



## Appendices

- A. Copy of correspondence to immediate neighbours, dated 30 November 2023
- B. Copy of correspondence to Lamb's Conduit Street Traders, dated 30 November 2023
- C. Copy of correspondence to Rugby and Harpur Residents Association, dated 30 November 2023
- D. Copy of the questionnaire survey to customers and local businesses
- E. Redacted copy of the results of the questionnaire survey to customers and local businesses
- F. Draft Scheme of Management



- A. Copy of correspondence to immediate neighbours, to 30 November 2023

Thursday, November 30, 2023 at 16:37:16 Greenwich Mean Time

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**Subject:** RE: Banh Mi Aha! - 39 Lamb's Conduit Street  
**Date:** Thursday, 30 November 2023 at 16:03:44 Greenwich Mean Time  
**From:** Thomas Darwall-Smith  
**To:** [REDACTED]  
**CC:** Banh Mi Aha!  
**Attachments:** image001.png

Dear [REDACTED]

Many thanks for your email and your considered response. I can confirm that my client, Hai To, is happy engaging with you to understand how he might help to address the concerns you have and is willing to take measures to address the key concerns. Thank you for your patience. I have been liaising with Hai to formulate a version of a Scheme of Management that works for the restaurant and hopefully demonstrates to you, as neighbours, the willingness to implement said measures to avoid future problems.

On the matters that you would like to see agreement to, we can advise as follows:

- evening opening until 8.30pm only. *We are going to apply for opening until 21:30 to allow flexibility for Hai to open if market conditions allow.*
- no Sunday opening. *We are going to also apply for Sunday and Bank Holidays opening until 09:00 to 20:00 for the same purposes.*
- a specific, detailed, written strategy for measures to control people queuing outside and to mitigate noise. *We agree to this and set out a working draft below.*
- similar specific, written strategy for management control of eating and drinking outside. *We agree to this also and include it in the working draft below.*
- strategy for action if the outside activity and noise are worse than expected. *We agree to this also and include it in the working draft below.*
- a written process for us to feedback complaints on a regular basis. *We agree to this also and include it in the working draft below.*
- windows and doors kept closed after 6pm and at weekends. *We agree to this also and include it in the working draft below.*
- no music played in the evening. *We agree to this also and include it in the working draft below.*
- clearing up of all litter outside straight away and checking litter elsewhere in street to make sure it isn't coming from this café. *We agree to this also and include it in the working draft below.*

## DRAFT SCHEME OF MANAGEMENT FOR EXTENDED TRADING HOURS

1. Windows and doors kept closed after 6pm and at weekends;
2. No music played in the evening;
3. Clearing up of all litter outside straight away. Checking litter elsewhere in street to ensure it is not coming from the restaurant;
4. With regard to customers waiting for takeaway, customers are invited to wait inside for their food to manage noise being generated outside. If customers would like to wait outside, it is requested that they respect neighbours and keep noise down. Suitable signage can be erected to clarify expectations;
5. With regard to customers eating and drinking outside on the tables and chairs, these are permitted by the Camden Licensing Department. They have stringent controls on time that tables and chairs can be used externally and we encourage no duplication of restrictions, confirming that the licensing in place at present is a sufficient way to control this;

6. If the outside activity and noise are worse than expected, members of staff will seek to address this directly and bring peoples attention to the fact that there are residential neighbours nearby. If noise persists, then those customers will be asked to leave;
7. If you have a complaint, please send this to [info@banhmiaha.co.uk](mailto:info@banhmiaha.co.uk). The management commits to responding directly to complaints within 24 hours and to seek resolution;

Do please consider the above and please let me know if you have any comments or suggested changes to the draft scheme of management. We propose to include a version of this as an appendix to the planning application, so that this may be easily conditioned by planning officers.

Many thanks and I look forward to hearing from you.

