

Application No:	Consultees Name:	Received:	Comment:	Response:
2021/4531/PVL	Covent Garden Community Association (Elizabeth Bax, Chair of Planning Subcommittee)	23/09/2021 23:39:42	COMMNT	<p>As the amenity society for the area, Covent Garden Community Association has the following comments and requests:</p> <ul style="list-style-type: none"> <li>- We do not object to the extension of the permission for Seven Dials Market for 84 covers in total on Earlham Street, subject to the same strict management conditions as before.</li> <li>- We question whether 84 covers are required, however, and suggest that the total number is reduced. The reason is threefold: <ul style="list-style-type: none"> <li>(i) Local observations indicate that the seating is rarely fully occupied, even in good weather. As the weather cools it seems unjust to reserve space on the street all Winter that is really needed for residents to park again.</li> <li>(ii) Now that people can dine inside, the volume of outside space is disproportionate, and has not been shown to be necessary in order for the business of Seven Dials Market to recover.</li> <li>(iii) The area nearest to the Donmar theatre is a risk to the recovery of that business. It re-starts operations this month, and the auditorium is very porous to external sound.</li> </ul> </li> <li>- We would object to the full current total number of covers across all dining outside in Earlham Street being extended to September 2022. Reinstatement of resident parking is really needed, and this means that not all the current area of dining should be maintained into the Winter. It could be space in front of Seven Dials Market that is reinstated as residents parking bays, or space in front of other premises.</li> <li>- In any case, any seating near to the Donmar theatre should be subject to adjusted hours of use, to avoid operating during performances as explained in point (iii) above.</li> </ul> <p>-----</p> <p>Please note that we are commenting on all 3 applications (ref. 2021/4531/PVL, 2021/4534/PVL and 2021/4538/PVL) together because the published plans are incorrect and there is one area of tables &amp; benches for up to 84 covers outside Seven Dials Market.</p> <p>-----</p>

Application No:	Consultees Name:	Received:	Comment:	Response:
-----------------	------------------	-----------	----------	-----------

2021/4531/PVL	Willie Williams	23/09/2021 16:42:51	OBJ	
---------------	-----------------	---------------------	-----	--

I object to this application due to the resulting loss in residents' parking. I completely understand the push for outdoor dining areas during the pandemic recovery but currently, as the weather is less amenable, these areas are usually greatly underused. Indoor dining is back with us and the winter months will make the possibility of outdoor dining increasingly rare.

There are many longterm residents in the area who, like me (a Neal St. resident for 30 years), cannot avoid the need for keeping a car. It has never been particularly easy to park but has always been possible and the residents' parking schemes have been effective and much appreciated.

Over the past two years, the number of bays has been consistently eroded and the loss of the bays on Earlham St. has been a huge blow as it is the widest street and therefore the safest for damage to our vehicles from passing delivery trucks and so forth.

If I felt the outdoor dining was making a real difference to the recovery I would certainly be more sympathetic but their use seems to be spasmodic at best, whereas the residents' need for parking is permanent. Once office staff and West End business staff return in force there is going to be a very real shortage so please take this genuine need into account and maintain at least the same number of parking bays in Seven Dials that there were two years ago.

The streets are public spaces and should not incrementally be given over to private business enterprises causing genuine deterioration of quality of life for residents who have been here far longer than these restaurants.

