

APPLICATION NO: 15/02043/COU		OFFICER: Miss Michelle Payne	
DATE REGISTERED: 21st November 2015		DATE OF EXPIRY : 16th January 2016	
WARD: Leckhampton		PARISH:	
APPLICANT:	Arnica Dental Care		
LOCATION:	73 Leckhampton Road, Cheltenham		
PROPOSAL:	Change of use of the ground and first floor from C3 (residential) use to D1 (dental clinic) use in association with existing D1 use at basement		

REPRESENTATIONS

Number of contributors	38
Number of objections	21
Number of representations	0
Number of supporting	17

83 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 5th December 2015

I am writing on behalf of my mother, who does not have access to the internet. She wishes to object strongly to this application as this is a residential area - parking is already a problem outside her house, restricting her vision, making it difficult & dangerous to get into the traffic on such a busy road: she is 90 years old & values her independence. Where would all the extra staff & patients park? Mum feels that it would make it impossible for her to use her car, thus becoming a prisoner in her home. This site is unsuitable for such radical development; the property should revert to being a family home & a different site sought for the dental business.

100 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BW

Comments: 9th December 2015

We strongly object to the proposed development at #73 on the grounds of road safety and impact to the neighbourhood.

The Traffic Statement (and letter of support) submitted with the application gives the impression the location of #73 is on a relatively quiet avenue which its visitors can easily access by walking or through public transport.

The reality is the road is wide, often has cars traveling up and down it at significant speed (well above the posted speed limited) and there are frequent near misses, witnessed and experienced by us.

This matter is made worse by the frequent visitors to #73 (staff, clients, family/friend, delivery and collection teams) who in our experience tend to either be dropped off and picked up outside #73 (around the junction) or park as close as they can to #73. The former often dangerously impacts

the linear flow of traffic as these visitors often abruptly pull over or pull out. The latter frequently causes obscuration of the junction and our driveway.

Our experience suggests visitors to #73 normally arrive and leave by car and are often anxious and distracted, bringing a level of heightened road safety risk to the area immediately surrounding the proposed site. This is backed up by #73's own website which states "Centre specialising in the treatment of nervous, anxious patients and those with acute dental phobia".

The website states #73 already receives business from 80 practices covering a 100 mile radius. The impact of the expansion of #73 if allowed on our neighbourhood is easy to predict (based on the current reality) and will be significant, particularly when factoring in the additional increase of traffic on, entering and leaving Leckhampton Road from the new houses being built behind us.

In conclusion, the proposed change in usage of #73 will add significant road safety risk to the area immediately surrounding the property and cause additional strain on neighbouring families.

The best solution for all, practice and neighbourhood, would be for the practice to relocate to a more suitable location.

Comments: 13th January 2016

Photos attached.

69 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 7th December 2015

I object to the proposed development because of the increased demand for parking in the immediate vicinity, adversely affecting immediate neighbours, and increasing the risk of accidents.

The forecast number of patients attending each day doubles to 40, plus 11 staff, yet the accompanying letter to the application includes these statements "...insignificant increase in vehicle movement.." "...modest increase in parking demand can be accommodated by the existing on street parking in the area.."

The nature of their treatment means patients are unlikely to visit on foot, by bicycle or bus, as they will need to be cared for on leaving. They certainly will not walk from Cheltenham railway station. The practice website states: "there is always somewhere to park and patients can be dropped off and picked up right outside the clinic.." The reality is this: parking is outside neighbour's houses, and this parking is already under extreme pressure from the residential housing development where Kier construction were located less than 100 yds from the dental practice.

I note the proposed number of parking spaces on the premises is two, the same as now. So despite potentially doubling staffing and patient numbers, no extra on-site parking provision is being made. In fact there is no physical ability to make extra provision, demonstrating the unsuitability of the development proposal at this location.

77 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 27th November 2015

Comments on Proposed conversion of number 73 Leckhampton Road into a commercial property I object to the proposals for the above, and will describe why below. I am a near neighbour of the property and have lived here for nearly 10 years.

