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2021/4792/P	Diana Pao	17/12/2021 17:59:09	OBJ	Objection to application number 2021/4792/P

I strongly object to Deliveroo Editions' current application for permanent permission to stay in the Swiss Cottage site.

Deliveroo has been given "trial period" again and again to let them try to comply with the conditions set down in the Operational Management Plan, stipulated by the Inspector at the Public Inquiry, who has concerns about the suitability of a 9-kitchen delivery centre operating on the site and its impact on the quality of life of local residents. Covid-19 and the subsequent lockdown were used as reasons for allowing Deliveroo to stay on temporarily. However, the mountain of photographic evidence, as included in Edie Raff's objection document, has shown that Deliveroo is not able to comply with the conditions laid down in the OMP, with or without Covid. The site is simply not suitable for such an operation and all of Deliveroo's infrequent and brief surveys on noise and smell cannot help to prove that these kitchens had not or will not impact on the local amenities. Taking a momentary test on site is one thing. Living with the cooking odour or noise on a long-term basis is another. Would the Deliveroo management and those who helped to compile any documents in support of their position like to live next to these nine kitchens? I doubt it. How could they impose on the residents in Swiss Cottage something they would not want themselves?

Apart from being the source of all the problems faced by residents, riders and suppliers, Deliveroo has shown that they have no regard for procedures or people in this case :

1. Deliveroo has no respect for the Law

Deliveroo operated illegally on the site without planning permission and only tried to make amends when challenged. Everything was done "retrospectively". Why should such behaviour be tolerated? Why should they be allowed to find loopholes to justify their existence in Swiss Cottage? Is this fair to other businesses in the borough that abide by the law when they start their operations?

2. Deliveroo has no respect for rules and regulations

Deliveroo re-interpreted the conditions in the OMP to suit them when they realised that they could not comply. Riders cutting straight across 5 lanes of traffic on the A41, instead of turning left when exiting the slip road as required, were not breaches because Deliveroo said so. This is bending the rules to the extreme and is totally illogical. Painting "Turn left" on the ground (and this was only done recently) does not mean that the riders or even drivers of delivery vans have done so. Breaking the Highway Code and endangering lives of riders and drivers using the A41 do not seem to matter to Deliveroo.

3. Deliveroo has no respect for the local community

Deliveroo dismissed residents' complaints as non-breaches when they had no answers for failure to comply with the OMP. The number of residents who took the time to complain may be small but the number of breaches of the OMP certainly is the opposite. To disregard these reports of breaches from a few residents and refuse to log them as breaches and to blame the residents for hounding their riders with their reports showed how much Deliveroo value the local community they are supposed to have benefited. Is this the way to "work with the community"?

Deliveroo has failed to engage with the wider public in the local community. There are only a limited number of members in the Community Working Group and the constant delay in organising the required number of

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meetings each year shows an unwillingness to communicate with the local residents. Had Deliveroo leafleted every single household, shop and restaurant in the neighbourhood and invite them to participate in the CWG or simply to give feedback on their operation in Swiss Cottage, a more accurate picture of how local residents feel would have been reflected and the number of complaints might just rocket and more difficult for Deliveroo to dismiss as they do now.

#### Conclusion

As another trial period draws to a close, it is evident that Deliveroo is unable to comply with the conditions in the OMP. Enough time has been given to them and I plead with all planning officers and committee members to turn down this application. A company that broke the Law from day one and have shown no respect for rules and regulations should not be allowed to carry on occupying the current site. Granting permission for them to stay would be an endorsement for bad practice and would be unfair to all the other businesses that abide by the rules and follow the legal route to start their operations.

In addition, all the local residents wanted to prove over the last four years was that the site is NOT SUITABLE for Deliveroo's operation. The physical limitations of the site (e.g. a narrow entrance, insufficient parking facility for riders and suppliers, no turnaround space for large delivery trucks or rubbish disposal vehicles) already indicate that the site is not suitable for a busy food delivery centre. A site suitable for commercial use does not mean it will suit any kind of business, such as a 9-kitchen operation in this case. Camden Council has already stated clearly in their Planning Guidance that an industrial area is the most appropriate location for delivery operations such as Deliveroo. Now that another extended stay has proved that Deliveroo cannot comply with the conditions in the OMP, it is time to ask them to relocate to a more appropriate site and end the misery they have inflicted on the local community.