Application No:	Consultees Name:	Received:	Comment:	Response:
2021/4531/PVL	Phil Bentley	23/09/2021 16:53:23	OBJ	<p>As you are aware the Donmar Warehouse is a 251-seat, not-for-profit theatre in Earlham Street. In our converted warehouse, we bring together audiences - never more than four rows away from an actor - to experience world class artists and rising stars create thrilling, unmissable theatre.</p> <p>For the following reasons this pavement licence renewal should be refused.</p> <p>1. Noise and disturbance resulting from use</p> <p>Due to the close proximity of the buildings and being a narrow road, Earlham Street has always been an echo chamber particularly when heavily populated.</p> <p>Our intimate theatre auditorium is located at 1st floor level - a few metres away from the area outlined in this application - and due to the make-up of the building, including high level doors required for new sets to be built on the stage and show get in, the space is already highly sensitive to noise in Earlham Street. Our shows typically start at 19.30 (Mon-Sat), 14.00 performances on Tuesdays and Saturdays with ad hoc performances at 19.30 on a Sunday.</p> <p>Your renewal of these pavement licences will lead to more permanence for the facilities and there will be very audible conversation from outside throughout all of our performance times. The impact of this will be detrimental to our shows, artists, audiences and also damaging to our reputation and operations.</p> <p>2. Adequacy of parking/loading/turning and road access</p> <p>During a typical changeover a variety of vehicles, deliveries including vans and 45' articulated trailers, require timed daily access, via Earlham Street, to the theatre for the delivery and collection of scenery, lighting, sound, video, costumes and other equipment. This is no mean task of organisation and timing.</p> <p>Over a 10 year period many changes to the road layouts have taken place in a piecemeal fashion to the roads leading to the Seven Dials monument and these have already contributed to make the change of our productions very difficult. For the record our productions run for 8 weeks before an approximate 2 week long changeover, with up to 8 full shows in a typical calendar year. The success of these changeover periods is vital to the operation of the theatre.</p> <p>The location of the area outlined in this application will continue to compress an already narrow road making it difficult for us to change from one production to another, inevitably blocking the entire road, and that this - alongside the Covent Garden Traffic Management Proposals - could ultimately render the theatre unviable.</p> <p>3. Accessibility</p> <p>We must do all we can to promote easy access for members of the public coming into London to visit the theatre, particularly older people, and those with a disability, and due to the location of existing cycle bay located outside the front door of the theatre, there is already no/minimal access for anyone with specific access requirements.</p> <p>The location of the area outlined in this application leaves little room, when taking into account the existing</p>

Application No:	Consultees Name:	Received:	Comment:	Response:
				<p>cycle docking bay outside the main entrance to the theatre, for anyone with specific access requirements. Any remaining space is blocked by the area outlined in this application.</p> <p>Generally, as we head into the winter and with COVID-19 restrictions mostly discretionary, we would also question the viability of this application now that everyone is now allowed to sit inside and hospitality operations are recovering well.</p> <p>Finally, this is an objection to the pavement licence renewal (2021/4531/PVL). All theatres are in COVID recovery and therefore we are also seeking an express commitment from Camden Council that the concerns of the Arts sector and the detrimental impact on our operation and economic viability will be fully taken into account before a decision is made to renew.</p>

---

Application No:	Consultees Name:	Received:	Comment:	Response:
2021/4534/PVL	guy MARTIN	23/09/2021 17:54:22	COMMNT	<p>comments relate to 2021/4534 /PVL as well as 4531</p> <p>We are concerned to ensure that renewals do not become the norm and that the period remains an experiment. Footfall is still way down from pre covid levels and the effect on residents cannot therefore be fully established.</p> <p>There continues to be no adequate safeguards for residents to access the immediate vicinity of their entrances when required for essential maintenance and other works. ;</p>

