

Application 2020/2367/P

This is an objection to this application in the strongest possible terms.

I live in Dobson Close, adjacent to the Deliveroo site. I have endured nearly 3 years of their presence next to my flat.

(a) The effect of the development on the quality of life of neighbouring occupiers and the amenity of the surrounding area, having particular regard to:

Noise and disturbance: deliveries have occurred, and continue to occur, out of the stipulated hours. Delivery vehicles regularly come into Dobson Close so the driver can obtain pedestrian access to the Deliveroo site. Such transgressions have been notified to Deliveroo and Deliveroo have acknowledged that each has occurred. The delivery vehicles are noisy as they are reversing in Dobson Close, outside the windows of local residents. Many times over the past few months I have been disturbed by deliveries being attempted in the early morning, between 7.15 and 7.50 am.

Deliveries being made via the slip road are also occurring before the stipulated time of 8 am. I witnessed an attempted delivery at 7.40 am on Wednesday 22 July this year. A guy wearing hi-vis was on the slip road but could not get through the locked gate to make his delivery. He shouted for five minutes to the Deliveroo door (which was open so someone was on site) to be let in. His calls went unanswered but he had already disturbed people by then. I then saw him climb over the metal gate and walk down to the Deliveroo door. A few moments later, he came out, climbed back over the gate and waited. At 8 am, someone unlocked the gate and he was able to make his delivery.

The marshals are often noisy, shouting to/at the riders or to delivery personnel from one end of the slip road to the other.

Odour: I have been unable to have my windows open in my flat because of the smell of cooking odours from the Deliveroo site. These are **not** the cooking smells of my neighbours, as has been suggested by Deliveroo, but they are emanating from the Deliveroo kitchens. "Sniff" tests have been carried out by Deliveroo agents but these are not done at a high enough level to be of any use and so any data collected is not a true representation of the odours we residents surrounding the site notice. Deliveroo have claimed, and will no doubt continue to claim, that cooking smells are not their doing but are being caused by the restaurant/s next door. This is complete rubbish as they have been closed for a considerable time due to Covid19 and yet cooking odours were still noticed.

There is often a very strong smell of cooking oil wafting across from the Deliveroo site (in no way could this be attributed to residents).

Highway safety, particularly for pedestrians in the vicinity of the

site: Deliveroo riders use either pedal bikes or electric bikes/scooters now. Riders accelerate to get up the slip road and they have little or no regard for pedestrians crossing the top of the slip road to access shops/buses/residences. If admonished for their speed, they are often rude and disrespectful. Riders regularly ride on the local pavements, again with no regard for pedestrians. They cut across the lanes of Finchley Road, with no regard for other road users. I have been on buses coming in to Swiss Cottage which have had to stop suddenly or take evasive action to avoid riders who are exiting or entering the slip road. They are dangerous and a menace.

The character and appearance of the premises and the surrounding

area: the massive chimneys were erected without planning permission. They are an eyesore and can be clearly seen from the surrounding residences.

Riders hang around the local area on their bikes/escooters all the time Deliveroo is operational. They sprawl on pavements, wait in neighbouring roads, leave their bags and bikes in the way of pedestrians, leave rubbish behind (drinks bottles/cans/food wrappers) and bring the local area down with their presence. They have also been seen urinating against walls and bushes in the local area.

Deliveroo claim to want to be "better neighbours". They would be thus if they moved out to a tailor-made development on an industrial site, away from residential accommodation and where they would not impose themselves so heavily on local residents.

Their presence brings more pollution, noise, traffic to an already polluted and traffic-heavy area of London.

Life in Swiss Cottage has been severely compromised by the arrival of Deliveroo. Where once it was a pleasant and quiet place to live, this cannot be said to be the case now. They are not welcome in Swiss Cottage.

Jo Blagden