

Application No: 2020/1669/P
 Consultees Name: [REDACTED]
 Received: 07/05/2020 13:20:34
 Comment: OBJ

Response:

Removal of Condition 53 to allow unloading and loading of goods outside the following times of 07:00-20:00 Monday to Saturday and 08:00-20:00 Sunday and on Public/Bank Holidays would introduce unwanted and uncontrolled noise. The surrounding areas are bustling with numerous venues and routes to popular social/visitor destinations. Noise from footfall going to and from these venues/destinations already generate considerable nuisance that are not managed or controlled. Venues in the immediate area have shown and demonstrated a lack of ability or a willingness to address this issue and understand what affect it has on residents.

Experience and history show that loading and unloading to venues generate noise at unacceptable levels that often are a blight on residents' quiet enjoyment of their homes. My own experiences have been constant battles to get venue management to educate and inform their staff of the effects of the noise they, themselves, generate in setting out furniture, taking it in and the general noise they create through unnecessarily loud interactions between themselves. This also extends to third party and in-house deliveries outside times of operation, whereby these workers take it upon themselves to do as they please and deliver as they will. Camden's own records of my experiences will show a long history of the noise pollution I needlessly suffered and no doubt have affected others in my block at the time. The site management at the time proved absolutely no help, as any promises to address the issue resulted in no improvements. The staff at night would just turn a blind eye or totally ignore the noise nuisance that was taking place. Typical noises that occurred include but are not limited to: metal chairs being thrown down on to stacks, stacks of metal chairs and tables being dragged across hard outdoor paved floors; signs being dropped and dragged across hard outdoor paved floors; tailgate and doors being opened and closed with force; refrigeration trucks left running while drivers sit between delivery slots; heavy boxes of goods being thrown on to floors; two person teams shouting across distances at each other; trolleys or wheeled platforms clunking across paved areas; and engines being revved to make fast getaways. These are the typical types of noise that my household has experienced for the entire time at my previous address, in the early hours of the morning, at night and sometimes into the small hours.

Within this development there have already been issues of uncontrolled/unmonitored noise that I have had cause to raise complaint about. These include the noise generated by the concierge staff at the Centre Point building itself and the food hall venue. Noise of which should never have happened as there were existing measures that were breached on all occasions and of which went on for far too long, requiring multiple communication on my part to resolve. Some of which has slowly started creeping in before the Covid-19 pandemic struck.

Regarding the food hall, it has been noted that the two large sliding doors have remained open up to and past 11pm on days when the weather was good. As a result, patrons spilled out from these doors to smoke or stretch their legs, shouting to others who were still inside without any intervention from any venue personnel to quieten them down at these late hours. The open doors also let out the music and venue noise and usually the music volume is turned up during the evening which means at least 3-4 hours of thumping bass.

Noise from the Vapiano patrons leaving the venue at night also generates considerable noise, which is also unmonitored and uncontrolled. Groups of people can be heard shouting and screaming at times approaching and past midnight, even with my doors closed.

The most recent case, whereby the site management at the time was not aware or oblivious to the noise disturbance involves the construction workers. For some reason it was necessary for some to randomly let out

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a wail, akin to something Tarzan would do in the films, which would be answered by another wail. This went on for a couple of days and for up to an hour before it was ripped in the bud through contact with Camden Council. If I did not take this step, it would have no doubt escalated and continued for an indefinite period. Failings on the end of the people who should have monitored this themselves, failings that in my experience will probably be repeated by the incoming site management once the development has been completed.

Without first demonstrable proof of the site management, venue management and venue employees' abilities to actively control and manage noise, there should be no approval or variation of the conditions relating to Condition 53. All loading and unloading should be taken within the stipulated times, as mentioned above, to minimise disturbances to residents as there will already be an abundance of disturbances from passing footfall, venue visitors and staff outside of those times.

Without hard concrete proof that the site management has the ability to enforce and uphold what it has promised in terms of managing noise pollution, granting the variation of Conditions before any such proven history on this site will only serve to disadvantage residential occupiers in the area, whom will ultimately have to put up or leave.

I wholly object to the variation of Condition 53.
