From: Environmental Protection: H&F <noise@lbhf.gov.uk>

**Sent:** 18 October 2024 14:25

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

Subject: RE: 2024/01664/LAPR - POPEYES 348 North End Road London SW6 1NB

Good afternoon Licensing Team,

Having checked and considered the location, neighbouring premises and other business operating in the same area, the Noise and Nuisance Team have to object the proposed extended hours of service.

There are similar business in that neighbourhood and the latest closing time is from Mc Donalds at midnight.

There are many residential premises above Popeyes and this application to extend the hours can cause disturbance and significant increase in noise complaints, we think if it is approved more business would follow them requesting to extend also their hours of trading.

Please don't hesitate to contact me if you want to discuss it further.

Kindest regards, John Garcia (Investigator)

From: Mckenna Lorna: H&F <Lorna.Mckenna@lbhf.gov.uk>

**Sent:** 29 October 2024 15:11

To: Garcia John: H&F < John.Garcia@lbhf.gov.uk >

**Cc:** Environmental Protection: H&F < noise@lbhf.gov.uk >;

Subject: Reduction in Hours - Popeyes, 348 North End Road London SW6 1NB

Dear John,

**Licensing Act 2003** 

Premises Licence Number: 2024/01664/LAPR

**Premises name: POPEYES** 

Premises address: 348 North End Road London SW6 1NB

I am contacting you in regards to your representation objecting to the above application. The applicants agent (on copy) has request the below is sent to you:

@John Garcia -

Dear John

Pepe's Peri Peri operates until 0130 on a Friday and Saturday. 264 North End Road operates nightly until 0100. Popeyes do appreciate your concerns, but are very conscious of their neighbours and of ensuring that they manage any potential nuisance very carefully.

With that said, Popeyes would propose to cut back their hours as follows;

- Sunday to Wednesday LNR 23:00 until 00:00 for members of the public. 00:00 to 01:00 deliveries only. Closing Hours 00:00 with a note to make clear that deliveries would take place until 01:00
- Thursday to Saturday LNR 23:00 until 01:00 for members of the public. 01:00 to 02:00 deliveries only. Closing Hours 01:00 with a note to make clear that deliveries would take place until 02:00

Please let me know if that compromise would be acceptable to you and your team?

Many thanks and I look forward to hearing from you.

Regards

Mark

Please can you let me know if the above amendments addresses your concerns raised, and if you are mind to withdraw your representation?

Kind regards **Lorna McKenna**Licensing Compliance Officer

From: Garcia John: H&F < John.Garcia@lbhf.gov.uk >

**Sent:** 31 October 2024 01:41

**To:** Mckenna Lorna: H&F <a href="mailto:lorna"><a href="mailto:lorn

Subject: RE: Reduction in Hours - Popeyes, 348 North End Road London SW6 1NB

Good morning Lorna,

I have looked into our noise database and there are noise complaints from the residents regarding the kitchen ventilation system and the condenser units.

There is insufficient evidence to support the extension of the business hours as they encroach into the night time.

The applicant did not provide a noise management report to support this application.

I am concerned about the following:

- Noise from the extractor ventilation system
- Noise from condenser units
- Human voices and human activity
- Noise from cooking activities
- Cleaning after closing hours
- Deliveries drivers gathering outside the premises
- Deliveries using motorbikes after closing time and rev. engines
- Deliveries using their phones and talking loud

Therefore The Environmental Protection Team object this application.

Yours Sincerely,

Mr John Garcia (Investigator) Environmental Protection Team Place Department John.garcia@lbhf.gov.uk **From:** Barclay Road Residents **Sent:** 11 November 2024 09:32

To: Mckenna Lorna: H&F < Lorna. Mckenna@lbhf.gov.uk>

Cc:

**Subject:** URGENT: application pls 2024/01664/LAPR - 348 NER, Popey's chicken (former Nando's till 23:00) restaurant extended off premises late night refreshment (deliveries) sales from 11pm - 02:30 seven days a week- deadline 13 November

## Lorna

- 1) Pls send the licensing application 2024/01664/LAPR to all of us (various residential roads around Fulham BroadWay whose residents are suffering increased, uncontrollable nuisance from deliveries), as the deadline for us to comment to you is 13 Nov.
- 2) Have the hours changed since first published 26 days ago? If so, why, ie who suggested that they be changed/who agreed what? They seem different now on the public register. See screenshot attached. Current status pls and pls share my contact details with agent.
- 3) Pls also take this email as the initial representation from Barclay Road Conservation Area Neighbourhood Watch (Barclay Road Residents) against this application on the grounds of Prevention of Nuisance as well as Prevention of Crime in this North End Road Met Police 'Crime Hotspot'. We reserve our right to comment further and provide further evidence for the Licensing Committee to support this Representation against the application.

  Thank you.

**From:** Barclay Road Residents **Sent:** 12 November 2024 11:21

To: Mckenna Lorna: H&F <Lorna.Mckenna@lbhf.gov.uk>

Cc:

**Subject:** DEADLINE 13 Nov Revised Rep against amended hours 2024/01664/LAPR - 348 NER, Popey's chicken (former Nando's till 23:00) restaurant extended off premises late night refreshment (plus deliveries only times) deadline 13 November

Dear Lorna

Pls include this email trail as part of our revised Rep against this application.

As stated below in 1) and 3) residential roads around Fulham Broadway and this part of North End Road are experiencing ever-increasing nuisance from delivery drivers, en mass.

There seems to be no end to their

- -illegal residential roads race track antics (crime),
- -illegal residential roads cut through tactics (crime) and
- -leading to overall nuisance, including
- —causing residents to awake from the slumber of very necessary sleep (noise),
- —causing emissions nuisance from scooters/motorbikes
- —causing noise increase of a zooming sound from electric bicycles and the new very large golf open buggy-type electric delivery vehicles being used now by delivery services which make a high pitched humming, intruding noise when ambient noise levels have finally decreased a bit, but the ambient sound levels make residents and pets more sensitive to noise intrusion. This happens now many times per hour after 22:00/23:00.

Thousands of residents in this extended Town Centre:

Scores of Residents live directly above and across from this 348 NER address.

