



LICENSING (HEARING) SUB COMMITTEE – SUPPLEMENTARY PACK

Date: WEDNESDAY, 18 MAY 2022

Time: 1.45 pm

**Venue: COMMITTEE ROOMS, 2ND
FLOOR, WEST WING, GUILDHALL**

**APPLICANT: FANCY DELIVERY UK
LIMITED**

**PREMISES: GOPUFF, 171 – 176,
ALDERSGATE STREET, BARBICAN**

CONTENTS

xxiii) Resident 23	(Pages 339 - 344)
cxxii) Resident 122	(Pages 345 - 348)
cxxviii Resident 128	(Pages 349 - 350)
cxxix) Resident 129	(Pages 351 - 352)

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From: [REDACTED]
To: [M&CP - Licensing](#)
Subject: London House - Objection to Licencing Application
Date: 12 April 2022 12:15:34
Attachments: [Objection to Lic App Gopuff 2022 04 12.pdf](#)

THIS IS AN EXTERNAL EMAIL

To Who It May Concern

Please find attached our objection to the Licencing Application for Gopuff at London House.

Wendy-Jane Catherwood

[REDACTED]



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By Email to –
licensing@cityoflondon.gov.uk

12th April 2022

Re: Licence Application – Fancy Delivery Ltd – Gopuff
Address of Intended Operation – London House, 171 -176 Aldersgate Street, London EC1A
4HT

To the Licencing Application Team,

I am the owner of ■ London House. I understand that an application has been made to operate a Licenced Premises in a ground floor unit at London House.

I wish to lodge an objection to the application.

London House is predominately a residential building. It is located on a busy street with a narrow footpath and double yellow lines outside.

The application being made is for a 24 hour, 7 days a week grocery and alcohol delivery business, with both On and Off sales.

From your documentation I understand that the four licensing objectives are:

- (1) The prevention of crime and disorder
- (2) Public safety
- (3) The prevention of public nuisance
- (4) The protection of children from harm

If the application is successful, there shall be a business operating 24/7 below London House where some of the following issues may occur:

- Sale of alcohol on a 24/7 basis resulting in anti-social behaviour below a residential building
- Drivers congregating outside London House 24/7, smoking, chatting which will cause disturbance to residents
- Bicycles being left outside London House on what is already a narrow pavement. The congregation of bikes and drivers will restrict access to pedestrians
- Trucks unloading deliveries 24/7 causing disturbance to residents. The road outside the unit is double yellow and therefore deliveries will be difficult. If trucks are parked outside the unit, they are on a blind corner for traffic coming off the roundabout
- There are rear doors to the unit next to the car lift entrance/exit, so potentially causing a nuisance to users of the car lift

- London House does not have a 24-hour concierge and a 24/7 business operating where there is a high staff turnover (drivers who are self-employed) can place a potential security risk to London House. In order to protect the security of London House, we may need to have a 24-hour concierge, thereby increasing service charge – will this cost be covered by Gopuff?
- The extractor fans for the unit are located on the roof terrace of London House. These may be on 24/7 thereby causing disturbance (noise and smell) to residents
- A warehouse operation will result in an enormous amount of cardboard/plastic packaging to dispose of. The bin area is shared with London House and this area is not suitable for this volume of waste. This also creates a fire risk for London House
- London House has a wide range of residents, elderly people with mobility issues, people working from home, key workers on night shift who need to sleep during the day, babies in prams. So a 24/7 warehouse operation is far too disruptive in a residential building

This location is unsuitable for such a business. It should be in a location designed for such businesses, a small industrial estate or at the very least below an office building located where deliveries and collections can be made easily.

If you decide that this is an acceptable location and grant the application can you impose restrictions such as –

- Limiting Deliveries and Collections to between certain sociable hours
Reason – to avoid disturbance and disruption to Residents
- Impose a condition that a designated loading area be created outside the premises, away from the car park entrance to London House
Reason - so that deliveries do not restrict residents' use of their car park
- Restrict bicycles from the front of the building and insist that they use an alternative access point.
Reason - These bicycles will cause a nuisance, possibly damage and restrict pedestrians use of the path and pedestrian access to London House
- Restrict the use of the extraction units to the hours of 8am to 12 midnight (or to the hours that a restaurant would be permitted to operate)
Reason - so that residents are not disturbed during the night which 24/7 mechanical extraction noise
- Impose a condition that the premises do not use the Refuse Area of London House for either storage or collection of refuse but arrange their own independent removal of refuse
Reason – The nature of the business is one that will have a large amount of refuse, London House's refuse area is not designed for this amount of refuse, it will become unsightly at least and as a lot of it will be packaging it could be a fire hazard
- If you grant the application, then impose a condition that the company pay a contribution (amount to be pre-agreed) to the additional security which will be required at London House
Reason - To ensure they operate in a reasonable manner, maintain unrestricted access for London House Residents, minimise disturbance and anti-social behaviour. It is unreasonable to expect London House Residents to be burdened with an extra cost due to having to monitor another business which has been granted permission to operate in an unsuitable location

I would be grateful if you could factor the above matters into your deliberations which considering the merits of the application.

