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**From:** [REDACTED]  
**Sent:** 07 December 2017 15:50  
**To:** Planning  
**Subject:** re: 2017/4233/P response to Planning application

I am a resident of Holly Lodge Estate. My address is 19c Swain's Lane, Highgate N6 6QX  
My name is Diana Mavroleon. I have been a resident and owner of this freehold property for 11 years.

Here are my responses to Gail's Bakery two applications.

re: 2017/4233/P Change from A1 to A3 licence.

I am totally opposed to this change and for the following reasons:  
Gail's came to be a part of Swain's Lane retail outlets by firstly introducing and presenting themselves to residents and the various local committees as primarily a Bakery with a small cafe outlet that would not be serving cooked on the premises or re-heated foods.  
Since its establishment residents here on the terrace on either side and as far as each end house, have been subjected to the most disgusting stench from fried and greasy foods produced from re-heating bacon and other greasy foods and with an air filtration unit at the rear that is actually an illegal filtration system and never been put thru or passed by camden Planning; this being typical of Gail's arrogant and ruthless mode of business.

Residents have gone about voicing our individual and collective complaints on a regular and accurate basis, and to no success except once when we all complaint after two speakers playing loud music were positioned just under the glass roofed 'conservatory' in the rear yard. This is not, btw, a substantially built structure. It is poorly designed and built and has been the cause of distress due to light and sound pollution from day one.

Our homes and recreational roof terrace at the rear of house have become virtually no-go areas due to the current menu. The air pollution is so bad it causes eyes to sting and water and we have all experienced nausea from the stench and fatty fumes.  
What we would like to see installed is adequate filtration for an appropriate A1 licence, one that complies with noise and design regulations.

Swain's Lane already has no less than four catering units and we do not need more. The lane is under huge stress from over-population of 'passing traffic' causing residents with parking permits no chance of safe near the home parking....day or night up till midnight and even later on Fridays and Saturdays. We needed a Bakery - not a full blown cafe and now with the threat of an A3 license that could then expand to applying for an alcohol licence and late night trading.

My other fears include Gail's using an A3 as a lure to sell on the business to another occupant who would then open up a restaurant and for that sole purpose only.  
An increase in noise and disturbance from both inside and outside of Gail's (we are currently experiencing loud shouting , arguments, banging and crashing of pots and pans, and general

noises in the rear yard area; early and late night deliveries and collections at the front plus an increase in litter and rubbish to the front.

The current 'conservatory' which is actually located in a conservation area and within feet of our first floor bedrooms, has always been a contentious issue and the cause of much distress to residents. We feel our private lives have been invaded through an entirely unnecessary glass roof that has no sound proofing or blinds. Gails had promised blinds from even before the structure was built. Nothing has ever been installed and residents feel that the entire roof should be changed to a solid, sound-proofed roof.

All other structures belonging to other owners, (such as Kalender Cafe at no. 17) have covered over, sound-proofed roofs to their property in the rear yards. Gails should be asked to comply to the same principles so as to avoid light and noise pollution. Ideally the entire rear yard structure should be taken down as it sets a precedent for other retailers to encroach upon our private lives and in a conservation environment. It is extraordinary that it managed to pass Planning in the first place, and especially in such a sensitive and cared for environment.

Added to the above are the as early as 06.15 deliveries by noisy vans which awake us on a regular basis; nightly throw outs of up to £200 worth of un-sold fresh bread, cakes and food stuffs. I have opened the white plastic sacks endless times to count what is being thrown out. I have asked van drivers what happens to the throw outs and they have all confirmed that all white bags from Gails are disposed of together and that no 'sorting' is carried out whatsoever. No attempt has ever been made by Gails for charity organisations to collect and distribute these items. In truth then, Gails overall responses and behaviour to residents here is arrogant, rude, duplicitous, un-reliable and full of unfathomable diatribe and broken promises.

I am, therefore, totally against an A3 licence being awarded to Gail's bakery.

Yours respectfully,

Diana Mavroleon