Thousands more live in the immediate residential roads directly off North End Road through which delivery drivers will speed their way to deliver

Would the Committee please take residents needs for sleep into consideration as promised in your Statement of Licensing Policy so many times and in so many places that we simply commend it to you in full.

Opening Hours after 23:00 rather se far too many problems n North End Road.

#### Crime Hot Spot:

This stretch of North End Road is a defined Metropolitan Police Crime Hot Spot.

Only shorter operating hours will assist in decreasing crime by not attracting customers during food service operating hours and not attracting delivery drivers during the proposed 'delivery only'/so-called 'Outdoors only' hours, in licensing parlance.

#### Bus stop J:

348 North End Road is directly at the TfL Bus Stop J (which stretches from the Charity Shop to Ladbrokes betting shop @344 NER).

According to Google Maps, this Ladbrokes opens at 08:00 and closes at 22:00 Mon-Fri, 21:00 Sat and 21:30 Sun (this timing on Sunday seems odd—later on Sun than Sat—, I am asking for the licensed hours as they are not available on the Public Register.

2007/03366/GBETSF | Betting Shop - Fast Track | )

In any case, it closes well before 10pm/22:00, apparently.

348 North End Road was a Nando's which closed at 23:30, and opened at 11:30.

346 North End Road is a Tattoo shop which closes at 19:00 and opens at 11am.

338 NER British Heart Charity shop closes at 18:00 336 NER Rymans stationary shop closes at 18:00

#### A retail parade of shops:

This parade is predominantly a daytime use offering with a few food offerings that end around 23:00/23:30.

Presumably this developed as such due to the number of residents living above, across and around.

Ramping up an after 23:00 hours delivery service based at 348 NER will bring at least 30-50 deliveries per hour after 23:00 from this premises, and with it, the usual increase in nuisance, crime etc. As well, an industry has developed of delivery drivers 'owning' certain pitches/territory in front of premises. This can turn into problems involving innocent bystanders at the bus stop. This territorial approach leads to the delivery guys returning to their pitch, so multiply 30/50 x2 = 100 per hour. The commercial pressure is built into the formula of no passing trade means more orders needed to make hours till 2am viable.

## 07:00am opening takeaways

H&F Council has a policy not to allow takeaways within 400 meters of where children congregate especially this includes schools, bus stops etc. we have plenty of schools within 400 meters as well as places where children congregate.

Therefore this premises should at least not open before 10am.

In theory, it should not be allowed to operate at all. We need to protect our children.

The H&F Plan 2018 specifically states that other legislation will be used to curtail hours if planning hours are not conditioned. That is the case here. Therefore we ask the Committee to use their appropriate authority to curtail hours to reduce crime and nuisance and to protect children from harm.

Policy TLC5, page 133 Local Plan 2018

8.31

Where premises do not require planning permission or already have consent, it will not be possible to control hours of operation through the planning process. Through town centre management initiatives the council will endeavour to ensure that the night time economy is managed in a way that benefits residents, visitors and businesses.

We reserve our right to comment further.

**Sent:** 13 November 2024 15:18

To: Mckenna Lorna: H&F < Lorna. Mckenna@lbhf.gov.uk >

Subject: Objection to 2024/01664/LAPR Attention: Lorna McKenna

Regarding: 2024/01664/LAPR 348 North End Road London SW6 1NB

#### Hi Lorna

I am choosing to send an email for this representation (rather than using your portal) as Im including three images. Please acknowledge receipt of this within the allotted time.

I am writing on behalf of Vanston Place Management Company, who look after the interests of the residents of Dungannon House, a block of 42 residential apartments fronting onto Vanston Place a stones throw from Popeyes.

Our block consists of 8 floors with 12 flats including 24 bedrooms - many of them children's bedrooms, directly facing Vanston Place, and many more at the side of our building partially facing Vanston Place.

Popeyes is on the North End Road, which as they mention in their application is a main road, **by day**.

However **by night**, the road quietens considerably after the neighbouring food outlets close - KFC and Amigos 11pm and Papa Johns 11.30. Then after the evening flights into Heathrow end and there is little traffic, quietness descends. This is the time residents should be able to sleep.

We mustn't forget that although there are many retail units on the NER there are residents in flats above them, to all sides of them, and in all the neighbouring roads that would be affected greatly by an increase of hours, particularly with motorbike delivery services. For most of this area on the NER there is one floor of retail with three floors of flats above. Residential square footage far out weighing that of retail.

It's not just the increased hours but particularly the delivery only times that worry us as lot. This will result in noise as the drivers arrive/depart or congregate waiting for deliveries. We are not sure of the numbers of delivery bikes that would be used, but to make the business viable I suggest they will be quite numerous. One main route the scooters will take is past the front of our building along Vanston Place, cutting through the pedestrianised section beside Vagabond (illegally) and onto the Broadway. As I mentioned the NER and even more so Vanston Place, is currently a quiet area in the early hours of the morning and all noise like this is loud and troublesome, having a negative impact on our residents' sleep and in particular our children's sleep.

Along with the scooters racing past the front of our building it must be of concern when the riders reach their destination in the early hours. Neighbours will be woken by motorbikes arriving, bells ringing, conversations being had at the point of drop off. This will impact many residents' sleep and will have a negative effect on the promotion of licensing objective of prevention of public nuisance.

It is well documented that in this section of Fulham we have a high level of crime and disorder with people fighting, taking drugs, urinating on our residential premises and we feel that by increasing the hours will only add to this sort of anti-social behaviour.

Popeyes is next door to a bus stop (see attached image) and we are concerned that the early opening of 7 am may well encourage school children to take on board this fast food. This is something that should not be encouraged and by simply having a later opening time when school children are in school, say 9.30am, this would negate this issue.

Finally I would like to point out that as of today - 13th November there is no notice visible on the front of the premises detailing this application, which I believe there should be. My attached image was taken today at 11.34 am.

The Vanston Place Management Company objects to this application, on the grounds it would likely cause increased crime and disorder, noise and nuisance to local residents and also cause children harm.

Kind Regards Yours sincerely



Vanston Place Management Company Limited.







## Attached 3 images

- 1. Illegal cut through on Vanston Place used continuously by motorbikes.
- 2. Position of Bus stop outside Popeyes
- 3. Front of Popeyes not obviously showing any sign of this application. 12.