---

Application No:	Consultees Name:	Received:	Comment:	Response:
2021/4534/PVL	Phil Bentley	23/09/2021 16:55:35	OBJ	<p>As you are aware the Donmar Warehouse is a 251-seat, not-for-profit theatre in Earlham Street. In our converted warehouse, we bring together audiences - never more than four rows away from an actor - to experience world class artists and rising stars create thrilling, unmissable theatre.</p> <p>For the following reasons this pavement licence renewal should be refused.</p> <p>1. Noise and disturbance resulting from use</p> <p>Due to the close proximity of the buildings and being a narrow road, Earlham Street has always been an echo chamber particularly when heavily populated.</p> <p>Our intimate theatre auditorium is located at 1st floor level - a few metres away from the area outlined in this application - and due to the make-up of the building, including high level doors required for new sets to be built on the stage and show get in, the space is already highly sensitive to noise in Earlham Street. Our shows typically start at 19.30 (Mon-Sat), 14.00 performances on Tuesdays and Saturdays with ad hoc performances at 19.30 on a Sunday.</p> <p>Your renewal of these pavement licences will lead to more permanence for the facilities and there will be very audible conversation from outside throughout all of our performance times. The impact of this will be detrimental to our shows, artists, audiences and also damaging to our reputation and operations.</p> <p>2. Adequacy of parking/loading/turning and road access</p> <p>During a typical changeover a variety of vehicles, deliveries including vans and 45' articulated trailers, require timed daily access, via Earlham Street, to the theatre for the delivery and collection of scenery, lighting, sound, video, costumes and other equipment. This is no mean task of organisation and timing.</p> <p>Over a 10 year period many changes to the road layouts have taken place in a piecemeal fashion to the roads leading to the Seven Dials monument and these have already contributed to make the change of our productions very difficult. For the record our productions run for 8 weeks before an approximate 2 week long changeover, with up to 8 full shows in a typical calendar year. The success of these changeover periods is vital to the operation of the theatre.</p> <p>The location of the area outlined in this application will continue to compress an already narrow road making it difficult for us to change from one production to another, inevitably blocking the entire road, and that this - alongside the Covent Garden Traffic Management Proposals - could ultimately render the theatre unviable.</p> <p>3. Accessibility</p> <p>We must do all we can to promote easy access for members of the public coming into London to visit the theatre, particularly older people, and those with a disability, and due to the location of existing cycle bay located outside the front door of the theatre, there is already no/minimal access for anyone with specific access requirements.</p> <p>The location of the area outlined in this application leaves little room, when taking into account the existing</p>

Application No:	Consultees Name:	Received:	Comment:	Response:
				<p>cycle docking bay outside the main entrance to the theatre, for anyone with specific access requirements. Any remaining space is blocked by the area outlined in this application.</p> <p>Generally, as we head into the winter and with COVID-19 restrictions mostly discretionary, we would also question the viability of this application now that everyone is now allowed to sit inside and hospitality operations are recovering well.</p> <p>Finally, this is an objection to the pavement licence renewal (2021/4534/PVL). All theatres are in COVID recovery and therefore we are also seeking an express commitment from Camden Council that the concerns of the Arts sector and the detrimental impact on our operation and economic viability will be fully taken into account before a decision is made to renew.</p>
2021/4534/PVL	Willie Williams	23/09/2021 16:45:26	OBJ	<p>I object to this application due to the resulting loss in residents' parking. I completely understand the push for outdoor dining areas during the pandemic recovery but currently, as the weather is less amenable, these areas are usually greatly underused. Indoor dining is back with us and the winter months will make the possibility of outdoor dining increasingly rare.</p> <p>There are many longterm residents in the area who, like me (a Neal St. resident for 30 years), cannot avoid the need for keeping a car. It has never been particularly easy to park but has always been possible and the residents' parking schemes have been effective and much appreciated.</p> <p>Over the past two years, the number of bays has been consistently eroded and the loss of the bays on Earlham St. has been a huge blow as it is the widest street and therefore the safest for damage to our vehicles from passing delivery trucks and so forth.</p> <p>If I felt the outdoor dining was making a real difference to the recovery I would certainly be more sympathetic but their use seems to be spasmodic at best, whereas the residents' need for parking is permanent. Once office staff and West End business staff return in force there is going to be a very real shortage so please take this genuine need into account and maintain at least the same number of parking bays in Seven Dials that there were two years ago.</p> <p>The streets are public spaces and should not incrementally be given over to private business enterprises causing genuine deterioration of quality of life for residents who have been here far longer than these restaurants.</p>

