

Farhana Zia

From: Barry Callaghan <[REDACTED]>
Sent: 27 August 2018 12:00
To: Farhana Zia; rushanara [REDACTED]
Cc: Barry Callaghan
Subject: Application from Cookies and Cream August 30th 2018
Attachments: View From Flat 10 21 Mile Road.jpg; cookiesandcream-door-disabled.jpg; Doors-Open-Rubbish-Open.jpg; Doors-Open-Units-4-5.jpg; Site Report -Chronos Building.pdf; Conditional Permission fro Development PA0201465.pdf; file.jpeg

Follow Up Flag: Follow up
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Dear Officer Zia,

I would urge the Licensing Authority to refuse the application from Cookies and Cream on the bases of the following points

1. Vermin:

We now have a significant health and safety problem with more rats and mice running around the site every year. The communal areas are dirty with slippery oily floors, food waste and a massive amount of rubbish produced by the commercial units. The location cannot cope with this amount of restaurants in a place that was not designed for them.

2. Noise Pollution:

Over the past few years, it has become apparent that the staff of the commercial units appear to share one another's facilities, be it for freezing foods, using another unit's washing machines or just to meet up and chat and to smoke. An example being that units 4 and 5, seem to have keys to Unit 2, which has a steel gate and an alarm that rings out each time the door is open. They sometimes even shout across from unit to unit and, even with our windows closed, the cigarette smoke drifts into the rooms through the vents in the brickwork. This goes on throughout the day and well into the evenings.

One of my many concerns is that, if Cookies and Cream do get their Licence renewed and are allowed to serve hot foods, the heat from the kitchens will require staff to either open the door or switch on large industrial extractors which they will need to install.

In one of the other restaurants on our Estate we can hear the staff shaking chips in their deep fat fryers and the chopping of food from 2 pm until 22:30 hrs each night, 7 days a week and, as the noise is so loud, the kitchen staff have to shout to one another to be heard.

One of the restaurants has even built a wooden extension to keep oil and pans (see pictures attached) and workers who have no space inside the units to rest, wander around outside the units chatting, smoking and sitting on the stairs eating during their breaks. This could go on until all hours of the morning if late operating hours are given to the units.

With regards to Leaking Noise & Vibrations from the Commercial units in the apartment above, to my knowledge TWL have never put a test in place, that when all the Equipment installed by the commercial units have been switched on, would TWL then test for sound or Vibration leakage in the apartment.

Moreover, as our bedroom windows are only 2 metres away from the top of the restaurant back doors, if the new licence was granted, it would be impossible to get a good night's sleep which would be detrimental to our health and working lives. The restaurants have industrial extractor fans which are poorly maintained and, not only can we hear the sound from outside, but the vibrations can be felt and heard in the walls of our bedrooms. If Cookies & Cream have their opening hours extended, it will eat into our sleeping hours until 2 am if not later in the morning, as they need time to clean up after their business has closed.

I have personally spoken to the unit Managers/Supervisors and asked them to keep the noise down, but always get the same response "sorry it's a new member of staff and we will have an engineer look at the extractor".

3. Self-Closing Doors overridden:

Under the planning application PA/0201465 2003, at paragraph 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, we can hear noise emanating from the kitchen and the sound of cutlery and other kitchen equipment. As no action has been taken, the other commercial units are now following suit and have disabled their door suppression units.

You will see from the attached photos the Self closing Doors are left wide open and in the case of cookies and Cream the Fire doors are beginning to Rot.

Under Planning Application PA/0201465 2003, can I draw your attention to paragraph 5.

4. Traffic:

From 4 am in the morning until 23:30 we have the constant flow of traffic be it either deliveries of food stuff or private recycling and waste collections being made all using one exit/entry point which tenants also have to walk and drive through.

If the restaurant can stay open until after 23:00 it seems inevitable that staff will bring their own cars to allow them to get home after the restaurants have closed increasing the noise and pollution levels.

Once again, under Planning Application PA/0201465 2003, can I draw your attention to paragraph 6.

My final point is, if Cookies and Cream are allowed to extend their operating hours, it will set a precedent and the Licensing Authority will find it difficult to refuse applications from the other commercial units to extend their opening hours.

I would ask you to view the attached pictures of how Health and Safety is routinely ignored on a daily basis by these commercial units. I would be more than willing to share with you videos we have taken to back up these pictures.

Because of the above, I would urge the Licensing Authority to refuse the application.

Barry Callaghan



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