

Application No:	Consultees Name:	Consultees Addr:	Received:	Comment:	Response:
2016/5190/P	Ken Wright	Phoenix Artist Club	16/11/2016 11:46:50	COMMNT	<p>I am the owner of a business situated within the basement of this development. I am aware from briefings by the landlord that a professional survey of the steel supports forming part of the frame has been undertaken, indeed access to my premises has been required to inspect same.</p> <p>The recent siting of scaffolding to attend to a lift shaft repair has caused significant disruption to the narrow street, we have been forced to carry out daily clean ups of this area, which detracts from our only window to street level. It attracts graffiti and rubbish that is wrongly attributed to my customers. I have painted the scaffold surrounds myself to remove crude graffiti as there is no maintenance of same by the developer. If this were to continue during suggested construction there needs to be significant action to properly maintain the area, which is a major route for theatre audiences, including children. I can understand the developers desire to add to the building, taking into consideration the soon to be refurbishment and significant external work to the old BT building opposite (made and salsa). The new penthouses may align better with this work but there are concerns as to the impact on residents and businesses caused by endless construction work in an area already stressed by nearby Crossrail and st giles high street construction work.</p> <p>The landlord has been active in informing business tenants of their plans and I have some goodwill towards the landlord who is apparently willing to protect small, independent businesses, indeed they appear anxious to consider the impact such work will have on my business. I do however, have strong and warm relations with residents of this block, many of whom are my customers. We have operated here for nearly thirty years and would wish that residents had perhaps been better briefed by the developer of their intentions. Also the neighbouring theatre is a very good customer, along with the footfall from their audience, many of whom choose to visit my establishment. The theatre has suffered from the unsightly nature of the existing scaffold tower and if this were to be here for a considerable period of time it would undoubtedly impact upon their operation. (One must also consider that Phoenix street will suffer scaffolding along the length of the south side as part of building renovations there. We are in danger of becoming a war zone of construction.</p> <p>I am obliged as part of my licence to ensure daily checks are carried out upon the serviceability of the fire exit, which is one of my escape routes. It appears that the cycle rack is imposed by Camden upon new developments. This is at odds with my licence requirements - you can't ask me to maintain a fire route (or face potential sanction by Camden) whilst at the same time allow it to form the principal route for cyclists at all hours. Until very recently both residents and my business suffered break-ins and unsavoury characters hanging about in this area until a more substantial fire door and cctv system were installed. Camden need to rethink this policy as it is at odds with their licensing policy as applied to my business.</p> <p>I am very concerned about the loss of independent licenced venues in this part of town. Denmark street has been decimated. Luxury apartments attract residents intolerant of a twenty four hour city. Any development here should have similar protections as awarded to Denmark Street and parts of Westminster, where live music venues and theatres are at risk of closure by self-serving new arrivals seeking "city centre vibrant lifestyles" - without any noise!</p> <p>In closing, I would suggest the developer make every effort to better inform residents of their intentions,method statement of build, quality of build and recognise their concerns in a way that to be fair, has been displayed towards business tenants.</p> <p>Thanks</p>

Application No:	Consultees Name:	Consultees Addr:	Received:	Comment:	Response:
2016/5190/P	antony donnelly	flat 20 phoenix house 110-114 charing dross rd london wc2h 0jn	16/11/2016 13:36:30	OBJ	<p>Dear Sir,</p> <p>this application is completely disproportionate to the disruption it will cause. I appreciate new builds in London have to be undertaken but we will endure months of noise, invasion of privacy and scaffolding outside the building and all for two flats. It was bad enough putting up with the build opposite which went on for the more than a year. This application is just greed on behalf of the planner. As for the statement 'it will enhance the look of the building' that is just an insult to all who live there. I cannot object strongly enough to this application. Please do not pass it in any shape or form.</p> <p>Yours sincerely</p> <p>A Donnelly</p>
2016/5190/P	David Fares	Flat 2 109 Charing Cross Rd. London WC2H 0DT	16/11/2016 17:33:28	OBJ	<p>As the owner of a flat at 109 Charing Cross Rd, I have a direct interest in this application. I oppose the application for the following reasons:</p> <ol style="list-style-type: none"> <li>1. The applicant has not submitted a heritage assessment with its application which is required by Camden's Planning Application Validation Checklist.</li> <li>2. The Phoenix Theatre, which is directly adjacent to the property in question is a (Grade II) Listed Building and the proposed additional two floors would have a significant detrimental impact to the setting of this Listed Building.</li> <li>3. The application, if approved, would not only fail to preserve or enhance the character of the Conservation Area, it would be a real detriment to it. The application therefore does not meet the requirements of the development plan.</li> <li>4. The applicant has failed to provide a daylight/sunlight assessment with its, which I believe strongly would cause harm to amenity.</li> </ol> <p>For the aforementioned reasons, I oppose the application.</p>