Application No:	Consultees Name:	Received:	Comment:	Response:
2021/4534/PVL	Covent Garden Community Association (Elizabeth Bax, Chair of Planning Subcommittee)	23/09/2021 23:41:31	COMMNT	<p>As the amenity society for the area, Covent Garden Community Association has the following comments and requests:</p> <ul style="list-style-type: none"> <li>- We do not object to the extension of the permission for Seven Dials Market for 84 covers in total on Earlham Street, subject to the same strict management conditions as before.</li> <li>- We question whether 84 covers are required, however, and suggest that the total number is reduced. The reason is threefold: <ul style="list-style-type: none"> <li>(i) Local observations indicate that the seating is rarely fully occupied, even in good weather. As the weather cools it seems unjust to reserve space on the street all Winter that is really needed for residents to park again.</li> <li>(ii) Now that people can dine inside, the volume of outside space is disproportionate, and has not been shown to be necessary in order for the business of Seven Dials Market to recover.</li> <li>(iii) The area nearest to the Donmar theatre is a risk to the recovery of that business. It re-starts operations this month, and the auditorium is very porous to external sound.</li> </ul> </li> <li>- We would object to the full current total number of covers across all dining outside in Earlham Street being extended to September 2022. Reinstatement of resident parking is really needed, and this means that not all the current area of dining should be maintained into the Winter. It could be space in front of Seven Dials Market that is reinstated as residents parking bays, or space in front of other premises.</li> <li>- In any case, any seating near to the Donmar theatre should be subject to adjusted hours of use, to avoid operating during performances as explained in point (iii) above.</li> </ul> <p>-----</p> <p>Please note that we are commenting on all 3 applications (ref. 2021/4531/PVL, 2021/4534/PVL and 2021/4538/PVL) together because the published plans are incorrect and there is one area of tables &amp; benches for up to 84 covers outside Seven Dials Market.</p> <p>-----</p>



Application No:	Consultees Name:	Received:	Comment:	Response:
2021/4538/PVL	Covent Garden Community Association (Elizabeth Bax, Chair of Planning Subcommittee)	23/09/2021 23:40:21	COMMNT	<p>As the amenity society for the area, Covent Garden Community Association has the following comments and requests:</p> <ul style="list-style-type: none"> <li>- We do not object to the extension of the permission for Seven Dials Market for 84 covers in total on Earlham Street, subject to the same strict management conditions as before.</li> <li>- We question whether 84 covers are required, however, and suggest that the total number is reduced. The reason is threefold: <ul style="list-style-type: none"> <li>(i) Local observations indicate that the seating is rarely fully occupied, even in good weather. As the weather cools it seems unjust to reserve space on the street all Winter that is really needed for residents to park again.</li> <li>(ii) Now that people can dine inside, the volume of outside space is disproportionate, and has not been shown to be necessary in order for the business of Seven Dials Market to recover.</li> <li>(iii) The area nearest to the Donmar theatre is a risk to the recovery of that business. It re-starts operations this month, and the auditorium is very porous to external sound.</li> </ul> </li> <li>- We would object to the full current total number of covers across all dining outside in Earlham Street being extended to September 2022. Reinstatement of resident parking is really needed, and this means that not all the current area of dining should be maintained into the Winter. It could be space in front of Seven Dials Market that is reinstated as residents parking bays, or space in front of other premises.</li> <li>- In any case, any seating near to the Donmar theatre should be subject to adjusted hours of use, to avoid operating during performances as explained in point (iii) above.</li> </ul> <p>-----</p> <p>Please note that we are commenting on all 3 applications (ref. 2021/4531/PVL, 2021/4534/PVL and 2021/4538/PVL) together because the published plans are incorrect and there is one area of tables &amp; benches for up to 84 covers outside Seven Dials Market.</p> <p>-----</p>
2021/4538/PVL	guy MARTIN	23/09/2021 17:18:17	COMMNT	<p>Concerns remain about free seating as the footfall to the area continues to increase. Any renewal should be for a limited period and not considered as a permanent feature. There continues to be no adequate safeguards for residents to access the immediate vicinity of their entrances when required for essential maintenance and other works. It is unclear from the plans whether any of the applications include the area outside 33. As there is a new cafe there the tenants not CBRE should be responsible for any seating permitted within the vicinity of the premises</p>

