

Cutter Penthouse
■ St George's Harbour
Belfast ■■■■■

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]