From: Ward Panel Chair Walham Green

**Sent:** 13 November 2024 23:59

To: Licensing HF: H&F < <a href="mailto:licensing@lbhf.gov.uk">licensing@lbhf.gov.uk</a>>

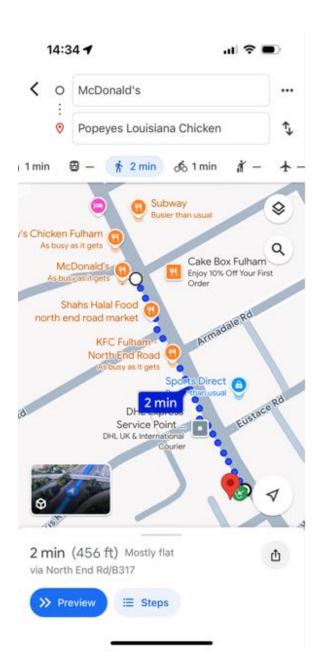
Cc: Ward Panel Chair Walham Green <>

Subject: 2024/01664/LAPR - 348 North End Road London SW6 1NB

## Good evening,

I wish to submit an objection to this application from PLK Chicken Uk Limited to increase the opening hours at this premises known as Popeyes to 1am on Thursday to Saturday and for late night refreshment (to be used for deliveries) to 1am on certain nights and 2am on other nights.

I am writing in my capacity as Co-Chair of Walham Green Ward Panel, with this premises being situated in this ward. The premises is situated in a stretch of the North End Road which is classified as the crime hot spot of Fulham by the local Safer Neighbourhood team of the Metropolitan Police. The centre of the hotspot is MacDonalds at 312 North End Road, which is 2 minutes' walk from Popeyes.



This crime spot is regularly referred to at the quarterly ward panel meetings and has been the focus of a considerable amount of police time and resources to reduce crime and antisocial behaviour. There has also been a recent focus by the police on tackling rising crime and violence in the nearby Clem Atlee estate, which is only 5 minutes' walk from Popeyes.

Having extended hours at Popeyes will only add to the continuing policing challenges and is very likely to result in increased crime and anti-social behaviour on the North End Road and nearby side streets. This application does not support the licensing objectives of preventing crime and disorder and preventing public nuisance.

The application also ignore the impact of extended hours on local residents in the form of noise and pollution. The North End Road isn't solely a commercial street, there are many residents who live above the commercial premises the length of the road including several large mansion blocks. Residents including young children on the North End Road and side streets such as Shorrolds Road, Epirus Road and other nearby side streets will have their sleep disturbed by customers, delivery drivers collecting take away orders and delivery drivers delivering supplies to the premises. In addition to the direct noise at the premises, the residents will be woken by the sound of additional delivery drivers whizzing around. The noise of their e-bikes, motor scooters and motor bikes interrupts the sleep of residents and makes a significant contribution to the pollution in this built-up area. This conflicts with the licensing objectives of protecting children from harm and public safety.

The Walham Green Ward Panel and local residents would be very grateful if the Licensing Committee could please reject this application for extended hours and keep the existing hours.

Kind regards

Co-Chair Walham Green Ward Panel

Sent: 13 November 2024 22:50

To: Mckenna Lorna: H&F < Lorna. Mckenna@lbhf.gov.uk >

Cc:

Subject: 2024/01644/LAPR - 348 North End Road SW6 1NB

Dear Lorna

Ref: 2024/01644/LAPR Popeyes 348 NER Resident Objection

Please accept this email as my written OBJECTION to the above application where the Applicant runs a Louisiana Chicken Restaurant/Takeaway. I am writing in my capacity as Secretary of the Fulham Island Residents Association (FIRA), and also as the owner of

Fulham Island comprises 32 flats, which are members of the Association, and a further 8 flats in Albion House (fronting Vanston Place), which are not part of the Association. We have approximately 80 residents ranging in age from 92 to 6 years of age, not including those in Albion House.

The Fulham Island site is bounded by two pedestrianised roads: Jerdan Place, Vanston Place and to a degree Farm Lane, as there is no through access on Farm Lane.

It is a very short walk from the North End Road and, inevitably, both Jerdan Place and Vanston Place are used as cut-throughs from the North End Road to Fulham Broadway and beyond.

My concerns are written under the headings of three of the four licensing objectives.

#### 1. Prevention of crime and disorder

I am sure you are aware that the Metropolitan police have designated the NER as a "hotspot" for anti-social behaviour and disorder. Adding another takeaway, open until the early hours, even if it is just for "outside" deliveries and not in-person purchases can only add to the issue of public safety. There Is no mention in their application as to how they will prevent customers trying to access the takeaway after official closing times, as surely they will need the doors open for delivery drivers to enter.

The police are under-resourced at the best of times – more potential for crime and disorder will only exacerbate their ability to police our streets safely.

#### 2. Prevention of nuisance

The wards of Walham Green, Lillie Road and West Kensington consist of residential roads, all leading off the semi-residential / semi-commercial North End Road (NER).

As residents of Fulham, we are becoming increasingly concerned with the increase in the number of take-aways situated on the NER, and the noise nuisance this causes.

Not only in terms of the delivery drivers themselves, who seem to totally disregard road safety, cutting in front of cars, not signalling etc., and who are a clear danger to other road users and pedestrians, but the noise their (mostly L-plated) scooters make, especially during the quiet hours of the night, when residents are sleeping.

The drivers generate noise whilst they congregate waiting for take-aways to deliver; noise as they speed away and noise when they deliver.

My particular road – Vanston Place, despite being partly pedestrianised and despite a prominent notice stating "no through route to Fulham Road" is regularly used as a cut through, to avoid the traffic lights on the corner of Dawes Road and NER and also the roundabout between NER and Fulham Road. The noise of the scooters at night is an issue.

We residents have a "window" of quiet for sleeping, which would be considerably jeopardised with delivery drivers on the roads up until

1.00 am. Sleep deprivation, which is well documented in Fulham, is a big issue for residents and any increase in noise generation will only have the potential to worsen the situation.

### 3. Public Safety

The applicant's premises are very close to a four-way junction of the NER, Shorrolds Road, Walham Grove and Vanston Place, all of which comprise 100% residential properties.

The delivery drivers at other take-away venues in the area all park outside the premises, waiting to collect deliveries (sometimes illegally).

