

Application No:	Consultees Name:	Received:	Comment:	Response:
2021/4163/P	Kathrin Schwarzenböck	19/10/2021 16:39:57	OBJ	<p>I live in flat3, 23 Rousden Street and my balcony is directly overlooked by the new vents at the Jacuna Kitchen. I moved here in 17/06/21 and I was attracted by the idea of a balcony, which would give me some relaxing space.</p> <p>But now I can hardly use it - the smell and the noise from the vents is over-powering. My summer was ruined - I was forced to keep the windows closed.</p> <p>I feel very aggrieved that this company has been able to operate in this way, illegally, without any planning permission. It is wrong and I would expect Camden - as a responsible local authority - to do something about it.</p> <p>There is a lot of noise coming from the entrance of Jacuna Kitchen, in the morning they receive deliveries and minimum twice a day there is an alarm going off which is really disturbing.</p>

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2021/4163/P	M Davies	15/10/2021 02:15:14	OBJ	<p>Application 2021/4163/P: Objection</p> <p>I object to the Application as a long-term resident and immediate neighbour to the site in question, which is located at the heart of and surrounded by a group of residential homes.</p> <p>This application is retrospective, so the works and changes in question have already been made (cf point 1.2 in the Planning Statement). Operations have been running for some months now. The observations which follow draw on experience of Jacuna's operations over a reasonable period of time.</p> <p>This formerly peaceful, residential area is characterised by many family homes and almshouses for the elderly on Rousden Street. This neighbourhood with its narrow streets and limited open spaces lacks the amenities and character to accommodate the overdevelopment and major changes already implemented by Jacuna. These changes are having a significant impact on residents' quality of life and the local area. Residents of all ages are affected by the business in question, including young children and elderly neighbours.</p> <p>Until very recently, the yard at the backs of all the Rousden Street homes surrounding the site was private during the day, and securely locked, dark and quiet at night. No activities involving significant noise, smell, emissions or motorised traffic were carried out. Therefore, in contrast to the area in front of the homes, which is lit and busy day and night, the rear of the homes was private and quiet at all times, and dark and secure at night. This quality, in an area of high air pollution, traffic and noise, was very precious, perhaps especially for families with young children. This situation has now changed.</p> <p>The premises itself is unsuitable too, as shown by the need for major new works and large equipment described in the application, and the overuse of the small, related yard and site entrance for frequently competing traffic.</p> <p>I object to the application for the following reasons:</p> <ol style="list-style-type: none"> 1. The Application appears to be incomplete in three respects. <p>First, it does not mention a key issue for which the Council's permission must be sought, namely a change to the business hours currently permitted at the premises, as confirmed in writing by a member of Camden Council staff (see section 1 below).</p> <p>Second, the Operational Management Plan (OMP) submitted with the Planning Application does not mention an aspect of Jacuna's operations which has an impact on local residents' security and privacy, namely that members of the public access the premises to collect food orders in person (see section 3.6 below).</p> <p>Third, the Application states that machinery fitted to the kitchens mitigates the odours and emissions caused by cooking. Odours and emissions continue to cause significant nuisance to neighbouring residents (see section 3.3 below).</p> <ol style="list-style-type: none"> 2. The suggestion in the Planning Statement, point 5.4, stating that "the principle of an employment use has a longstanding establishment and the continued use for the site for employment purposes" does not adequately illuminate the site and Application in question. I provide the necessary contextualisation (see

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section 2 below).

3. There are significant negative impacts on local residents in their homes. The Application does not describe the site in a way which makes these impacts evident. I provide this detail below (section 3).

4. There are significant negative impacts on local public health and safety outside these private homes, especially road safety (see section 4 below).

5. There is a significant negative impact on community life and local heritage of the changes made to the property on Royal College Street (see section 5 below).

This situation is unacceptable to residents.

1. Permitted Business Hours

Long, anti-social hours of operation, from 8am to midnight, are central to Jacuna's business. However, Jacuna is operating outside the business hours permitted for these premises.

Jennifer Watson from Camden Council has confirmed in writing on 6 June 2021 that business operations are not permitted at the premises outside the hours of 9am-5.30pm, Monday to Saturday. She writes specifically that this issue must be addressed in any application for changed use of the site, but it is absent from the Planning Application.

Experience of Jacuna's operations underlines clearly why the business hours permitted at this site are limited to 9am-5.30pm, Monday to Saturday. The residential setting of the site makes such long hours inappropriate.

