
From: Diana Pao [REDACTED]
Sent: 16 April 2018 09:19
To: Sheehy, John; Diver, John
Subject: Deliveroo

Dear Mr Sheehy & Mr Diver

I am writing to register my complaint, alongside my neighbours, with regard to the nuisance and problems caused by Deliveroo since their operation in the Swiss Cottage area. Not only have their fleet of mopeds parked illegally in and around Hilgrove Estate, using Dobson Close as a shortcut to Deliveroo, the strong cooking odour from their kitchens invades the neighbourhood every day and has become a most unpleasant kind of air pollution.

As you can see from the photos taken yesterday afternoon, there are always at least 6 to 8 mopeds parked near the gate of the path leading to Deliveroo's kitchens. The increased traffic at this part has caused a lot of inconvenience for pedestrians, who can be startled by a moped suddenly coming through or going out. This is especially dangerous for the elderly and small children. When delivery vans arrive, it is absolute chaos. I have seen many times, while waiting for a bus nearby, how the mopeds and delivery vans to the kitchens blocked the traffic on Finchley Road and made it impossible for any pedestrian to use the pavement. There is also an increased amount of litter in the area where the moped drivers gather, sometimes overflowing down the steps leading to Dobson Close. Together with the amount of rubbish generated by Deliveroo's kitchens, this is a serious environmental hygiene issue with a long-term impact on the neighbourhood.

Given the social and environmental problems caused by Deliveroo in the Swiss Cottage area, I would urge Camden Council to stop their operation and end the misery of the residents in the neighbourhood. Please come and visit the site and see and smell for yourself what it is like for people living here. Immediate action to help the community is needed. Please stop Deliveroo's operation now.

Thank you for your attention.

Yours faithfully

Diana Pao
[REDACTED]



14th April 2018



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