

## Farhana Zia

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**From:** Karen Chiu <[REDACTED]>  
**Sent:** 24 August 2018 19:51  
**To:** Farhana Zia  
**Cc:** Frances Kung; Corinne Holland; Simmi Yesmin  
**Subject:** Re: Cookies & Cream hearing  
**Attachments:** View From Flat 10 21 Mile Road.jpg; cookiesandcream-door-disabled.jpg; Doors-Open-Rubbish-Open.jpg; Doors-Open-Units-4-5.jpg

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

To support point 1 & 2 of my previous email, I forgot to attach photos, which you will find attached to this email.

Kind regards,  
[REDACTED]

On Fri, 24 Aug 2018 at 19:39, Karen Chiu <[REDACTED]> wrote:  
Hi Farhana,

Further to my previous email, I would like to add a few more documents, points and representations to the agenda.

**1. Rodents** - this has been an ongoing major issue for many residents living at the Chronos Buildings over the past few years and has been getting increasingly worse over the past year, with reports from at least 10-15 flats complaining of mice and rats (those are just the ones I personally know of). Pest control has been called in many times by both the Managing Agents and individual private residents. Attached is one of the pest control reports from January this year instructed by Countrywide. The commercial units have all been negligent with their waste disposal practices, Cookies and Cream included. The development simply cannot cope with the amount of waste produced by the commercial units on the ground floor as it was never designed to host so many restaurants and an increase in operating hours would only worsen the problem.

**2. Noise:** I have attached the Conditional Permission For Development (ref PA/02/01465) document outlining 14 conditions to safeguard the amenities of neighbouring residents. Conditions from this document have been repeatedly broken and ignored over the years including conditions 5, 6 and 13. For example, Under the Planning Application PA/0201465 2003, Condition 13, it states "all doors shall be self-closing". In the case of Cookies & Cream, they have unbolted the door suppression system, leaving the door wide open unless it is physically closed. This generally results in the door slamming shut and as the doors are no longer self-closing, residents can hear noise emanating from the kitchen such as the sound of cutlery and other kitchen equipment which is also in breach of Planning Application PA/0201465 2003, Condition 5. As no action has been taken, the other commercial units are now following suit and have disabled their door suppression units.

**3. Representation from David Boleas ([REDACTED]):**

"I'm emailing the [Architects](#) and [The Royal Fine Art Commission Trust](#) who were in charge of the design of The Chronos Buildings to share our concerns with them.

I'm totally against Cookies & Cream licence and the other licenses that have been granted in the past to other restaurants on the grounds of the building use. It was never designed and built to have more than one restaurant.

*"The project supports a mixed development of 59 apartments, six town houses, six retail units and a restaurant." (from <https://www.proctorandmatthews.com/project/chronos-buildings-whitechapel>)*

As a result we now have a big health and safety problem with more rats and mice running around the site every year. Dirty communal areas with slippery oily floors, food waste and a massive amount of rubbish produced by these units. The site can't cope with those many restaurants on a place that hasn't been designed for them.

We have industrial air units installed on our walls and under our bedrooms, wooden extensions to keep oil and pans and workers who have no space inside the units to rest wandering around smoking, sitting on the stairs eating during their breaks.

It is a ruined award-winning site that needs to be protected: Guardian Housing Award, 2000. Housing Design Awards Project Award, 2002. Building for Life Award, 2002."

Kind regards,  
Karen

On Fri, 24 Aug 2018 at 18:41, Karen Chiu <[REDACTED]> wrote:

Thanks Farhana for the link. Is it still possible to add further documents to this agenda pack?

I see that the original petition submitted by myself and representations submitted by various other residents are not in this agenda pack. We were initially informed of the application in May to which myself and a number of other residents responded. I attended the public hearing along with Frances and another resident on 19th June which the applicants (Cookies & Cream) did not show up, with no prior warning to us.

Thus I have attached below my original petition. I believe more residents will be sending through their representations over the weekend. Can you confirm if these will be added to the agenda?

Kind regards,  
Karen

On Fri, 24 Aug 2018 at 17:13, Farhana Zia <[REDACTED]> wrote:

Hello Karen

Please find attached a link to the agenda.

<http://democracy.towerhamlets.gov.uk/ieListDocuments.aspx?CId=366&MId=9303&Ver=4>

The agenda pack will contain all the relevant information pertaining to the application.

Kind Regards

Farhana Zia

**From:** Karen Chiu [mailto:████████████████████]  
**Sent:** 24 August 2018 16:56  
**To:** Farhana Zia  
**Cc:** Frances Kung; Corinne Holland; Simmi Yesmin  
**Subject:** Re: Cookies & Cream hearing

Hi Farhana,

As mentioned by Frances I will be attending in her stead. Will the agenda pack include the original petition letter and documents sent for the first attempt at the hearing? Or do I need to email all previously communicated documents again?

Kind regards,

Karen

On Thu, 23 Aug 2018 at 09:41, Farhana Zia <████████████████████> wrote:

Dear Frances,

Thank you for your email. Sorry to hear that you'll be unable to attend however are sending a representative. Your earlier emailed photographs were included in the agenda pack.

Kind Regards

Farhana Zia

Senior Committee Services Officer

Democratic Services

London Borough of Tower Hamlets

Mulberry Place

5 Clove Crescent

London E14 2BG

Tel: 020 7364 0842

Mon – Fri (9:00 a.m. to 2:00 p.m.)

**From:** Frances Kung [mailto: [REDACTED]]  
**Sent:** 22 August 2018 22:42  
**To:** Farhana Zia  
**Cc:** Karen Chiu  
**Subject:** Re: Cookies & Cream hearing

Dear Officer Zia,

I am writing to inform you that I can no longer attend the hearing regarding the application of extended hours of Cookies & Cream 9-25 Mile End Road on 30th August. However, I would like to be represented by Ms Karen Chiu (copied in this email) at the hearing. Please also consider the photos I emailed to support our objection.

Kind regards,

Kwun Yi Kung

[REDACTED]

On Mon, Aug 13, 2018 at 8:52 AM Frances Kung < [REDACTED] > wrote:

Dear officer Zia,

I am writing in regards to the application for a new premises licence for Cookie's & Cream, The Chronos Building 9-25 Mile End Rd, E1 4TW.

I would like to attach three photos showing the lack of hygienic upkeep of the store.

There's always litter around their bin, which is open most of the time with overflowing of waste.

We object to any extended hours of such an outlet who can't keep their brooms and cleaning devices inside.

Also the back entrances to neighbouring outlets together with Cookies & Cream have caused rodent infestation deeply impacting the well-being of my family and our residential neighbours.

Please take this as my main points of objection at the hearing. I intend to attend in person as well. Thank you.

Sincerely,

Kwun Yi Kung

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Web site : <http://www.towerhamlets.gov.uk>

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