

Application No:	Consultees Name:	Received:	Comment:	Response:
2020/2367/P	Gayle Owen	27/07/2020 15:27:02	OBJ	<p>I am a local resident and wish to object to the request for Deliveroo to operate a permanent commercial kitchen in Swiss Cottage.</p> <p>There are constant issues with their delivery riders blocking pavements in the local area. For me in particular I have an issue with delivery cyclists parking their bikes in the entrance to my block of flats (Castleden House) for long periods of time whilst awaiting to accept orders. They make it impossible for residents to enter or leave their own homes whilst also maintaining appropriate social distancing in line with COVID-19 guidelines. This happens every day and has done for many months.</p> <p>The cyclists also frequently cycle on the pavement, the wrong way down Finchley Rd, and make many other breaches of the road rules, much of the time whilst looking at their phones and not paying attention to the road and/or pedestrians on the pavement. I have in many instances nearly been run down when trying to exit my property by riders on the pavement on Finchley Rd. The introduction of marshals at the site has made little improvement, when I pass them the marshals are often also looking at their phones and ignoring any breaches of road rules or common courtesy to pedestrians.</p> <p>Deliveroo has been at the site for years already and have had complaints from residents on these issues many times before but they are still yet to resolve these issues and as such I do not believe that they are interested in ensuring the site operates in a way which is safe for the local community, road users and pedestrians.</p> <p>As a local resident, having this site in operation is a detriment to my daily life and I would be very happy to see this closed down as soon as possible.</p>

Application No:	Consultees Name:	Received:	Comment:	Response:
2020/2367/P	Diana Pao	30/07/2020 13:25:51	OBJ	<p>I am writing to object to Deliveroo's application to remain in the Swiss Cottage site on 115-119 Finchley Road for the following reasons :</p> <p>(1) Unsuitability of the site Camden Council's Planning Guidance states that "existing industrial areas are the most appropriate location" for commercial delivery operations such as Deliveroo's and that "their impact in terms of noise, odour, fumes and dust generation needs to be carefully considered and managed and they should not have a detrimental impact on nearby uses and/or residents". For Deliveroo to state in their Planning Assessment (Section 5.6) that there is "implication" in this Guidance "that alternative non- industrial locations may be appropriate where such impacts are appropriately managed" is an imaginative but flawed attempt to justify Deliveroo's existence in Swiss Cottage. The location of Deliveroo Editions' site is in a densely populated residential area and is too close to residential blocks nearby. Access to the site is via a slip road going up to Finchley Road, joining the A41. It is obvious that the physical environment of the site is not designed to accommodate a delivery service for 9 kitchens, with riders and delivery vans going in and out of a single access point from Finchley Road. To say that this location is "appropriate for a permanent use of the site for commercial kitchens and a delivery centre" is totally illogical. Reading too much into Camden Council's very clear and direct Guidance is not a strong argument for Deliveroo Editions' continuing occupation of the current site.</p> <p>(2) Ineffectiveness of OMP 2.1 Management of the site – Marshals The Surveyor's site visit reports conclude that "the OMP is being enforced effectively" and that "the measures have 'bedded-in' well and all users of the Site understand the rules" (Review of adopted Operational Management Plan Section 5.2). Yet the incidents recorded in the reports proved otherwise. Deliveroo riders were caught cycling on the pavement when the Surveyor visited on 28th November 2019 (no appropriate action taken by the marshals), 6th & 14th December 2019 and 17th January 2020; a rider tried to gain access from Dobson Close on 17th January 2020 and another tried to use Dobson Close as a shortcut when leaving the site on 15th February 2020. Given that the OMP should have been in force soon after the Inspector's decision in September 2019, no such incidents should have occurred during any of the Surveyor's visits had the measures been well "bedded-in" or that "all users of the Site understand the rules". The fact that Deliveroo's riders were still breaching the rules set down in the OMP in February 2020 showed how ineffective the OMP is. Deliveroo riders are still trying to gain access to the site from Dobson Close (Appendix A – 4th April 2020) or cycling on the pavement (Appendix B – 2 July 2020) even now. The truth is Deliveroo cannot effectively implement their OMP.</p> <p>In addition, marshals should ensure that "riders accessing the Site from the stairs to the right of the access slope on Dobson Close and/or who approach the Site in breach of the highway code will not be permitted to enter the Site, and their order is re-assigned" (OMP section 5). On 4th April 2020, I happened to be following the Deliveroo rider up the steps in Dobson Close (Appendix A). Instead of turning the rider away, the marshal simply said "you are in trouble" and allowed him to enter the site. This can only mean that the rider's order was not "re-assigned" as stated in the OMP.</p> <p>2.2 Riders It is evident from the Surveyor's reports and observations from local residents that Deliveroo's riders will continue to try their luck with breaches of the OMP. Instead of turning left on to Finchley Road as they exit from the site, most of them simply head straight to cut across the A41 to head south for their deliveries, often</p>