Residents stress in the strongest terms that the current regulations on operating hours exist to protect their amenity and safety and so must be upheld and not changed.

2. On "the principle of an employment use".

The Planning Statement, point 5.4, mentions "the principle of an employment use" on the premises and so suggests that operations like Jacuna's are established here. The Planning Statement points out that these premises have been to date "in office use and accepted for a storage and distribution use". However, business use of the premises in question and others nearby has been fundamentally different in character until now.

In this respect, the Application does not illuminate effectively the use made to date of the site and so, the scale of the changes Jacuna is now proposing.

I had and have no objections to previous, long-established business use of the space. Previous business uses had no negative impact on residents' amenity, or on the area around Rousden Street and Royal College Street. Indeed, the economic life and conventional shop fronts of the businesses in question, on Camden Road and Royal College Street (see section 5 below), were / are positive for the area.

To date (that is, to 2020 when the first of the two other new delivery companies now housed in the arches

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began operations), business use of these properties was limited to daytime business hours, Mondays to Saturdays, as currently permitted by Council regulations. The nature of that previous business was not intrusive in terms of noise, emissions and lack of privacy and security, and hours of operation.

The three new occupants of the arches have changed this situation only since 2020, in one case; the other two, including Jacuna, began operations only this year. While the Planning Statement cites the other two delivery companies' use of the space as a precedent for Jacuna's proposed use, that use in fact therefore is not long established, and is disruptive to residents in novel ways. (I also understand from Camden Council that the other two companies in question are, like Jacuna, operating outside the hours currently permitted.)

Moreover, the other two businesses in question are not catering companies. To use the premises for a number of catering businesses simultaneously is very different. These cases are not therefore not meaningful comparisons.

The "employment use" now referenced by Jacuna is therefore in reality without longstanding or evidently comparable precedent.

3. Negative Impacts on Local Residents in their Homes

The planning application does not describe in detail the way in which the premises and the access required to it relate to the private homes around it. Therefore it is unable to show either how significantly it affects these homes.

I now explain this setting more fully.

The site in question is in the very middle of and tightly surrounded by a group of private homes.

Furthermore, the site is at the end of a long, narrow yard, at the opposite end from the entrance in Randolph Street. This yard runs directly along the rear of the homes on the South side of Rousden Street. These homes directly adjoin and overlook the yard in which the arches in question are located and through which Jacuna's suppliers, customers, visitors and delivery drivers move at all hours. They are separated from this site only by narrow, domestic-type walls. While the homes in question for the most part do not have gardens, some do have very small outside spaces at the back, such as patios or balconies, which are immediately next to the yard if at ground level, or in effect directly open to it, if above ground-floor level.

Vehicle deliveries of food enter the yard to access the parking bays described in the Application, directly next to homes on Rousden Street.

Jacuna propose dedicated motorbike/moped/bike parking, waste and recycling storage areas near the Randolph Street entrance. The Planning Application specifies that delivery bikes must park in the designated spaces near the Randolph Street entrance, so that delivery drivers collecting orders will walk up to the premises at the far end of the yard. All delivery staff must therefore pass all the way through the yard to reach the premises from the entrance, that is to say, directly alongside all the Rousden Street homes. Waste and recycling will be collected from the Randolph Street end of the yard.

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From a local resident's perspective, this motorbike parking and waste area is not in any very significant sense "away from neighbouring properties" as described in the Planning Application, point 5.13. In fact, it is close to homes on both Rousden and Randolph Streets. It is not the case that, as the Application states in this point, situating the parking area away from the kitchen ensures "amenity would not be harmed." Rather, it makes Jacuna's area of operations larger and brings it into proximity to more homes.

Thus, all the Rousden and Randolph Street homes next to the yard, even those further away from the kitchens themselves, are immediately affected by Jacuna's activities. The homes on the South-East corner of Rousden Street, i.e. those nearer the intersection with Randolph Street, and on Randolph Street near the site entrance, are especially affected by Jacuna's traffic and waste / recycling storage and disposal processes close by.

In sum, the premises in question are unsuitable for Jacuna's operations, as they are intrusively embedded amongst residential homes. In addition, Jacuna shares this narrow space with two other delivery companies, so that the yard and entrance are too small for all three operations and their heavy traffic.

