

From: M&CP - Licensing
To: [REDACTED]
Subject: FW: Objection to Application by Fancy Delivery UK Limited to the City of London on 25/03/2022 for a new premises licence for Gopuff, 171-176 Aldersgate Street, Barbican, London, EC1A 4HT
Date: 18 April 2022 23:17:22

From: Lucy Thomas [REDACTED]
Sent: 18 April 2022 23:16:31 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: M&CP - Licensing <licensing@cityoflondon.gov.uk>
Subject: Objection to Application by Fancy Delivery UK Limited to the City of London on 25/03/2022 for a new premises licence for Gopuff, 171-176 Aldersgate Street, Barbican, London, EC1A 4HT

THIS IS AN EXTERNAL EMAIL

Dear Sir/Madam,

By way of introduction, my name is Lucy and I am the resident and owner of Flat [REDACTED], London House which is [REDACTED] above 171-176 Aldersgate Street.

I am writing to formally object to the above mentioned Application by Fancy Delivery UK Limited to operate a 24/7 alcohol and grocery business from 171-176 Aldersgate Street (the "Application"). By granting the Application, the City of London would be in direct contradiction of the four statutory licensing objectives set out in the Licensing Act 2003 as further detailed below:

1. The prevention of crime and disorder

Gopuff poses a serious security risk to London House and the City of London as a whole. The majority of employees of Gopuff will be self-employed and therefore may not be subject to rigorous back-ground checks. The high turnover of employees (as is common with delivery services) coupled with their lack of accountability due to their employment status would result in the drivers posing a significant security threat to London House residents, especially as they would congregate directly outside the front entrance. There are rear doors to the unit next to the car lift entrance and exit to London House, which could not only potentially cause a nuisance to residents, but also poses an additional security threat due to the additional possible method of gaining access to London House. As a young woman living alone in my flat, I would not feel safe. CCTV is simply not adequate security for a 24/7 alcohol delivery business. London House may need to invest in a 24/7 concierge to combat these additional security concerns, which will result in an increase to the service charge for residents.

2. Public Safety

Due to the nature of Gopuff's business to dispatch drivers to customers' doors in under "15-20 minutes", there have been reports in other cities where Gopuff is currently operating that the business model poses a serious threat to nearby pedestrians, as reports of delivery service workers on motorized scooters or bicycles driving down sidewalks at dangerous speeds or in the opposite direction of traffic have increasingly become common place. Please see a link to an article explaining how a Council member has had to intervene in New York on behalf of her constituents due to the hazardous business practices of Gopuff: <https://www.amny.com/news/menin-calls-on-gopuff-delivery-service-to-halt-its-hazardous-business-practices-in-upper-east-side/>

Furthermore, the congregation of bikes and drivers will restrict access to pedestrians at all hours of the day on what is already a very narrow pavement. The road outside the unit has a double yellow line and therefore it will be difficult to even make the deliveries. It will also be dangerous for the delivery drivers due to the blind corner created by the roundabout.

There is also the concern that many of the delivery drivers will smoke and will be congregating directly outside London House resulting in numerous cigarette ends being left outside the front entrance to the building.

3. Prevention of Public Nuisance

Most significantly, a 24/7 alcohol delivery business will be a significant public nuisance to the residents of London House and the City of London as a whole. A 24/7 alcohol business would encourage anti-social behavior from customers and delivery drivers alike who would be directly outside London House all hours of the day and night. There will also likely be required additional assistance from the City of London police, which will put a strain on this resource.

The constant traffic of customers and deliveries would cause a significant disturbance. As an owner of a front facing flat, I would be severely impacted all hours of the day and not only potentially not be able to work from home, but would be disturbed at night too. Please see an article of Birmingham residents accounting how unbearable it is to live near a Gopuff and that they are now being forced to consider moving: <https://www.birminghammail.co.uk/news/midlands-news/stirchley-family-want-move-house-22379510>

There would also be significant environmental impact. The fumes from the delivery vans and motorized bikes would contribute tremendously to the pollution in City of London. 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. It also creates a significant fire hazard. The extractor fans for the unit are located on the roof terrace of London House. There may be 24/7 disturbance in terms of the smell and noise caused from the fans also.

Protection of Children from Harm

A challenge 25 verification system, whereby not every one will be asked for their ID, would potentially pose a threat to children as Gopuff would provide a medium for which children can buy alcohol underage. A delivery service with a high turnover of self-employed staff would not ensure the safety of children utilizing this service.

For the reasons outlined above, I would urge you to please reject the Application. I have lived in the City of London for 10 years and I genuinely fear that I may have to move if the Application is granted.

If you require any further clarification or need anything further from me, please do not hesitate to get in touch. I would be grateful if you could please confirm safe receipt of this email.

Many thanks for taking the time to consider my email.

Kind regards,

Lucy Thomas