
From: eva aston-cheraif <[REDACTED]>
Sent: 21 November 2018 09:27
To: Lamont, Katrina
Cc: [REDACTED]
Subject: RE: Important... Re: Shu Jie Hot Pot 25/26 Red Lion Street

Dear Katrina,

I've been given your details by a neighbour, Mr T Stewart, as you are dealing with the new fan planning application that the restaurant Shu Jie Hot Pot installed without permission or notice to anyone.

I wish to make a complaint about the newly installed fan, noise, the smells, the rubbish, the leaking of the main fan. I also have a query as to the official opening hours including the Sunday openings.

I wish to object to any planning application that might allow the newly installed fan on the grounds that the smells from same are unreasonable, as is the noise which vibrates straight into my bedroom. I am unable to sleep because of the noise and vibrations. I have been informed by the manager of the restaurant that they can serve food and drink until midnight and the fan will run (if granted) till 12:30 am. I am not a well person and I have to take regular rests due to chronic pain so the new illegal fan is causing serious issues for my health. I would also like to concur with Mr T Stewart that the staff only turn this new, illegal fan off when asked to do so and often turn it on again shortly afterwards. Therefore they are using the new fan without permission. This new fan is preventing me from having quiet enjoyment of my residential flat.

I wish to complain that the existing fan at the back of 25/26 Red Lion street building is leaking oil. This cooking oil is oozing out of the joints of the large existing fan and is in disrepair as it is making banging noises. There are smells from this fan as well. These smells from both fans permeate throughout my flat even with the windows closed. This was not an issue with the previous restaurant. Living in my flat has been completely disrupted since this new restaurant opened.

I wish to complain about the excessive rubbish outside of the restaurant and our front door. The rubbish is often split open and scattered across the pavement. The rubbish is picked up much later than other restaurants often in the afternoons so the street is littered until after this rubbish collection. With my mobility issues, maneuvering around these piles of scattered rubbish and spilled oil is hazardous as there is a high chance of falling with the greasy debris on the street.

I wish to complain that there are gangs of the restaurant clientele gathered outside of the restaurant smoking. They have loud conversations and raucous laughter. I believe the restaurant has built a huge structure in the garden which used to be a space for quiet smokers. There has been an increase in large noisy sports cars which the said clientele are using to arrive and leave the restaurant. This excessive noise continues well into the evening, as I have said the restaurant is open until 12 am. All surrounding neighbours are disturbed by this.

In addition, loud music is being played and this comes through the floorboards so it is a huge disruption to the quiet enjoyment of my flat. The bass on the music stereo system seems to be turned up which enhances these vibrations and does not seem necessary. I would be grateful if this also was prevented in order to resume my normal living at my flat.

Further I would like to object to the opening hours. The previous restaurant was not open on Sundays and this was a welcome break from the bustle of the week despite not having any issues with the previous restaurant. Now the above complaints are occurring seven days a week. Seven days a week of sleepless night when you have serious ill health is untenable and completely unreasonable.

As you can see, the new restaurant and their new ways is causing great disturbance for the community around them. They have little concern about the neighbours, only paying lip service to complaints and then resuming their activities. With my severe health problems it makes me feel trapped in my flat surrounded by all of these unpleasant disturbances. I'd be very grateful if you'd be able to rectify this situation so that I can return to having a much more pleasant life in my residential flat. Many thanks.

I very much look forward to hearing from you shortly.

Kind Regards,
E. Aston-Cheraif
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25 Red Lion Street
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