The issues arising for residents are overlooked for example in point 5.12 in the Planning Application, which states that "deliveries and servicing associated with the proposed development would [...] not harm the amenity of neighbouring residents, in accordance with Local Plan Policy A1". This is not the case; amenity is clearly harmed in many ways. The objectives of the Policy in question are thus not met.

Specific negative impacts of the business in these homes are as follows.

3.1 Traffic Noise

The yard in question is small, narrow and bounded all around by the high railway bridge and other buildings, with no greenery or breaks in the buildings. Therefore all noise made there is heavily amplified by the environment and heard clearly in the homes.

Nuisance noise is caused by all aspects of the business.

The fact that the proposed motorbike/moped/bike parking area for outgoing deliveries is not directly by Jacuna's premises does not change or mitigate the fact that the traffic still causes noise in local homes, albeit most loudly in those further away from Jacuna's kitchens, in and nearer to Randolph Street.

Incoming deliveries cause noise in homes all along the South side of Rousden Street. Since the premises contain numerous individual kitchens operating independently of one another, the number of deliveries required will be much higher than for a single catering business. The OMP therefore estimates fifteen separate deliveries per day (except Sundays and Bank Holidays), between 8am and 4pm. On average therefore, there will be in effect two deliveries per hour, not including an additional waste / recycling collection per day (Monday-Saturday) on average. The OMP specifies that these deliveries will take 10-15 minutes each. No commitment is made to electric vehicles so the deliveries in question may be made by diesel or petrol vehicles.

The OMP also states:

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"Whilst it is possible for vehicles to turn onsite, this is likely to be difficult given the space and orientation of the parking spaces. If necessary, therefore, the on-Site staff and/or marshals will assist the delivery drivers in manoeuvring their vehicle with stop and go hand signals, communicated through the vehicles mirrors, while watching the driver's blind spot and ensuring the area is safe for pedestrians. Delivery drivers will be asked to turn off the audible reversing alarm, where possible." (pp. 9-10)

That is, the OMP recognises that the space in question does not allow quick and quiet motorised delivery to the site. The OMP also specifies that residents can expect to hear loud reversing alarms, potentially several times an hour, depending on delivery patterns, since it makes a point of explaining that these alarms cannot or will not necessarily be turned off. In all these ways, the OMP makes clear that noisy, time-consuming and emission-heavy manoeuvring directly outside family homes will be the norm.

The OMP does not mention the fact that all incoming deliveries have to compete in the narrow space available with the many motorised bikes constantly travelling to and from the two neighbouring delivery companies' premises, just by the parking spaces Jacuna uses. This factor would significantly complicate and prolong deliveries. It also seems to present a significant safety hazard for all staff involved.

On Jacuna's calculations, assuming as they do 15 minutes per delivery, all residents adjoining the yard (i.e. on the entire South side of Rousden Street) can reasonably expect that there will be petrol or diesel vehicles driving and manoeuvring directly outside their homes for a total of some thirty minutes per hour, every day except Sundays. In addition, according to the OMP (p. 12), waste, recycling and oil waste will be collected six times a week altogether, adding further vehicle activity to that total.

Put another way, this motorised activity and associated noise like reversing alarms will be constant for more than 50% of daytime hours, according to Jacuna's own submission.

3.2 Machine Noise

The heavy machinery already installed at the premises at the arches is causing significant noise nuisance, and audible at the back of properties well down Rousden Street to the East of the premises. The noise penetrates inside homes even when windows are closed.

Unwelcome noise travels directly and loudly into homes at all times, including late at night, whether or not doors and windows are open. Such noise levels day and evening are unacceptable directly alongside homes. They now mean that residents can no longer open their windows or comfortably use their outdoor spaces, such as balconies at the rear of their homes.

3.3 Air Quality

Emissions from motorised delivery bikes and manoeuvring vans, and transport of waste, day and night, have evident negative impact on air quality inside homes. Even electric bikes and vehicles, when used, create particle emissions.

The OMP (p. 11) confirms that an outdoor smoking area has been established for 'Jacuna Members'. This provision is deleterious to air quality.

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Odours from cooking are causing severe nuisance and are not mitigated by the machinery installed, as described for example in Point 1.2 of the Planning Application. In this respect the Application is not accurate.

These issues, again, mean that residents cannot open their windows or use outside space comfortably; they cause particular concern to the families with young children who live here.

