

From: Inman Ian: H&F <Ian.Inman@lbhf.gov.uk>

Sent: Monday, November 20, 2023 4:06 PM

To: Licensing HF: H&F <licensing@lbhf.gov.uk>

Subject: FW: UPDATED: Licensing Act 2003 - Reference: 2023/01489/LAPR Chicken Cottage 82 North End Road London W14 9ES

To Licensing Team

I am writing to register a formal representation on behalf of Environmental Public Protection-Nuisance (EPP) in relation to the attached application to vary the premises license for 'Chicken Cottage' 82 North End Road, London W14 9ES.

As a responsible authority, EPP wish to object to the application in its entirety, under the licensing objective for the Prevention of Public Nuisance.

Prior to receipt of the application, a meeting with the applicant (Mr Uddin), the operations manager for Chicken Cottage Limited (Mr Corcoran), the Metropolitan Police Licensing Officer and I took place at the premises on Monday 17th July 2023 to discuss various issues relating to the current operation of the premises and the potential extension of operating hours.

During the meeting Mr Uddin was asked about methods of noise control during extended night-time hours, specifically relating to human noise (customers entering, attending, and leaving the premises), delivery and vehicle noise (e.g. Deliveroo, UBER Eats, Just Eats etc), and plant and machinery noise from the premises commercial extraction system and air-handling units.

At the time of the meeting Mr Uddin was unable to specify how these areas of concern would be addressed. It was therefore suggested that should the business operator decide to apply for an extension of operating hours, detailed information regarding noise management and control, especially in the areas of delivery and vehicle noise, customer noise and plant noise should accompany the application. On receipt of the application documents Mr Uddin did not provide any information relating to the noise impact of the proposal, or its subsequent management and control should the application be granted.

During the consultation period for this application, officers from the EPP Team have undertaken a number of monitoring visits during nighttime operating hours, the results of which are as follows:

- On Thursday 5th October 2023 an officer from the EPP team carried out a test purchase of food at the premises at 00:59:49am, costing £4.99. Although the test purchase was carried out 11 seconds before the licensable time of the premises ceased, officers continued to monitor the premises until approximately 01:06am during which time customers were permitted to continue entering the premises and purchase food orders.
A photograph of the purchase receipt is attached to this representation.
- On Thursday 12th October 2023 an officer from the EPP team carried out a test purchase of food at the premises at 01:03:03am, costing £4.00.

The test purchase was carried out past permitted operating times and it was noted that no attempt to refuse the sale by staff at the premises was made. *A photograph of the purchase receipt is attached to this representation.*

- On Saturday 21st October 2023 officers from the EPP Team carried out a monitoring visit to observe external noise levels during nighttime operation of the business. Between 01:15-01:25am officers observed 6 motorcycle delivery drivers arriving at the premises to collect food orders for onward delivery (all within 10 minutes). Officers noted motor scooter drivers riding and parking on the public footpath, revving engines, shouting etc; At no time was any consideration given to pedestrian safety, or noise levels being generated by the riders. It was also noted that no monitoring of delivery collection drivers was undertaken by staff at the premises. Officers were therefore satisfied that no methods of monitoring were in place to control noise arising from operation of the business and staff were purely focused on serving customers within the premises. *Copies of photograph taken during the monitoring visit are attached to this representation.*

In undertaking monitoring of the premises officers confirmed that:

- staff at the premises had no regard for the permitted hours of licensable activities and were happy to continue trading past their permitted hours of operation
- made no attempt to monitor or control noise from motor scooter delivery drivers or address their anti-social behaviour (parking and riding on the pavement)

In making the application it is evident that the applicant has not considered the noise impact of extended hours of operation on nearby noise sensitive receptors (residential properties that are located directly above, to the side and to the rear of the premises).

In addition to increased noise at the front of the premises, consideration must be given to extended hours of use of the commercial kitchen extraction system located at the rear of the premises.

We are unable to determine the current operating levels of the equipment, but can confirm that if permitted, operation of the equipment will be required to continue during hours of service and will become significantly more noticeable as background noise levels reduce between 23:00-07:00 hours.

It should be noted that although noise levels at the front of the premises are high due to road traffic noise from the North End Road and A4 West Cromwell Road, noise levels at the rear of the premises (where bedrooms are often located) will be significantly lower due to the 'barrier' effect of buildings adjoining and surrounding the premises.

We are satisfied that an increase in operational hours of the premises will lead to increased noise levels and disturbance to nearby residential properties. It will also

lead to increased vehicular and driver noise from motor scooter riders, with increased incidents of anti-social behaviour as already witnessed by EPP officers.

I therefore request the application be refused in its entirety in order to prevent public nuisance.

Sincerely

Ian Inman

Team Leader (South)

Environment

Hammersmith & Fulham Council

07341 672726

ian.inman@lbhf.gov.uk

www.lbhf.gov.uk/business

[Hammersmith & Fulham – Environmental Health and Public Protection Customer Satisfaction Survey](#)

**Chicken Cottage
82 North End Road W14 9ES**

CHICKEN COTTAGE
82 NORTH END ROAD
WEST KENSINGTON, W14 9ES.
Tel. .

Staff ID: USER Till No: M003
T#: 32327703588 Date:05/10/2023 00:59:49

QTY	Description	Price	Amount
1	CHICKEN DINNER	£04.99	£04.99
Total Amount			£04.99
Charged To Card			£04.99
Change			£00.00

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THANK YOU
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Test Purchase receipt, dated 05/10/2023

CHICKEN COTTAGE
82 NORTH END ROAD
WEST KENSINGTON. W14 9ES.
Tel. .

Staff ID: USER Till No: M001
T#: 12328403773 Date:12/10/2023 01:03:03

QTY	Description	Price	Amount
1	UPGRADE TO LARGE	£02.00	£02.00
1	UPGRADE TO LARGE	£02.00	£02.00
Total Amount			£04.00
Charged To Card			£04.00
Change			£00.00

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THANK YOU
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Test Purchase receipt, dated 05/10/2023

Monitoring visit Saturday 21st October 2023
between approx: 01:15 - 01:25am