If the Applicants' delivery drivers choose to congregate outside the applicant's premises, they will be parking on a designated bus stop, which will cause a public safety issue for other road users. The NER is constantly snarled up with traffic, and delivery bikes/scooters parked illegally, on a designated bus stop, will only exacerbate the traffic situation.

#### **General Observations:**

1. The "overview" on Google maps states that they are open from 8.00 am until 11.00 pm seven nights a week.

Their application to extend their opening hours asks for new hours as follows: 07.30 am daily until 12.00 am Monday, Tuesday, Wednesday and Sunday, and until 1.00 am Thursday, Friday and Saturday.

These closing hours are substantially beyond the closing hours of other "restaurants"/takeways already operating on the NER.

If the Committee approves this application then it is a foregone conclusion that the other establishments will seek to extend their hours of operation as well, to the detriment of all residents in the surrounding area.

#### 2. Please see

https://www.medrxiv.org/content/10.1101/2024.07.18.2431 0617v1

This evaluation essentially states:

Introduction Access to hot food takeaways, particularly near schools, is of growing concern for policymakers seeking to reduce childhood obesity globally. In England, United Kingdom (UK), local government jurisdictions are implementing planning policies to reduce access by restricting or denying planning permission for new takeaway outlets near schools.

**Results** Participants explained that they mostly thought the policies facilitated the refusal of applications for new takeaways near schools. However, participants speculated that businesses identified alternative opportunities to operate including functioning as 'restaurants' or within other locations. Effective working relationships between planners and public health officers were important for adoption and implementation, although planning and public health agendas did not always align and there were tensions between economic development and health improvement goals.

**Conclusion** Although sometimes challenging, the policies were commonly described as feasible to implement. However, they may not completely prevent new takeaways opening, particularly where takeaways are relied upon to enhance local economies or where takeaway businesses find alternative ways to operate. Nevertheless, the policies can serve to shift the balance of power that currently favours commercial interests over public health priorities.

ALSO:

In <u>London</u>, a ban on fast-food takeaways opening within 400 metres of schools was put in place in 2017, in an attempt to tackle the <u>capital's child obesity epidemic</u>. The Mayor said the move would help deal with the "ticking time bomb" of childhood obesity in London.

The new Fulham Boys School on the Fulham Road is 321.869 metres from Popeyes, and clearly falls within the ban implemented by the mayor of London in 2017.

For these reasons and the further reasons set out by other residents, I ask the H&F Licensing Sub-Committee to reject the application.

I reserve my right to comment further, and to provide further supplementary evidence to this application without prejudice.

If I am unable to attend the hearing (date to be notified), I appoint or her representative to use my five minutes.

PLEASE CONFIRM RECEIPT OF THIS EMAIL.

Sincerely,



Sent: 30 October 2024 18:23

To: Licensing HF: H&F <a href="mailto:licensing@lbhf.gov.uk">! Valerie Lepnikova</a>

Subject: Objection to Premises Licence Application for 348 North End Road

Dear Licensing Team,

I am writing to formally object to the premises licence application for late-night operations at Popeyes, 348 North End Road, London SW6 1NB. I am a resident of 346C North End Road, and my neighbours and I have already experienced considerable disturbance due to noise from this establishment.

- 1. Noise During Renovations: On multiple occasions during renovations, Popeyes played loud music at 1:00 AM and 2:00 AM for three consecutive days. The noise was loud enough to travel through the building's structure, disturbing residents in adjacent apartments. I personally had to go downstairs several times to request they lower the volume. Other residents, including Andrew Noakes of 346B and Yann of 348B, also experienced similar disruptions.
- 2. Noise from Fridge Units: Popeyes has installed fridge units behind the building, directly adjacent to the bedrooms of flats 346B, 346C, and 348B. These units produce a high-pitched noise that disrupts our sleep, especially during the night. Despite our repeated requests to management to address this issue, their response has been dismissive. One manager even remarked, "I have Heathrow planes flying over my house, why are you complaining?"
- 3. Planning Concerns: To the best of my knowledge, some of these fridge units were installed without proper planning permission from the council. This disregard for proper procedures further raises concerns about the company's commitment to being a responsible and considerate neighbor.

Given these past incidents and Popeyes' apparent lack of respect for the surrounding community, I strongly believe they are not capable of managing noise levels during latenight hours. Approving this application would likely lead to ongoing disruptions and further negative impact on residents' quality of life.

Thank you for considering this objection. I am happy to provide further information or discuss this matter if necessary.

Sincerely,		

**Sent:** 30 October 2024 19:40

To: Licensing HF: H&F <a href="mailto:slicensing@lbhf.gov.uk"></a>

Subject: Re: Objection to Premises Licence Application for 348 North End Road

Dear Licensing Team,

To further support this objection, this licensing application seems extremely similar to the one Pepe's Chicken was trying to get approved and that was denied by your team. I believe that the residents of Reeves Yard and the surrounding buildings on Shorrolds Road have the same concerns as residents of Barclays Road had. I'd also like to add that Nando's, the previous tenant had a license to operate until 11pm. We are struggling to understand how the rules are any different for Popeyes.

In addition, none of the potentially affected residents were notified by Popeyes, which as Andriy Marin has pointed out seems to be a pattern with this business tenant. Luckily, we've noticed the tiny obligatory paper sign in their window.

I'm hoping that your team will take all of the above into consideration when making a decision.

Licensing Team
Hammersmith & Fulham Council
Town Hall
King Street
London
W6 9JU



Date: 03 November 2024

Subject: Representation objecting to licence application reference 2024/01664/LAPR for PLK Chicken Uk Limited, trading under the name POPEYES at 348 North End Road, SW6 1NB.

Dear Sir/Madam,

I am writing to formally object to the license application reference 2024/01664/LAPR submitted by PLK Chicken Uk Limited for extended opening hours from 7:00 AM to 2:30 AM. As a resident of North End Road, I am concerned about the potential impact of this application on our community.