Emissions are especially problematic in view of existing concerns about air quality in this busy area of Camden. As Camden Council writes on its website:

“Air pollution has a significant impact on public health and accounts for around 9,400 premature deaths in London each year, affecting the health of many more with asthma, hay fever and other conditions. Vehicles are the biggest cause of air pollution in Camden.”

(See <https://www.camden.gov.uk/clean-air-for-camden>)

Jacuna's reliance on so many motorised vehicles appears to me incompatible with Camden's stated commitment to improving air quality. Neither does it seem to contribute to Camden's specific commitment to tackling engine idling, as outlined here: <https://www.camden.gov.uk/tackling-engine-idling>

Jacuna's operations mean that more engines than ever before now idle around local homes, all day and for much of the night. The company's reliance on refrigerated vehicles for aspects of food delivery is especially of concern, since the engines in such vehicles must be on, i.e. idling, at all times, in order to operate.

3.4 Light Pollution

Light pollution is caused by the late-night operations at the rear of the homes in question, which was previously dark at night. Some areas of the yard are now brightly lit at night and lights spill into homes.

This issue too is a significant change to the quality of life in home, especially for families with young children.

3.5 Vermin

A rise in vermin in and around neighbours' homes seems a likely consequence of the unprecedented storage and production of large quantities of food by a large number of catering businesses at the premises, and the planned practice of keeping correspondingly significant amounts of food waste on site for several days at a time. Just two food waste collections a week are anticipated in the OMP. The rise in food-associated litter noticed by residents near the site since Jacuna began operations is also likely to attract vermin (see section 4.4. below).

3.6 Loss of privacy

Homes adjoining the yard out of which Jacuna operates have lost their privacy.

The OMP does not mention the fact that members of the public walk through the Randolph Street entrance

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and the yard leading to Jacuna's premises in order to pick up food orders in person. There is significant impact for the privacy of residents and their property.

The rear of these homes, and especially many of the outside spaces, are now visible day and night to staff, delivery drivers, visitors and members of the public who access the space at all times while it is open for business.

A person in the yard in question is able to see windows and see and speak directly to anyone in the outside spaces, while barely raising their voice. This intrusion makes it impossible for residents to use their modest outdoor spaces peacefully and comfortably, especially in the evenings. Residents can be observed in their homes, and are unable to go outside without the prospect of being continuously watched by Jacuna's staff, drivers, visitors and the public. In addition, anyone in the yard can easily address or approach a person in their private, outside space.

3.7 Loss of security

Security issues for homes around the premises arising from Jacuna's business are overlooked in this Application.

The fact that members of the public, as well as the numbers of staff and others constantly entering and exiting the property, now have free access to the yard has a negative impact on the security of residents and their property.

Given the layout of the site and limited security measures, it would be easy for anyone to gain access to the yard outside the premises when this business is operating, especially in the morning and at night. Due to the easy access to the rear of neighbouring homes through the yard, burglary, a common issue in this area, becomes far more likely if the yard is open from morning until late at night.

Issues during the day are as follows. The OMP specifies that "Jacuna will employ a marshal from 12.00 until 00.00, Monday - Sunday." (pp. 7-8). This point means that for hours every day, it is intended that no marshal is present at all. It is well-known in this area that burglaries often take place during daylight hours like those in which the entrance is not staffed.

Even during the marshal's working hours, this provision does not mitigate the negative effect on residents' security in homes around the yard. The OMP states that the marshal will have a long list of duties (pp. 7-8), some of which will take them away from staffing the entrance to the yard. Likewise, they will have breaks during their working hours. Therefore at times the Randolph Street entrance will not be staffed.

At night, the security of the homes around the premises is negatively impacted by keeping the yard onto which it backs open after 5.30pm and that fact that, as noted above, it seems that the marshal cannot be present at the gate at all times. The yard is secluded and partially dark at night, and the entrance is badly-lit and set back from Randolph Street. Scope for anti-social behaviour as well as burglary is rising: anecdotes are now circulating locally of incidents involving illegal drugs taking place in the yard at night. This was never the case previously, because in the past, the high gate to the yard was always securely locked in the evening and on Sundays, in line with the current regulations for business hours at the property.

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Jacuna's security arrangements are therefore not designed to take account of residents whose own security is impacted by the business. The OMP states that Jacuna will have CCTV. However, it is presumably provided for the business's own purposes and premises only. Note for example that to neighbours, Jacuna only makes the undertaking that it "may" allow them to view any CCTV footage at its own discretion and subject to paying an unspecified fee.

