovations to existing houses also contribute to the neighbourhood's improvement.

Residents who believe the neighbourhood is deteriorating (41%) mainly mention the increasing nuisance of homeless people and drug users, noise disturbance in the streets, and litter and waste. Traffic congestion and parking problems are also frequently mentioned. Some residents indicate that they are not happy with the CID plans (high-rise buildings) and the growth in the number of residents due to room sharing.

The past year the neighbourhood has...



There are many active people who enthusiastically support activities to improve the neighborhood.

Littering has increased. Additionally, the nuisance from Geleenstraat has also increased.

The neighborhood has become very busy with residents who don't pay much or any attention to the rules. From dog poop to illegal parking, speeding, nuisance from homeless people, drugs, and loitering youths at the schoolyard. Trash bins where everything is thrown next to them.

More greenery has been added around Hillebrant Jacobs Square and in several places in the neighbourhood. Many houses are being renovated and made habitable again.

Nicest places neighbourhood

Many residents enjoy the canal along the Boomsluiterskade because of the view of the water and the opportunity to walk along the canal.

The residents also often mention the Huygenspark. Even though this park is located outside the Rivierenbuurt, it is seen as a cozy place to relax and has eating and drinking facilities nearby.

The neighbourhood garden and the Deltaplantsoen (square located at Centrum O3) are also mentioned as nice places. They serve as meeting places for young and old.

Beautiful square of O3. Nicely decorated, central place in the neighbourhood. The wooden bridge Boomsluiterskade in the evening sun. Beautiful sightline over the water.

The quay of Boomsluiterskade: calm and beautiful.

Huygenspark: playground, nice cafe, AH (Albert Heijn supermarket), and lots of human interaction. Truly a good example of what is possible in the city center.

Deltaplantsoen and O3 school, provided they are well maintained. Meeting place of the neighbourhood.

The canals, wonderful to cycle/walk along.

Schoolyard O3 where young and old meet each other

Places that could be better

Respondents find the Geleenstraat and surrounding area the least pleasant place. They often call it the Red Light District and express concerns about the prostitution and the nuisance and insecurity that this area brings with it.

Respondents also often mention Pletterijkade and Weteringkade. There are many complaints about crime and shady business activities, as well as noise pollution and unsafe situations due to street racing.

The Ammuntiehaven (Lekstraat) and Nieuwe Haven are also often mentioned due to the nuisance caused by loitering youths, drug dealers, and vagrants. This leads to feelings of unsafety.

Finally, Schenkviaduct is also frequently mentioned as a less pleasant place. This is due to, among other things, heavy traffic, noisy motorists, and unsafe intersections.

Intersection New Harbor/Ammunition Harbor: far too dangerous, with too many traffic flows intersecting each other. Terribly risky for cyclists and pedestrians, and completely chaotic.

The Geleenstraat has become an unsafe and unattractive place in the neighbourhood due to prostitution. Unfortunately, prostitution, crime, and decay cannot be separated from each other.

There are simply some shady places in the streets around Scheldestraat/Vechtstraat/Pletterijkade. These are not streets where you can let a woman or daughter walk alone.

The Schenk viaduct. The viaduct causes a lot of traffic congestion and noise pollution, but also air pollution and litter.

The small playground on Hekkelaan and Nieuwe Haven: there are quite regularly homeless people, loitering youths, and/or people who do not adhere to the speed limit.

Green in the neighbourhood

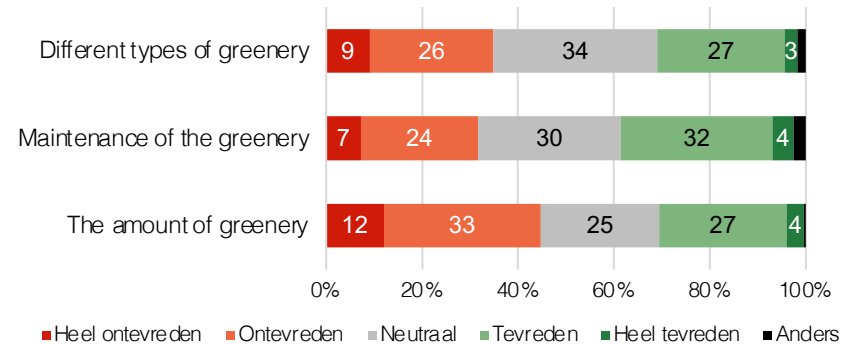
31% of respondents are (very) satisfied with the amount of greenery in the neighbourhood. 45% are (very) dissatisfied.