Application No:	Consultees Name:	Consultees Addr:	Received:	Comment:	Response:
2016/5190/P	David Fares	Flat 2 109 Charing Cross Rd. London WC2H 0DT	16/11/2016 17:33:13	OBJ	<p>As the owner of a flat at 109 Charing Cross Rd, I have a direct interest in this application. I oppose the application for the following reasons:</p> <ol style="list-style-type: none"><li>1. The applicant has not submitted a heritage assessment with its application which is required by Camden's Planning Application Validation Checklist.</li><li>2. The Phoenix Theatre, which is directly adjacent to the property in question is a (Grade II) Listed Building and the proposed additional two floors would have a significant detrimental impact to the setting of this Listed Building. .</li><li>3. The application, if approved, would not only fail to preserve or enhance the character of the Conservation Area, it would be a real detriment to it. The application therefore does not meet the requirements of the development plan. .</li><li>4. The applicant has failed to provide a daylight/sunlight assessment with its, which I believe strongly would cause harm to amenity.</li></ol> <p>For the aforementioned reasons, I oppose the application.</p>

---

Application No:	Consultees Name:	Consultees Addr:	Received:	Comment:	Response:
2016/5190/P	Raymond Yiu	Flat 16 Phoenix House 104-110 Charing Cross Road WC2H 0JN	16/11/2016 17:12:27	OBJ	<p>As a resident in the Phoenix House, 104-110 Charing Cross Road in the last 8 years (with my partner, who is a lease holder of the building), I object the planned extension of Phoenix House, made by the freeholders, to add two further floors to the block for two new luxury flats due to the following reasons:</p> <ol style="list-style-type: none"> <li>1. Since I have been living in the building, there have been problems with the water and drainage – irregular water pressure, drainage blockage, pipe leaks, etc. - in the building due to the location and the age of the building. The addition of two new floors will only make the occurrences of these problems more frequent and more severe, unless a full renewal of the water system.</li> <li>2. Generally there has been an on-going damp problem throughout whole building – many of the flats have mould caused by damp. I question the structural and environmental impact of adding two floors on top of a building which has an on-going damp issue.</li> <li>3. Since work on Crossrail has commenced, I noticed the increasing number of cracks in the walls (and between walls) in our flat and in the staircase area, which lead me to suspect the impact the two new floors might have on the structural integrity of the building.</li> <li>4. Work replacing the old lift started in September 2016, and it has caused severe inconvenience to all the residents in the building – the constant noise, the dust and the extremely filthy state of the communal areas all over the building. Also the weaken security (with the door unlocked by the builders and the opportunities provided to burglars by the scaffolding) has become an paramount concern to all of us. The period of this work is scheduled for a few months but we already find it unbearable. We will not tolerate an uninvited, prolonged period of poor living conditions imposed on us because of the greed of the freeholder. After all, our lives have already been affected by the lift replacement work, but at least we see the benefit of it after it is completed. For the addition of the two new floors, we existing residents do not see any benefit at all; on the contrary, we only see woes and troubles that will bring in the long term.</li> <li>5. By observation, the new lift shaft is going to accommodate the additional two floors. But before this work started, no leaseholder was informed by the freeholder of the proposed extension. This lead me and other residents/leaseholders to challenge the legal implication of the freeholder’s action without the consent of the leaseholders. Moreover, the new lift has been paid for all the leaseholders over the years, and they do not intend it to pay for the lift for the two extra floors thich they have not been told about.</li> <li>6. There has been an on going issue with some of the flats in the building being used exclusively for AirBnb purpose without the owner on site (as some of us has expressed our concern in a recent Channel 4 documentary called ‘AirBnb – Dream or Nightmare’). The AirBnb users have caused many problems including security issues, fire exit blockage, inappropriate disposal of rubbish, misuse of fire extinguishers, and defacing of the walls in staircase. We fear the flats in the two new floors will accentuate these problems, rather than to help solve them.</li> </ol>