Kind regards

Tom

**Thomas Darwall-Smith MA MRTPI**  
Managing Director  
+44 (0) 7749 369 103



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**From:** [REDACTED]  
**Date:** Wednesday, 25 October 2023 at 12:56  
**To:** Thomas Darwall-Smith [REDACTED]  
**Cc:** [info@banhmiaha.co.uk](mailto:info@banhmiaha.co.uk) <[info@banhmiaha.co.uk](mailto:info@banhmiaha.co.uk)>, [REDACTED]  
**Subject:** Banh Mi Aha! - 39 Lamb's Conduit Street

Dear Tom

Thank you for your email of 19 October. I have had a chance now to discuss my response with Edward.

You have summarised our concerns fairly well although we think you have underplayed them a bit.

You asked us about our experience over the past months: we have suffered noise from the people queuing outside and from Deliveroo couriers, music coming from open windows to the garden and from the door at the front and we have noticed periods when the smells have been more intense and we have suspected that there is more cooking than just reheating going on. We were told the windows to the garden would be kept closed, but they haven't been.

Our concerns for the future relate mainly to increased noise through the evening from people either queuing outside or eating outside. We believe you are underplaying the takeaway element of the business. There are very few seats for people inside and we believe that the majority of the business is in fact takeaway custom. Although there would not be a rush as at lunchtime, there is very likely to be ongoing custom all evening and we are certainly not convinced there will be no queuing outside. There usually are people outside the building at the moment. Even if there is no alcohol sold on the premises, it is very common for people nowadays to buy alcohol and drink it outside and it is quite possible that people will come out of the local pubs to buy a takeaway before going back to the pubs. Such people are very likely to stand outside and eat. It would be nice to think that evening custom would be local people but considering how small the cafe is we have no doubt that this would be quite a small proportion. People who use takeaways in the evening are not usually as considerate as office workers and passers-by buying lunch.

Littering is a problem with takeaways and this is again a worse problem with evening customers. We do currently get cigarette ends outside our front door.

This activity will be going on directly under our sitting room and bedroom windows which look directly onto the street. It will be taking place outside our front door up to late and in the dark. I would not be happy approaching my front door at night in these circumstances.

On Sundays, Lamb's Conduit Street is a quiet place. All the shops, businesses and many of the restaurants are closed. This is an attractive feature of what is still a residential area. That will be quite spoilt by the activity described above going on under our windows and outside our door.

The back window of the cafe looks out onto our garden. At present, our privacy and enjoyment of the garden is diminished by activity in the garden during the day but you are now suggesting it will be constant 7 days a week until 10pm. This is a major interference with our enjoyment.

I am sure Hai will try to control the situation but we are not convinced this is an easy thing to do by management control only. It is unlikely that he will turn custom away and people queuing will inevitably make noise. I'm sure he might close if there is no custom but we are more worried about what happens if there is custom!

We would like to see agreement to:

- evening opening until 8.30pm only
- no Sunday opening
- a specific, detailed, written strategy for measures to control people queuing outside and to mitigate noise
- similar specific, written strategy for management control of eating and drinking outside
- strategy for action if the outside activity and noise are worse than expected
- a written process for us to feedback complaints on a regular basis
- windows and doors kept closed after 6pm and at weekends
- no music played in the evening

- clearing up of all litter outside straight away and checking litter elsewhere in street to make sure it isn't coming from this cafe

We do believe that Hai is trying to keep good relations with us and is willing to take measures to avoid problems. We would much appreciate it if he could accept our requests.

Regards  
Jenny Stevinson

Monday, December 4, 2023 at 12:45:25 Greenwich Mean Time

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**Subject:** Re: Banh Mi Aha! - 39 Lamb's Conduit Street  
**Date:** Thursday, 19 October 2023 at 12:04:45 British Summer Time  
**From:** Thomas Darwall-Smith  
**To:** [REDACTED]  
**CC:** info@banhmiaha.co.uk, [REDACTED]  
**Attachments:** image001.png

Dear [REDACTED],

Thank you both very much for your time yesterday. Both Hai and I felt it was a helpful meeting. As I explained, we wanted to meet with you to share the proposals and the reasons for it, what we could do to mitigate effects, and understand in a little more detail where your key concerns lie. My hope is that we might directly address some of your more significant concerns.