In my view the addition of this business will add nothing to the area but instead cause undue additional input from the various Authorities when they are repeatedly called out to London House by Residents who are disturbed, caused nuisance, subject to anti-social behaviour and all sorts of thoughtless, unacceptable vehicle driver behaviour, both lorries and bicycles. The comment “I was only parked there

for a minute or two.” Or “I will be away shortly I am only collecting something” will be heard frequently. Residents sitting in their car trying to get into the car park being hooted at by other drivers as they temporarily blocked from doing so by deliveries/collections or people trying to get into the building or down the footpath getting frustrated at bike riders hanging about waiting for the order they are collecting.

Granting this application will be creating a headache for all concerned, including Gopuff as they are constantly having what they would consider only minor infringements reported and the Residents of London House getting increasingly frustrated at the lack of consideration by the business.

Hopefully, you will refuse this application or if granted impose restrictions along the lines mentioned here.

Yours faithfully,

[Redacted signature block]

WJ Catherwood FRICS

[Redacted]
Tel - [Redacted]

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From: [M&CP - Licensing](#)
To: [REDACTED]
Subject: FW: GoPuff 171-176 Aldersgate Street
Date: 19 April 2022 14:35:30
Attachments: [Go Puff Objection copy.docx](#)

From: keith.woodward [REDACTED]
Sent: 19 April 2022 14:34:45 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: M&CP - Licensing <licensing@cityoflondon.gov.uk>
Subject: GoPuff 171-176 Aldersgate Street

THIS IS AN EXTERNAL EMAIL

Dear Sirs

Please see attached representation in respect of the above.

Kindly acknowledge receipt.

Yours faithfully

Keith Woodward
[REDACTED]

Sent from my iPhone

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Keith Woodward
XX Lauderdale Tower
Barbican EC2Y 8BY

19 April 2022

Re: Go Puff/Fancy Delivery UK Ltd licensing application for 171-176 Aldersgate Street
Barbican (sic) dated 25 March 2022

I am Keith Woodward and I live at XX Lauderdale Tower, Barbican, London EC2Y 8BY on the other side of the road from the subject premises.

I wish to make representations and to object to the granting of a licence in the terms sought by the applicant.

I understand that legitimate grounds for objection are circumscribed and I have had regard to the following factors: prevention of crime and disorder; prevention of public nuisance; public safety; protection of children from harm.

I have also been guided by the City of London Corporation Statement of Licensing Policy 2017 ("SoLP").

Assessing the relevance of these to the application has not been helped by the opaqueness of the application itself and the blandness of the Conditions which seem to have been copy/pasted without reference to the local context.

For instance, where will the on sales take place? If certain customers attend to collect an order (if that is what they are permitted/expected to do) where do they park?

This could have been avoided had there been early and detailed discussions with local residents which so far as I am aware have not taken place - certainly not with Lauderdale Tower residents who are, I would suggest, local.

Neither has any operating schedule or covering letter as apparently required by the SoLP been made generally available.

My representations in objection:

Relevant extracts from SoLP:

"In all cases, the granting of a licence will depend on the impact of an activity particularly on local residents."

"The City Corporation takes note of the nuisance and potential danger to pedestrians."

"Residents have a reasonable expectation that their sleep will not be unduly disturbed between the hours of 23:00 and 7:00."

"It is therefore the policy of the City Corporation to strike a fair balance between the benefits to a community of a licensed venue, and the risk of disturbance to local residents and workers."

With these in mind:

The proposed activity is totally inappropriate to the locale .

It is different in kind from the previous activity on site - restaurant with the usual licence and that conducted at 55 Aldersgate Street particularly with regard to scale.

The "Goods Entrance" and "Entrance/Exit" are immediately adjacent to a blind exit from a busy roundabout. It is not clear whether any of the pavement or existing quasi cycle lane will come to be occupied by persons attending the application site thus forcing pedestrians into the road or cyclists out of the cycle lane.

The activity is to be located within what is otherwise a residential building and on the other side of the road from exclusively residential buildings.

Such proximity is recognised in the application itself with its reference to the address being Barbican.

It is not difficult to imagine the disturbance which would be caused by numbers of vehicles presenting at a hub for collection or collection for delivery.

Experience shows that there is the potential for noise and disturbance from normal human interaction between those attending the premises in terms of loud conversation etc.

Added to this is the prospect of noise and disturbance from vehicular traffic (including radios etc) generated by the activity literally at all hours of the day and night.