Application No:	Consultees Name:	Received:	Comment:	Response:
2021/4538/PVL	Willie Williams	23/09/2021 16:46:40	OBJ	<p>I object to this application due to the resulting loss in residents' parking. I completely understand the push for outdoor dining areas during the pandemic recovery but currently, as the weather is less amenable, these areas are usually greatly underused. Indoor dining is back with us and the winter months will make the possibility of outdoor dining increasingly rare.</p> <p>There are many longterm residents in the area who, like me (a Neal St. resident for 30 years), cannot avoid the need for keeping a car. It has never been particularly easy to park but has always been possible and the residents' parking schemes have been effective and much appreciated.</p> <p>Over the past two years, the number of bays has been consistently eroded and the loss of the bays on Earlham St. has been a huge blow as it is the widest street and therefore the safest for damage to our vehicles from passing delivery trucks and so forth.</p> <p>If I felt the outdoor dining was making a real difference to the recovery I would certainly be more sympathetic but their use seems to be spasmodic at best, whereas the residents' need for parking is permanent. Once office staff and West End business staff return in force there is going to be a very real shortage so please take this genuine need into account and maintain at least the same number of parking bays in Seven Dials that there were two years ago.</p> <p>The streets are public spaces and should not incrementally be given over to private business enterprises causing genuine deterioration of quality of life for residents who have been here far longer than these restaurants.</p>

---

Application No:	Consultees Name:	Received:	Comment:	Response:
2021/4538/PVL	Phil Bentley	23/09/2021 16:54:12	OBJ	<p>As you are aware the Donmar Warehouse is a 251-seat, not-for-profit theatre in Earlham Street. In our converted warehouse, we bring together audiences - never more than four rows away from an actor - to experience world class artists and rising stars create thrilling, unmissable theatre.</p> <p>For the following reasons this pavement licence renewal should be refused.</p> <p>1. Noise and disturbance resulting from use</p> <p>Due to the close proximity of the buildings and being a narrow road, Earlham Street has always been an echo chamber particularly when heavily populated.</p> <p>Our intimate theatre auditorium is located at 1st floor level - a few metres away from the area outlined in this application - and due to the make-up of the building, including high level doors required for new sets to be built on the stage and show get in, the space is already highly sensitive to noise in Earlham Street. Our shows typically start at 19.30 (Mon-Sat), 14.00 performances on Tuesdays and Saturdays with ad hoc performances at 19.30 on a Sunday.</p> <p>Your renewal of these pavement licences will lead to more permanence for the facilities and there will be very audible conversation from outside throughout all of our performance times. The impact of this will be detrimental to our shows, artists, audiences and also damaging to our reputation and operations.</p> <p>2. Adequacy of parking/loading/turning and road access</p> <p>During a typical changeover a variety of vehicles, deliveries including vans and 45' articulated trailers, require timed daily access, via Earlham Street, to the theatre for the delivery and collection of scenery, lighting, sound, video, costumes and other equipment. This is no mean task of organisation and timing.</p> <p>Over a 10 year period many changes to the road layouts have taken place in a piecemeal fashion to the roads leading to the Seven Dials monument and these have already contributed to make the change of our productions very difficult. For the record our productions run for 8 weeks before an approximate 2 week long changeover, with up to 8 full shows in a typical calendar year. The success of these changeover periods is vital to the operation of the theatre.</p> <p>The location of the area outlined in this application will continue to compress an already narrow road making it difficult for us to change from one production to another, inevitably blocking the entire road, and that this - alongside the Covent Garden Traffic Management Proposals - could ultimately render the theatre unviable.</p> <p>3. Accessibility</p> <p>We must do all we can to promote easy access for members of the public coming into London to visit the theatre, particularly older people, and those with a disability, and due to the location of existing cycle bay located outside the front door of the theatre, there is already no/minimal access for anyone with specific access requirements.</p> <p>The location of the area outlined in this application leaves little room, when taking into account the existing</p>

