

From:

Subject: RE: Application by Jiffy Grocery to change their operating hours from 7am - 11pm to 24 hours.

Ref: Change to existing license: Application by Jiffy Grocery to change their operating hours from 7am - 11pm to 24 hours.

**Jiffy Grocery
Units 23-25 Parkside Business Estate
Rolt Street
London
SE8 5JB**

Dear Lewisham Licensing Authority,

I work in a studio on the ground floor of ACME studios, 165 Childers Street, which is situated almost directly opposite unit 25 Parkside Business estate from which Jiffy Grocery is now operating. I have rented my studio from ACME since 2010, and during that time have suffered from excessive noise generated by a furniture making business which previously occupied unit 25.

The roadway overlooked by my studio is hemmed in by the railway arches incorporating Parkside Business units on one side, and the huge former propeller factory which is now part ACME studios and part converted to private flats, on the other. This means any noise is greatly amplified and the Parkside Business units are not suitable for noisy workshops, or businesses operating 24 hours.

I fully support Acme Studios' view that this could be potentially disruptive and might set an unhelpful precedence on hours of trade for future businesses moving in to the arches.

I therefore object to the application on the grounds that the current hours of operation are already sufficient for business use.

yours sincerely,

FAO Lewisham Licensing.

13.07.21

I am writing with reference to a licensing application by the company at the premises below

(dated 17 June 2021).

Jiffy Grocery

Units 23-25 Parkside business estate

Rolt street

London

SE8 5JB

The application is for a 24 hour operating license to sell alcohol and to extend their business operating hours to include between 11pm and 7am. I operate a small business with ground floor windows that open directly onto Rolt Street, opposite where the above business is located. I have worked in the building for over 10 years and work with a number other local businesses. This building of 4-5 stories is occupied by small businesses and residential units, down its entire length of 220m, which borders on Rolt Street. This section of Rolt Street is narrow, with existing loading and parking bays and is not wide enough to drive down both ways. Vehicles either travel down its entire length, or else back up using reversing alarms and they are never more than 2-3 meters from the wall of this adjacent, fully occupied building.

There has already been an inconvenient increase in noise and other disturbance from the above premises, whose primary function is as a distribution hub rather than a workshop operating internally during normal business hours (as are most of the other businesses in these arches). There are tail-lift trucks delivering regularly with their engines idling next to open windows, the workers and delivery riders also hang out in the street making noise. This section of street has heavy steel security gates, which are locked outside of regular business hours. This prevents the street being accessible at night or used as a short cut by motorists – this improves security and reduces pollution, noise and other disturbance.

Access to the above street and premises is only via residential streets and there are a number of schemes in operation to reduce traffic and pollution in the immediate neighbourhood. Any increase in the scope or working hours for the above business will increase local traffic and pollution and will lead to an increase in disturbance for many local residents and businesses.

I would also like to point out that, given the potential impact of the above application, the notice was not displayed prominently enough. The only notice I saw was by accident on the wall opposite the premises in question when I was investigating a noise disturbance related to these premises.

From: Sent: 12 July 2021 18:15
To: Licensing
Subject: Opposing License extension Jiffy Grocery SE8 5JB

Ref:
Change to existing license
Jiffy Grocery
Units 23-25 Parkside Business Estate
Rolt Street
London SE8 5JB

From:

I am writing to oppose the extension from 7pm - 11pm to a 24 hour license with change of business to serve light refreshments and to sell alcohol off premises, of the Jiffy delivery service operating from Units 23-25 Parkside Business Estate, Rolt Street, SE8 5JB.

I have a studio with ACME Artists Studios 165 Childers St, London SE8 5JR and my workplace faces the arches behind the studios where the Jiffy delivery business operates.

I am objecting on several grounds:

The environmental impact on the area of increased traffic:

- There will be a negative environmental impact caused by the increase in mopeds, vans and other delivery vehicles in this area during a 24 hour period - this company are using mopeds frequently for deliveries and vans regularly make deliveries to the business.
- The increase in traffic in Rolt street is at odds with the council's 'Liveable Neighbourhood' policy - Rolt Street is supposed to be a low traffic area and allowing a business, which due to it's location will have constant carbon emitting vehicle access to Rolt Street 24 hours a day will increase and not decrease traffic on the road.

Noise

- This is a residential area with domestic tenants in Vive and Anthology. The noise of delivery vans, unloading, workers conversations, use of the road as a short cut by other vehicles, 24 hours a day will be at odds with peoples right to quiet enjoyment of their homes.
- Acme studios houses many artists, the impact of noise on these businesses will have a negative effect and go as far as preventing those businesses from being able to operate. It will certainly disrupt my own work.