### Reasons for Objection:

- 1. Prevention of crime and Disorder: Operating a food establishment until 2:30 am in a residential area may attract patrons involved in late-night drinking and socializing, increasing the risk of criminal behavior. Late-night openings often correlate with heightened incidents of public disorder, vandalism, and anti-social behavior, which could disrupt the safety and peace of the community. Additionally, extended hours could place a strain on local police resources, detracting from overall community safety.
- 2. Public Safety: Late-night opening hours could lead to increased risks of anti-social behavior, including noise and altercations, compromising neighborhood safety. With customers likely to congregate outside or around the shop, especially during late hours, there is a greater likelihood of disturbances. This could inadvertently encourage loitering in the area, increasing the potential for accidents and confrontations. Operating late in a largely residential zone jeopardizes the welfare of residents, who may feel unsafe traversing the area.
- 3. **Prevention of Public Nuisance:** Extended hours may lead to increased noise and smell levels during the late night and early morning hours, negatively affecting the quality of life for nearby residents. The area is primarily residential, and late-night

operations could disrupt the peaceful environment that we currently enjoy. Additionally, Delivery drivers arriving on scooters and motorcycles contribute to loud noise, both in front of the shop on North End Road and on Shorrolds Road where they usually gather. There is also an existing issue with littering; many neighbors including myself, have reported bags and leftover food littered on the street. Extended hours will likely exacerbate this problem.

4. The Protection of Children From Harm: Late operating hours for a fast-food chain in a residential area raise significant concerns for the well-being of children. The noise and disturbances mentioned above could disrupt the sleep of residents, including children. North End Road is home to some of the most vulnerable families in the borough, and disturbed sleep can adversely affect children's school performance. Furthermore, children walking in the area late in the evening may encounter undesirable activity or individuals, creating risks that would be mitigated with earlier closing hours.

I respectfully urge the council to consider these points and deny the application for extended hours. I believe that maintaining a balance between local business operations and the quality of life for residents is essential.

Thank you for considering my objection.

Yours sincerely,

The same of the sa	
From:	
I I OIII.	

Sent: 01 November 2024 18:22

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

Subject: Objection to Premises License Application for Late-Night Operations at Popeyes, 348 North End

Road



I am writing to object to the premises license application for late-night operations at Popeyes, located at 348 North End Road, London SW6 1NB. I am a resident of there has already been a lot of noise from their premises.

When they were setting up shop they made a lot of noise before 8am in the morning consistently. At times I could feel the vibration in my building, and I live in the building next theirs.

There is also a fridge condensing unit outside my bedroom window they have installed. It wakes me up in the night when it starts up. I have filed a noise complaint with H&F Noise Complaints department, but they have not sound proofed the unit. Was this installed with proper planning?

Given these previous issues I am concerned they will not management noise levels late at night properly and keep the concerns of the neighbourhood in mind. I feel like the it is making quality of life worse and they will not work with the community to keep things nice for all.

Thank you and please let me know if you need more information.

Best regards,

**Sent:** 06 November 2024 12:54

**To:** Licensing HF: H&F <<u>licensing@lbhf.gov.uk</u>> **Subject:** Objection to late night licence for Popeyes

Dear Sir as I live to the proposed Popeyes chichen shop at 348 North End Road.

I wish to object to a late licence as the current burger shop Amigos seems to attract noisy and litter scattering youths

throughout the evenings. Operating until 2.30am would I believe make matters worse

Thank you

**Sent:** 06 November 2024 13:31

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

**Subject:** Objection to late night license at Popeyes 348 North End Road.

To whom it concerns,

I am owner of and wish to object in the strongest terms to the issuing of a late night license to Popeyes, 348 North End Road.

Firstly, a late night take away in a residential area can attract patrons involved in late night drinking. This immediately causes problems with noise levels in the area. It is also likely that it becomes a place for late nighters to congregate. This increases the possibility of public disorder, vandalism and anti-social behaviour.

Secondly, as North End Road was designated a problem area in 2022 by H&F, relating to crime and anti-social behaviour, and landlords were required to pay for a license to help finance the "cleaning up " of the area, granting this licence would be contradictory to both your efforts to improve the area and all our efforts working alongside you.

Thirdly, after all the work done on landscaping and improving the aesthetic of North End Road, which we residents have added to by planting and improving outside our own properties, a late night take-away has the potential to undo all of this work with litter being the biggest issue.

There is a great need to continue the work of creating community here and to protect and increase the sense of pride we all want and are working towards. Is a late night take-away really necessary to the positive development of our neighbourhood.

Thank you for taking time to consider my concerns and I look forward to your response.



**Sent:** 08 November 2024 13:51

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

**Subject:** Objection to late night licence - 348 North End Road - Popeyes

Dear Sir,

I am the landlord to the Popeyes at 348 North End Road.

I wish to object to a late licence as I believe it would be detrimental to my tenant's right of peaceful enjoyment of the property.

I am told that the nearby burger shop Amigos often attracts noisy customers in the evenings. Littering has also been a problem at times. A similar food outlet open till 2:30am will exacerbate issues of anti social behaviour.

Thanks of your consideration.

Kind regards,



# Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 09/11/2024 7:49 AM from

#### **Application Summary**

Address:	348 North End Road London SW6 1NB
Address.	340 NORTH ETIC ROAG LONGON SWO TND

Proposal: Licensing Act - Premises Licence

Case Officer: Lorna McKenna

#### Click for further information

## **Customer Details**

Name:

Email:

Address:

#### **Comments Details**

Commenter Type: Neighbour

Stance: Customer objects to the Licensing Application

Reasons for comment:

Comments: 09/11/2024 7:49 AM By allowing these extended opening and

delivery hours, will risk a significant increase in the noise nuisance to residents caused by dispatch riders/food delivery motorbike drivers

and potentially night crime.

There is a lot of study done on the critically of sleep for humans and any living creatures. Please refer to John Walker Why we sleep and

other works.

The area is already very noisy from McDonald extractor fun working

most of the hours at night to provide unhealthy fast food to people that causes obesity, shortens people's life and uses tax payer's money, constant noise from airplanes heading to and from Heathrow and noise from the commercial activities on North end road. Adding more deliveries at night time will make the noise nuisance situation even worse and will be detrimental to the people's physical and mental health.

I reserve the right to make further submissions before any hearing;

if I am not able to attend the hearing then I nominate to represent me at the hearing".