Application No: Consultees Name: Received:

Comment: Response:

weaving their bikes or e-mopeds among the cars (Appendix C), endangering their lives and those of the motorists. Deliveroo cannot claim to be able to ensure their riders will observe the Highway Code as such incidents have shown that despite the change to electric bikes, the behaviour of the riders remain the same.

Furthermore, Deliveroo's riders have become a nuisance in the neighbourhood. Not only have they congregated in residential streets near the site to wait for their orders (Appendix D), they have also used Dobson Close as a shortcut to reach Hilgrove Road and Finchley Road (Appendix E), making a quiet private road into a teeming thoroughfare. Neighbours have mentioned that this is now a daily occurrence. This has a serious impact on the quality of life of the residents of Dobson Close and is totally unacceptable. As long as Deliveroo is occupying the current site, this situation will only get worse as they have simply moved the congestion at their site to nearby streets and think they have solved a problem.

2.3 Delivery vans

Delivery vans are still using Dobson Close as a car park. The most recent example is the company Carnevale using Dobson Close on 4th June 2020. Another delivery van was also spotted on the same day as well as on 2nd June 2020. Deliveroo had admitted that Carnevale was one of their suppliers. Once again, had the OMP been effective, no suppliers would have used Dobson Close as a car park. Just like the riders, Deliveroo's suppliers will most likely be trying their luck and hope that no one will see them. There may well have been more incidents like this that residents of Dobson Close did not manage to spot but the fact that delivery vans are still using Dobson Close just shows that the OMP is not working.

(3) Negative impact on the local community's quality of life

Deliveroo did not inform the local community of the changes in their trading hours. There was no written notification and the notice outside Deliveroo is still showing the old trading times (Appendix F). The increase in trading hours from 60 hours 15 mins (1700 – 2245 Monday to Wednesday and 1200-2245 Thursday to Sunday) to 77 hours a week (1200-2300 every day) is hardly a benefit for the community. Increased hours of trading means an increase of the volume of traffic on the slip road; more riders swarming the neighbourhood all day long; increased traffic on private roads such as Dobson Close being used as a shortcut; increased possibility of collisions between riders and pedestrians; more chances of accidents on the A41 when riders cut across five lanes of traffic to head south with their deliveries and more hours of cooking odour and noise invading the neighbourhood. This change in trading hours shows clearly Deliveroo's total disregard for the impact their operation has on the local residents' quality of life. How can Deliveroo claim to be a "good neighbour" when they care more about profits than their neighbours? Besides, Deliveroo's actual hours of operation are from 8am to around midnight (for clearing up after the end of trading hours) every day so the transport, noise and odour problems last longer than the stated 77 hours and should be 112 hours a week. The disruption to the neighbourhood is far greater than they would like to admit.

Some neighbours have mentioned that they are now not using the steps that lead from Dobson Close to Finchley Road in order to avoid the busy traffic at the slip road of the Deliveroo site, the unpleasant cooking odour at certain times of the day as well as the litter left on the steps by the riders overnight. This shows how local residents' lives have been impacted by the operation of the Deliveroo Editions site. No one should be made to feel such unease in using a local amenity in the neighbourhood. This is an encroachment on the local community's quality of life.

Application No: Consultees Name: Received:

Comment: Response:

Furthermore, some neighbours have also witnessed Deliveroo riders relieving themselves in the bushes, both in Dobson Close and the nearby Swiss Cottage Open Space. Not only is this totally unhygienic and disrespectful to local residents, it poses a health risk to the customers of Deliveroo as well. This environmental and personal hygiene problem is serious, especially during the pandemic. Camden Council must step in to put an end to it.

