

APPLICATION NO: 14/01270/CONDIT		OFFICER: Miss Michelle Payne	
DATE REGISTERED: 15th July 2014		DATE OF EXPIRY : 9th September 2014	
WARD: Leckhampton		PARISH:	
APPLICANT:	Mr Umesh Korant		
LOCATION:	Unit 3, Maida Vale Business Centre, Maida Vale Road		
PROPOSAL:	Variation of condition 2 (hours of business) and condition 3 (hours of loading/unloading) on planning permission ref. 02/00813/CONDIT granted 25th July 2002 to allow the premises to be used between the hours of 7.00am and 7.00pm Monday to Friday, and 7.00am and 3.00pm on Saturday, Sunday and Bank Holidays		

REPRESENTATIONS

Number of contributors	6
Number of objections	3
Number of representations	0
Number of supporting	3

2 Maida Vale Road
Cheltenham
Gloucestershire
GL53 7EA

Comments: 30th July 2014

Having been a resident here for many years, well before the units were reopened, I am naturally not pleased about the proposal for CLC to extend their opening hours. When the unit in question, and those adjacent, were reopened the residents agreed to reasonable hours of trade. These are the hours that CLC and the other units currently adhere to, which we are still happy with, even though as the previous comment highlights, these hours are disturbance enough with CLC's noisy extractors and noisy loading and unloading. In our original agreement we did not agree to the units opening on Sunday's and Bank Holidays and I would still not be willing to agree to this and strongly object to CLC's proposal to extend their opening hours.

CLC is by far the noisiest unit on the estate and already takes away our peace and quiet. It would be unreasonable to suggest that we should give up the limited peace and quiet that we currently get in evenings and weekends.

6 Maida Vale Road
Cheltenham
Gloucestershire
GL53 7EA

Comments: 29th July 2014

Maida Vale Road / Business centre is mixed residential and business. This is the second such area I have lived in, in Cheltenham. Balance is key, the businesses are noisy and bring many vehicles into the shared area, and therefore our quiet time becomes even more precious. The houses are tucked behind the business units and I think people can be out of sight out of mind about the residents, however we are very aware of the business centre.

CLC are the noisiest unit here by far, and are currently permitted to work 61 hours per week. The noise and disturbance during these hours is more than enough, I can hear the extractors from

7am in my bedroom 6 days per week (no need for an alarm clock), I can hear them as I work from home in an office to the rear of my house over a radio, and I can hear them in my garden. I clock watch for when they should go off and breathe a sigh of relief when they finally do, in the summer I get 1 hour of sun in my garden after 6pm and it is so precious to me. My property is approx. 8 meters from the rear of the units; my garden is to the front of my property so for me there is no escape from the 4 extractors in the uninsulated metal unit that is CLC.

Anyone in a position of power to make this decision is welcome to spend time in my house / garden and assess whether they would like to put up with this, and more, 13 hours more in fact per week. Whether their Saturdays, Sundays and Bank Holidays should be accompanied by the sounds emitted from 4 extractor fans or the birds and the wind in the trees. I think it is clear that CLC have outgrown the site and that it is time for them to find premises elsewhere where they will cause less disturbance to others, maybe by their house?

I love my characterful house and garden and I have invested in it over the 7 years I have lived here, visitors comment that it is a hidden gem and secret hideaway, when it is quiet here it is super. I need this balance to continue so that I have a quality of life in my home. Any increase to the noise from the business centre is going to affect the value of my property, estate agents have previously pointed out that just accessing the property via a business centre affects the value. My home is a one off, as are the other houses - I couldn't move and replace it.

The comments on the submission letter about Unit 7 and the Saw Mill do not have any effect on me or my property, the comments about liaising with Environmental Health about potential noise and disturbance and the recent improvements do though. 2 silver uninsulated tubes which bend around the corner of the building by less than 1 foot do nothing to improve the current noise and disturbance let alone 13 more hours of it. Anyone making a comment or recommendation about this application needs to get around the rear of the building and stay there a while.

Between end May and end July I have sent 13 emails / photos to the council about CLC, varying from starting / making noise before 7am, continuing to work /make noise post 6pm weekdays. It also covered the bank holiday on 26th May. Easter this year was disturbed, particularly on Good Friday where a noisy upgrade seemed to take place most of the day, people were on the premises all weekend as well. This upgrade has resulted in the noise levels changing from a flat noise all day to a variety of pitches, hence my contact with the council. Christmases and New Years have all been disturbed over the years; I recall a few where I have been awoken at 6.45am by noise. CLC have not respected the permissible hours to date, have been awful, confrontational neighbours, so I do not see why they should be granted anything more. The council have not managed to enforce anything as conveniently they do not work when all the incidences are going on (weekends / bank holidays). This is a recipe for disaster, one that will only affect the residents to the rear of this unit. Please respect our right to some peace and quiet.