Application No:	Consultees Name:	Consultees Addr:	Received:	Comment:	Response:
					<p>7. There were talks of a roof garden for many years, but the addition of these two floors will make this proposal impossible – maybe the delay in the development of this idea was ‘delayed’ by the freeholder’s plan of the extension a long time ago.</p> <p>8. We live on the third floor and we already find the balcony very dark. I fear the additional floors will affect our right of light.</p>
2016/5190/P	Alex Bray	16 PHOENIX HOUSE 104-110 CHARING CROSS RD WC2H0JN WC2H0JN	16/11/2016 21:01:05	OBJ	<p>I live below the proposed two floor extension to Phoenix House.</p> <p>I object to the application on several grounds:</p> <ul style="list-style-type: none"> <li>• The design and size of the new development will materially impact the look of the block. The building will lose the symmetry and proportions that it has today. I believe the proposed design is ugly and out of keeping with the conservation area.</li> <li>• There are existing issues with water seepage through the walls of Phoenix House. I am very concerned that the load of two additional floors on the supporting walls will make this worse.</li> <li>• The proposed open spaces on the new top floor will be used for private access by the new owners or tenants – and thus is highly likely to be used for parties. The noise of these parties would have a serious impact for the residents below. There are already issues with rubbish being dropped over the existing balconies. Two new floors would exacerbate this problem.</li> <li>• The construction of two new floors above the existing building will also cause significant disruption for the existing residents – especially for those of us who often work from home.</li> <li>• A number of the existing residents had discussed the option of creating a communal roof garden on top of Phoenix House (as can be found at a number of other local blocks – such as Pendrell House on New Compton Street). Building these new floors will prevent a communal garden from ever being developed.</li> </ul>
2016/5190/P	antony donnelly	flat 20 phoenix house 110-114 charing dross rd london wc2h 0jn	16/11/2016 13:36:43	OBJ	<p>Dear Sir,</p> <p>this application is completely disproportionate to the disruption it will cause. I appreciate new builds in London have to be undertaken but we will endure months of noise, invasion of privacy and scaffolding outside the building and all for two flats. It was bad enough putting up with the build opposite which went on for the more than a year. This application is just greed on behalf of the planner. As for the statement 'it will enhance the look of the building' that is just an insult to all who live there. I cannot object strongly enough to this application. Please do not pass it in any shape or form.</p> <p>Yours sincerely</p> <p>A Donnelly</p>