The residents who indicate that they are happy with the greenery often mention the following places:

Deltaplantsoen, Uilebomen (canal), Nieuwe Haven, playgrounds (Hekkelaan), Hildebrant Jacobsplein, Lamgroen and the neighbourhood garden. Some residents indicate they are happy with the green initiatives, such as *Rivierenbuurt Green*.

Most respondents indicate that they are (very) dissatisfied with the amount of greenery. The residents indicate that they would like more greenery in the neighbourhood. Residents also mention that trees are being cut down, but few to no trees are present in the area. The residents indicate that they find the district stony and that this brings heat stress. One of the residents refers to Rivierenbuurt as a heat island.

To what extent are you satisfied with...



If trees need to be cut down, then replant trees in the same neighbourhood. A lot of greenery has already disappeared in the Rivierenbuurt area and beyond. e.o al veel groen verdwenen..

Our neighbourhood gets very hot in the summer. Planting more trees to make it greener would help!

Front yard gardens was a nice initiative, but this neighbourhood needs more greenery!

Maintenance neighbourhood

49% of the respondents are (very) dissatisfied with the quality of the paving. 31% are (very) satisfied with it. The respondents write about poorly maintained pavements, loose paving with holes in the sidewalk.

62% are satisfied or very satisfied with the street lighting. The respondents write about good and renewed street lighting, especially around the new construction.

Earlier you read that the respondents are satisfied with the new construction in the neighbourhood. One resident calls it an upgrade of the neighbourhood.

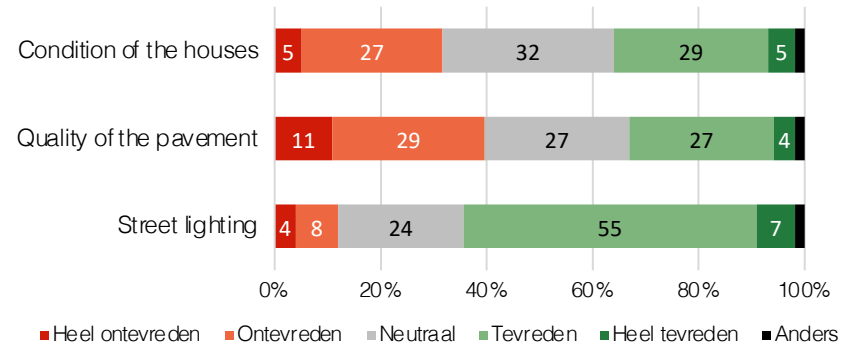
Deterioration in certain respects. Empty properties (business/hospitality) or renovations of houses/buildings that seem to take a very long time. Also, properties in quite prominent locations where it is clear that very poor maintenance is being carried out by homeowners.

Pavement near the bridge at Boomsluiterskade (Rolator) and asphalt under the viaduct at VOP towards the Ministry of Justice high ramp.

Good street lighting and public streets (no alleys).

More new construction (for purchase) has been added, where a lot of young families have moved in.

To what extent are you satisfied with...