My principal reasons for objection are as follows:

- 1) Transport and Traffic Increases causing a danger to pedestrians/motorists and cyclists. In 'The Framework', policy TP1 refers to when a high turnover of on street parking has an impact on highway safety. The proposal involves an increase in staff of 5.5 to 11 (or 12 is also stated) and an increase in patients from 20 to 40 a day. Already, on street parking is at a maximum and is causing problems and at times, danger. If this effectively doubles it will certainly cause danger. It is absolutely not true to say that the increase will be 'modest' as stated in the documents. There is absolutely no room for any increase at all. It is already very difficult to find any on street parking such that people are already parking where they shouldn't. I have a white line painted outside my house. It is frequently parked on. I have left notes in the windows of cars, the occupants of which I know are visiting the dentist, and yet the following week (presumably for their follow up appointment), the same car parks in exactly the same place.

So even if the business says it will tell people not to block driveways, I believe that if they ignore my notices, they will ignore any other instructions. The reason for the white line is that without it, it is very difficult for me to drive safely out of my drive and onto the Leckhampton Road with its oncoming traffic. When someone does park on the white line, the manoeuvre I have to make to come out of my drive has at times nearly caused accidents.

The transport document talks about the fact that people could cycle, come by bus or come by train. This is quite honestly complete nonsense! The type of people who come to this type of dentist are those who can afford it. They are, I believe more likely than the average to use their own transport not public transport. Because they are referred from elsewhere, they are not necessarily local so are not likely to walk. In addition, many patients require sedation and so they are not going to come by public transport. Of course it is an area in which one could cycle, but I have rarely, if ever, seen a bike parked outside the dentist.

The transport document talks about a 'variety of bus routes'. In reality there is one bus route that runs half hourly up the Leckhampton Road. Other bus routes are 10 minutes walk away. I suspect very few patients come by any means other than car.

- 2) 'The framework' policy HS7 talks about benefit to the local community of such businesses. There is no way that this residential community could be said to benefit from a specialised dentist. Very few families could afford to attend this type of dentist. Families are, by and large, looking for NHS dentists. Most of the patients who come here are referred from elsewhere as it is a specialist service so they are not even from the local community. The way the local community benefits is by having families with children who go to local schools and contribute to local life, living in residential areas. This could not be further from the case here. This will bring absolutely no benefits to the local community. With current plans it will be closed at weekends so there is a risk of crime then and in the evenings.
- 3) Policy CP4 talks about unacceptable levels of traffic and I would like to dispute the figures in the 'Transport' document. This seems to imply that there will be only a slight increase in number of journeys per hour. Although this may be true I think it is the slowing down, parking, reversing into a space, opening car doors which actually causes the accidents. I think that

actually finding a parking space will be so difficult for people that there will be a lot of stopping, hesitating, moving on, turning round and coming back....and it is this which will cause the accidents.

Recently this area has been subject to large increases in traffic as a result of the building of a new housing development on the other side of the road from number 73. This has made life difficult for residents and we imagine that when the houses are occupied, traffic will continue to be at higher levels than it was before. All of these changes have resulted in what I see as maximum levels of traffic that this stretch of road can tolerate without putting lives at risk. Any further increase from whatever source will be intolerable and dangerous.

- 4) I also object, because once this is turned into a business, the business is likely to expand. So though the hours are as stated at present, it may be that the hours worked increase (including at weekends) so the number of patients/employees will only increase. Indeed when the business was started, it was only intended for part-time work. It has already grown from that, so there is no reason to suspect that there will not be the motivation from the owners, of growing still further.
- 5) There is much pressure nationwide to build more residential properties. We are always being told that there is a shortage of housing stock. For this reason it seems absolutely ludicrous to turn a residence, in a wholly residential area, into a business. I would imagine that there are properties far more suited to this business, without the need for extensive conversion, which already have with the infrastructure of parking etc at hand.