Application No:	Consultees Name:	Consultees Addr:	Received:	Comment:	Response:
2016/5190/P	Bernard Tan	114 Hermon Hill London E18 1QB	16/11/2016 11:43:45	OBJ	<p>Dear Sirs,</p> <p>I would like to object to two more floors to be built on top of Phoenix House. This block of building is very old and I am sure it was not meant to take in another two more floors when it was originally built.</p> <p>The engineers of the day had not envisaged any more floor to be built let alone two more floors on top of this old building with who knows how many more people staying there and all the furnitures and fittings on top if this is allowed to go ahead.</p> <p>The weight will collapse the building in the long run and life will be lost. If Camden Council Planning is willing to face a man slaughter charged in the future I will say that I have given you planners a warning now.</p> <p>This small block is already congested enough. We do not need extra people living above the same block. This single lift can barely take more than four people without touching one another, and if this is a good excuse to do unpleasant things to women/young girls this lift is a good place as any and is fully used most of the time.</p> <p>With more people using the only lift all the time the breakdown and maintenance fees will be even higher eventually.</p> <p>The roof top is supposed to be for the enjoyment and benefit of the existing residents. The freeholder cannot just come along and take our rights away just like that. How do you like if residents come along and take away the freeholder right to own the property.</p> <p>If work were to be done imagine the dirt, dust, noise, builders up and down and in and out of the building I dread to imagine that it will be like living in a war zone. With all the dust floating in the air and into the room and kitchen every day for few years who can or is willing to live in such conditions. Residents will have a daily task of cleaning up their flats before they can cook, sleep and eat and wear their clothes. This is going to be a total health hazard for all the residents. I am not willing to put my health at risk at any cost. I am sure all the residents feel the same.</p> <p>The taller the building the less we will get the light into our flats which is our right to have. The more people are allowed to live in a small block the more social problems it will create. Amenities will be strached to its limit. Personal safety of individual will be put more at risk as more unknown people are living or moving in and out of the building.</p> <p>This extension does not benefit any of the residents except the freeholder. Not only it does not benefit the residents it will make existing residents worse off.</p> <p>Even the dustbin is full all the time and the noise of rubbish thrown down the shoot create lots of loud</p>

**Application No:**    **Consultees Name:**    **Consultees Addr:**    **Received:**    **Comment:**    **Response:**

noises from the shoot. Imagine the higher and longer louder noise created from an even greater height when two more floors are created. The noise is very very loud. The planners should come and hear the loud noises for themselves each time rubbish especially bottles or heavy objects being thrown down the rubbish shoot and when landed it create a very loud bang. If you have a weak heart it may give you a heart attack.

Camden Council Planners are the only people who has the authority to put a stop to this extension and allowed residents to enjoy their quiet life style. I implore them to reject this planning.

Best regards

Bernard Tan

---

Application No:	Consultees Name:	Consultees Addr:	Received:	Comment:	Response:
2016/5190/P	eBay UK Limited	Hotham House 1 Heron Square Richmond TW9 1EJ	16/11/2016 16:53:58	OBJLETTE R	<p>Dear Ms Hazelton</p> <p>Application number 2016/5190/P Site address: Phoenix House, 104-110 Charing Cross Road, London WC2H 0JN</p> <p>Application for: Erection of two storey roof extension to provide 2 x 2 bedroom flats.</p> <p>We are the leaseholders of the ground floor retail unit at 110 Charing Cross Road, the property at pavement level below the proposed development. We operate a last minute ticket drop off business from these premises under the trading name "StubHub" that is open to members of the public. The proposed application shows the intention of the applicant to build a two storey roof extension above the existing Phoenix House.</p> <p>We object to the application on the following grounds:</p> <p>Impact on heritage and conservation – development proposal is contrary to policy</p> <p>The proposed development site is located within the Denmark Street Conservation Area and is within close proximity to several listed buildings; notably, the Grade II Listed Phoenix Theatre which adjoins the proposed development site to the north.</p> <p>The building was first listed in 1973 and the listing makes specific reference to exterior facades to Charing Cross Road and Phoenix Street:</p> <p>"EXTERIOR: facades to Charing Cross Road and Phoenix Street. Charing Cross Road facade on a curved corner with Corinthian columns from 1st to 2nd floors, curved entablature, attic storey with 7 deeply recessed rectangular lights and enriched architraves, those at right and left projecting. Cornice and pantiled roof. Ground floor has 2 pairs of enriched 2-leaf doors, each with 14 bevelled lights."</p> <p>The Denmark Street Conservation Area Appraisal (2010) also makes specific reference to the Theatre: The northern side of the street is dominated by the Phoenix Theatre and Cinema. The Theatre was built in 1929/30 designed by Sir Giles Gilbert Scott, Cecil Masey and Bertie Crewe. The street allows a pleasant vista westwards across the Borough boundary to the sculptured stone entrance of Central St Martins College of Art &amp; Design, which is within the City of Westminster. Modern flat developments provide a neutral backdrop within the street scene.</p> <p>Core Strategy policy CS14 (promoting high quality places and conserving our heritage) seeks to ensure that Camden and the buildings within it are attractive, safe and easy to use by:</p> <ul style="list-style-type: none"> <li>• Requiring development of the highest standard of design that respects local context and character; and</li> <li>• Preserving and enhancing Camden's rich and diverse heritage assets and their settings, including conservation areas and listed buildings.</li> </ul> <p>Development Policy DP 25 (Conserving Camden's Heritage) sits alongside policy CS14 providing detailed guidance to the preservation of heritage assets. The policy states that in order to preserve or enhance the Borough's listed buildings, the Council will not permit development that it considers</p>