At the moment, the business relies on office workers that come in at lunch time. These customers are condensed into roughly a two-hour period where almost all trade happens. Following a very quiet afternoon, towards the evening as they are shutting up, the business frequently has people interested in being customers, but they must be turned away. Hai would like his business to have the opportunity to capture some of this evening trade.

You reported that there has been a significant improvement since the issue from the beginning of 2022, when the air scrubbing kit was installed incorrectly, and which has since been resolved. Not perfect, you say, but not sufficient to cause any real issue. You acknowledged that the owner, Hai, appears to really be working to try to mitigate issues as much as possible.

Hai and I were able to confirm that one of the main methods in odour mitigation is for most food to be cooked off-site, grilling, frying, roasting, etc. so that the only things that happen on site are (1) heating of food, (2) preparation of aromatic broth for pho bowls (noodle soup), and (3) slicing of vegetables and salads (4) coffee. This would continue under the proposals.

You identified that things you have noticed from time to time are:

Noise from

- Doors kept open
- Windows kept open
- People standing outside in a lunchtime queue creating noise or obstructing doorways

Smells

- More aroma at some times than at other times (But a significant reduction from the beginning of 2022, after which the air scrubbing kit was rectified)

We are familiar with most pressures on residents that can arise from changing planning approvals in the hospitality business. You identified the key concerns being noise and odour. During our conversation you expanded on these so we could pick up the nuances. I recorded your concerns about the proposals as follows:

- Alcohol consumption
- Noisy people from the pub standing outside
- Amplified music
- Noise from within coming through open windows into your courtyard garden for a longer period
- Noise from Deliveroo couriers
- Litter. You cited an example from Red Lion Street and the litter that arises from the food outlets there
- Potential for noise on a Sunday

We hear these concerns, and we propose to address these using a combination of management controls that are successful elsewhere, and potential new planning conditions as officers see fit to control impacts. A management protocol successfully addresses most of these concerns and Hai is committed to making that work.

Addressing the concerns, then. Firstly, no alcohol will be sold on site. Noisy people from the pub are less likely to be an issue, because people would not be queuing out the door in the same way as at lunch time. As noted, the lunch trade is condensed. Everyone has lunch at the same time. The evening trade is over a longer period and thinned out. There is space inside for 6-8 people to queue (more if they are organised). The pub closes much later than the proposed closing time, meaning the pub closing trade would not be catered to, meaning there will not be a glut of people where there could be a risk of people queuing out of the door. The owner anticipates they will provide an early dinner for workers, and a later dinner for residents and families. Music could be stopped after a certain time, if necessary. However, we understood that this is only really heard when windows and doors stay open. These can be closed after a certain time under the management protocols. Noise from Deliveroo couriers is noted. However, the owner doesn't expect takeaway in the evening to be a prime business. The front door closes silently. We do not anticipate additional noise from drivers to reach a level of nuisance. Many couriers now use silent electro-bikes and their use is increasing. Litter would be managed by increased observation of staff via the management protocol and additional bins, if needed. There are three existing local waste authority bins in close proximity to the site already. Increased noise on a Sunday is not expected to be significant (see below).

The owner would be guided by activity. They would close shop if not busy. For example, they operate another branch in St Johns St in Farringdon. While this is a busier street, there are relevant similarities. The evening hours are open until midnight. The main evening trade captured is local residents, and a few workers that may be around in the early to mid-evening. About 3-4 indoor tables become occupied at any one time in the evening. Those few customers seeking takeaway wait inside. Litter is managed. External noise is managed. Despite long opening hours, including Sunday and bank holiday, that shop is closed when it is clear there would be low business. No point in paying staff to stand around. Trade is somewhat seasonal, and the shop is sometimes closed on Friday, Saturday, Sunday as a result. The same management approach would be taken at Lambs Conduit St.

