

**From:** [Davenport, Peter](#)  
**To:** [Davenport, Peter](#)  
**Subject:** Appendix 5(1) Env Health - GOPUFF, 171-176 ALDERSGATE STREET, BARBICAN, EC1A 4HT  
**Date:** 05 May 2022 14:15:49

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**From:** Smith, Alexander <Alexander.Smith@cityoflondon.gov.uk>  
**Sent:** 19 April 2022 13:23  
**To:** M&CP - Licensing <licensing@cityoflondon.gov.uk>  
**Cc:** Patel, Dawn <Dawn.Patel@cityoflondon.gov.uk>; Seal, Garry <Garry.Seal@cityoflondon.gov.uk>; Newman, Tony <Tony.Newman@cityoflondon.gov.uk>; Paul Holmes <Paul.Holmes@cityoflondon.police.uk>; LicensingOffice@city-of-london.pnn.police.uk  
**Subject:** RE: New Premises Licence Application - GOPUFF, 171-176 ALDERSGATE STREET, BARBICAN, EC1A 4HT

Hello,

The pollution team would like to raise objections to the application based on the following identified issues:

The proximity of the business to residents, most concerningly the 80 residents in the block who have openable windows overlooking the frontage who would be disturbed as well as 100's of residents in the Barbican who would also be overlooking and in proximity of the operation. The 24/7 usage of the site as well the potentially high frequency of delivery/takeaway drivers would likely cause excessive disturbance and bring a substantial amount of increased abnormal activity to a relatively quieter more residential area of the City. This could lead to residents being unable to open windows or otherwise be disturbed, or regardless be disturbed through closed windows, especially during hours of rest. The plans show that there are 20 slots for delivery cycles, which assuming each delivery took an hour, between 11pm-7am there is potential for 160 arrival-pickup- departures of bikes or more if bikes are able to do more than one delivery an hour, as well as the potential for customer takeaway orders.

Moving on the process of the operation. The delivery riders are going to have to come from the roundabout onto London wall. At this point they will have to mount the curb as shown below which will be a noisy clunky activity when lifting or dropping a heavy E-bike up or down the curb as there is no reasonable drop curb to use. Riders will need to dismount to cross the pavement legally and could cause blockages to the pedestrian walkway should there be multiple riders arriving/dispersing at the same time which is probable. Riders would then have to enter the holding bay area through the doors which again will be a noisy activity to open and enter or leave. I then have concerns that the waiting/staff area is not large enough and there are likely to be congregations of riders outside or staff outside to smoke, take breaks or socialise. Equally shouts could be likely between riders as they come and go. I doubt this noise will be able to be properly managed especially late at night early morning and even

with good management is likely to occur regardless.

I also have concerns for road safety with bikes coming off the roundabout and being forced into sharp stops or pushed into car lanes to avoid stopped delivery bikes or even delivery vehicles. As you can see in the GIS shot below there have been multiple traffic incidents for bikes and pedestrians in the near vicinity (black triangle and small light green circles). We are also not, as far as I'm aware, in receipt of a delivery service plan, which leads me to think deliveries would take place directly on the pavement directly outside London House towards the corner, again increasing risk to traffic, but also increasing noise to residents for these types of deliveries. Noise from this activity will be disturbing as seen in the large amount of delivery noise complaints our department receive. Noise from delivery will be increased further by the use of a forklift truck as well as roll cages as shown on the plans, both works practices are noisy either due to alarms or roll wheels as well as from general operation. Further to this the delivery of goods to the premises, as well as the proposed operation of would fall under servicing, which would contravene our own policy in the City of London Noise Strategy 2016 to 2026 as follows.

*“Deliveries and collections close to residential accommodation which are likely to cause disturbance, loss of amenity or a nuisance will continue to be discouraged between 23:00–07:00 weekdays and Saturdays, with no deliveries permitted on Sundays and Bank Holidays.” p25*

Equally as there is no planning permission for this operation, managing the premises operation is not covered as it should be in our guidance/strategy.

*“Noise minimisation from servicing activities will be managed by the use of planning conditions, advice and encouragement, and, if necessary, enforcement of noise nuisance and other relevant law (e.g. Environmental Protection Act 1990, Licensing Act 2003, Noise Act 1996).” p25*



Kind  
Regards  
Alex  
Smith



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