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**From:** Diana Pao [REDACTED]  
**Sent:** 16 April 2018 15:21  
**To:** Sheehy, John  
**Cc:** Diver, John  
**Subject:** Re: Deliveroo

Dear Mr Sheehy,

Thank you for your response.

With regard to the cooking odour problem, I can only report on the rough time every evening (between 7:15pm to 8pm) when I come home. The smell comes from the carpark leading on to Belsize Road. You will be able to smell it as soon as you come out of Swiss Cottage station. It is like a continuous barbecue smell. I did not linger to find out how long this smell went on for as I was on my way home. I would imagine it could go on for hours while the kitchens are open. Sometimes I can smell the same odour going up the other end of Dobson Close (i.e. via the steps leading up to Finchley Road) during the day, around 4:30pm to 5pm. Both these observations are from street level. If you think this information is useful, I'll send it to the Environmental Health team.

I shall try to capture more details on the litter situation and ask my neighbours to do so as well.

By the way, the photos I sent earlier were taken on 15th April, not the 14th. My apologies for the mistake.

Diana Pao.

On 16 Apr 2018, at 14:54, Sheehy [REDACTED]

Dear Diana Pao,

Thank you very much for your email, the contents of which I note.

We are very keen that neighbour updates can be presented to an Inspector as evidence.

It would be very helpful if you could provide the following type of information:

- The exact time and date when smells are noted;
- The nature of the cooking smells;
- The duration of the smells;
- The floor level from which the smells are observed.

Please follow the same pattern for noise complaints or litter complaints.

Please also ensure that any such complaints are not only submitted to the Council's planning department but also our Environmental Health team?