

From: [Mina Lad](#)
To: [M&CP - Licensing](#)
Cc: [REDACTED]
Subject: Objection to premises licence for Gopuff, 171-176 Aldersgate Street
Date: 22 April 2022 00:20:55

THIS IS AN EXTERNAL EMAIL

Alpesh and Mina Lad
[REDACTED] London House
172 Aldersgate Street
London
EC1A [REDACTED]

By email to:
licensing@cityoflondon.gov.uk

Re: Licence Application - Fancy Delivery Limited - Gopuff

To the Licensing Application Team,

We are the owners of [REDACTED] London House and have lived in London House for 21 years. We understand that an application has been made to operate a Licensed Premises in a ground floor unit at London House.

We wish to lodge a strong OBJECTION to the application.

London House is a residential building located on a busy street with a narrow pavement and double yellow lines outside. All previous tenants of the ground floor unit have been pubs or restaurants, serving on-premises clientele who largely, though not exclusively, confined their activities inside, for limited hours only. Over the last 20 years, residential property in and around the area has risen steadily and therefore we are already well supplied with food shops all within walking distance.

Opposing by reference to your licensing criteria:

The prevention of disorder:

- Disorder follows sale of alcohol. It also follows establishments that remain open throughout the night. Restaurants and pubs have a vested interest in discouraging over-consumption and disorderly behaviour. A 24 hour warehouse does not.
- Noise and nuisance from patrons departing restaurants and pubs has a cut-off time. A 24 hour operation has none. These nuisances affect both those passing and those residing above the unit.

Public safety:

- Obstructed pavements may force pedestrians onto Aldersgate Street.

- Alcohol fuelled anti-social conduct cannot be ruled out in the later hours.
- The road outside the unit is double yellow and therefore deliveries shall be difficult. If trucks are parked outside the unit, they are on a blind corner for traffic coming off the roundabout. There is also a cycle lane that ends in front of the premises where trucks may be parked thereby endangering the safety of cyclists.
- Gopuff couriers are all self employed and shall be outside our front entrance on a 24/7 basis. London House does not have a 24 hour concierge and therefore the safety of our building shall be impacted. There are numerous articles citing the high level of theft that exists from within these types of companies, primarily drivers - see link below.
- The bicycle couriers are often on speed/time restrictions imposed by Gopuff to get orders delivered in a particular time frame, this may result in reckless acts on the pavement and on Aldersgate Street, putting public safety at risk. There are numerous articles citing Gopuff drivers and similar companies putting public safety at risk - see link below.
- It should be noted that Gopuff generates considerable food waste in addition to packaging waste. If food waste is not disposed correctly, it can cause public safety issues in terms of vermin - see link below.

The prevention of public nuisance:

- There is also wider public nuisance: Noise and obstruction from deliveries (often very early morning or late evening) and congregation of delivery staff, often leaving the bicycles outside on the pavement, results in an obstacle course for the public.
- Businesses of this sort also generate considerable waste – too often seen overflowing the pavement where licensing authorities have given insufficient thought. There is nowhere to store it until the normal waste collection service steps in.
- There are rear doors to the unit next to the car lift entrance/exit. Staff of the unit may decide to use these doors for loading/unloading thereby preventing access to the London House car lift. We have doctors on call living in the building who need constant access to the car lift.
- The extractor fans for the unit are located on the London House roof terrace. Previously these fans were on during restaurant hours (approx. 10am to 10pm). The vibration and noise generated from these units caused disturbance to London House residents. The commercial unit may need to upgrade the capacity of the extraction units and having the extraction units on 24/7 is not acceptable in terms of the Public Nuisance created.

Protection of children from harm:

- Hatching Dragons Nursery opposite London House: Parents pick up and drop off children on a daily basis and during the day, staff take children on walks in the local area. With the operation of this business, it is likely pavements will be obstructed with delivery bicycles, drivers and waste, all creating danger for children.

- We also have young children in London House and obstruction of the pavement immediately outside our front entrance would put these children at risk.

Below are some interesting articles on where Gopuff operates and the issues related to public safety of these types of companies:

<https://www.chargedetail.co.uk/2021/10/06/gopuff-managers-throw-away-10k-worth-of-food-amid-downward-spiral-into-chaos/>

<https://brooklyneagle.com/articles/2022/04/21/latest-apps-promise-fast-service-but-can-they-deliver/>