Comments: 1st August 2014

2 further points:

1. Bank Holidays a bit ambiguous. CLCs submission document says Monday Bank Holidays 7am - 3pm and the Environmental Health comment on 25.7.14 says Bank holidays 9am-3pm.

We have 8 Bank Holidays per annum, CLC want to work any BH that falls on a Monday, so this could include Christmas Day, Boxing Day, New Year's Day, but would automatically include Easter Monday, the 2 May Bank Holidays and August Bank Holiday. The only day out of 365 that CLC are saying they wouldn't work is actually just Good Friday.

I have submitted evidence this year and over the past 7 years that I have lived here that Umesh has had people on the premises, with machinery on during all of those Bank Holidays already, and the Council have chosen to do nothing about it. Specifically there was a noisy upgrade on Good Friday this year, which is now the only day of the year Umesh doesn't want to work and make noise on.

2. The obvious solution to CLCs pressures is for their customers to increase their stocks of the items they need laundering, so they have spares when demand is high. It is not for the residents to lose our precious peace and quiet on Saturday afternoons, Sunday's and Bank Holidays if businesses will not invest correctly in the right amount of towels / sheets / table cloths etc that they will need during their busiest times. If times are changing and demand is increasing then their stocks of essentials should also.

Comments: 4th August 2014

With regards to the above proposal, and the fact that I have not had replies from Mark Nelson and Louise Metcalfe yet about key information, including why none of my 5 immediate neighbours have been notified via letter as i have, I want to request an extension on the Tuesday 5th Aug date.

The reason for this is 2 of the 5 neighbours are currently abroad and cannot be contacted.

I do not think proper process has been followed on this matter at all, and its all appearing very pro business and anti residential rights.

Comments: 4th August 2014

2 points to raise:

1. Why is there no notice on a telegraph pole in the vicinity?
2. Why was i not notified, and i assume my neighbours as well, when unit 7 got granted extended hours?

Unit 3
Maida Vale Business Centre
Maida Vale Road
Cheltenham
Gloucestershire
GL53 7ER

Comments: 5th August 2014

In response to the objections logged regarding planning application 14/01270/CONDIT. I would like to make the following points.

- I) I fully endorse [*name supplied – No 6 Maida Vale Road objector – see above*] offer to finally allow anyone to visit the site to assess any noise or disturbance issues with recording equipment. This offer has always been open from CLC.
- II) The four Extractors at the back of the laundry that seem to be the main key issue, are in fact vents from tumble dryers that are only used as required and not on all day everyday as suggested.
- III) As with all seasonal service businesses, CLC does have quite periods when staff finish early and no machinery is on. This point has not been noted on the objections.
- IV) As a business we have invested heavily on modern energy efficient and quieter machinery over the years which just makes good business sense.
- V) With reference to the suggestion from Ms Wiseman that all of CLC's customers should increase their stock holding for busy periods. When should CLC actually process the work that will obviously be at least doubled to cover these periods?
- VI) CLC has made every effort to work alongside their neighbours and council recommendations, and welcome any enquiries to support this fact.
- VII) With reference to the point regarding property values, would Ms Wiseman not have taken full advantage of the fact that her property was at the back of a fully operational business centre when she purchased the property 7 years ago.

VIII) The planning application should be judged purely on facts and not on any personal feelings, opinions or discriminations that are not relevant or cannot be confirmed.

23C Finchcroft Lane
Cheltenham
Gloucestershire
GL52 5BD

Comments: 5th August 2014

It is well known that there has been a certain degree of animosity generated by certain residents of Maida Vale Road, which is fairly obvious from the comments raised here.

We would like to address some of the points raised as follows:

At Unit 1, we are further from CLC than the households concerned but would certainly disagree with the allegations that they are the noisiest occupants on the estate, given that CLC has neighbours either side of them who use large industrial sawing equipment regularly, but don't seem to have to endure a similar barrage of objections. During the summer months especially it is not uncommon to have to endure exceptionally loud & intrusive noise from the Disco Equipment premises on Mead Road, but these activities never seem to draw similar attention from the local residents.

"Noisy" is hardly an appropriate adjective to describe the loading & unloading activities at CLC. Given that their core function involves the handling & laundering of relatively soft fabric, which is loaded & unloaded by hand (not machine) in cloth sacks, it is difficult to understand how such activities could be considered noisy.