**Application No:**    **Consultees Name:**    **Consultees Addr:**    **Received:**

**Comment:**    **Response:**

would cause harm to the setting of a listed building.

The Planning Statement associated with the application also refers to the need to preserve conservation areas; the proposed development is said to "preserve and enhance the setting of the Denmark Street Conservation Area and adjacent Grade II Listed Phoenix Theatre".

Phoenix House already sits approximately one storey above the listed Phoenix Theatre building. It is therefore submitted that any increase in the height of Phoenix House would dominate the Theatre and have a negative impact on its setting. As such, the development proposal is out of keeping with the existing character of the street scene; the height of the proposed extension would be out of scale with the existing building.

Site specific objections

1. Impact of the proposed development works on the retail units at pavement level

The Construction Method Statement relating to this planning application does not specifically address how the proposed development works at or just above pavement level will impact on the individual retail units at pavement level, except as follows.

The Construction Method Statement states that the "Site establishment/welfare will be located within the shop 1 unit located at street level. General access to the Site establishment/welfare facilities will be via the front of the unit with an emergency access located to the rear of the shop unit. During the construction phase of the project the shop windows will be blanked out by the application of a proprietary film applied to the shop windows."

The Construction Method Statement further states that "a temporary gantry/platform at first floor level with access from the street by means of a staircase behind a purpose made wooden hoarding/access controlled site entrance door" will be erected.

In the absence of a plan detailing which retail unit is "shop 1", it is not possible for us to assess whether the Site establishment/welfare facilities will be located near our retail unit and what possible impact this may have on our commercial activities, including on access to our unit by our staff and members of the public. Please note that under our lease of the ground floor retail unit at 110 Charing Cross Road, we lease "Unit 1". As of today's date we have not been informed of any changes to our lease.

Similarly, we are not able to ascertain where the "site entrance door" at pavement level will be placed, and therefore it is not possible for us to assess whether the "site entrance door" will be located near our retail unit and what possible impact this may have on our commercial activities, including on access to our unit by our staff and members of the public.

Finally, it is unclear how pedestrians -including our customers- "will be able to walk under the gantry/platform safely without coming into contact with any construction works" if the "site entrance door" is also at pavement level and part of "wooden hoarding/access".

In light of the above, we respectfully request that in the event that the Planning Application is granted that it is appropriately conditioned to ensure that access to our retail unit by our staff and members of the public is not impaired in any way.

2. Obstruction and Accessibility to our retail unit

The construction of the proposed development will unreasonably obstruct both the shop frontage and

Application No:    Consultees Name:    Consultees Addr:    Received:

Comment:    Response:

branding of our retail unit (StubHub retail premises). This will undoubtedly interfere with the commercial activities carried on from these premises, as all our activities are customer-facing. The Construction Method Statement relating to this planning application details that the following measures will be implemented during the construction phase of the development:

- The erection of scaffolding between pavement and roof levels;
- The structure of the scaffolding will rest on the pavement thus creating an obstruction;
- The use of a proprietary film to blank out shop windows at “shop 1”;
- Site establishment/welfare facilities located at street level at “shop 1”; and
- A "site entrance door" at pavement level.

These measures will undoubtedly obscure the visibility of the StubHub branded signage to the exterior of our premises, having the impact of significantly impairing our passing trade and making it more difficult for our customers to locate our unit. In addition, these measures will create a visual impairment to the general character of the area, making our retail unit less attractive.