All the above factors and a fair balance of between the benefits to the community of the activity and the risk of disturbance to local residents and workers suggest that the application should be refused on legitimate grounds:

Prevention of crime and disorder: the supposed availability of alcohol outside normal hours and its likely refusal can be expected to generate heated exchanges with disappointed customers.

Prevention of public nuisance: noise, particularly late at night, from those attending the application site and their vehicles will cause disturbance to local residents infringing their right to respect for home and private life and to the peaceful enjoyment of possessions.

Public safety: Aldersgate Street is a major north/south thoroughfare for vehicles and pedestrians with a busy roundabout next to the site making it unsuitable for collections.

Protection of children from harm: presumably the Conditions attached to the application have been designed to prevent underage children from gaining access to alcohol. I am unaware of any evidence that they are sufficient and would expect the licensing authority to require that they be convinced on this issue.

Since the objections go beyond seeking to ensure that residents can get a good night's sleep I do not believe that they can be answered by a restriction in hours of operation and that any application for use of the site for the proposed activity should be refused.

Keith Woodward

City of London
Licensing Authority
Guildhall
Aldermanbury
London EC2V 7HH

Dear Sir/Madam,

Please find enclosed my objection to the application of GoPuff for 171-176 Aldersgate Street, Barbican, London EC1A 4HU.

Name: Dominic Parkes

Address: Flat XX, London House, 172 Aldersgate St, London, EC1A 4HU

Grounds for objection:

- I've lost count of the number of times I've almost been hit by delivery scooters / bikes. They don't observe many of the rules of the road, frequently running red lights and travelling on the pavement at speed.

O London House is situated on a pavement with near constant pedestrian traffic with deliveries posing a significant risk to them.

O The pavement is not wide enough to accommodate pedestrians and e-bikes.

O The only kerb drop downs to road level are situated at a zebra crossing between Virgin Active and 200 Aldersgate, and outside the NCP car park; both of which are situated away from the proposed entrance. Therefore, delivery drivers will frequently use the drop downs and travel along the pavement to access the site. This poses a significant risk to pedestrians as they travel at significant speed vs the foot traffic and congest an already well used pavement.

O Bicycles being left outside London House on what is already a narrow pavement. The congregation of bikes and drivers will restrict access to pedestrians.

- The sale of alcohol near the site will result in anti-social behaviour below a residential building. The nearest sites (Tesco's and Co-op) are all located beneath office buildings and/or public spaces.

- Drivers congregating outside London House 24/7, smoking, chatting which will cause disturbance to residents
- Trucks unloading deliveries 24/7 causing disturbance to residents. The road outside the unit is double yellow and therefore deliveries will be difficult. If trucks are parked outside the unit, they are on a blind corner for traffic coming off the roundabout. They will also block the bike lane and force cyclists into the dual lane road, which is used at speed by other road traffic. Posing a significant not only to residents that cycle in the area but other cyclists commuting in the area.
- London House does not have a 24-hour concierge and a 24/7 business operating where there is a high staff turnover (drivers who are self-employed) can place a potential security risk to London House. To protect the security of London House, we may need to have a 24-hour concierge, thereby increasing service charge.
- I live at the back of the London House building. The extractor fans for the unit are located on the roof terrace of London House. These may be on 24/7 thereby causing disturbance (noise and smell) to residents.
- A warehouse operation will result in an enormous amount of cardboard/plastic packaging to dispose of. The bin area is shared with London House and this area is not suitable for this volume of waste. This also creates a fire risk for London House.
- London House has a wide range of residents, elderly people with mobility issues, people working from home, key workers on night shift who need to sleep during the day, babies in prams. So a 24/7 warehouse operation is far too disruptive in a residential building.

Best regards,

Dom

-----Original Message-----

From: Brenda SZLESINGER <>

Sent: 12 April 2022 12:45

To: M&CP - Licensing <licensing@cityoflondon.gov.uk>

Subject: Objection to application for a premises licence 171-176 Aldersgate Street, Barbican EC1A 4HT

THIS IS AN EXTERNAL EMAIL

To whom it may concern:

I wish to object to the application submitted by Fancy Delivery UK Limited for a premises licence on the following grounds:

1. The premises are situated directly opposite my home in Thomas More House. The comings and goings of delivery vehicles and staff at the address throughout the day and night will cause a public nuisance.
2. The footpath along Aldersgate is well-used by pedestrians (including residents, workers and visitors) and the inevitable congestion caused by large numbers of delivery cyclists waiting around and often smoking will render that footpath unusable by the public.
3. Deliveries throughout the night in such close proximity to residential areas are anti-social.

I urge you to reject this application.

Regards,

Brenda Szlesinger

Flat Thomas More House

Barbican

EC2Y 8BU

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