Kind regards

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submit	ted at 09/11/2024 8:02 AM from			
Application Summary				
Address:	348 North End Road London SW6 1NB			
Proposal:	Licensing Act - Premises Licence			
Case Officer:	Lorna McKenna			
Click for further informa	<u>ition</u>			
Customer Details				
Name:				
Address:				
Comments Details				
Commenter Type:	Neighbour			
Stance:	Customer objects to the Licensing Application			
Reasons for comment:				
Comments:	09/11/2024 8:02 AM Such a request simply cannot be supported because:  - late evening and early morning hours are when residents are trying to sleep and recover from the working day (or a day at school for children) or simply reenergise;  - all the delivery drivers will increase the noise at these hours in the neighbourhood, adversely affecting sleep;  - if the licence were to be granted, it would open the floodgates for other similar shops to request the same, thereby further increasing the noise			

- the North End Road is well known for being a Metropolitan Crime Hotspot, and extending the opening hours will increase the risk of anti-

I reserve the right to make further submissions before any hearing.

if I am not able to attend the hearing then I reserve my right to nominate

social behaviours at hours where the police are understaffed.

someone who has made a submission to represent me.

nuisance;

Kind regards,

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 09/11/2024 8:08 AM from

## **Application Summary**

Address: 348 North End Road London SW6 1NB

Proposal: Licensing Act - Premises Licence

Case Officer: Lorna McKenna

#### Click for further information

#### **Customer Details**

Name:

Email:

Address:

## **Comments Details**

Commenter Type: Neighbour

Stance: Customer objects to the Licensing Application

Reasons for comment:

Comments: 09/11/202

09/11/2024 8:08 AM 1. the proposed fall significantly outside those recommended for mixed use (residential/commercial areas) for

takeaways (Friday/Saturday 00:30 and Sunday 23:30);

2. this will cause a significant increase in the noise nuisance to residents

( dispatch riders/food delivery motorbike drivers in the street)

3 North End Road (NER) is a Metropolitan Crime Hotspot where most of the crime (across the whole range) and drug sales take place late at night where people can congregate at a time when the police are seriously under resourced to respond to or attend crime scenes.

4If LBHF were to grant this license, then there is nothing to stop every takeaway or food retailer in the area (not just on the NER) applying to do the same. There are 32 such retailers on the NER alone between Popeye and West Kensington Tube Station. The floodgates would open. Put another way, if Popeye expect 15 deliveries per hour (conservative estimate, but what they probably need to make it commercially worthwhile) for each of the three additional hours from 11pm - 02:00 that

is 45 additional pick-up/delivery journeys on our streets. If half (16) other takeaways follow suit, then that is 720 deliveries in this area per night seven days a week. There is no cap on this and in truth the numbers could be much larger. We note that there is no enforceable condition that could be attached to any license that could prevent this; and 5 whilst earlier decisions of the licensing committee on the same issue of late opening hours opening are not binding, it is noted that recently the committee has recognised the above concerns by rejecting applications from the likes of Papa Johns, Selekt Chicken, Morleys and other Please note that I reserve the right to make further submissions before any hearing; and if I am not able to attend the hearing then I nominate to represent me there.

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 09/11/2024 10:01 AM from

## **Application Summary**

Address: 348 North End Road London SW6 1NB

Proposal: Licensing Act - Premises Licence

Case Officer: Lorna McKenna

## Click for further information

#### **Customer Details**

Name:

Email:

Address:

#### **Comments Details**

Commenter Type: Residents Group

Stance: Customer objects to the Licensing Application

Reasons for comment:

Comments: 09/11/2024 10:01 AM Please consider our profound objections to any

proposed extension of opening hours beyond the current LBHF policy. The area surrounding north end road is residential, with a very large number of families with children. We are concerned that any exemptions granted for prolonged opening hours would create precedence, leading to a significant increase in late night traffic, noise and potential for

delinquencies.

If I am not able to attend the hearing in person, I nominate John

Skoulding to represent me at the hearing

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 10/11/2024 9:05 AM from

## **Application Summary**

Address: 348 North End Road London SW6 1NB

Proposal: Licensing Act - Premises Licence

Case Officer: Lorna McKenna

## Click for further information

#### **Customer Details**

Name:

Email:

Address:

## **Comments Details**

Commenter Type: Neighbour

Stance: Customer objects to the Licensing Application

Reasons for comment:

Comments: 10/11/2024 9:05 AM We object strongly to the proposed application by

Popeyes Chicken to have their opening hours extended from 11pm to 2am. This will cause significant noise nuisance to our residential area with delivery drivers/ customer to-ing and fro-ing in the middle of the night whilst we are trying to sleep. We already suffer considerable disturbance during the daytime and worse, the evening from Getir/Uber drivers parked on our road. Also, bad enough that nearby, McDonalds have been permitted to operate between the unsociable hours of 12am - 1am and we only have respite from their noisy exhaust fan between 2am and 4am. We're already concerned about the level of petty crime on the North End Road and fear that this new license would exacerbate the problem. And, it seems the proposed hours are beyond the LBHF policy limits for

takeaways in residential areas.

We'd like to add that we reserve the right to make further submissions before any hearing and if we're unable to attend the hearing ourselves.

we nominate our neighbour, to represent us.

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 11/11/2024 9:09 AM from

## **Application Summary**

Address: 348 North End Road London SW6 1NB

Proposal: Licensing Act - Premises Licence

Case Officer: Lorna McKenna

### Click for further information

### **Customer Details**

Name:

Email:

Address:

## **Comments Details**

Commenter Type: Neighbour

Stance: Customer objects to the Licensing Application

Reasons for comment:

Comments: 11/11/2024 9:09 AM I object to Popeye wanting to extend their opening

hours for late night closing times from 11pm to 02:00/02:30.

1. the proposed extended hours fall significantly outside those recommended for mixed use (residential/commercial areas) for takeaways (the recommended closing time in the LBHF Statement of Licensing Policy 2022 - 2027 is Friday/Saturday 00:30 and Sunday 23:30

- page 22);

2. This will risk a significant increase in the noise nuisance to residents caused by dispatch riders/food delivery motorbike drivers (Getir, Uber, Just Eat etc.). These riders leave their bikes on Tournay Road where

they congregate whilst picking up deliveries.

3. The noise nuisance will take place during the hours critical to sleep

and each residents right to quietly enjoy their property at night.

4 the North End Road (NER) is a Metropolitan Crime Hotspot where most of the crime (across the whole range) and drug sales take place late at night where people can congregate at a time when the police are seriously under resourced to respond to or attend crime scenes.