For all these reasons I ask you to take my concerns very seriously.

61 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 8th December 2015

I write as a near neighbour to 73 Leckhampton Road and wish to refer to the potential impact of the proposal on this neighbourhood which is within the designated conservation area of Cheltenham.

With reference to the letter of application I cannot accept that even a minority of patients use public transport. Patients or their supporters, already regularly park outside my home making it difficult for us to park on returning from shopping and at other times. Doubling the capacity of the business will exacerbate this problem.

This will be in addition to the fact that many people from out of town use these spaces as a "park and ride" catching the bus into town from the nearby bus stop. Also, the problem is likely to be increased when the new development at Leckhampton Place is fully occupied as the allocation of parking spaces on site is not generous. Currently much of Leckhampton Road, Moorend Road, Old Station Drive and parts of Treelands Drive are taken up with parking by commuters.

If a site inspection has not been carried out by the company who have presented the transport statement I recommend that one be undertaken during a working day.

I do not accept that this development will be a service to the local community as most of the patients are (and will continue to be) referred from practices in other parts of the town so the traffic issue will be worse if the proposal is approved.

The dental and legal practices referred to in the letter are not local to our immediate local neighbourhood and the dental practice has its own dedicated parking lot so reference to them adds nothing to the case for the proposal.

This proposal, if approved, will add further undesirable changes to what is a popular long established residential area.

Although any sound emissions are unlikely to affect me I think, in general terms, that any additional, unnecessary sound emissions, at whatever, level, which affect residents in their existing homes are unacceptable.

65 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 2nd December 2015

- 1) 1.Having had the significant increase of builders vehicles on the road associated with the ongoing building work at Leckhampton Place, we are very concerned as to the persistent increase in vehicular parking along the road.

This increased parking has made it difficult for both pedestrians and drivers with cars parked in front of drive ways and all along the road which has caused us difficulty both parking near our house or driving onto the drive.

With this as an example of increased parking we are reticent to accept any future increased road usage. We understand that the business is to grow with likelihood of increased staff and patients. We are worried that this will have an impact on our ability to drive and park safely in the longer term.

- 2) We are also concerned in the short term with the increase in road traffic associated with the conversion work that will need to occur.
- 3) We also worry that this lovely house is being converted into a dental surgery in a residential area. We are aware that there is very little housing stock and as such this would remove yet another.
- 4) As the building will solely be for business purposes there is no guarantee that the business will not grow further and probably extend to evenings. I am acutely aware that patients request appointments that seem wholly inappropriate but we endeavour to accommodate them. This being so our parking may be restricted even during the alleged quieter times such as weekends.

We understand that this business is successful and we whole heartedly support them in their attempt to improve. We however are not keen for this to be done at the expense of their neighbours.

Richmond House
Halland Road
Cheltenham
Gloucestershire
GL53 0DJ

Comments: 14th December 2015

This business at its present size is already causing parking issues in the near vicinity and on Leckhampton Road, due to the number of access points for private driveways, and could add to the dangers of road traffic accidents occurring. As this is a road regularly used by emergency services further parking by the businesses clients will potentially cause delays for these services. In addition the business is out of place in this purely residential area,

2 Charlton Court Road
Charlton Kings
Cheltenham
Gloucestershire
GL52 6JB

Comments: 29th December 2015

I am writing in support of the planning application for extending the current dental practice at 73 Leckhampton Road.

Having worked at Arnica Dental Care for over 8 years I fully understand and recognise the unique nature of this specialist practice for both our patients and staff. Many of our patients and referral patients are anxious, if not extremely anxious, about going to the dentist. In my experience many of these patients have been unable to attend a dental practice for many years due to their phobia of dentistry. Being able to attend a practice in a discreet location that is a calm, non-threatening and non-clinical environment, is a significant factor for many of our patients. The fact that Arnica Dental Care is situated within a residential house in a residential street encourages patients to feel less intimidated and naturally more comfortable. The location also allows for a very pleasant working environment which is a factor in creating a happy atmosphere, which in turn benefits both staff and patients.