I look forward to your response

From:

Sent: 06 July 2021 16:04

To: Licensing

Subject: Representation re Application- Jiffy Grocery, Units 23-25, Parkside Business Estate SE8 5JB

Dear Lewisham Council,

Acme Studios wish to raise an objection to the application to extend the licenced operating hours for Jiffy Grocery.

As the charitable landlord of artist's studios on Childers Street we provide workspace for over 100 artists in the location with 24 hour access. The studio building is directly adjacent to the business estate housed in the railway arches.

Our artist tenants themselves occupy workspace and accept that there are businesses operating during working hours next door. However an extension to the current licenced hours with the additional provision of 'refreshments' will increase disruption and pollution to a relatively quiet working neighbourhood and to local residents at unsociable hours. This is increasingly a residential neighbourhood. The current restrictions limiting operation to between 7.00 and 23.00 are there for good reason and seem quite sufficient. Additionally our belief is that Jiffy business model just takes business away from existing providers in the borough rather than providing new work opportunities. Agreeing to an increase in hours also sets up a precedent for other businesses in the arches to extend their hours of operation.

Our artist tenants at Childers Street have already experienced a number of problems with increased noise from Jiffy staff and their motor vehicles since they moved in to the Parkside Business Estate. Acme has met with Jiffy representatives, and we believe these problems can be resolved with monitoring by Jiffy which they have agreed to do. However we have stated to Jiffy that additional hours wouldn't be welcome by our artist tenants.

There is a further significant problem of the Parkside Estate being used as a rat-run for local traffic since Lewisham Council introduced a vehicle restriction on Rolt Street. Acme has made representations to Jiffy and to the managing agents of the arches (The Arch Company - thearchco.com) asking for a controlled barrier to be installed to resolve this problem but at the moment cars and vans (unconnected to the estate) drive through creating an additional noise and pollution issues for occupants of Childers Street- especially those on the ground floor. This also creates problems for existing archway occupants.

I appreciate this traffic issue needs to be resolved by the managing agents of the arches but we have no control over this and an increase in licenced hours is likely to exacerbate the traffic problem given that the gates to the estate will need to be left open longer for late night deliveries and access.

We therefore request that the variation in the existing licence is not granted.

Thank you for giving our views consideration.

From:

Sent: 15 July 2021 10:56

To: Licensing

Subject: Objection to Jiffy Grocery change to existing license

Dear Lewisham Council Licensing,
licensing@lewisham.gov.uk

Re:

Application to variation of license

Jiffy Grocery

Units 23-25 Parkside Business Estate

Rolt Street

London

SE8 5JB

I object to the application for a variation of the license on the grounds of noise and environmental issues and that the current operating hours are already sufficient for business use.

I have a studio and run my art practice from Acme Studios 165 Childers Street, London, SE85JR. My studio overlooks the Parkside Business Estate.

There are existing problems with noise and pollution connected with the operation of this Jiffy store. I am disturbed by staff gathering to talk and make phone calls outside the premises consistently throughout the day and into late evening week days and weekends. Stock deliveries in the day and moped use are noisy and this is disruptive. This has a detrimental effect on my work and enjoyment of my studio.

There is also now more pollution in the access yard with an increase of vehicles using it that serve the site. These vehicles would potentially increase with the removal of the annex to limit deliveries of stock to 7am to 11pm and with increased deliveries of light refreshment. If light refreshment (e.g. pizzas) and alcohol were served between 11pm and 5am there may be an environmental pollution issue with customers leaving food scraps, bottles and litter, attracting vermin.

Current hours of operation are already sufficient for business use.

Yours sincerely,

This representation is

an objection for a full variation of the current license from:

Jiffy Grocery
Units 23-25 Parkside Business Estate
Rolt Street
London
SE8 5JB

who have applied for:

Sale of Alcohol for consumption OFF the premises
00:01 – 00:00 Monday – Sunday *24 hours

Late Night Refreshment
23:00 – 05:00 Monday – Sunday

Removal of the following Annex 2 condition:

6. All deliveries of stock must be conducted between the hours of 0700hrs and 2300hrs to lessen the impact and disturbance to residents.