4. Negative impacts on public health and safety in a wider area outside these private homes

The streets and pavements are very narrow in this residential area, and frequently obstructed, for instance in Rousden Street. This location is inappropriate location for a business which relies centrally on extremely frequent, fast, motorised traffic and causes safety hazards.

4.1 Noise

The streets surrounding the premises are very narrow and built up. In Rousden Street, front doors open direct to the pavement with no porches or areas. There are no trees or green spaces meaning that sound is amplified significantly by the hard surfaces. Therefore sounds in the street, even when (double-glazed) windows are closed, can be heard clearly inside the houses. Jacuna's operations contribute significantly to traffic noise.

4.2 Road Safety

Residents have seen a clear rise in sometimes very fast motorbike and moped traffic along the streets. In addition, the very frequent incoming deliveries and waste collections described in the OMP increase traffic. There is not adequate space for all this additional traffic to circulate safely, especially at night. Traffic disorder and risks to public safety will follow.

The very constricted, busy entrance on Randolph Street to the yard where the premises is located means there is danger at that point, too, from and to traffic and other road users. The entrance area to the property is under a railway bridge, set back from the road and badly lit, so that visibility for pedestrians and cars passing on the street is affected after dark. Constant, heavy use of motorbike and moped traffic through this gateway by three companies until late at night is not conducive to road safety, especially if any of the delivery bikes are electric, and therefore quieter than petrol bikes, increasing danger to pedestrians and cyclists.

Residents note that drivers are now causing significant road safety hazards on a daily basis by routinely driving the wrong way down Randolph Street, which is a one-way street. Especially in these very narrow, congested streets, this practice endangers pedestrians and cyclists. It also endangers the drivers themselves as in doing so they exit Randolph Street, often at speed, into the busy thoroughfare and bike lanes of Royal College Street, where road users will not expect them as traffic is not permitted to enter the street in this direction.

The drivers cause disruption to businesses, cyclists and pedestrians near the busy lights at the intersection of Royal College Street and Camden Road due to way in which many of them stop around the nearby Royal College Street entrance to the premises offices, looking for orders to collect. This entrance is not their

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collection point. In this respect, the OMP's statement that "The ODPs have been given the exact coordinates for the site entrance and therefore ODP Riders will be aware of which to use" (p. 5) is at odds with residents' observations.

4.3 Emissions

The increased traffic fumes from petrol engines would be a public nuisance especially given existing levels of concern about air quality in Camden. Electric vehicles also produce particle emissions so their use would not mitigate the problem. See section 3.3 above.

4.4 Litter

Residents note littering outside the Randolph Street entrance to the property which does not appear to be connected to the other delivery companies' operations, but would correspond to Jacuna's. For example, at the time of writing, a large, catering-style cooking oil can has been lying on the pavement for some days.

5. Negative impact on community life and local heritage

Point 5.10 of the Planning Statement argues with reference to the Heritage Statement, and in respect of the premises on Royal College Street, that "the previous shopfront for the café was in a dilapidated state and was considered to detract from the character and appearance of both the of Camden Road Conservation Area and Royal College Street Neighbourhood Centre."

As the photograph provided in the Application shows, the previous café front, a local, independent business, was open to the street. While somewhat dated in style, it presented a bright, welcoming aspect, offering a lively amenity and business to the local community. The new use of the property is a private office closed to the public and does not make a more positive contribution to the life of the area. It now attracts disruption in that drivers stop there in search of their orders to collect (see section 4.2 above) and obstruct the pavement and other businesses. In looks, the front is now is entirely undistinguished and adds no visual value.

The disadvantageous contrast with the previous café use and front is striking.

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The former Royal Café shop front was a positive contributor to the CB CAAC and when operating had an active street frontage. The changes made to the shop front by the applicant have left a dead, inactive windows onto some staff lockers and a huge electrical distribution board for the kitchens. The operational plan does not include use of this shop. In our view this change has negatively impacted the conservation area.

The applicant seeks to include this retail premises in the 'Sui Generis' classification for the whole site which is again unacceptable as this could lead to future conversion to another used that would further negatively impact the conservation area.

4 Non-compliance with Camden Plan

The application does not comply with policy D1 "The Council will seek to secure high quality design in development.