On a separate note, as a result of the planned expansion I feel we will be able to offer better access to some of our less mobile patients by creating a ground floor entrance, therefore allowing them to continue accessing our unique services.

Finally, on a personal level, it is important for me, and several of my colleagues, to live and work in the same vicinity. Working less than a mile from where I live is extremely beneficial as it allows me to manage child care more easily whilst also maintaining a good work-life balance.

Thank you for your consideration,

Vaynor
102 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BX

Comments: 29th November 2015

For a number of years we have had parking issues on the side road of our house, Southcourt Drive which adjoins our property due to increasing staff numbers at the dentist and also all of the customers who attend the business throughout the day. We gather staff numbers and patients will be doubling with the business development. It means anyone visiting us either has no parking whatsoever or has to park a long way from our property.

There is an increased amount of traffic danger caused by huge volumes of customers and employees trying to turn out of South court drive during the day. Yellow lines have already been placed on the corner of South court Drive due to issues caused by this business meaning loss of parking to us, and now the position will become worse still.

This is a residential area it is already straining under the parking issues caused by this business and now the owners are proposing to leave their property and make it 100% business so they can live somewhere quietly with lots of parking. I suggest it may be more considerate of them to their fellow neighbours to stay living in their residential home in a residential area and start up their business in a business area with allocated parking for their customers and patients.

67 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 6th December 2015
Objection to this planning proposal.

I have lived in my house for 17 years, 3 doors away from the practice.

It began as single surgery practice with the business owner living in. A sensible and reasonable use for a large Victorian house on 3 floors.

In 2004 it was extended despite the valid objections of neighbours, but it remained a sensible option for the business owner who lived on the upper two floors.

The objections then, as now, relate to the safety and access of neighbours to their own properties. They were valid then and are amplified now.

There is no valid justification for the conversion of a regency property of distinct local interest from residential to full business purpose.

It is important to differentiate this business from a normal dental practice to the specialised nature of Arnica. It specialises in sedentary dentistry and gets much of its clientele from referrals from other dentists.

As such the catchment area for its clientele is spread far and wide and there is no need for it to be on Leckhampton Road.

The clientele almost entirely arrive by car and it doesn't matter what the Transport Statements suggest. The reality, as all neighbours will attest, is that we suffer from excessive and inappropriate parking by staff and clientele of this business. That was forecast before the 2004 extension and although ignored by the planning committee has proved the residents' concerns justified. If there committee members wish to judge for themselves I invite you to sit in my lounge for a couple of hours and witness for yourselves what happens.

It will not provide local jobs (my wife has just retired as receptionist to a Cheltenham dental practice. She did walk the one mile to work but in her 10 years there she was the only one with all others driving, primarily from Gloucester and the Forest of Dean.)

I have been in commerce for over 40 years and although, not a planning consideration, this application makes no commercial sense. If the property were to be sold as a house it would fund a bespoke new practice in a better position with adequate parking facilities. This business does not need to be and should not be placed in a residential area.

I have struggled to arrive at a sensible reason for this application and can only conclude that it is convenient for the business owner.

It is horribly inconvenient for all neighbours. It is increasingly dangerous for residents to access Leckhampton Road.

There are other very local developments ongoing which, despite what a Transport Report may say, will put further stress on Leckhampton Road. What is needed for safety is less parking, not more and one side of the road should have double yellow lines along its length.

I strongly object to this application and implore the committee to pay heed to those of us who are going to be inconvenienced and endangered.

Comments: 14th January 2016

I have just forwarded to the case officer a photograph. Taken from my front room on the 6th January as I was taking down my decorations it perfectly outlines the difficulties and dangers I, and my neighbours already have in accessing Leckhampton Road.