Sunday trading is now an accepted (& in many cases welcomed) part of modern society in this country. As such, there should be no discrimination between the relatively quiet activities of CLC & those carried out by businesses in other industrial areas. Objections would be understandable if an application was made to operate a sawmill on a Sunday, but the use of washing machines or tumble dryers is hardly likely to exceed acceptable noise levels. In many cases similar (albeit smaller) machines are used in domestic environments at all times, regardless of the day. Bank holidays are defined as holidays when most businesses & non-essential services close down, & very few of these have religious connotations. Given that CLC's customers have clearly created a demand for their services, it would be reasonable to assume that those services cannot be considered to be "non-essential" & therefore that status may not apply in this instance.

The resident of No 3 Maida Vale Road has made comparisons with CLC & a former employer. Given that these businesses are different, there is no basis for giving such comparisons consideration. Unless the person concerned has an in-depth knowledge of CLC's business statistics, customer base, workload & turnover, such comments can only be treated as speculative & without merit.

The suggestion that CLC's customers carry larger stocks is not for unconnected individuals to make. Businesses have their own methods of operation & unqualified suggestions made as to their methods of linen usage & stock control etc are irrelevant.

It seems that the situation has been over-exaggerated to a degree by certain individuals who may have allowed personal feelings to cloud their otherwise rational judgment. When compared with the sound of vehicles from both Mead Road & Leckhampton Road, plus other sounds which are a normal consequence of living in this relatively busy Cheltenham suburb, any noise emanating from the CLC premises should not be considered as excessive. Their environmental impact from an audible aspect is probably lower than that of many businesses, with the loudest noise generated being the sound of a local radio station. The vehicles that deliver to & collect from the premises are generally (and acceptably) quiet, as they would have to be in order to comply with

current UK regulations governing noise levels & emissions. Many of these vehicles are privately-owned family cars which are no different to any others in general use. Otherwise, the small commercial vehicles that are also in evidence (visiting the estate generally) are often powered by derivatives of family-car diesel engines - again governed by the same regulations.

CLC obviously provide a valuable resource to their local customers, & at the same time, much-needed employment. Any attempt to force them to move to premises elsewhere could very well result in a different type of business in occupation, the activities of which may well create greater animosity from nearby residents.

We would like to see a mature & measured resolution to this issue. Any decisions should be made on the basis of clear factual evidence which may or may not prove excessive noise/pollution levels, with (obvious) personal & prejudicial considerations being disregarded. Out of respect to both the nearby residents and the wider local community we would suggest the following be given consideration:

A restriction on the use of roller shutter doors outside the hours of 7am & 8pm: Given that this operation is only likely to occur no more than twice a day, it should hardly be deemed a nuisance or repetitive, but in order to maintain a compromise, this would seem a fair & reasonable restriction.

Measurement of the noise levels created by CLC at the rear of their unit: The results to be compared with other ambient noise that might be expected to be normal - perhaps on a summer Sunday afternoon.

Laneside
Undercliff Avenue
Cheltenham
Gloucestershire
GL53 9AA

Comments: 4th August 2014

We lived at 94a Leckhampton Road which is less than 25 metres from the premises, Unit 3 Maida Vale Business Park, for ten years and in all that time we experienced no nuisance of noise, mess, or any other disruption from them. We would like to say that compared to the other industrial users on this site they are probably the cleanest and least intrusive. I would have no objection whatsoever to them extending their working hours as to be perfectly frank you can't tell if they are even there or not.

3 Maida Vale Road
Cheltenham
Gloucestershire
GL53 7EA

Comments: 11th August 2014

I agree fully with the submission from [*name supplied – No 6 Maida Vale Road objector – see above*]. Back in the day I worked for a laundry that was also privately owned, our hours were 08.00am - 5.30pm, 5 days per week, and I estimate that the business was 50x larger than CLC. It covered all hotels in Cheltenham, plus the largest in Oxford, Cheltenham colleges, RAF stations as well as private customers. Overtime was only needed when the races were on as we did all the linen for Letherby & Christopher. Therefore I do not understand CLC's need for more hours.

When the units on Maida Vale Business centre were first constructed and let the residents were given a document recording the permitted hours allowed. If the businesses wanted longer hours they were clear that they needed to find new premises to accommodate their needs. The

Cotswold Linen Company was very interested in the site but when they were aware of the hours they withdrew.

I was not aware of the planning proposal for CLC wanting more hours as no-one gave me the courtesy of a letter.