(4) Deliveroo's lack of accountability for problems they created

Collectively the residents in the neighbourhood have reported a huge number of breaches of the OMP to Deliveroo in the past months. A comprehensive and centralised list has been compiled by our LRG member Ms Edie Raff and sent to Deliveroo. While some complaints have been dealt with adequately, most complaints have been dismissed by Deliveroo using reasons ranging from difficulty in identifying the offending riders in photographic evidence, riders' rights to use pathways like everyone else, or that the riders are self-employed and Deliveroo will not be able to control where they congregate or how they behave. As long as the riders are not congregating outside the site or visible from the top of the slip road, Deliveroo considers that they have abided by the OMP. They have completely ignored the fact that the reason the riders have to congregate in nearby residential streets is a problem created by Deliveroo. The unsuitability of the site with restricted parking facilities and the "last mile" system Deliveroo uses are the direct causes of the problems the local community have to face. In order to race to the site to collect their orders, riders are forced by Deliveroo's "last mile" system to congregate in the neighbourhood and use any shortcut they can find in doing so. Instead of accusing the residents of hounding the riders who are trying to make a living or using the riders' self-employed status as a shield for not doing anything about the problem, Deliveroo should be reviewing their own role in this matter. Denying responsibility on the ground of the riders' self-employed status cannot erase the truth that these riders form the main workforce for Deliveroo and their transgressions are a direct result of the "last mile" system. Had Deliveroo followed Camden Council's Planning Guidance and used an industrial area for the Editions operation, none of these problems would have happened and the local residents would have been left in peace.

Conclusion

Ever since Deliveroo started occupying the current site in Swiss Cottage, the surrounding neighbourhood has changed and the local residents' quality of life has been greatly affected. A number of local restaurants have closed; the shop fronts and loading bays are lined with delivery mopeds and bikes; the volume of traffic at the slip road has increased and the noise and odour pollution created by the Deliveroo Editions kitchens are a constant nuisance. The damage Deliveroo have done to the quality of life of local residents cannot be outweighed by whatever "economic benefits" Deliveroo think they have brought to the area. Monitoring reports on odour, noise and transport in support of Deliveroo's claim to be a "good neighbour" are momentary records on certain selected days in a period of time and may not reflect the real issues residents have to face every day. The disrespect for the local community - from occupying the site without planning permission, to dismissing residents' complaints with all kinds of excuses, to the latest stealthy act of increasing the trading hours without any written notification to the local community - already demonstrated that Deliveroo is not and will not be a "good neighbour".

I would urge Camden Council to consider the local residents' point of view in this case as I believe the Council recognises "the need to support the health and well-being of communities" (NPPF) and "seeks to ensure that

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				<p>the amenity of communities occupiers and neighbours is protected" (Policy A) when considering any application for a commercial kitchen site. The fundamental problem in this case is the unsuitability of the current site for Deliveroo's operation, a fact that Deliveroo refuses to acknowledge. The ineffectiveness of the OMP shows that plans and reality are two different things. The plans may attempt to be word perfect but the implementation may not mirror what was written, as illustrated by examples of riders' transgressions. Takeaway delivery is hardly innovative. To wreck the local community's quality of life in the name of "economic benefits" as in this case is not a cause worth supporting. Please put an end to the local residents' misery and reject Deliveroo's application.</p>
2020/2367/P	M Fernandes	31/07/2020 08:47:42	OBJ	<p>I sent this on Wednesday but it has not appeared yet.</p> <p>This comment is for the land to the rear of 115-119 Finchley Road, the Deliveroo site. I do not know why it says 121 Finchley Road on the comments page:</p> <p>I wish to strongly object to this application.</p> <p>I live in the area and am fed up having to dodge bikes coming out and going in to the Deliveroo site when I am walking to the tube or the local shops. There is lots of noise from the site at all times and lots of unpleasant cooking smells (stale cooking oil as well). I have not been able to have my window open on some occasions in hot weather. I have noticed increased activity for a few weeks now but have not seen any information posted locally about the change of trading hours.</p> <p>I believe having such a traffic-dependent business where it is is not suitable as it is in the middle of a heavily populated residential area. Living in Swiss Cottage has certainly been spoilt by Deliveroo being there.</p>
2020/2367/P	M Fernandes	27/07/2020 14:59:40	OBJ	<p>This comment is for the land to the rear of 115-119 Finchley Road the Deliveroo site. I do not know why it says 121 Finchley Road on the comments page.</p> <p>I wish to strongly object to this application.</p> <p>I live in the area and am fed up having to dodge bikes and people coming out and going in to the Deliveroo site when I am walking to the tube or the local shops. There is lots of noise from the site at all times and lots of unpleasant cooking smells (stale cooking oil as well). I have noticed increased activity for a few weeks now but have not seen any information posted locally about the change of trading hours.</p> <p>I believe having such a traffic-dependent business where it is is not suitable as it is in the middle of a heavily populated residential area. Living in Swiss Cottage has certainly been spoilt by Deliveroo being there.</p>