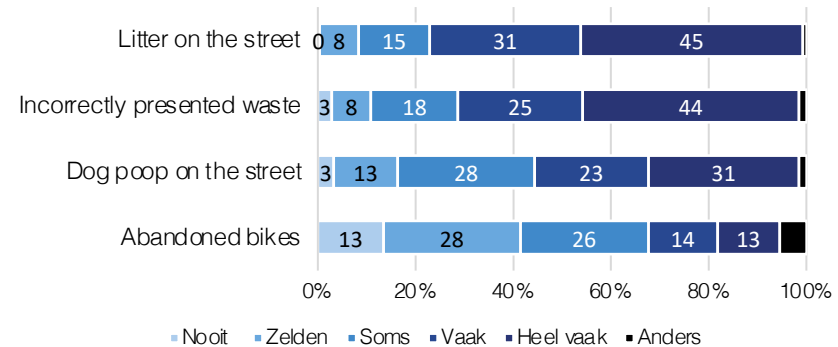
Clean outdoor space

76% of the respondents indicate that they often or very often experience nuisance from litter on the street. The residents indicate that this is mainly caused by visitors to the Geleenstraat (Red Light District).

69% of respondents indicate that they often or very often experience nuisance from incorrectly presented waste. This is due to trash cans that are full or the placement of bulky waste on the street.

The streets and dog walking areas are not being cleaned up properly.

How often do you experience nuisance from...



The sidewalk: garbage bins smell, litter, dog poop (I may sound like an old person, but it's really terrible when you're walking with children, or a stroller, or with someone in a wheelchair and you have to keep an eye out for poop all the time, only to realize you've missed some).

Nuisance from prostitute visitors (or mainly spectators), a lot of litter on the streets and dog poop. There is too little cleaning, which makes the neighbourhood look run down.

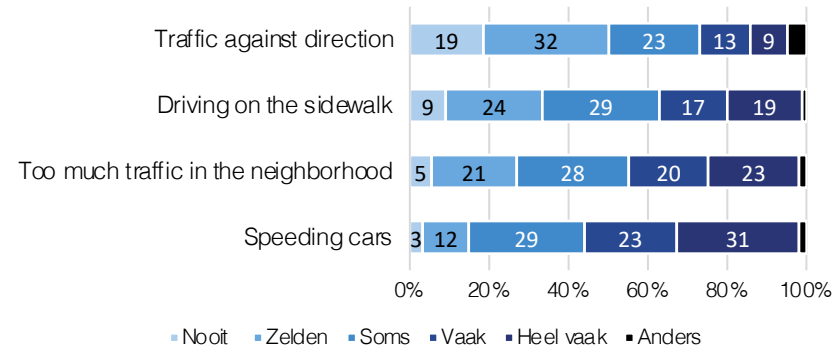
Traffic

54% of the respondents indicate that they (very) often experience nuisance from cars driving too fast. 43% often or very often experience nuisance from too much traffic in the neighbourhood. A lot of traffic in the area also causes a lot of traffic noise.

Several people indicate that many places are far too dangerous for motorists, cyclists and pedestrians. Such as the intersection of Nieuwe Haven/Ammunitiehaven and Weteringkade / Rijswijkseplein. The traffic situation is unclear and there are too many traffic flows that intersect each other. At Lekstraat (near Central Station) it is too crowded. It is described as a daily exhibition of frustrated car drivers and honking taxi drivers joining the line of cars.

Geleenstraat and its surroundings attract extra traffic due to prostitution, especially in the evening. This causes nuisance. In addition, there are residents who particularly appreciate that the neighbourhood is well located (downtown, HS, CS, highway), yet it is quiet in terms of traffic.

How often do you experience nuisance from...



I often find the traffic situation not okay, there are multiple places where people drive fast, double park, etc.

Happy with the quiet, car-free character of the neighbourhood.

People are still driving much too fast in the neighbourhood. The place mentioned is Pletterijkade.