I think it is also unacceptable that another fast food shop has been allowed to open in the area and that Fulham and Hammersmith council have a blatant disregard for the health of its residents.

**Sent:** 13 November 2024 14:25

To: Mckenna Lorna: H&F < Lorna. Mckenna@lbhf.gov.uk >

Cc: John Skoulding

Subject: 2024/01664/LAPR: POPEYES 348 North End Road London SW6 1NB - deadline today 13

November [MDR-LEGAL1.FID2365760]

#### Dear Lorna

Having again been timed out on the LBHF site please accept this email as my objection to the above application.



### OBJECT

and have been for 24 years. We live a walk away from the Application site. The site is in an intensely residential area with 100% residential roads in the immediate and very close proximity. These roads include Shorrolds, Epirus, Tournay, Walham Grove, Farm Lane, Vanston Place, Eustace, Armadale, Halford, Haldane, Knivet, Anselm, Racton, Barclay, Dawes being just those on the doorstep.

The applicant wants to extend their opening hours for late night refreshment (on and off the premises) from 23:00 to 01:00 Sunday – Wednesday (so plus 2 hours for deliveries) and 23:00 – 02:00 Thursday – Saturday (plus 3 hours for deliveries). Our objection and very real concerns about this application are that, in summary, it is inconsistent with the licensing objectives because:

the proposed extended hours fall significantly outside those recommended for mixed use (residential/commercial areas) for takeaways (the recommended closing time in the LBHF Statement of Licensing Policy 2022 – 2027 is Friday/Saturday 00:30 and Sunday 23:30 – page 22). I note that the application is for hours which also fall outside the guide hours for town centres or extended town centres! Whilst guidance is not binding it is a useful and sensible set of handrails by reference to which decisions should be made on the merits or otherwise of each case:

- 2. this will risk a significant increase in the noise nuisance to residents caused by dispatch riders/food delivery motorbike drivers (Getir, Uber, Just Eat etc.). The vast majority of riders drive pollution emitting diesel or petrol motorbikes (not bicycles or electric bikes) that regularly travel at speeds in excess of the speed limit, are noisy when they use 100% residential roads to find the fastest route to make a delivery and also make noise at the point of delivery;
- 3. the noise nuisance will take place during the hours critical to sleep and in which each resident has a right to sleep and quietly enjoy their property at night sleep is essential for all; a chicken burger is a nice to have luxury for some;
- 4. the North End Road (NER) is a Metropolitan Crime Hotspot where most of the crime (across the whole range) and drug sales take place late at night where people can congregate. This reality is at a time when the police are seriously under resourced to respond to let alone attend crime scenes. We have worked with the Police ot support local initiatives and regenerate the NER. Late night hours for takeaways will significant undo all the good work that has been done. The Application brings with it a significant increase in the risk of anti-social behaviour (drug sales, littering, vomit, urination, broken glass, harassment of women all sadly features of late-night behaviour that we witness regularly and all too often on our roads);
- 5. the consequences of doing this. If LBHF were to grant this license, then there is nothing to stop every takeaway or food retailer in the area (not just on the NER) applying to do the same. There are 32 such retailers on the NER alone between Popeye and West Kensington Tube Station. The floodgates would open. Put another way, if Popeye expect 15 deliveries per hour (super conservative low estimate, but maybe what they need to make it commercially worthwhile) for each of the three additional hours from 11pm 02:00 that is 45 pick-up/delivery journeys and drop offs on our streets. If half (16) the other takeaways follow suit in addition to the Applicant, then that is 765 deliveries in this area per night seven days a week. How can LBHF prevent this if they grant this application? There is no cap on this and in truth the numbers could be much much larger. We note that there is no enforceable condition that could be attached to any license to prevent this;
- 6. condition 8 is meaningless and unenforceable in any real sense in the face of the nuisance caused by the congregation of numbers of drivers and people at the site and the immediate vicinity and the noise nuisance referred to above. The reality is that once drivers and customers have left the site there is nothing the applicant can do to prevent crime. Disorder or noise nuisance;

- 7. there is a significant public safety issue with the ever-increasing use of unregulated delivery drivers. As you know residents must pay to park on the road they live on (in addition to paying Council Tax and the usual car tax and cost of insurance as required by law). Dispatch/delivery riders are neither required to register with LBHF, pay to park on any road and to operate their vehicle they are not required to hold anything more than a "L plate". For me to insure my car I must have a full driver's license - a mere L plate is not acceptable. The standard of driving of delivery/dispatch riders for the large part is poor. They consistently exceed the speed limit, park on pavements, fail to signal, drive on the wrong side of the road, fail to stop at junctions and become irate if you don't give them enough space when they do so, they very often play roulette by forcing drivers to stop when they speed into small and narrow spaces, they cut in without signalling and rarely look left or right when pulling out rather they expect everyone else t break and let them through. Sadly, several residents have had their vehicles scratched and damaged by this type of activity. The fundamental point is that in increasing the demand for and use of such riders (if they allow this application) LBHF will be sanctioning and permitting a significantly lower standard of driving by L plate riders when compared to the legal requirements of fully insured, permit paying, full license holding residents. The motorcycle bay on our road is not used by residents because it is overrun by dispatch/delivery riders from early in the morning to late at night. The numbers far outweigh the allotted parking space, so they encroach into the resident parking bays which we have paid to use. They are effectively allowed to carry out a commercial activity on residential roads for free 7 days a week when we must pay to park and comply with higher (and rightly safer) driving standards;
- 8. whilst earlier decisions of the licensing committee on the same issue of late opening hours opening are not binding, it is noted that recently the committee has recognised the above concerns by rejecting applications from the likes of Papa Johns, Selekt Chicken, Morleys and others. This is an important indication and reflection of the Committee's view of how the Committee consistently balances the competing issues on applications like these; and
- 9. the extension of early hour opening times is also extremely concerning given that the application site is right next to a bus stop that is used by large numbers of school children.

I reserve the right to make further submissions before any hearing. I aim to attend any hearing but if I am not able to attend the hearing then I reserve my right to nominate someone who has made a submission to represent me. Please reject this application.

I am happy for you to give my mobile/email contact details to the Applicant and would encourage them to contact me to start a dialogue about the issues.