I trust that you might consider the above and that we can give you some assurances. The owner commits to working to mitigate any of the impacts. Once we make the application, we will engage with planning officers to clarify any other ways that these, or any other, concerns can be successfully addressed.

Thanks again for your time. Please, if I have miscommunicated anything above or missed anything, do let me know. I copy this to Mark also for the same purposes.

Kind regards

Tom

**Thomas Darwall-Smith MA MRTPI**  
Managing Director  
+44 (0) 7749 369 103



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**From:** Thomas Darwall-Smith <[REDACTED]>  
**Date:** Monday, 16 October 2023 at 16:54  
**To:** J [REDACTED] >  
**Cc:** [info@banhmiaha.co.uk](mailto:info@banhmiaha.co.uk) <[info@banhmiaha.co.uk](mailto:info@banhmiaha.co.uk)>, [REDACTED] >  
**Subject:** Re: Banh Mi Aha! - 39 Lamb's Conduit Street

Dear [REDACTED]

That is great news, many thanks for confirming.

Kind regards

Tom

Thomas Darwall-Smith MA MRTPI  
Managing Director  
+44 (0) 7749 369 103  
[keystoneplanning.co.uk](http://keystoneplanning.co.uk)

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**From:** [REDACTED] >  
**Sent:** Monday, October 16, 2023 1:57:32 PM  
**To:** Thomas Darwall-Smith <[tom@keystoneplanning.co.uk](mailto:tom@keystoneplanning.co.uk)>  
**Cc:** [info@banhmiaha.co.uk](mailto:info@banhmiaha.co.uk) <[info@banhmiaha.co.uk](mailto:info@banhmiaha.co.uk)>; [REDACTED] >  
**Subject:** Re: Banh Mi Aha! - 39 Lamb's Conduit Street

[REDACTED] and I can do Wednesday at 2.30

Sent from my iPhone

On 16 Oct 2023, at 10:43, [REDACTED]

Any view on a meeting date?

On 12 Oct 2023, at 15:16, [REDACTED]  
[REDACTED] > wrote:

[REDACTED] and I can probably do Wednesday or Friday next week, preferably early afternoon. This may be subject to Edward's work requirements. We should give Mark a chance to give his preferences.

Regards

On 12 Oct 2023, at 11:03, Thomas Darwall-Smith  
<[tom@keystoneplanning.co.uk](mailto:tom@keystoneplanning.co.uk)> wrote:

Dear [REDACTED]

Thank you for your email.

Very good, very happy to meet in person. Do you and [REDACTED] have availability next week? I note [REDACTED] is also copied. Mark has also received correspondence from us and it would be good if he also would consider meeting to discuss.

Many thanks and I look forward to hearing from you.

Kind regards

Tom

**Thomas Darwall-Smith MA MRTPI**  
Managing Director  
+44 (0) 7749 369 103

<image001.png>

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**From:** [REDACTED]  
**Date:** Thursday, 12 October 2023 at 10:48  
**To:** Thomas Darwall-Smith  
<[tom@keystoneplanning.co.uk](mailto:tom@keystoneplanning.co.uk)>  
**Cc:** [info@banhmiaha.co.uk](mailto:info@banhmiaha.co.uk)  
<[info@banhmiaha.co.uk](mailto:info@banhmiaha.co.uk)>, [REDACTED]  
**Subject:** Re: Banh Mi Aha! - 39 Lamb's Conduit Street

Dear Tom

If you want our views, I suggest we meet in person.

We are somewhat surprised at what seems to us to be quite a change from a cafe supplying mainly working people from local businesses with lunch and snacks during the day to a business aimed at attracting evening customers, particularly since the cafe is so small that most customers must be buying takeaway food.

