

Application No:	Consultees Name:	Received:	Comment:	Response:
2023/3310/P	KATHERINE DEE	21/09/2023 15:10:08	OBJ	Dear Ms Baptist,

I am writing with my concern regarding the recently added take-away food hatch on Betterton Street. As a long-term resident of a flat in the neighbouring house, 33 Betterton Street, I am directly affected by the application. 33 Betterton Street is a listed building. Betterton Street is a narrow street, which amplifies any noise. The street has considerable residential property along it. The street also has a very narrow pavement at the Endell Street end, with the useable part of the pavement made narrower due to pavement bollards on the corner.

Much of the work covered by the planning application has already been carried out, and I was under the impression that this was a retrospective application, but lights have been installed after the application was submitted, despite the application form stating that the work was completed on the 8th August. Both the Endell Street and Betterton Street elevations have external lights added, all of which would appear to have been installed after the photograph accompanying the application, and none of the lights appear in the drawings as far as I can tell. Pictures are attached.

Although the application states that the works were finished by 8th August, the railings along Betterton Street have not been completed to match the application. The small section of railings to the left of the hatch, which protects the drainpipes of the applicant's building and the pipe of 33 Betterton Street, has been removed and, contrary to the application, have not been reinstated. The result is a block of concrete that could cause tripping right next to our railings. In order to prevent this, an unsightly temporary barrier would appear to be being used.

The application also shows that the opposite end of the railings – the end on the corner with Endell Street, will be replaced and rounded off. Currently the railings have not been replaced and are the old railings. The end is not rounded, it is simply missing.

The old railings have new signs on them to queue for the hatch behind the railings – clearly impossible if the railings are actually constructed as per the application.

The application drawing set-up, and actual set up, does not seem to cope with waiting customers. As stated above, the pavement on this road is narrow. As a result, we have seen people standing in the road whilst awaiting service – picture attached taken from our window. Given that this is a sharp corner turn, having people standing in the road could be extremely dangerous. If people do not stand in the road, the plan in the application would appear to suggest that they should wait on the pavement. Given the width of the pavement this could prove difficult for other pavement users. With people queuing wheelchairs and prams won't be able to get past. The problem will likely worsen in the event that delivery couriers start to collect from the hatch.

The premises could still operate the takeaway service from its main entrance on Endell Street where they have more pavement room and outside seating.

The picture of people standing around waiting for service also illustrates the overlooking impact on the ground floor flat of 33 Betterton Street. It is one matter for people to walk past, and another to stand around outside queuing.

The lights outside the takeaway hatch, and at the front of the building, are also less than ideal. Exterior lighting such as this in the local area does not look to be commonplace. The lights adjacent to 33 Betterton

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Street might cause nuisance to those in the ground floor flat.

The hatch materials also look unsightly in my opinion. The materials used are heavy and are more in keeping with a fast-food drive-through than a conservation area than directly adjacent to a listed building.

The space the hatch is placed was previously a full-length roller shutter, and rarely if ever used. The removal of the roller shutter and replacement with a service hatch is a fundamental change of use for Betterton Street; one that I do not welcome and does not have planning permission. Whilst some positive comments have been made for this application, many of these people do not live on Betterton Street which has the unsightly service-hatch, and so are not directly affected by this element.

Kind regards

Katy

Pictures sent separately