Application No:	Consultees Name:	Received:	Comment:	Response:
				<p>cycle docking bay outside the main entrance to the theatre, for anyone with specific access requirements. Any remaining space is blocked by the area outlined in this application.</p> <p>Generally, as we head into the winter and with COVID-19 restrictions mostly discretionary, we would also question the viability of this application now that everyone is now allowed to sit inside and hospitality operations are recovering well.</p> <p>Finally, this is an objection to the pavement licence renewal (2021/4538/PVL). All theatres are in COVID recovery and therefore we are also seeking an express commitment from Camden Council that the concerns of the Arts sector and the detrimental impact on our operation and economic viability will be fully taken into account before a decision is made to renew.</p>

---

Application No:	Consultees Name:	Received:	Comment:	Response:
2021/4612/PVL	Clifford Slapper	25/09/2021 05:32:23	OBJ	<p>I strongly urge you not to approve this application. Over the past year, Norma's operation of a similar licence has caused significant and almost constant Public Nuisance. As a long-term Camden resident living next door and just above their streatory, the disturbances which I will detail below have taken a serious toll on my health, work and well-being, and prevented me from the normal and peaceful enjoyment of my own home – to such an extent that I have had to seriously consider abandoning my home after living here for over 20 years.</p> <p>Norma's streatory has caused serious inconvenience and even distress to myself and other residents on countless occasions, due to: noise disturbance, smoke, litter, obstruction, raised voices outdoors after much drinking. In addition there has been a persistent and knowing breach of the terms of the Pavement Licence, which was only ever granted (11/08/2020) for a maximum of 9 seats/3 tables, to end at 10.00pm. For several months this summer there were often as many as 16, and often well beyond the 10pm limit, and with scant regard for the effect on residents.</p> <p>No noise conditions are attached to this licence – and even if they were, the restaurant would be unable to keep them. They have repeatedly promised to "try" to minimise disturbances, but have persistently proved incapable of doing so.</p> <p>Some mitigations have at times been mentioned by them (seating diners primarily at the far end of the decking; installing an acoustic tent; installing multiple no-smoking signs etc) but these have almost never been followed up on, or implemented, and there is absolutely no grounds for thinking that any of this will change, given the number of multiple assurances given in the past which were then either ignored, forgotten, or attempted without success.</p> <p>Please note that the disturbances detailed below over the past year occurred when the PVL was only for 9 seats and 3 tables. They are now requesting a year of doing business in the street carriageway with even more customers: 12 seats and 4 tables. Obviously this would only compound the problems we have already had.</p> <ol style="list-style-type: none"> <li>1. Throughout the operation of the Pavement Licence there have been almost daily disturbances of: noise, drunkenness, smoke, obstruction and litter – all within a few metres of my home. The restaurant has proved incapable of managing these issues responsibly or sensitively, despite repeated communications. Those polite requests from me, on multiple issues and occasions, by phone, text and email, have all been documented, and have proved exhausting and time-consuming for me, yet fruitless. This is against a personal background for me of having lived here happily and peacefully for over 20 years (successfully co-existing with a series of restaurants next door) – then the past 2 years of severe stress and problems dating from the arrival of Norma, and then their streatory.</li> <li>2. Many of the clientele of this restaurant use the street area to adjourn after lunch for afternoons of heavy drinking and smoking below my window. It is a proven fact that after alcohol people speak much more loudly, and this causes major disturbance to me as a resident adjoining. I have often called and urged staff to move such customers inside the restaurant but this has not once happened. In one call, on 23 September 2021 at approx 5pm I was told this was not possible as all of the indoor seating was fully booked for the evening sitting, and needed to be kept free. This, incidentally, confirms that the streatory provision here has nothing to do with Covid, social distancing or health, as there are no longer any restrictions and the restaurant is often enjoying full capacity both indoors and out, so that the streatory is effectively a gift to them of additional</li> </ol>

Application No:      Consultees Name:      Received:

Comment:      Response:

floorspace taken from the public carriageway, to the severe detriment of long-term residents like me.