As you no doubt appreciate, our concerns relate to noise and smells which you propose we should suffer every evening until 10pm and all day Sunday until 10pm, in addition to every day Monday to Saturday as at present. Moreover, since the cafe is so small there will be crowds of people collecting on the pavement outside directly under our windows (as they do at present during the day) who will undoubtedly be drinking alcohol in the evening. My garden will also suffer noise during the daytime and evenings 7 days a week.

You speak about the extended hours being 'controlled in the right way'. I would be interested to know details of how your client expects to be able to control this.

I would like my son Edward, who lives with me, to be present when we meet.

Regards  
[REDACTED]

On 6 Oct 2023, at 11:04, Thomas Darwall-Smith <[tom@keystoneplanning.co.uk](mailto:tom@keystoneplanning.co.uk)> wrote:

Dear 

I trust you are well.

You will have received a letter posted dated 28 September 2023, which I attach to this email for your reference.

We are consulting with you in respect of a planning application that we are preparing, to extend the opening hours of the restaurant. The details are in the letter. I would be very grateful if you might let us have any views or concerns on issues that you may have. Please let me know by return and perhaps we can have a discussion, either in person, or on the phone. Or of course, you can put your thoughts down in an email response to me.

If you have any comments or queries, please let me know.

Kind regards

Tom

**Thomas Darwall-Smith MA MRTPI**  
Managing Director  
+44 (0) 7749 369 103

<image001.png>

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<230928-Letter to .pdf>

28 September 2023

Reference  
KP0115 Lambs Conduit St 2

Cc  
Mr Hai To  
LB Camden Planning

Page  
1 of 2

██████████  
Flat 2  
39 Lambs Conduit Street  
London  
WC1N 3NG

Dear ██████████

**Subject: 39 Lambs Conduit Street, London, WC1N 3NG**

I trust you are well.

I write in connection with the above to inform you and seek your views in advance of making a planning application which seeks to extend the hours of opening of the Banh Mi Aha! café.

At the moment, you will be aware, the opening hours are limited to weekdays only, and must close at 6pm and not permitted to open at weekends. My client, therefore, misses out on earning any income during the evening time or during weekends. This is very challenging for a hospitality business.

We trust that having now traded under the correct terms of the planning permission for over a year, my client has demonstrated that they are capable of operating within the means provided by the existing planning permission and sensitive to neighbours amenity. They commit to doing the same under any new extended hours.

We consider that the extended hours, controlled in the right way, will contribute to the existing evening economy of Lamb's Conduit Street, which is well established.

### Proposal

The current hours controlled by planning permission approved on 24 June 2017, ref: 2016/5068/P are:

- 08:00 hours - 18:00 hours Monday to Fridays, Saturdays 08:00 hours - 18:00 hours and closed on Sundays and on Bank Holidays.

The proposed hours are:

- 08:00 hours - 22:00 hours Monday to Fridays, Saturdays 08:00 hours - 22:00 hours and on Sundays and on Bank Holidays 10:00 hours - 22:00 hours.

### Invitation

I invite you to a discussion of the proposals with us. The air handling system that has been installed is significantly overpowered compared to that stipulated in the planning permission. This has been intentional, so as to accommodate longer hours in the future. We invite you to see the system for yourselves. We seek to provide assurances, which can be also controlled in



28 September 2023

Reference

KP0115 Lambs Conduit St 2

Cc

Mr Hai To

LB Camden Planning

Page

2 of 2

planning, that the effects you had suffered last summer would never arise again with the proposed extended hours.

I look forward to hearing from you and will be in touch again soon. I am happy to meet or speak on the phone with you, at your convenience.

Yours sincerely

A handwritten signature in black ink, appearing to read "Tom Darwall-Smith".

