

Appendix S1

Kathy Driver

From: Corinne Holland on behalf of Licensing
Sent: 21 January 2019 15:53
To: Kathy Driver
Subject: FW: Shell Garage, Wick Lane

From: Wayne Lloyd [REDACTED]
Sent: 21 January 2019 12:34
To: Rachel Blake; Licensing; Mayor
Subject: Shell Garage, Wick Lane

Dear all,

Please find below minutes demonstrating the persistent noise nuisances caused due to the location and function of the Shell Garage located on Wick Lane. These events have taken place since the garage reopened and demonstrate the sheer danger that this is posing to residents, cyclists, pedestrians and responsible drivers. Put simply, there is no control, it is a magnet for traffic, bad drivers and HGV's and if it continues as is someone is going to end up seriously injured or worse. This threat will only be increased if they are given the green light to encourage people under the influence of alcohol to the area during the day and night.

The list I have is just taken from times I am in my living room / bedroom and am not engaged in other things but you can get a sense about the constant and continuous nature of the problem. It's non-stop - with Shell Garage customers demonstrating no control or concern legally permitted hours of beeping their horns and Shell Garage having no way whatsoever to control the nuisance themselves.

I have been away on holiday since January 1 (returning only today) which is why nothing has been recorded for the first 3 weeks of this year. Furthermore, from the 20 December (midday) until the 29 December (evening) I was also out of London due to Christmas. Had I been here, I'm sure you could appreciate just how long this list would be given how persistent the noise is. You'll also be aware that the garage had recently reopened from the 15 December and many people thought the garage was closed - so for the nuisance to be this severe under those circumstances should provide some idea that this will become an even greater problem.

In relation to the recent application for the provision of Alcohol there should be no approval. Encouraging people to come to this site in a drunken state (which they will) when the traffic is far too dangerous for even sober people, will ensure an accident will happen. Furthermore, given how unsafe it is to drive, any encouragement given to people that have no concerns when it comes to driving under the influence, will again add to what is a death trap of a site.

People are constantly cutting people up to drive into that forecourt and given the changing nature of this area unless they do something radical to the site itself (which is doubtful given the recent refurbishment and the size of the site) then it simply is not appropriate in this area an longer. It has caused a huge uplift in traffic, both HGV and cars since it re-opened at a time when applications are being made by businesses keen to increase the number of cyclists in this area.

If the garage cannot control customers' that come to visit their premises their hours should be cut and if that isn't enough to incentivise them to change the way they manage the site then another review should take place to ascertain what can be done. Something needs to be done about this ASAP please.

Please can this be submitted for the Shell Garages' application for the sale of alcohol as we feel this is extremely important as it demonstrates, clearly, that the garage is already struggling to contain the nuisance it causes just on the sale of petrol alone.

Please could you also confirm if the hearing for the sale of alcohol is still taking place on the 22nd? We've not had anything sent to our address via letters and I cannot seem to find a confirmation email either so wanted to double check what is happening.

Rachel, irrespective of this application, I hope you can agree that something needs to be done about this. It's non-stop, 24/7.

15 Dec

21.30, 21.46 Car intermittent beeping horn on forecourt.

16 Dec

08.31 Car beeping horn on forecourt for a good minute. Almost non-stop (was a black taxi cab)

08.33 another car came in and started doing the same (this time a white van)

09.04 cars beeping angrily at one another as a car waiting to get into the petrol station held up the road

12.34-12.36 cars beeping outside waiting to pull into the garage. Holding up traffic

14.06 - Lenham Storage van reversing on the forecourt as not enough room for it to turn around due to another lorry being onsite. Listening to its reverse alarm going off for about a solid minute

14.07 no sooner has that lorry gone but then the second lorry, a tanker filling up the site with fuel, reversing on the site. This was going on for a full 3 minutes

14.08 - black Prius stuck in the road as cars cannot get fully into the forecourt due to the lorry loading up. Led to cars beeping their horns to move up so traffic can be allowed to get onto the site

14.11 blue car nearly crashes into a white micra pulling into the garage forcing the white car to break suddenly

17 December

06.58 - woken up by HGV's literally ragging into the garage. Flying down Wick Lane to get there.

09.07 - HGV beeping its horn in the car park of the garage

09.08 - HGV angrily beeping horn at drivers caused by traffic from the garage

09.10 - HGV driver beeping horn as he's leaving the garage

09.15-09.17 - HGV reversing back and forth in the garage because the garage isn't large enough for such sized vehicles to come in and out with any ease. They have to do so much movement to get around it especially if there is more than one in there at a time. Given the amount of HGV's this site pulls into the forecourt it is pretty much all the time.

09.30 - 09.40 - HGV delivering goods to the garage. Just parked on the road. Unloading on there with no due concern as to the traffic it caused. Causing a huge back up of traffic and causing lots of people to angrily beep their horns on Wick Lane whilst the fumes of the traffic makes its way into our apartments.

09.45 - car pulling out from garage causing car to stop suddenly and again, beeping their horns. Again another crash nearly caused.

09.50 - called the Shell garage to tell him about all the traffic and the problems this was having on the area already after just 3 days of reopening. The person I called advised me that he cannot control what happens on the site and he cannot control the traffic. I advised him that if he cannot control the traffic on his property then we have a real problem which he agreed was fair. Told me he would tell his staff that he would speak to them in order to see if there is anything that they can do to control the situation. Advised him, for example, that it was unacceptable for deliveries to be delivered on the road and he also agreed.