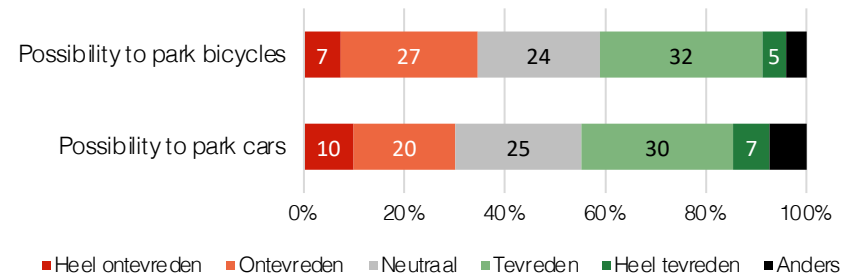
Parking (bicycles and cars)

Of the respondents, 37% are (very) satisfied with the possibilities for parking their car and bicycle. 30% are dissatisfied.

There is a desire for more places to park bicycles, such as the so-called 'bike staples'. This makes it harder for bike thieves to steal bikes. Residents also suggest redesigning parking spaces to prevent antisocial parking.

Some residents indicate that there are not enough parking spaces. Other residents indicate that they would like to exchange parking spaces for more greenery and better pedestrian and bicycle paths in the neighbourhood. According to them, a private car is not necessary in this neighbourhood, because all amenities are close by, including public transportation. Car sharing is also mentioned as a good alternative.

To what extent are you satisfied with...



...parking spaces should be created. Now often 1 car is parked where 2 could fit...Even though space is already limited. People are afraid that a leaf from the tree might fall on their car.

It would be good to replace a few parking spaces on Uilebomen with bike racks. There should also be more spots for shared cars and charging stations for electric cars.

Parking (bicycles and cars)

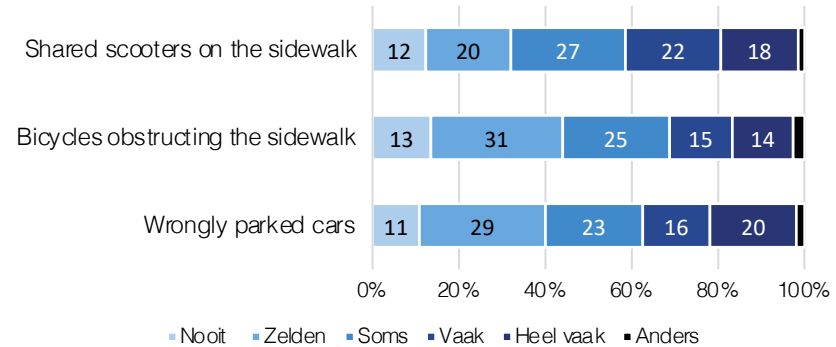
32% rarely or never experience inconvenience from shared scooters parked on the sidewalk. 40% do experience this inconvenience.

29% often (or very often) have problems with bikes parked on the sidewalk. 69% rarely or never experience any inconvenience from this.

For people with a mobility scooter, the streets in the neighbourhood with narrow sidewalks, where bicycles are also parked, are bothersome.

36% of respondents often have problems with improperly parked cars. About 63% rarely or never experience this nuisance. A nuisance for residents are double parked cars.

How often do you experience nuisance from...



I don't like it when people park incorrectly outside the parking spaces where it's not allowed and cause inconvenience.

Too much room sharing in Pletterijstraat. Evident from the chaos of bicycles and a lot of large waste dumped.

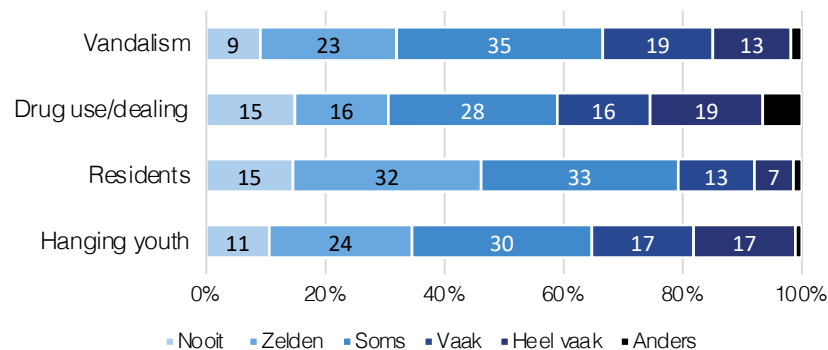
Shared scooters that obstruct the sidewalk for a stroller or wheelchair, often they are parked/dumped incorrectly.