Tom Darwall-Smith MA MRTPI  
Managing Director



- B Copy of correspondence to Lamb's Conduit Street Traders, dated 30 November 2023

Thursday, November 30, 2023 at 16:36:53 Greenwich Mean Time

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**Subject:** Banh Mi Aha! - 39 Lamb's Conduit Street - opening hours  
**Date:** Thursday, 30 November 2023 at 16:15:52 Greenwich Mean Time  
**From:** Thomas Darwall-Smith  
**To:** Banh Mi Aha!, Zoe Lloyd  
**Attachments:** image002.png

Dear Zoe

Further to our recent discussions in regard to the above, I can confirm that we are instructed to submit a planning application to extend the hours of operation to allow the business to contribute to the evening economy. The existing hours would be extended from:

*08:00 hours - 18:00 hours Monday to Fridays, Saturdays 08:00 hours - 18:00 hours and closed on Sundays and on Bank Holidays.*

To:

*08:00 hours - 21:30 hours Monday to Fridays, Saturdays, Sundays and on Bank Holidays 08:00 hours - 20:00 hours.*

I would be grateful if you might confirm the position of the Lamb's Conduit Street Traders in respect of the proposed change.

Many thanks and please let me know if you have any comments or queries.

Kind regards

Tom

**Thomas Darwall-Smith MA MRTPI**  
Managing Director  
+44 (0) 7749 369 103



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- C. Copy of correspondence to Rugby and Harpur Residents Association, dated 30 November 2023

Thursday, November 30, 2023 at 16:35:45 Greenwich Mean Time

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**Subject:** Banh Mi Aha! - 39 Lamb's Conduit Street - opening hours  
**Date:** Thursday, 30 November 2023 at 16:33:35 Greenwich Mean Time  
**From:** Thomas Darwall-Smith  
**To:** rhradirect@gmail.com  
**CC:** Banh Mi Aha!  
**Attachments:** image001.png  
**FAO: Michael Poutney: Rugby & Harpur Residents Association**

Dear Michael

I write to you in your capacity as Chair of the Rugby & Harpur Residents Association to advise you of a planning application that we are instructed to submit on behalf of our client, Mr Hai To, at Banh Mi Aha! which currently trades from no. 39 Lamb's Conduit Street.

The existing trading hours cease at 6pm and my client would like the opportunity to trade later and make more of a contribution to the evening economy at Lamb's Conduit Street. The proposal is to extend the existing hours from:

*08:00 hours - 18:00 hours Monday to Fridays, Saturdays 08:00 hours - 18:00 hours and closed on Sundays and on Bank Holidays.*

To:

*08:00 hours - 21:30 hours Monday to Fridays, Saturdays, Sundays and on Bank Holidays 08:00 hours - 20:00 hours.*

The planning application will demonstrate how considerate care is being taken, in consultation with neighbours, to address the key concerns that might affect residential amenity, those being principally noise and odour.

In summary, the measures include:

- Proposing the extended hours to close sooner than other restaurants and pubs in the neighbourhood centre (some close at 22:30 or 23:00), thereby staggering leaving times on the street;
- A draft scheme of management that is being prepared in consultation with neighbours. This is to address concerns of increased noise through the evening from people either queuing outside or eating outside;
- Demonstration that the correctly installed air handling unit, approved under an earlier planning permission, has more than sufficient capacity to mitigate odour from the proposed extended hours.

The application is being prepared and will be made available on the Camden planning pages in due course following submission. If you would like to see any further information at this stage, or have any comments or queries about the proposals, please do let me know and we can assist.

Many thanks and I look forward to hearing from you.

Kind regards

Tom

**Thomas Darwall-Smith MA MRTPI**  
Managing Director  
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- D. Copy of the questionnaire survey to customers and local businesses





- E. Redacted copy of the results of the questionnaire survey to customers and local businesses



## Customer consultation

We are looking to extend our evening hours past 6pm to 10pm and to open on weekends by making a planning application to the local council. We are currently prevented from opening beyond weekday daytime by planning controls.

You can help us! Do you support extended opening hours Mon - Sat: between 18:00 – 22:00, and Suns & Bank Holidays: 10:00 – 18:00? If so, please add your name, email and work postcode (these will be redacted for the planning application).