3. Even if the restaurant were ever to succeed in monitoring and controlling some disturbances, some of them would simply not be amenable to control. The combination of large groups of diners and drinkers with alcohol, smoke etc, directly beneath residential windows, has no effective way of resolving compatibly here, as proven by many months of actual practice – even with fewer seats and tables than are being requested in this application.

4. The extended and fenced streatory here also blocks access to the carriageway, prevents people crossing the road safely, or at all, and causes other access problems, including issues of disabled access and difficulties with drop-offs, pick-ups, collections and deliveries. On this busy stretch, the long barrier is definitely an accident waiting to happen, as taxis drop off customers by the Norma streatory, who then have to walk in the road, squeezing between traffic and the fixed streatory fence, towards the end of the road and then double back on the now over-congested pavement.

5. It has simply proved impossible for Norma to control the conduct of their customers. On occasions I have had difficulty leaving my street door, as customers had temporarily left their table and were leaning in my doorway smoking and drinking. On 20th July 2021 I was on my balcony and one table of drunken customers became abusive, resulting in my having to call the police to attend. During that incident, I phoned the manager to explain that this was making me feel uncomfortable and harrassed, even in my own home. She said they were just having fun, and promised to move them immediately to the other end of the decking. Twenty minutes later, she had not done so, and I contacted the police to report this breach of the peace, and the threat to me in my own home. They attended and warned the customers about their anti-social behaviour. I have the crime reference number and, as above, full details, including photographic evidence of all the above.

6. Below are some examples from my log and diary of disturbances – I have many others, but have chosen these, as these all occurred even after being called to a meeting by Norma on 13th September 2021 for me to be given assurances and asked not to oppose this application:

20th September 2021: I wrote to restaurant director, Emmanuel Carabeau, at 11.35pm, in despair, and explained: "Dear Emmanuel. There is a group of six Norma customers gathered just outside the restaurant, very loudly shouting to each other, presumably deciding where to go next, or waiting for Uber cars etc. I've come to my window and they just stare back at me, laughing, and continue. I refuse to get into an altercation with your customers. I have been repeatedly assured that restaurant management will ensure that your guests are supervised, asked to avoid causing disturbance in a residential area, asked to leave quietly, moved on etc. It just doesn't happen! I refuse to keep telephoning the restaurant to ask them to attend to these things – I feel like I am doing your job for you! This should be anticipated, and the restaurant management should be on top of it by now. In future I shall reluctantly have to go directly to Camden Council's noise complaints department and/or the police, as appropriate. The sloppy approach to this is just exhausting and exasperating. I am keeping a close log of every event for future reference. With thanks for your attention, and best wishes, Clifford Slapper."

23rd September 2021: Approx 3pm to 5pm, group of 5 seated at end of streatory adjoining my home, drinking heavily and shouting persistently. I called the restaurant three times. Each time they said they would try to deal with it, but failed to do so adequately. The disturbance only ended when the customers themselves decided

Application No:      Consultees Name:      Received:

Comment:      Response:

they were ready to leave. The restaurant is never willing or able to act swiftly and decisively to remove such people from the premises, as would happen in other public settings.