Safety

The respondents give an average score of 5.8 for safety in the neighbourhood. The feeling of insecurity mainly emerges when residents write about the prostitution in Geleenstraat. According to a resident, Geleenstraat and its surroundings are a rotten apple in the neighbourhood that attracts crime, pollution, and nuisance. Especially in the evening hours, it is not pleasant there. There are a lot of shady characters and that gives an unsafe feeling. The accommodation of (the number of) vulnerable people is something that residents are not always very happy about.

35% often experience nuisance from people who use and/or trade drugs. 34% often (or very often) experience nuisance from loitering youths. Junkies, homeless people, confused individuals, and loitering youths often hang around playgrounds and squares (including Lamgroen square) in the neighbourhood in the evening. Residents report that dealing is taking place on the streets.

How often do you experience nuisance from...



The prostitution attracts the wrong types of people to the neighbourhood. The prostitution results in part of the neighbourhood being unable to develop to a higher level.

There are simply some shady spots in the streets around Scheldestraat/Vechtstraat/Pletterijka de. These are not streets where you can let a woman or daughter walk alone.

Lately, strange characters have been hanging around here, especially drug dealers.

Children and young people

In the questionnaire, respondents could rate how fun the neighbourhood is for children, teenagers, and adolescents.

Respondents gave an average score of 5.5 for how fun the neighbourhood is for children (between the ages of 0-11 years).

The respondents rated the neighbourhood's appeal for young people (between the ages of 12-19) an average of 6.3.

Finally, the neighbourhood receives an average score of 6.8 for how fun it is for adolescents (between 20-27 years old).

There should be more seating and play opportunities for both young and old.

We are children of 11 and 13 years old. We are glad that we can fill this in. We want you to do something about the lack of greenery and about the Geleenstraat.

Children would like to see swings for the slightly older children aged 9-12 years. Now, football and skating dominate. It would also be nice if the 'Haags Hopje' was open more often (currently never on Wednesday) than twice a week.

The playground for 03 is often unsafe for young children. They are often harassed by older children who take their things. Many children from the neighbourhood walk alone on the street or playground. There are no parents to correct them.

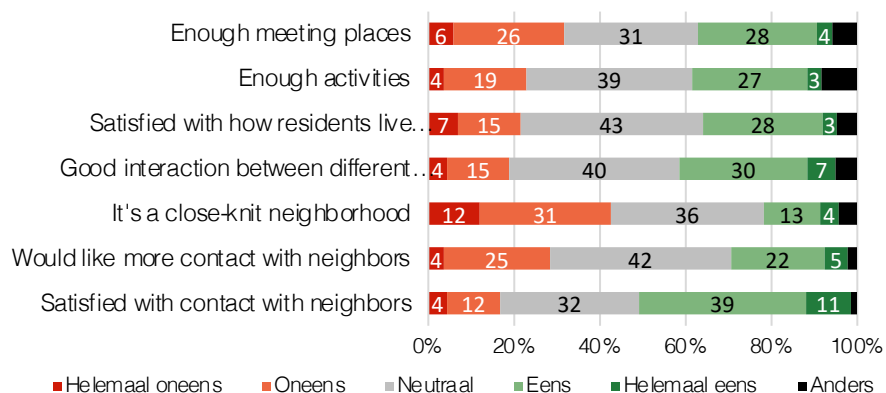
Social cohesion

What stands out about the percentages: 50% are satisfied with contact with neighbours; 16% are not satisfied. 37% experience a good relationship with population groups; 19% do not experience this. 43% find the neighbourhood (not at all) close-knit. 32% would like to have more meeting places.