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2021/4792/P	Vicky Stacey	19/12/2021 17:08:16	OBJ	<p>Following on from my objection to previous applications by Deliveroo for this same site, I am writing to object to planning application 2021/4792/P</p> <p>As a member of the CWG, Deliveroo's management of the site has continued to be reactive and not constructive. They have never considered if their illegal use of the premises negatively impact local residents until residents complain. The CWG has not seen the revised OMP nor given access to details of the latest monitoring of the site until this application was received. It has never been felt that Deliveroo are concerned about the impact they have on the local area, they are simply attempting to force their application for an unsuitable business through. The application has always been retrospective, there was no genuine legal attempt to seek permission as they were aware that it is not a suitable location and permission would not have been granted.</p> <p>The area is described in the application as a high street location. The premises are down a side ramp at the end of a row of shops and surrounded by a quiet residential area. All sides of the rear where Deliveroo operates are adjacent to residential areas and not anywhere near the high street. The building they occupy is at the base of a large block which also includes high rise residential accommodation.</p> <p>Government and Camden planning policies stress the importance of not bringing more nuisance or more plant work to already cluttered areas. The works added to this building as part of Deliveroo's operations are ugly, imposing and an eyesore. The traffic of deliveries to the site as well as the riders collecting orders causes a high level of nuisance to vulnerable and all pedestrians. It impacts on the busy bus stop and lane. The site is noisy as despite all best efforts having so many people and goods coming and going it is impossible not to cause a nuisance to residents.</p> <p>There continue to be too many bikes littering the pavements and surrounding area and crossing busy roads and the odours from the premises continue. It has caused, and continues to cause a lot of stress to many locals who have to pass the area of traffic or deal with the smells coming into their homes and in the streets.</p> <p>Originally Deliveroo claimed to employ many local people, this is a small number compared to those negatively impacted by the site and were they to move to a more suitable industrial area, these jobs would be retained.</p> <p>If the council grant permission for Deliveroo, this means that in the future another company could come in and any measures to reduce the negative impact on the community set out in the OMP would not be imposed on them. There is no access on the site for waste collection so if a new company came in they would need to negotiate access from the neighbouring site, which if not granted, brings issues of vermin and smell.</p> <p>Residents have suffered nuisance for years and welcome the application being refused and the area returning to the quiet residential area that it is without the Dark Kitchens. The Inspector's decision was not to grant permission as she felt the nuisance to residents was too great, and I do not feel that Deliveroo have sufficiently disproved this. The Inspector also felt that it would not be feasible to continue to monitor the OMP and this would appear to be so with only 12 days carried out over 20 months since the last monitoring, and without monitoring by the council. The fact that Deliveroo have to employ so many security guards/marshals to ensure compliance with the OMP shows how difficult it is for them to operate within the OMP.</p> <p>Apart from the negative impact to the local area and residents, to grant this would set a dangerous precedent</p>

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				<p>for other area within Camden, other councils, and other cities, where Deliveroo will use this decision as a way to disrupt more and more quiet neighbourhoods with high volumes of traffic and noise.</p> <p>I feel that the original appeal decision must be considered as a document for the purpose of this application, it should be read in whole and not simply quoted by Deliveroo in their application as it does not seem to have been included as an appendix.</p>

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2021/4792/P	Felix Ko	17/12/2021 20:44:13	OBJ	<p>I am writing to strongly object this retrospective planning application.</p> <p>This particular Deliveroo Editions site continues to be a nuisance to the Swiss Cottage neighbourhood. They have made no effort to adhere to the Operational Management Plan (OMP).</p> <p>In spite of multiple complaints with my video evidence made to Deliveroo (Giles Derrington) regarding traffic breaches (i.e. traffic light jumping, cutting across 3 lanes on A41 Finchley Road, riding cycles in opposite direction of a road, riding on pavement) by their cyclists, he maintained that they had to give their cyclists 3 warnings before they could dismiss them. These breaches were clearly against the Road Traffic Act, and if Deliveroo is a responsible operator, why would these breaches be tolerated? I am also most concerned that it is a matter of time fatalities will happen due to these traffic breaches.</p> <p>This site is surrounded by residential buildings on all four sides. Dobson Close and Cresta House continue to be affected by smells and odours coming through the vents of the 9 "dark kitchens". I am made aware by the Chair of the Local Residents Group that an email from Elizabeth Beaumont (Camden Appeals and Enforcement Manager) acknowledged that she had a discussion with "... an Environmental Health officer and he has confirmed that a site inspection was carried out at Deliveroo Editions on 23rd April by one of the officers of the Council's Environmental Health pollution team. When walking along Dobson Close it was confirmed that there was a very strong cooking smell on this day. This type of smell was identified as a smell that is typical of a kitchen with no filtration system in place. The smell was sweet and was clearly identifiable as coming from an Asian restaurant. The Environmental Health officer spoke to the Deliveroo Team and they confirmed that there is a leak in the internal plant room (not the exhaust flues on the outside of the building). The plant room was entered and it was obvious that the unfiltered cooking smells were coming from there. There are three extracts servicing the kitchens, only one of them, servicing Pho, had a leak. They confirmed that their ventilation specialists were due to come in to carry out a smoke test to identify and treat the leak. The Environmental Health officer has advised that the air being blown out via the extract ducts on the rear of the building is being filtered in line with the requirements of the planning permission and there are no issues with them as witnessed during the site visit." (quoted from email between Elizabeth Beaumont and LRG Chair dated 25 May 2021)</p> <p>As a resident, I have lived through wafts of odour during both lockdown periods in 2020 and 2021 until these issues were fixed by Deliveroo. To put things into perspective, the 9 "dark kitchens" operate more like a factory. They are not limited by orders for lunch and dinner trades like a normal restaurant, and instead they start cooking from 10:30am (to be ready for delivery at 11am) and closes at 11pm, to service orders anytime through the day. As a result, smells and odours can be met throughout the day and become more frequent especially during lunch and dinner hours. It is clear to me that the plant equipment is highly used at this site but not regularly checked and maintained by Deliveroo. Although Deliveroo may claim that the air being blown out via the extract ducts on the rear of the building is being filtered in line with the requirement of the planning permission, has enough consideration been given to the residents within the vicinity? With the site being surrounded by 4 sides of residences, should the bar be set higher to limit the smell and odour effect? At time of writing my comments, the smells and odours coming through this site had noticeably returned. In addition, whenever complaints were raised with Deliveroo, their responses were towards denying all responsibility for the smells and odour, claiming that they conducted a sniff test that satisfied their own standard.</p> <p>By outlining the specific event above, I very much hope the Planning Committee can now better understand the issues that a resident like myself face on a daily basis.</p> <p>There are other problems associated with the excessive rubbish caused by this site. A joint letter issued by the South Hampstead Conservative Action Team by Don Williams, Marc de Morais and Calvin Po, cited that "... Deliveroo delivery bags dumped outside Deliveroo's 'dark kitchens'" with a photo image taken outside of the Cresta House external carpark.</p>

