



Residents' Information

The questions below have been put together to try to answer typical queries that local residents may have regarding matchday operations at Brentford Community Stadium.

Residents' FAQs

How many games will be played at the stadium and how do I find out when they are taking place?

The number of home matches played at the new stadium is subject to change, but at a minimum we anticipate:

- Around 19 Premier League home fixtures
- Around 11 London Irish fixtures

You can keep up to date on our fixtures by subscribing to the Brentford FC and London Irish fixture calendars or by checking the fixture list on the brentfordfc.com and london-irish.com websites

What is the capacity of the stadium and how many fans are expected on matchdays?

Brentford Community Stadium has a capacity of 17,250.

Brentford FC normally have full house for most Premier League games at the stadium although there may be less for some cup games.

London Irish get a crowd of between 5,000 and 10,000 for their games.

How will most supporters travel to the stadium?

Based on our Transport Assessments, we are anticipating that around 45% of supporters will travel by rail, underground or bus, with just over a third by car and the remainder either walking, cycling or travelling by coach or taxi.

We will undertake regular surveys and work with Transport for London, South Western Railway and others to monitor this over the coming months and do what we can to promote sustainable modes of transport.

Will there be staff on hand to help?

Yes, the Club will provide additional stewards and 'Here to Help' staff to manage supporters every step of the way. We are also working closely with the Metropolitan Police, London Borough of Hounslow and Transport for London (TfL) to ensure additional staff are on hand at stations and other key locations.

Travel information will also be available to fans leaving the stadium to reduce queue times and minimise congestion and we'll be continually reviewing how we are managing matchdays as the season progresses.



Will there be police on hand where fans congregate?

We work closely with the Metropolitan and British Transport Police to assess each game and identify any risks and the police will staff this accordingly.

The areas around Griffin Park rarely experienced any trouble and we hope that will continue. Residents and businesses are in discussions with London Borough of Hounslow and others to put in place a managed area for supporters outside One Over the Ait but that has not yet been confirmed as yet.

What roads will be closed in the area?

Lionel Road South remains closed to traffic, with the exception of players' buses and other official matchday vehicles.

Traffic stewards and temporary bollards will be in place at either end of Lionel Road South to help manage traffic.

Capital Interchange Way will remain open to local traffic, although a number of parking bays in the street will be suspended and used by away supporters' coaches. These suspensions will be clearly sign-posted well in advance with traffic stewards in place on matchdays.

Any road closures or restrictions will remain in place until one hour after a match. Any emergency vehicles will of course be permitted to access the road if needed.

What parking arrangements will be in place on matchdays?

As part of the planning for the stadium, the Club was tasked with providing around 1,000 off-site car parking places for supporters. These will be based at various local businesses, schools and development sites around the stadium, the closest being at Chiswick Park and Lionel Primary School.

Parking spaces must be pre-booked online and will be managed on the day by Event Support Team, an experienced event car parking company, who will have several traffic stewards at each location.

Supporters will not be able to park on the roads surrounding the stadium, which are covered by Controlled Parking Zones (CPZs).

Team coaches will park at the stadium before a match and supporter coaches will park along Capital Interchange Way, with a number of parking bays suspended on matchdays to accommodate this. It is important that you don't leave your car in these suspended bays on matchdays. If you do, you may receive a penalty notice and your vehicle will be towed. Should this happen, you will need to use the London Councils' TRACE service. More information can be found here.

https://www.hounslow.gov.uk/info/20052/parking/1131/vehicle_removal



What Controlled Parking Zones are in place locally?

There are a number of Controlled Parking Zones (CPZs) operating in the vicinity of the stadium (more information is provided in our Guide for Local Residents).

If you witness a car parking illegally near the stadium, you can report this to London Borough of Hounslow [here](#).

How will the local stations be managed?

The Club will be encouraging fans to stagger both their arrival and departure times. Supporters will be asked to arrive early and some will stay later to enjoy ongoing food, drink and content on TV screens to help the crowds disperse. The stadium will open for around one and a half hours before kick-off in general admission areas (and earlier in the hospitality lounges).

The nearest stations are still likely to be busy for a while before after games and the Club will continue to work with South Western Railway and Transport for London to manage this.

Stewards and Here to Help staff will be on hand to help direct supporters and provide up-to-date information about any transport delays.

Kew Bridge station

Post-match at Kew Bridge station, fans will be directed through the new underpass. The main entrance to the station will be made “exit only” for around one hour after the game ends. Those boarding eastbound trains will be directed along the eastbound platform and those travelling westbound will be directed over the passenger footbridge to the westbound platform when it is safe to do so. Station staff will be on hand to manage queuing.

Gunnersbury station

Transport for London (TfL) will also be ‘exit only’ for 60 minutes after each home game. The main entrance will also be “exit only” before a game, with residents asked to access the station via the Grange Road/Wellesley Road entrance. We realise that this will be an inconvenience, and are working with South Western Railway and Transport for London to find ways to minimise the impact.

Brentford station

Brentford station will be operating as usual on matchdays.

Other stations

There are eight stations around the stadium and supporters will be encouraged to seek alternative routes where possible.



How will litter and anti-social behaviour be dealt with?

Two additional cleaning crews will be on hand for evening and late weekend games. They will remove any litter and rubbish from around the stadium and the key routes leading to and from it.

We are also working closely with Transport for London and Highways England to ensure the surrounding streets and pavements are cleared and regularly cleaned, especially on matchdays.

How do I report litter or anti-social behaviour?

To report litter or uncollected rubbish, go to hounslow.gov.uk and search for 'report dumped rubbish'.

To report a noise complaint or issue, go to hounslow.gov.uk and search for 'noise'.

Will the same arrangements be in place for London Irish games?

In general, the same measures will be in place for London Irish games as well as for any other major events at the stadium. However, staffing levels will be adjusted for any games with significantly lower crowds.

The matchday operations, including car parking, are all managed by the same staff as for Brentford FC games.

How will the construction works be managed on matchdays?

We work with EcoWorld on a daily basis to carefully manage the safety of the construction sites around the stadium. No construction works will take place on matchdays and staff will be on hand to ensure the sites are kept secure.

Who do I contact if I have queries or complaints?

If you have any questions or concerns that you'd like to speak to us about, you can contact us directly at enquiries@brentfordfc.com.

To report litter or uncollected rubbish, please go to hounslow.gov.uk and search for 'report dumped rubbish'.

To report a noise complaint or issue, go to hounslow.gov.uk and search for 'noise'.

To report any issues with someone parking in a CPZ or illegally, go to hounslow.gov.uk and search for 'traffic enforcement'.