I am objecting as I believe granting this variation to the license will have an effect on the promotion of the following licensing objective:

prevention of public nuisance

I am the sole occupant leaseholder of a studio in Acme Studios 165 Childers Street, London, SE85JR. I work in the vicinity of the site, my studio overlooks the arches 23-25. I run my art practice and small business from that site. I am regularly in my studio most weekdays and weekends. I am increasingly working when Jiffy are closed to get respite from the noise generated from the site.

The license variation would require the premises to be open later than 11pm. 7am to 11pm every day are already very long business hours. The actual site opening time is 6.30am and closing up is around 11.30pm.

I believe that there is likely to be public nuisance from disturbing noise and environmental pollution if this variation were granted. I'm basing this on existing issues that I've observed and been impacted by. I've made the following observations based on attendance in my studio since the time Jiffy started operating in May 2021.

Operational daytime noise that would not be appropriate for anti-social hours

Operational noise of riders and staff exiting and entering the unit for dispatch preparation and returns is creating constant interruption from sudden noises throughout the operating period for the majority of the time. This noise would carry at night and be disturbing.

Stock deliveries are noisy, not just the noise of vans but of trolleys and staff co-ordination.

If the license variation to 24 hours were granted and the Annex 2 removed I believe that this operational noise is likely during the hours 11pm to 7am and cause disturbance to Acme tenants, including myself, who work early morning late evening.

Existing issues to do with Jiffy operations relating to pollution

Jiffy have said to Acme that they have reduced moped use and mainly use pedal cycles. The remaining mopeds, being used on this specific site, are very loud and intrusive in that space as there is no absorbing architecture around. They are also polluting to the environment. This increase of traffic to the area would appear to undermine the Deptford Parks Liveable Neighbourhood project, which is being trialed with the closure of Rolt Street. Moped use between 11pm and 7am would be disturbing to local residents and Acme tenants working in their studios at this time.

Existing issues to do with noise from staff socialising outside the premises

Jiffy have made a smoking area outside the premises with a cigarette bin and seats are brought outside for staff and riders.

Staff and riders are also holding loud conversations outside, some short, some 45 minutes getting on for an hour long between jobs. They also make very loud phone calls there.

The annoyance and interruption comes when it happens repeatedly throughout a long 17 hour day. It is relentless, and happens at all times of the day and into the late evening.

Attempts to resolve the noise from staff socialising outside the premises issues:

I know Acme have been reporting mine and other tenant complaints to Jiffy management since the mid June. One noise issue regarding a rider repeatedly kicking a football at shutters for long stretches of time repeatedly over 3 weeks was resolved. The other matters have not been resolved. I have had to go back to Acme to report ongoing noise since. This is very wearing and stressful for me.

A condition of Jiffy's current license is:

3. Delivery drivers will await deliveries by waiting in an internal section of the premises until such time as a delivery is ordered. Staff on site will ensure that no excessive noise is created by the drivers when leaving the Premises.

So I think my complaints are fair.

There is also reference in the license to:

11. Dispatch vehicles are to be considerate to disturbances during evenings and early hours with the way they behave and operate, to lessen the impact of noise for residents.

4. Any complaints made to Company and staff are to be recorded, logged and DPS/ senior staff should attempt to make pacify any complaints and provide a phone number for residents, This should be kept on display so as any residents can contact and resolve matters.

5. Notices shall be prominently displayed at all exits requesting all staff to respect the needs of local residents and businesses and leave the area quietly.

So there's a clear emphasis in the current license to respect the quiet comfort of residents and business tenants nearby, as well as the swift resolution of complaints. Despite this, the issues are ongoing.

Regarding the request to provide light refreshment. I understand from Acme who have been in touch with Jiffy management that the idea is to serve refreshment such as pizzas. I object as I am concerned about the likely noise disturbance from riders exiting/entering of premises, possible moped use for fast delivery. I am also concerned that I would be subjected to food cooking odours from ventilation points.

Existing issues that are relevant but are the responsibility of Parkside Business Estate

The gates at both ends of the access yard behind Childers Street are opened early morning to serve Jiffy and other businesses in that strip. They close when Jiffy closes I believe. Since the closure of Rolt Street the public have been using the access yard as a public through road. This has created a flow of traffic alongside the Acme building which again is noisy and polluting along a private road. It is likely if Jiffy were granted 24 hour operation that this problem would carry on throughout the night and cause disturbance.

Objection summary:

I believe if the license full variation were granted then the operational noise from Jiffy would cause too much noise and be disturbing for Acme tenants such as myself working at night/early morning. A well as residents in Anthology and Vive Living living nearby.