- The application does not respect the context and character of the conservation area and negatively impacts both.
- The effects of the application are not sustainable for the local community (noise, safety, odours).
- The application prevents other activities taking place in the yard and nearby residential amenity spaces.
- It negatively impacts health (noise, safety, odours, use of outdoor amenity space).
- Reduced natural surveillance on Royal College Street due to inactive shop front.
- The local community are negatively impacted by the application and do not want it to be approved. It has a negative impact on local housing.
- Negatively impacts local views from the street and rear views of the arches.
- The extract system has been stuck on the external façade of the arches with no consideration to anything other than speed and cost.

The application does not comply with policy D2 "The Council will preserve and, where appropriate, enhance Camden's rich and diverse heritage assets and their settings, including conservation areas....."

- The application does not demonstrate that the harm caused is necessary to achieve substantial public benefit that outweigh the harm of loss.
- The development harms the character and appearance of the conservation area. This includes the railway arches as they are set within the conservation area surrounds.

We hope you will support the needs to the local community when considering this application and refuse it in its entirety.

Yours sincerely,

Kate Gemmell
TRACT Chair

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2021/4163/P	Pip Sherratt	11/10/2021 18:05:36	OBJ	<p>Dear Sir/Madam,</p> <p>I am the owner of the top floor flat at 23 Rousden Street NW1 0ST, which is directly opposite this awful dark kitchen and I strongly object to the illegal existing set up and the proposed plans. The noise of the ugly extractor fans, combined with the revolting odours have meant my windows have to be kept shut all the time, which is completely unacceptable. In fact the noise/smell levels are interfering with sleep. The view from my beloved balcony has been utterly ruined by the eyesore of these brutal vents and only adds to this terrible situation. I'm baffled as to how Jacuna Kitchen has been allowed to get away with it for so long. It is a basic human right to expect to have peace of mind, to be able to sleep in one's own home, to have the windows open without choking and to sit out on the balcony, especially when that residence is in a conservation area. Please protect us.</p> <p>Pip Sherratt</p>

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Dear Mr Dempsey

FORMAL OBJECTION TO PLANNING APPLICATION 2021/4163/P

I live in a maisonette on the ground and first floor of 23 Rousden Street, London NW1 0ST. My garden is directly overlooked by the commercial kitchen on Randolph Street, which has caused me immense disruption since it was established - without any planning permission - earlier this year. The steel vents erected by the applicants are directly opposite 23 Rousden Street.

I and many of my neighbours have suffered excessive noise and odours from the ventilation system which was placed by the applicants, Jacuna Kitchens, without any regard to residents and the serious environmental impact it has had.

Although we did meet to discuss the matter, Jacuna now refuse to engage with me any further to discuss my concerns. They are operating illegally – and are getting away with it. The council has done very little to deal with the problem and I can't see how such a situation could be imposed on us unilaterally without any regard for the residents' concerns.

At times the noise is unbearable and throughout the summer was forced to keep my windows closed and the smells of food from the kitchens has had an appalling effect. This spring I made a substantial investment in refurbishing my garden and now it is impossible to use.

The presence has had a huge effect on the saleability of my property and has no doubt reduced its value. At times the noise levels are so bad that it is impossible to sleep.

The noise mitigation measures attached to the steel vents that have been imposed on the railway arches have had no effect. The vents themselves which directly overlook my garden are visually unacceptable and frankly an eyesore. The railway arches now resemble an industrial landscape – if such vents are deemed acceptable, many more will follow.

The aural and visual blight cannot be acceptable in a conservation area – and once again, I have to remind the planning department that the vents have been imposed on us illegally. The applicants suggested that the steel vents might be screened off with foliage – but that has not happened. Either way that would do very little to mitigate the visual impact.

The applicants have also established an office in a former retail establishment on Royal College Street – totally illegal and unacceptable. I and many other local residents take exception to this on the grounds that Royal College Street needs as many retail sites as possible. The office premises are yet another visual disruption caused by this thoughtless application.

I could not possibly register my objection to this application in stronger terms. I know that many of my neighbours feel the same.