Importantly, the accessibility of the shop entrance will also be limited, particularly by the erection of scaffolding that will rest on the pavement, the inclusion of a site establishment/welfare facility in one of the retail units at “shop 1” and a "site entrance door" at pavement level.

In light of the above, we respectfully request that in the event that the Planning Application is granted that it is appropriately conditioned to ensure that access to our retail unit by staff and members of the public is not impaired in any way.

### 3. Obstruction and Accessibility to the back of our retail unit and fire exit

The Construction Method Statement states that “A planned and designated space located within the redundant escape staircase on the ground floor to the side Phoenix Street elevation and on the roof have been identified as the area to segregate construction materials.”

This “redundant escape staircase” is situated to the back of the retail units. Our lease gives us the right to use the common toilets at the back of our retail unit. In addition, the fire exit to the side of our retail unit (situated between our retail unit and the adjacent Phoenix Theatre entrance) is also accessed through the back of our retail unit.

It is unclear from the Construction Method Statement exactly where and how the construction materials will be stored and how this will impact our access to the common toilets and to the fire exit.

In light of the above, we respectfully request that in the event that the Planning Application is granted that it is appropriately conditioned to ensure that access to all communal areas, including the common toilets, and to the fire exit is not impaired in any way.

### 4. Length of the development works and construction hours

We note that the proposed development works are to be undertaken between January 2017 and April 2018 and be undertaken during similar hours as our business hours (our business ours being Monday-Saturday 1000-1900).

All the issues noted above have the potential to impede the commercial activities of the StubHub retail unit for a prolonged period of time. It is submitted such commercial impediments are unreasonable and as such, the application should be refused.

**Application No:**    **Consultees Name:**    **Consultees Addr:**    **Received:**    **Comment:**    **Response:**

In summary

It is evident that the proposed development is not consistent with the Council's policies regarding conservation areas and listed buildings.

It is also clear that the proposed construction works will significantly impair StubHub's commercial activities for an excessive period of time. As such, the application should be refused.

We respectfully ask that you take these objections into consideration when assessing the merits of this application, whilst taking particular regard of the presumption that the character and appearance of conservation areas should be preserved and enhanced. We submit that this planning application does not include any special circumstances which should permit its approval, and therefore we ask that in consideration of the objections outlined above, this application should be refused.

If the officers were minded to act to the contrary and recommend these proposals for approval, we would ask that the application be recommended to the Camden Borough Council Planning Committee for consideration. In this instance we would ask to be supplied with the committee report and be provided with the opportunity to present our objections and speak at the committee.

If the application proceeds under delegated powers, and the officer is recommending approval, please could you supply us with a copy of the delegation note prepared by the case officer.

Conditions

If the Council is minded to grant permission in this instance, due to the nature of the construction works involved in this development, we respectfully propose that the planning permission should be conditioned in relation to the following issues:

- StubHub branding: no masking of the StubHub branding to the exterior of the building;
- Scaffolding: access to the StubHub retail unit should not be impaired in any way by the erection of scaffolding;
- Site entrance: access to the StubHub retail unit should not be impaired in any way by the site entrance;
- Communal areas and fire exit: access to all communal areas at the back of our retail unit, including the common toilets, and to the fire exit should not be impaired in any way, including by the storage of construction materials;
- Timing of deliveries: deliveries of materials relating to the development should take place outside of our business hours to avoid obstructing visibility of and access to the retail unit;
- Timing of construction works: construction works should take place outside of our business hours (i.e. before 10am and after 7pm) to avoid impacting our commercial activities, which are all customer-facing;
- Noise and vibrations: the Council are invited to impose an appropriate condition to mitigate the

**Application No:**    **Consultees Name:**    **Consultees Addr:**    **Received:**    **Comment:**    **Response:**

noise and vibrations produced as a result of the construction works; and

- Traffic: the Council are invited to make an appropriate Traffic Regulation Order to minimise the impact of the development on the adjacent highways.

We reserve the right to amend or add to this letter of objection in the event that any further information becomes available

Yours sincerely  
eBay UK Limited

---