I understand that one of the reasons this business "has to be" at 73 Leckhampton Road is the absence of other suitable locations. That is arrant nonsense.

I have also sent the case officer a pdf of 381 Innsworth Road, Churchdown which I was considering as a children's nursery in the last quarter of 2015. It would be perfect as a dental practice. During 2015 I viewed several local properties for this purpose all of which would comfortably suit the business purpose of a specialist dental practice which draws its clients from a 100 mile radius from over 80 separate referrers.

There is no need for Leckhampton Road to be used as a car park for this practice to the increased risk and inconvenience to other residents.

Vine Court
59 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 7th December 2015

I feel that the objection from a neighbour has said it all, especially with regard to the potential traffic problem and additional parking in Leckhampton Road.

3 Southcourt Drive
Cheltenham
Gloucestershire
GL53 0BU

Comments: 8th December 2015

I object on the grounds of parking. Clients currently park in Southcourt Drive which I have no strong objection to so long as parking is sensible and does not affect my neighbours or my own access. The strong objection would be to the increase in parking on the Leckhampton road and safety aspects. We have recently witnessed the effects of extra parking for the building site on the old Keir Moss premises and have experienced a few near miss situations getting out onto Leckhampton road in car and on bicycle. Leckhampton road is wide and a major thoroughfare and users are prone to exceed the speed limit. Increased parking worries me.

63 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 1st December 2015

- 1) I object in principle to a house in a residential row of houses being turned into a business. It is a perfect family house. I thought we were short of housing?
- 2) The amount of extra parking needed is simply not available. I understand that the staff alone are likely to have eleven cars!

I have already been in the position of inviting a dental patient to park on our forecourt rather than across our access as there was nowhere for her to park.

71 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 10th December 2015

We would like to comment on the proposed change of use of 73 Leckhampton Road as follows:

- We enjoy and welcome the presence of our neighbours as would be expected in a semi-detached villa. This would change significantly if the proposal goes ahead.
- The change of use would significantly alter the residential nature of this part of Leckhampton Road. The Local Development Framework Leckhampton Character Area Appraisal & Management Plan dated July 2008 states that "the Leckhampton character area has a predominantly residential character" and the conversion of the property wholly to D1 use is not in accordance with the principle of creating or reinforcing a sense of place with its own distinctive identity.
- A conservation area is an area the character or appearance of which is considered to be worth preserving. As stated above this is a predominantly residential area and the proposal therefore does not accord with the status of Leckhampton as a conservation area.
- Many of the patients are referrals from other practices which means they are drawn from a wide area and not the immediate neighbourhood. The proposal is therefore not of specific benefit to the Leckhampton community and could be located elsewhere.
- The wide catchment from which patients are drawn means that they are likely to arrive by car which will add to the already high levels of traffic on Leckhampton Road.
- The manoeuvring required to park either in the spaces on the forecourt or on the roadside will increase the risk of accident on Leckhampton Road.
- The loss of such a significant period family home when there would appear to be a shortage of such properties is a great error.
- There would appear to be a lack of suitable accommodation for small practices or businesses, if this is the case will we see other homes in residential areas requesting planning consents of this nature to change use and redevelop.

75 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 4th December 2015

I have lived here for 20 years, raising my family during this time. We chose the area because of its location and residential feel. This planning decision is very important to me and to the area we live.

The key reasons for objection are:

1. Suitability of property use/location
 2. Impact on parking, safety, etc
 3. Inevitable growth beyond that being proposed
1. The council is looking to deliver more housing to meet both current and future needs through its Joint Core Strategy. Given the existing shortage of housing in this town, there is no logic to converting a beautiful regency family home, which includes a basement which could therefore be used as additional housing unit, completely to business use. There is much pressure nationwide to build more residential properties. We are always being told that there is a shortage of housing stock. For this reason it seems absolutely ludicrous to turn a residence, in a wholly residential area, into a business. I am sure that there are properties more suitable for this business, which already have with the necessary infrastructure for parking, etc.