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2021/4163/P	Dan Gibson	15/10/2021 00:04:06	OBJ	<p>I would like to object to the Jacuna planning application on the following grounds:</p> <p>Increased noise:</p> <p>ventilation system: I'm aware that an independent contractor has performed noise tests at ground level on behalf of Jacuna. Upstairs in our house I have noticed that the fans are still very audible this week, even over the London background noise. The fans seem to be noisier some of the time (including overnight occasionally).</p> <p>Deliveries: By Jacuna's own admission there are intended to be several deliveries every hour, by non-ev vehicles, with the likelihood that reversing alarms will be turned on. We had a couple of these vans delivering today and the prolonged reversing sound while the delivery driver negotiates the small area of the yard is very noticeable.</p> <p>Increased noise - drivers: Although there is now a marshal, drivers are still driving right to the door if they can. I assume that the marshal isn't always there to stop them. Mopeds are very noisy - especially in the enclosed space of the yard where the noise echoes. I would also point out that the area that Jacuna is using for parking and manoeuvring mopeds is still surrounded by residential housing.</p> <p>Safety</p> <p>The increased traffic on Rousden street and Randolph street is very noticeable. The mopeds drive fast on these roads. These are small streets with some very young and some very elderly residents.</p> <p>The entrance and exit to the yard which Jacuna is using is shared with other users of the yard. This is a very small entrance and blindly crosses a public footway. Since all the businesses operating in the yard are micro delivery businesses this narrow entrance is becoming very busy.</p> <p>Cyclists for Jacuna (and other users of the yard) are now using Randolph in the wrong direction. Randolph Street is a one way street. When crossing I was in close proximity to one of these cyclists. I challenged him stating that "he was going the wrong way down a one way street" and he said "I know." I didn't see which company he was delivering for but can confirm he was heading into the yard. At the other end of Randolph street they are pulling out the wrong way onto Royal College Street. I believe this is putting the delivery riders and other cyclists travelling south on Royal College Street in danger.</p> <p>Members of the public can collect food from the kitchens. This means that they can enter this (now very) busy yard.</p> <p>Jacuna and Getir are both running large scale, busy operations in a space that is too small for either of them. Getir commonly seems to block access to the entrance to Jacuna and ride in and out of the yard at high speed. Electric bikes are both fast and quiet - having these in the same space as a large number of walking delivery drivers for Jacuna poses a definite safety risk.</p> <p>Smell</p> <p>There are noticeable cooking smells on the upper floors of our house when Jacuna is operating. We are about 75 meters away from the vents. I imagine this must be really potent for anyone living closer to the vents.</p> <p>In the application it states that there will be a "sniff test" at ground level. The vents are just above ground level</p>

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so I don't think this engages with the fact that most of the properties in very close proximity are 4 stories high. I'm also just wanting to point out that while a sniff test might detect odours it will not detect any other toxins such as carbon monoxide.

I also want to mention

On Jacuna's application they have failed to show just how densely populated the surrounding area is. The plan at the rear, especially, fails to show on the cross sections how close the vents are to the nearby properties.

Jacuna's application states that this is delivery only but we know that at least one of the kitchens operating in Jacuna's facility accept collection from the public. This is not stated in their plan of operation at all. Members of the public can enter the yard and walk all the way to the kitchen to collect food.

The area that Jacuna is sharing is now being used for other micro delivery businesses too. This area is small and not suitable for the volume and scale of these businesses.

Jacuna states that the hours they wish to operate are similar to the other businesses that are already there. Winapp has operated for about a year and Jacuna 6-7 months so this development of contravening the hours that these businesses are permitted to work for is quite new. Several other businesses have occupied the arches over the time I have lived in this street and none of them worked outside of business hours. This is an enclosed space. We have had to have windows closed due to the increased noise and have hardly used our outside space at all.

In the application Jacuna states that the Royal Cafe's frontage was dilapidated which it wasn't. Retro perhaps. I think the Royal Cafe was a far nicer frontage than the very bland and non-accessible frontage that is now presented on Royal College Street.

I don't believe that Jacuna is offering a new "gen Z" way of ordering food, merely a way of cutting costs and undercutting long standing local restaurants. Many of the kitchens on site appear to be operated by large chains, not necessarily promoting small new ventures as stated in the application. We are also, sadly, heading towards an obesity crisis and I don't believe that encouraging young people to order "treat" food from an app is helping to stem this situation.

I miss the bats. We used to see bats regularly in the evenings from our back terrace flying up and down the length of the yard but they don't come any more. I believe they lived in the arches that are now used by these delivery companies. The Camden biodiversity plan / species lists bats as a "species of concern" in London. The biodiversity plan also states that there are forthcoming improvements to bat monitoring in the Regents Canal area (this area) <https://www.camden.gov.uk/wildlife-areas?inheritRedirect=true#lgnl>. It is also against the law to disturb bat roosts <https://www.bats.org.uk/advice/bats-and-the-law>