The neighbourhood is a mix of people who have lived there for a very long time ('nice about the neighbourhood: everyone knows each other') and people who have recently moved in. Students also move out quickly. People of many different nationalities live in the neighbourhood. Residents feel less connected to each other. A resident indicates that they would love it if there were more or more incidental seating areas for spontaneous encounters.

Respondents indicate that there is a great need for a meeting place in the neighbourhood. That's what the residents are missing now.

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



Too many nationalities with different norms and values that clash.

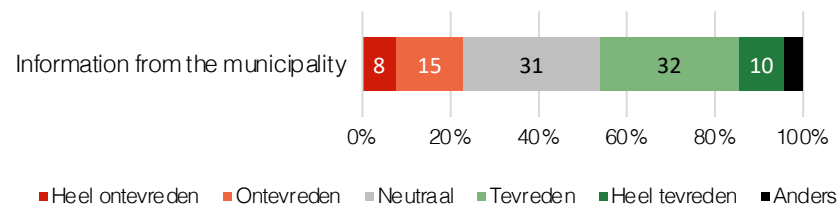
This neighbourhood is an example of how a diverse community can live together well. It certainly deserves some attention.

There is little social cohesion. People do not know each other and do not work together for the neighbourhood/ street.

Information

Of the respondents, 42% are satisfied or very satisfied with the information from the municipality about the neighbourhood. 23% is (very) dissatisfied.

To what extent are you satisfied with...



The Rivierenbuurt remains a neighbourhood in transition. It is important that residents and officials work together to make it an even better neighbourhood. In this, an active and involved attitude from the city hall is indispensable.

Prefer to stay informed by mail.

I really appreciate that we, as residents of the neighbourhood, are allowed to participate and have a say about our neighbourhood, keep it up!

Other remarks

In addition to the themes mentioned so far, residents wrote about many more different topics. A number of topics were mentioned by multiple people.

Residents write about the heat stress during the warm summer months. Due to climate change, this will increasingly become a problem, especially in densely built-up inner cities. Several residents say they are happy that the municipality has made the Rivierenbuurt much greener recently. However, there can still be more greenery.

Many residents notice that the (visitors of) prostitution in Geleenstraat and its surroundings create an unpleasant atmosphere and cause nuisance. In addition, what they call dubious shops attracting a 'certain clientele' are also drawn to the prostitution street, which do not fit in a residential area. Mentioned are candy shops, evening stores, hairdressing salons, and car garage businesses.

It was a working-class neighbourhood, now there are islands in the district. It's changing too much, the district is no longer a unit.

The Schenkviaduct needs to go; it's not nice that our neighbourhood is split in two by the Schenkviaduct. The Schenkviaduct and quay are unpleasant due to the amount of traffic, exhaust fumes and it's just an ugly piece.

The neighbourhood is very rocky, lots of heat stress. Far too little greenery. It is the hottest neighbourhood in The Hague. Due to the restoration of the quay walls, trees have been cut down (understandable) but many fewer are being replanted.

Occasionally, I do report something, but I never receive feedback. I was also once promised that I would be called back, but that did not happen. As a result, I miss the real involvement of the municipality.

Ideas

Playgrounds are sometimes taken over by loitering youths (including glass). There needs to be a better alternative for young people.

More often a broom wagon! Fast and saves a lot of mess.

We are happy with the schoolyard, especially the football field, but it could be better maintained. Organize sports activities that can also be attended by people who work.

I'm worried about the canal. Please keep it beautiful! With big trees and some seating areas. Preferably a staircase like the temporary one that's there now, so you can get on the water with a SUP or canoe.

We hope that the municipality will invest again in the (training) restaurant that was in O3. That was the place where all residents met each other.

Cars sometimes drive at high speeds over the Bierkade and Dunne Bierkade, which is very dangerous for guests dining or having a drink by the quay, and for children who are not always paying attention. Perhaps it would be a good idea to make this area less accessible to cars or only available for destination traffic.

It would be very nice if this neighbourhood gets a bit more priority, it is currently a neighbourhood that is not given much attention, while it really has potential. Hold on to further improve this district.