It is very important that we all know and understand the impact of the following: once D1 use is approved, the business use can change to any one of those listed below. The outcome of which, could impact even further on the noise, traffic and privacy.

D1 Non-residential institutions - Clinics, health centres, crèches, day nurseries, day centres, schools, art galleries (other than for sale or hire), museums, libraries, halls, places of worship, church halls, law court. Non residential education and training centres.

The proposed increase in business activity is not appropriate for a residential building of this nature which requires a proper business premises with adequate parking and waste storage areas. In this particular case, the increase in business activity, will no doubt increase the volume of inappropriate storage of hazardous waste already stored in unsightly bins on the front of a the property in a residential setting. The council prides itself on the quality of its environment and this proposal which could increase the need for a waste storage area does nothing to support this aspiration.

There are two further issues which concern me. One is security and the potential increase in crime resulting with the property being empty during the night and at weekends.

The second is the noise from the compressor stored outside and next to our property. We have had to accept the continual humming noise from the compressor, which we have mentioned to the owner of the business on a number of occasions. With an increase from additional patients coming/going and presumably larger compressors, the noise levels will only go up.

Whilst we have had to accept the practice in the basement, we have still had Ellie and now her family living above keeping a sense of community. We have maintained a good friendship during this time and have enjoyed watching her family grow up. This latest planning application would totally loose this important community connection and we strongly believe a more suitable business premise could be found in time.

'The framework' policy HS7 talks about benefit to the wider economy and local community of such businesses. As a private dental practice, focussing on niche treatments, the level of service is not necessarily servicing the local area, but attracting patients being referred from further away. The transport document talks about the fact that people could cycle, come by bus or come by train. In my observations over the years, very few patients come by any means other than by car. In addition, many patients require sedation and so they are not going to come by public transport.

2. The proposal involves an increase in staff of 5.5 to 11 and an increase in patients from 20 to 40 a day. This increase does not include the number of patients being accompanied by family/friends due to sedation and the continual delivery of dental supplies. Already, on street parking is at a maximum and is causing problems and at times, danger. With the future increase in traffic flow on the Leckhampton Road from two new local housing developments, any further increase from whatever source will be intolerable and dangerous. In 'The Framework', policy TP1 refers to when a high turnover of on-street parking has an impact on highway safety. Transport and traffic increases cause a danger to pedestrians/motorists and cyclists.

Policy CP4 talks about unacceptable levels of traffic and I would like to dispute the figures in the 'Transport' document. This seems to imply that there will be only a slight increase in number of journeys per hour. Although this may be true I think it is the slowing down, parking, reversing into a space, opening car doors which actually causes the accidents. I think that actually finding a parking space will be so difficult for people that there will be a lot of stopping, hesitating, moving on, turning round and coming back and in turn increase the possibility of an accident.

Already the current number of patients visiting the practice, have caused us many issues. Any further increase would only result in a greater disturbance. Following surgery expansion in 2004, we had no choice but to place a white line in the gap between ourselves and our neighbour at number 77 because of parking issues. It has been ignored. With cars parked in this area, it is very difficult for me to drive safely out of my drive and onto the Leckhampton Road with its oncoming traffic. When someone does park on the white line (particularly larger vehicles), the manoeuvre I have to make to come out of my drive has caused damage to my car and at times nearly caused accidents. Over the years, surgery patients have frequently parked on this line and sometimes over our driveway. I have occasionally caught them doing so and have been met with a look of disdain. I have also left notes on car windows, the occupants of which we knew were visiting the dentist. On a number of occasions, I have had to go into the practice and ask for cars to be moved in order to get out of my driveway safely. If the patient has been in surgery, I have had to wait for them to come and do this. I believe that the practice will not be able to control where their patients park, especially as it grows. Patients trying to get to their appointment on time, are not really considering where they park. There is only sufficient parking for two cars and with the proposed 40 patients and additional staff parking needed this clearly will create a serious problem both nearby and the surrounding area. The parking facility being offered is therefore not adequate.