Name	Email address	Work postcode
ANDREW	ANDREW	WC2B 5RD
		N4 2BN
		WC1X 8TY
		WC1X 8UB
		WC1N 2AD
		WC1N 9P
		WC1N 1LE
		WC1A 2JU
		WC1B 5BA
		WC2B 5NE
		WC1E 7HZ
		WC1B 3HF
		WC1A 1BS
		WC2E 9TD
		WC1V 6BT
		WC1N 1QG
		WC1N 1QG
		WC1N 1RG
		WC1H 9EN
		WC1H 9EN
		WC1H 9EN
		WC1N 1EP
		South Korea, 08090
		WC1H 9EN

We treat your data in accordance with General Data Protection Regulation 2016/679, as amended (the "GDPR regulations"), and with the Data Protection Act 2018. Details will be redacted for the purposes of any planning application.



## Customer consultation

We are looking to extend our evening hours past 6pm to 10pm and to open on weekends by making a planning application to the local council. We are currently prevented from opening beyond weekday daytime by planning controls.

You can help us! Do you support extended opening hours Mon - Sat: between 18:00 – 22:00, and Suns & Bank Holidays: 10:00 – 18:00? If so, please add your name, email and work postcode (these will be redacted for the planning application).

Name	Email address	Work postcode
J	[Redacted]	W2N 3JW
J	[Redacted]	RG2 9RB
Z	[Redacted]	SE1 4XA
KAR	[Redacted]	SW1P 4HN
EN	[Redacted]	EC1Y 8PS
Co	[Redacted]	WC1N 3LH
	[Redacted]	WC1N 3LH
J	[Redacted]	WC1N 3NH
T	[Redacted]	WC1N 3NH
L	[Redacted]	N10 6ND
Alex	[Redacted]	WC1N 3LL
DECI	[Redacted]	WC1N 3LL
Mini	[Redacted]	WC1N 3LW
Scot	[Redacted]	WC1N 2AL
M	[Redacted]	WC1N 2AL
Paul	[Redacted]	WC1N 2AL
Ethel	[Redacted]	WC1N 2AL
Jon	[Redacted]	WC1N 3LW
Ben	[Redacted]	WC1N 3LW
MA	[Redacted]	WC1N 3LW
Kate	[Redacted]	WC1N 3RA
Anna	[Redacted]	WC1N 3LW
Jaw	[Redacted]	WC1N 3YA

We treat your data in accordance with General Data Protection Regulation 2016/679, as amended (the "GDPR regulations"), and with the Data Protection Act 2018. Details will be redacted for the purposes of any planning application.





F. Draft Scheme of Management

DRAFT SCHEME OF MANAGEMENT FOR EXTENDED TRADING HOURS  
FOR  
BÁNH MÌ AHA!  
39 LAMB'S CONDUIT STREET, WC1N 3NG

1. Windows and doors kept closed after 6pm and at weekends;
2. No music played in the evening;
3. Clearing up of all litter outside straight away. Checking litter elsewhere in street to ensure it is not coming from the restaurant;
4. With regard to customers waiting for takeaway, customers are invited to wait inside for their food to manage noise being generated outside. If customers would like to wait outside, it is requested that they respect neighbours and keep noise down. Suitable signage can be erected to clarify expectations;
5. With regard to customers eating and drinking outside on the tables and chairs, these are permitted by the Camden Licensing Department. They have stringent controls on time that tables and chairs can be used externally and we encourage no duplication of restrictions, confirming that the licensing in place at present is a sufficient way to control this;
6. If the outside activity and noise are worse than expected, members of staff will seek to address this directly and bring peoples attention to the fact that there are residential neighbours nearby. If noise persists, then those customers will be asked to leave;
7. If there is a complaint, please send this to [info@banhmiaha.co.uk](mailto:info@banhmiaha.co.uk). The management commits to responding directly to complaints within 24 hours and to seek resolution.