24th September 2021: Approx 5.45pm: I met a friend for coffee at a nearby café, at 10 Charlotte Street. There was another group of 4 Norma customers on the Norma streetery street-decking, settled in for a long and heavy drinking session, visibly and audibly drunk and disorderly. One of them was constantly shouting so loudly that the server in the café we were using came out to see what the disturbance was, and my friend and I had to abandon our conversation. I called Norma 5 times between 5.55pm and 6.05pm but there was no answer, so I went in to them in person and asked them to deal urgently with the public disturbance which their drunk streetery customers were causing. They entered into an apologetic dialogue with the customers, who seemed put out to be even approached about their behaviour. Eventually they paid and left but, again, only when they were ready to do so; and, as always, I was left being made to feel that I was the problem or nuisance, rather than them.

7. Also following that 13th September meeting, the licensee now applying for a new PVL gave permission to another adjoining restaurant to use "their" street trading space on a Sunday – 19th September 2021 – as Norma does not open on Sundays. Of course, this was unlawful and wrong, as (a) these licences are obviously not transferrable; (b) Norma's PVL specifies that it applies Monday to Saturday only, so it would not even have been theirs to offer to others; (c) It would be likely to cause even more disturbance to residents, and indeed on a Sunday; (d) It came just days after my being called to an in-person meeting for me to be given assurances that they would take every step to decrease rather than increase disturbance. This is yet another proof that the applicant is not suited to being granted the PVL at all.

8. Please note that the previous licence you granted to this licensee was repeatedly and flagrantly breached in its most basic terms. This fact, alone, should suffice for you to decline any future such applications, even aside from all the points above. That previous Pavement Licence was granted on 11th August 2020 and specified 9 chairs and 3 tables from midday to 10pm – and yet on numerous occasions throughout the summer of 2021 they broke those terms blatantly, regularly having 16 chairs and 6 tables from 10.30am to 11.30pm (for which I have ample photographic proof). They have shown scant regard for the decisions of Licensing, or for residents' concerns. If you approve this new application, which provides for more seating than previously agreed, it sends a clear signal to other restaurants, that if they are not content with what they have been granted, they merely have to break their licence repeatedly, then seek endorsement for that, moving ahead.

9. The documents which Norma have submitted to support this application include copies of risk assessment/operational procedure pledges which have been in place now for over a year – but which have absolutely not been attended to – again, on very many occasions and despite persistent requests. For example, all of the following have never been applied, nor is there any evidence to suggest they ever will be:

"All managers need to supervise the area continually"

"Ensure staff...stay outdoors when the streetery is in use"

"Patrons smoking...are supervised by staff so as to ensure that there is no public nuisance"

"There will be adequate supervision of customers consuming alcohol at all times"

"Staff will maintain calm and monitor guests' behaviour...minimise noise and disturbance"

"Actively monitor the vicinity...throughout each day...discourage guests from congregating...ensure that

Application No:      Consultees Name:      Received:

Comment:

Response:

those...leaving...do so in a quiet and appropriate manner..."

Cleaning: their own decking area is kept fairly clean but all around it, especially at the edge where it meets the roadway, but also the pavement edge, accumulates a lot of disgusting litter (menus, napkins, masks, and literally hundreds of cigarette butts). As a long-term resident, like many others, I have always taken a pride in our area. I have on several occasions done the cleaning around those edges, myself, on a Sunday, without a word between us. (Smokers persist in using the decking in front of Number 6 as a kind of Smoking Terrace in spite of some inadequate signs which were finally installed in the streaterly and on the wall between 6 and 8, after months of delay and neglect.)

As a resident, I can say, in conclusion, that for many years, the balance between commercial and residential use here has fared well. However, the extensions to outdoor dining and drinking here over the past 15 months have tipped the balance so much, that this is now already causing major Public Nuisance, and distress to me in my home, over and above what a person can reasonably be expected to put up with. It is causing me severe distress, and preventing my right to the reasonable quiet enjoyment of my home. If you grant this application, which allows for even more intensive use of the space than the previous licence, with higher numbers dining, drinking and gathering on the carriageway of a street which incorporates residential accommodation immediately adjacent, it would severely impair my quality of life.

---

**Total:** 7