In the last couple of months the owners have removed their own cars from their driveway during the day, to presumably free up space for patients. It does not appear to have really helped the situation in line with TP1. From our observation patients rarely choose to use the drive, avoiding the manoeuvre on and off a busy main road for their own safety. Although staff are encouraged to park cars further away, my worry is that this only serves to have impact elsewhere as reported by number 102 Leckhampton Road.

The other local businesses mentioned in the planning application; care home, dental surgery and solicitors are not comparable. They are all detached properties. The care home has adequate parking in front of their building. The dental practice offers rear parking, avoiding the issues with the busy main road. And lastly, the solicitors (no parking) does not have the quantity of clients coming and going as would a busy dentist. As with the care home, the solicitor and his family also live on the premises.

3. We worry that if the whole house were to be turned into a business it is more than likely to expand beyond the proposed plans, as it has in the past. When the practice was started back in 2001, the approval given to the basement was for a part time single dentist (Ellie Ledger).

We have a copy of a letter sent to the Director of Planning (Municipal offices) from Ellie Ledger back in 2004. This was for an extension in the basement to allow for one additional dentist. It also stated that there was no intention of converting upstairs into a surgery and that it would be kept purely as a family home. I believe it received approval based on this understanding. However, since 2004 the practice has grown much larger, increasing in staff and patient numbers. Now with this latest application, it completely undermines what was originally approved.

Our concern is therefore if planning permission is agreed this time, the increases will far exceed those stated in the application. It is inevitable, with Arnica's business plan and growth strategy, the amount of staff and patient numbers will only increase further and in turn the issues raised will be exacerbated.

We are not opposed to the growth of any business and creation of additional employment, but it must be in a suitable area for expansion and where it does not have such a negative impact on the local community.

Comments: 13th January 2016

Photos attached.

8 Southcourt Drive
Cheltenham
Gloucestershire
GL53 0BT

Comments: 8th December 2015

I would just like to add to the already considerable set of objections to the change in usage of this property. I object on the grounds of parking and that the Leckhampton Road is first and foremost a residential area.

We are currently experiencing the result of increased parking on the Leckhampton Road due to the former Keir Moss development, which has made it considerably more dangerous pulling out of side roads onto Leckhampton Road. The entrance to Southcourt Drive is directly opposite the property in question and in the 16 years I've lived here the number of parked cars in the road has increase dramatically. I can only see this getting worse and the additional pressure generated from a doubling of patients and staff at the dental business is unwelcome.

67A Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 20th December 2015

I would also like to object on the grounds of parking. Street parking on this section of Leckhampton Road has increased dramatically over the past few years. These parked cars obstruct my view when getting out of the drive, making it very dangerous to pull onto the main road throughout the day. An extension of the dental surgery will only add to the congestion on the road.

54 Stanwick Drive
Cheltenham
Gloucestershire
GL51 9LG

Comments: 2nd January 2016

I fully support the expansion of Arnica Dental Care.

I am an employee of the practice - the Dental hygienist.

I know how hard the practice owners have searched for alternative premises to no avail. This is because there are a lack of suitable rental properties available that allow a long enough lease that would be required for a dental practice to justify all the expense and hassle of moving. As there is such a shortage of rental properties this has driven the purchase or rent prices sky high. In order for the business to purchase a suitable establishment we would have to sell the current building to release equity and therefore the business would have to close. This would be a lengthy procedure and mean that there wouldn't be any continuation of care for our current base of patients who are very loyal to us. Many of these patients are extremely nervous and would not appreciate or accept going elsewhere for an interim period of time. This doesn't even take in to account the loss of earning all us employees would experience as a result!

I know that the main concern is the parking issue but we will only have another 2 surgeries which means a maximum of another two cars in the worst case scenario! For months on end now due to the building work going on over the road there has been a string of builders vans present in the road - up to 20 at a time. Once this building has finished 2 cars from our business is not going to have much impact. We have all managed to park without a problem with the extra volume of vehicles that there is currently.

