

Food Hall Statement – Liam O'Hare

Introduction

I am the Designated Premises Supervisor for the Hawley Wharf food hall. I have been in this role since the launch in October 2021. I am also the Licensing & Compliance lead for Labtech since July 2018.

I have prepared this statement to support LabTech's recent planning application (ref: 2022/0972/P) to extend the approved hours at the Hawley Wharf food hall by up to 2 hours (full details are included within the covering letter, submitted by Gerald Eve LLP). This statement seeks to respond to the objections which have been received from residents, ward councilors and local resident groups to the proposals.

The objections received have raised noise as a key concern.

Since the launch of the food hall, we have only received a total of 4 complaints regarding noise nuisance. These complaints have been from one source only, A local resident on Camden High Street.

I have set out below the date and nature of the complaints below. I have also set out LabTech's response timeframes and the responses to the complaints.

Complaint No.	Date of Complaint	Nature of Complaint	LabTech Response	Date of Response
1	10/09/2021	Lone Busker Noise	Moved away from food hall area near resident	10/09/2021
2	28/11/2021 (18:15)	Music Noise	At 18:20 I wrote to market management to investigate. At 18:29 manager investigated and reduced volume from noise source. At 18:50 LabTech replied to resident*. *Resident was given the 24 hour market security number so they could elicit a swifter response to any future noise complaints.	28/11/2021 (18:50)
3	19/12/2021	Music Noise	Please see appended emails	
4	05/02/2022	Music Noise	Please see appended emails	

Complaint 3

Email to Liam O'Hare - Received December 19th 17:54 Music Noise

Response December 19th 18:05- LOH wrote to management asking to investigate. 18:29 management responded to complaint.

Thanks for the heads up (Liam) the music has been turned down but in all honestly standing at the front of Hawley wharf all

I could hear was the punks ghetto blaster but we should be at an acceptable if not quiet level now for the last half hour.

12th Jan –Meet complainant at his shop. He was vexed I did not reply to his last complaint personally. I replied in writing the following

Nice to see you on Friday. In relation to your enquiry last week about me not reacting to your complaint on the 19th December please see the email below. Apologies for not replying to you but as you can see your email was spotted by me and reacted to in 12 minutes, this was on a Sunday and was on my day off. I did not reply to you as I was on my day off and assumed the manager would reply directly, this was an unsafe assumption on my part, the manager replied to the email I sent, It was me that should have responded to you directly.

I would advise you to use the 24 hour hotline outside of office hours to speak to a person who can help you. You did say you had this number but in case you have lost it the number is 07392 262 480. If you prefer to deal with me I am happy to help but will not always be checking my emails to please use my number 07974311996 and text me out of hours.

Complaint 4

Call to security 5th February 18:00 approx.
Response – Food Hall management – Turned down sound
LoH followed up with e mail to complainant 12th Feb

Following your complaint about the noise on Sunday I wanted to follow up. Firstly, I am glad the call was taken immediately and acted upon swiftly. Secondly, we have been reviewing these occasional sessions to ensure there are no noise issues for our residents, our tenants and office workers surrounding the hall.

Our managers are struggling to understand how occasionally the music is impacting you as the other observable sites we take subjective measurements from around the market do not elicit anything remotely resembling nuisance. We have received no other complaints since opening, this includes from our 300 plus residents.

As such, if you are agreeable to this suggestion our operation manager Justin would like to take measurements plus subjective observations for a short period of time on Sunday afternoon around 16:00-17:00. This will help us identify potential errant frequencies that could be the cause of these sporadic occurrences.

Please let me know your thoughts.

Complainant replied via e mail 13th Feb

Dear Liam

I have asked Camden Council EHO for advise and they will be in touch you

Best

At all times, we have sought to work with the resident and Camden to resolve the concerns raised.

Following the complaint raised on the 5 Feb 2022 and the subsequent email correspondence with the resident, I was called by the Camden EHO, and I reiterated the offer to take measurements from the resident's home to seek a solution. The offer is still with the resident, but they are reluctant to allow us access despite our counteroffer to bring the EHO in so they could take measurements from their back terrace.

Complaints no.s 2, 3 and 4 were all related to Sundays and all related to daytime DJ sessions we were hosting to complement the retail and F & B Units. These sessions were always temporary, ancillary to the food hall use and have now stopped.

The resident has not responded to the planning application (ref: 2022/0972/P). The resident objected to the Licensing application for the same hours but did not attend the hearing for the second time when a variation to the license was sought.

The issue of isolated noise outbreak raised by the single resident concerned was dealt with in the hearing. Camden's EHO did not object to the licence application.

Overall, we consider that we reacted swiftly and decisively following the receipt of the 4 complaints by the same resident. In each instance, we resolved the issue affecting the resident, communicating with them to keep them updated. It is also worth noting that the timing of the complaints received was no later than 6pm on any given day. This demonstrates that no complaints have been received as a result of evening disturbance.

We have not received any other complaints from any other resident or resident's group since opening in October 2021.

Late Night Events

As approved, Condition 11 allows for: **"Market Retail: 08:00 - 21:00 Monday to Sunday and on Public/Bank Holidays [except on 12 days out of every year where the use shall not be carried out outside the following times 08:00 - 23:00 and these days shall first be agreed in writing by the Council]"**.

Across December 2021 a series of late-night events using temporary event notices took place to encourage dwell time after late night shopping. These events ran until Midnight. The events were applied for in consultation with Police, the licensing authority and EHO and went ahead without any crime and disorder, public nuisance or risk to the general public.

No noise complaints were lodged with us in this period, except for those mentioned above which were not connected to the late night events.

This demonstrates that LabTech can effectively manage later hours of use at the site without causing any nuisance to existing residents.

Overall

LabTech are confident that their record at the site demonstrates that it is well managed, able to address noise complaints swiftly and that noise complaints are at a minimum. Our management

structure and vigilant security create a hostile environment for anti social behaviour and the food focus of all our traders discourages excessive drinking.