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				Once again, I sincerely hope the Planning Committee can fully take on board the comments from the Swiss Cottage neighbourhood and bring back some peace to our area.
2021/4792/P	Marcus	19/12/2021 16:59:52	OBJ	<p>I live in Dobson Close and wish to object fiercely to this application by Deliveroo. Their presence has been severely detrimental to the local area - there are hundreds of bikes and scooters (previously noisy motorbikes and cars) coming and going all day and until late at night. The couriers do not care about cycling on the pavements, being in the way, using local hedges and walls as a toilet, being noisy when around the local area, leaving litter etc. They are a menace and their presence creates a danger to local residents, pedestrians, other road users. I am fed up having to be extra careful and more alert when using local pavements for fear of being run into, stopped in my tracks because a courier refuses to move, or abused just for going about my own business in my local neighbourhood.</p> <p>I can see the chimneys from my window - they are ugly and should never have been allowed to be put up.</p> <p>Cooking smells come from the site over to my flat which is really unpleasant, especially in the summer months when my windows are open.</p> <p>This business does not belong here. Make them move to a more appropriate site away from a densely populated area where the couriers can come and go without being a danger to others and where there is space for them to congregate properly while waiting for their orders.</p> <p>For the sake of Swiss Cottage, do not let Deliveroo stay here.</p>

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2021/4792/P	Jo Blagden	19/12/2021 16:30:02	OBJ	<p>The site occupied by Deliveroo continues to not be an appropriate location for such a business. It belongs on an industrial estate where the hordes of scooters and bikes, not to mention larger delivery vehicles, can come and go without being a menace to the local community.</p> <p>The riders are a nuisance. There are swarms of them. They obstruct pavements, do not give way to pedestrians, ride along pavements, weave in and out of traffic, travel against the flow of traffic on the A41 Finchley Road, causing vehicles to brake suddenly or swerve to avoid them. The riders urinate in the local area. They congregate en masse – eg outside the library and the Swiss Cottage pub. They are rude and abusive if challenged about their behaviour. They regularly ride through Dobson Close as a short cut - they are breaking the law as there is a no cycles policy and, as they ride fast, they are also breaking the 5 mph rule.</p> <p>Despite Deliveroo's continued claims, there are strong cooking smells emanating from the site – cooking oil, oriental food (not related to Zzang restaurant), burgers, etc. It is sometimes necessary for me and other local residents to close windows to block out these smells.</p> <p>The chimney on the side of the building is a complete eyesore and is not in-keeping with the local amenity.</p> <p>Their security guards patrol the immediate local area, including Dobson Close. They take random photos on their rounds. On at least one occasion, I have been photographed without my permission – probably more occasions that I have not noticed.</p> <p>Deliveroo have failed miserably at engaging with the local community. The only reason they did engage with us is because they were forced to once it became evident they had moved to the site and that their presence was causing such disruption. Meetings they have held were convened for a time when it was difficult for a lot of people to attend and they did not publicise the meetings appropriately. Latterly, meetings were open to a select few. The minutes of meetings were not distributed for months and months, and items were not acted upon swiftly.</p> <p>As others have commented, they continue to demonstrate that they are wholly unable to adhere to the OMP.</p> <p>I would urge the council to deny planning permission and to ensure there are no loopholes that they can wriggle through to extend their stay. Please let us have our local area back as it was before Deliveroo arrived. They are NOT wanted in Swiss Cottage!</p>
2021/4792/P	Denise Chan	19/12/2021 22:02:54	OBJ	<p>Thank you for consultation. We object strongly because the disturbance, filth, rubbish from this premise is causing neighbourhood grief. the proposal will be dangers to pedestrians, public health hygiene. Please reject the application.</p>