11.37 - large hello HGV too big for the forecourt. Not able to get around the cars and leaving it's reverse alarm on whilst it figures out what it can do. The forecourt is simply not big enough for this amount of HGV traffic.

11.45 - MixIT concrete truck having to beep for a car to move forward as yellow truck taking all the space

Left home for the rest of the day so not able to see what happened rest of the day but this constant bombardment of noise, angry drivers and near crashes are too much.

18 December

06.28am - woken up by 2 HGV's that burst past our building. Looked out the window, going past in order to go to the garage. This is becoming a regular thing already. For sure this site is a contributor to dangerous traffic and this is making it worse than it already is.

07.30am - lorry reversing light going off due to the car park not being large enough for 2 cement mixing lorries to come into the forecourt. Causing noise nuisance.

07.54 - red HGV reversing on the forecourt as too big for the area. Constant reversing light going off for a good 2 minutes.

08.02 - motorbike cut in front of car to rush into the forecourt almost causing a crash. Car beeping horn at him angrily for 8-10 seconds.

08.02 at the same time a red van undertakes a car waiting in traffic by mounting the curb to get to the petrol station simultaneously as the motorbike.

21.05 car beeping horn coming out the forecourt!!

21.15 car beeping horn again!!

23.43 car beeping horn on forecourt!!! Causing stress as its affecting sleep.

19 December

19.40 - HGV Cement mixed reverse alarm going off in the forecourt. Can be heard over the TV.

20.15 - cars beeping horns in the forecourt. Again, we Can hear it over the telly.

20.27 - another car beeping their horn on the forecourt.

21.23 - motorbikes in the forecourt revving their engines as if they're at the start line of a race. This went on for some time.

21.43 - another car beeping its horn on the forecourt.

23.14 car beeping horn aggressively as coming to the petrol station.

23.15 beeping horn as coming out of the station.

23.18 - silver mini beeping horn and Black (think BMW estate) revving its engine wildly behind it.

20 December

06.54 - motorbike revving engine after filling up as if in a Moto GP pit stop. Woke us up.

07.05 - HGV thundering past in order to go to the petrol station.

Went out. Came back home.

12.44pm - Huge HGV pulling into the forecourt sounding off it's fog horn for a car to move as there isn't enough room for them to come into the space. Parked almost at a right angle in order to get in and no leaving enough space for other cards meaning a white lorry stayed waiting on the pavement so people couldn't walk past without walking in the road. This is ridiculous.

Left shortly after this to catch a train from Euston.

29 December

Arrived home at 21.30hrs.

Settled down before hearing cars again beeping again.

22.42 cars beeping

23.42 cars beeping

23.45 cars beeping

00.55 cars beeping

30 December

06.27 - white car beeping horn at a blue car in the forecourt.

06.27 - also a car beeping as a car speeding down Wick Lane almost hits a car coming out of the forecourt of the garage.

20.08 - car coming out from the forecourt and comes out again beeping his horn angrily.

20.18 - another car beeping horn in the forecourt

21.41 another car beeping

31 December

These were from the only two hours I was sat at home on this day waiting for my wife to get ready and waiting for my taxi to go out.

15.02 car horns

15.12 car horns

15.16 car horns - all 3 instances caused because no room on the forecourt for cars to pull in.

This site is not fit for purpose.

22.14 - boy racers coming out of the forecourt reving his engines

22.18 another black car reving off from the forecourt

22.30 red car beeping horn to get onto the forecourt flashing hazards

22.38 - another red car beeping to get onto the forecourt with a black Porsche behind it revving it's engine ridiculously loud in the hope it might make the red car move forward.

22.39 Another car horn beeping on the forecourt.

22.40 - yet another horn not helped by the traffic arriving to drop guests off at Bloc.

22.45 - another car horn on the forecourt.

22.48 black BMW speeding out the garage forecourt and almost smashing into a car coming from the opposite direction.

11.00 - car beeping like he was at a football match. Making the sound you'd associate with going to a match. Going on for about 10-20 seconds. This was on the forecourt of the garage also.

23.21 car stopped on the curb preventing pedestrians from walking down it and forcing them onto the road.

1st January

00.30 - black Estate car cuts in front of another car going towards bow quarter to he can park in the garage almost causing a crash.

00.57 - woken up by a car revving it's engine on the forecourt before speeding off down Wick Lane.

01.00 - another car revving on the forecourt.

01.03 - 3 cars dispersed from the garage beeping their horns at the top of the road almost hitting a group of 4 or 5 pedestrians crossing on the bridge. These pedestrians walked past the garage at 01.04

01.14 as going back to sleep another car beeping its horn. Again, clearly coming from a car pulling out from the garage.

January 21

10.36 - Back for 20 minutes nearly see a white car pull into the road and crash into a black car. Beetle also behind the white car coming out the garage. Beeping horns but this was almost a crash.

11.40 - 4 cars stationary waiting to get into the forecourt and one car stuck behind them beeping their horn in frustration whilst a van undertook all of them on the wrong side of the road to get past them. Again, stupid driving which is going to cause an accident - the cause of this is the garage and the design of the site which is not fit for purpose.

11.45 - silver car still waiting on the edge of the forecourt to get in is now beeping his horn, presumably to let another customer know he wants to get in. Revving his engine in the process.

12.16 - British Gas van parked on the pavement waiting to get onto the forecourt causing a HGV to swerve around him as another car coming in the other direction, sounding his horn in the process. It is utterly ridiculous and an accident / death waiting to happen.

Kind regards,

Wayne Lloyd



Appendix S2

The following pictures have been extracted from video footage provided by Mr. Dover as additional evidence.