Even though Acme have gone to Jiffy with mine and other Acme tenants complaints and asked that staff don't socialise outside the premises - staff are still socialising and holding loud conversations repeatedly outside the premises. This brings me to believe that staff would continue to make noise socialising outside the premises during anti-social hours if the license were granted.

I do feel there are requirements and responsibilities that Jiffy are not adhering to placed on them via The Noise Act 1996 and The Environmental Protection Act 1990.

Effect on my health, running of my business and ability to do my work:

I expect some noise from the arches but historically business hours on that estate have been 9-5 weekdays. Leaving quiet periods for me to do concentrated work. I need my window open at times, as do many Acme artists for ventilation of fumes

from materials. I do use headphones but this is not possible for long periods with the sort work I do. So this noise is hard for me to avoid.

Jiffy's operational days/eves provide no respite from constant activity of exits and entries, and as mentioned, staff and riders talking outside. I am behind with my projects due to the constant noise disruptions and interruptions. This loss of the quiet, comfortable use of my work space has been detrimental to my health, causing stress and depression. I have had to cancel work due to the stress of the interruption from this noise. I no longer want to hold work meetings in this space as it's impossible to concentrate when Jiffy are open. I do have the option to work very early morning or late at night at present and do so. My work would be disrupted even at these time if this full variation is granted.

Yours sincerely,

From:

Sent: 13 July 2021 18:46

To: Licensing

Subject: Change to existing license: Jiffy Grocery

Dear Lewisham Council,

I wish to object to a proposed change to the existing license for Jiffy Grocery, Units 23 - 25 Parkside Business Estate, Rolt Street, SE8 5JB. The proposed change will allow this premises to operate for 24 hours - selling food, alcohol and making deliveries. My studio on Childers Street overlooks this business, I'm only able to work at night and the disturbances generated by it are already causing problems - chiefly noise which affects concentration. This noise consists of vehicles moving up and down the alley, conversations, sometimes music and worst of all, people coming and going. The gates that enclose the alley are left unlocked encouraging other vehicles to use it as a cut-through which adds yet more noise and reduces security. The granting of a new license would amplify these problems considerably.

From:

Sent: 14 July 2021 09:48

To: Licensing

Cc:

Subject: Change to Existing License - Jiffy Grocery, Rolt Street, SE8 5JB

Hello,

I am writing to object to the Change to existing license of the
Jiffy Grocery
Units 23-25 Parkshide Business Estate
Rolt Street
London
SE8 5JB.

They currently operate from 7am to 11pm every day.

They want to extend to 24 hours and serve food.

I am objecting because I work above the premises, along with many others, and have experienced a large amount of noise coming from the alleyway. Because it is narrow and flanked by high walls - any noise made is amplified.

I can hear conversations, ball playing (kicking a football against our building for long periods of time), loud moped revving...

I can anticipate increased noise from serving food to the public and more delivery vans by the change in the license

This would be especially disturbing at night when my partner uses the studio after work.

I understand that Jiffy has been asked to stop employees making noise outside their premises and that this has been ignored. So I would rather the Council refuse the change rather than us have to anticipate further and much increased disturbance.

Thank you.

From:

Sent: 14 July 2021 18:40

To: Licensing

Subject: Re: Application for Variation of License by Jiffy Grocery, Parkside Business Estate, SE85JB

Re: Application for Variation of License by Jiffy Grocery
Units 23-25 Parkside Business Estate
Rolt Street
London SE85JR

Dear Lewisham Licensing Authority,

I object to the application for a variation of the license on the grounds that the current operating hours are already sufficient for business use and that it would cause a public nuisance if they were extended.

I am joint tenant of a studio in ACME studios, 165 Childers Street, London, SE85JR. My studio overlooks the Parkside Business Estate.

There are already existing problems with noise and pollution connected with the operation of the Jiffy store.

I am disturbed by staff gathering to talk and make phone calls outside the premises throughout the day and into late evening, week days and weekends. This has a detrimental effect on my work and enjoyment of my studio. Deliveries of stock during the day and associated moped use are noisy and cause further disruption. Any noise is considerably amplified in the roadway, as it is enclosed by tall buildings and railway arches.

I would be further disturbed if the operational hours were 24 hours, as I reserve the right to work undisturbed at night. The proposal for all night operating hours must also have a detrimental effect on the lives of residents of flats situated further along the building.

Pollution in the roadway has also got worse, due to the increase in the number of vehicles using the site, and would increase further with the removal of the existing annex to limit deliveries of stock to 7am to 11pm, which would cause greater numbers of vehicles to operate within the area.

Yours sincerely,