Kind regards

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 13/11/2024 11:13 PM from

# **Application Summary**

Address: 348 North End Road London SW6 1NB

Proposal: Licensing Act - Premises Licence

Case Officer: Lorna McKenna

### Click for further information

### **Customer Details**

Name:		
Fmail:		

Address:

#### **Comments Details**

Commenter Type: Neighbour

Stance: Customer objects to the Licensing Application

Reasons for comment:

Comments: 13/11/2024 11:13 PM My husband and I would like to object for a number

of reasons; 1. We believe this application is not within the recommended closing time of the LBHF Statement of Licensing Policy 2022-2027 of Friday/Saturday 00.30 and Sunday 23.30. 2. This will risk a marked increase in the noise nuisance to local residents, particularly in Tournay Road, where a large number of dispatch riders wait for their deliveries, and it's currently very bad already. 3. This noise nuisance will fall in the hours critical to sleep and each residents right to quietly enjoy their evening. 4. The North End Road is a Metropolitan Crime Hotspot where most of the crime and drug sales take place late at night, will Popeyes staff be safe? 5. If LBHF were to grant this license, they would be setting a president, and the flood gates would open with all the other fast food companies trying to do the same thing of which there are many on the North End Road. 6. As it is, we have noticed that the committee has

recognised the above concerns by rejecting recent applications from other similar companies, such as Papa Johns, Selekt Chicken, Morleys and others.

We wish to reserve the right to make further submissions before any hearing, and if we are not able to attend the hearing then we nominate to represent us at the hearing.

F	
From:	

**Sent:** 13 November 2024 22:55

To: Mckenna Lorna: H&F < Lorna. Mckenna@lbhf.gov.uk >

Cc:

**Subject:** Re: DEADLINE 13 Nov Revised Rep against amended hours 2024/01664/LAPR - 348 NER, Popey's chicken (former Nando's till 23:00) restaurant extended off premises late night refreshment (plus deliveries only times) deadline 13 November

Dear Lorna and the Licensing Committee,

Please consider this a statement of objection to the licensing application from Popeye's Chicken. As a resident on nearby , we are plagued by delivery drivers both from a noise, disturbance and criminal standpoint. If they are permitted to operate late into the night, this will disturb the sleep of the hardworking residents and their children nearby even more. Need I remind you of the severe implications of lack of sleep on mental health and school attainment (protection of children from harm).

Additionally, on many occasions I have witnessed the illegal behaviour of these delivery drivers (Crime). For example, they frequently drive illegally at 60+mph the wrong way down Haldane Road, to reach their fast food outlets faster so they can make more money, from more deliveries, with total disregard for other vehicles going the right way, as well as pedestrians / animals on what should be a quiet residential street (public safety). Additionally, they park their bikes in the middle of the road and pavements, making it impossible to enter the street either by foot or by vehicle (public nuisance), also restricting wheelchair access for some senior residents who live on the street. They also drop litter repeatedly (public nuisance), and the fast food venues have no inclination despite being asked to go and pick it up. Lastly, I have witnessed them leering and acting aggressively at passer's by, as well as having fights amongst themselves (public safety). This creates an incredibly threatening and hostile atmosphere for the residents. To extend the opening hours of this premises well into the night would only provide additional (generally unpoliced) time for these issues to spread.

Lastly, I'm sure you are well aware of the crime issues plaguing the North End Road already. Creating a late night hotspot will only further exacerbate this, and as you know, the police do not have the resources to deal with this, as if anything, it has only got worse. I implore you to please consider your residents and deny this application.

Kind regards

From:
2024 11:59
To: Mckenna Lorna: H&F < Lorna.Mckenna@lbhf.gov.uk >
Cc: Barclay Road Residents
Subject: Re: DEADLINE 13 Nov Revised Rep against amended hours 2024/01664/LAPR - 348 NER,
Popey's chicken (former Nando's till 23:00) restaurant extended off premises late night refreshment
(plus deliveries only times) deadline 13 November
Thanks Lorna. If I am unable to attend the hearing, now set for 11 Dec, Wednesday, my
Fulham neighbour or his representative, will represent me.
My address is
Best,

# Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided belowere submitted at 09/11/2024 8:38 AM from

## **Application Summary**

Address: 348 North End Road London SW6 1NB

Proposal: Licensing Act - Premises Licence

Case Officer: Lorna McKenna

## Click for further information

## **Customer Details**

Name:

Email:

Address:

### **Comments Details**

Commenter Type: Petition

Stance: Customer objects to the Licensing Application

Reasons for comment:

Comments: 09/11/2024 8:38 AM Objecting on Popeyes extended working

hours!

North end Road is becoming so unsafe, constant movement and traffic. Drugs and alcohol are in constant dealing and use! We feel unsafe living here especially worried about the

safely for our young children

Kind regards

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 13/11/2024 11:13 PM from

## **Application Summary**

Address: 348 North End Road London SW6 1NB

Proposal: Licensing Act - Premises Licence

Case Officer: Lorna McKenna

# Click for further information

#### **Customer Details**

Name:			

Commenter Type:

Neighbour

Stance:

Customer objects to the Licensing Application

Reasons for comment:

Comments:

13/11/2024 11:13 PM My husband and I would like to object for a number of reasons; 1. We believe this application is not within the recommended closing time of the LBHF Statement of Licensing Policy 2022-2027 of Friday/Saturday 00.30 and Sunday 23.30. 2. This will risk a marked increase in the noise nuisance to local residents, particularly in Tournay Road, where a large number of dispatch riders wait for their deliveries, and it's currently very bad already. 3. This noise nuisance will fall in the hours critical to sleep and each residents right to quietly enjoy their evening. 4. The North End Road is a Metropolitan Crime Hotspot where most of the crime and drug sales take place late at night, will Popeyes staff be safe? 5. If LBHF were to grant this license, they would be setting a president, and the flood gates would open with all the other fast food companies trying to do the same thing of which there are many on the North End Road. 6. As it is, we have noticed that the committee has recognised the above concerns by rejecting recent applications from other similar companies, such as Papa Johns, Selekt Chicken, Morleys and others.

We wish to reserve the right to make further submissions before any hearing, and if we are not able to attend the hearing then we nominate to represent us at the hearing.