My parents live in the Leckhampton road about 15 doors up from the practice and if need be I will park on their drive so this means that there is only going to be 1 extra vehicle associated with Arnica.

There will be no changes to the exterior of the building and it will still be very discreetly presented as it is currently. No big signage. We keep the building in top presentable condition and there will only be aesthetic improvements.

The business owners are very considerate and understanding and I know will do everything in their power to accommodate the neighbours and prevent anyone parking in front of their property.

53 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BJ

Comments: 19th December 2015

As a neighbour on the same side of the road I have not experienced any parking spill over outside my house from the recent Keir building works, and do not think a slight expansion in the dental practice will cause a significant increase in parking issues and would support a good dental practice here.

I agree that there are safety issues with traffic on Leckhampton Road which should include improved parking facilities and a lower speed limit whilst maintaining capacity.

3 Westal Park
Cheltenham
Gloucestershire
GL51 3BL

Comments: 19th December 2015

We attend Arnica Dental Care because the quality of treatment and patient care is exceptional. Not only does Arnica look after its patients it does all it can to contribute to the community as well. For example I am a cub leader at 45th Bethesda Scouts - Arnica's nearest scout pack and they have supported us in many ways including funding our new website www.bethesdascouts.co.uk

This is a community-conscious business whose moderate plans for expansion are based on a need to survive in the face of increased regulation brought about by CQC (Care Quality Commission) and a market dominated by larger corporate practices benefiting from economies of scale.

Had Arnica's expansion plans included substantial changes to both the interior and exterior of the property I would have refrained from adding my support however they don't and I have absolutely no doubt that Arnica will do everything it can to limit the impact of expansion (if any) on its immediate environment as caring it at the very heart of everything Arnica is and does.

As for the odd patient parking irresponsibly this is something that Arnica can easily nip in the bud for example to send parking instructions out in the e-mail and text appointment reminders. Saying that we have never had any difficulty parking even during rush hour and in the past months when the road outside the practice has been full of builders vans.

Please do all you can to help our small privately owned local businesses survive.

27 Longhorn Avenue
Gloucester
GL1 2AR

Comments: 15th December 2015

I wholly support the development. As a patient of 2 years I have always found parking easy, either using one of the 2 spaces provided by the surgery itself, or very close by. This has always been possible without blocking the driveways of surrounding properties. As an anxious patient, I occasionally require a heavy sedative and have to be collected by a family member. Again, parking has never proven to be an issue, which has been a great relief to all concerned. The site itself provides an extremely relaxing environment and this is core to my needs as an anxious patient. I commute from Gloucester to ensure those needs are met. My opinion is that the practice offers a significant service to anxious patients and any expansion would be a benefit to those that struggle with dental visits.

140A Leckhampton Road
Cheltenham
Gloucestershire
GL53 0DH

Comments: 4th January 2016

I am writing in support of this planning application.

I am a patient of the practice and live in the Leckhampton Road only a few minutes walk from the dental practice.

Value of practice to Cheltenham

In my opinion this is a unique and exceptional practice in Cheltenham in that it specialises in the care of nervous and phobic patients who would find it difficult and challenging to go elsewhere. The practice is discretely presented in Leckhampton Road, and in fact when I have recommended it to my friends they are unaware of its existence and tend to confuse it with a larger, more boldly presented practice further down the Leckhampton Road.

Parking problems

I can not envisage that the expansion would generate any parking problems. Many of the patients like me are local and walk to the practice. As a long and wide main road Leckhampton Road provides adequate parking for many cars. As a resident of nearly forty years in this road and living quite close to a large children's nursery, we often have nursery staff parking on the road in the vicinity of our house but they are always considerate and never obstruct our access. Recent new residential building in the Leckhampton Road area has not caused any major problems despite the increase in additional parking of large delivery and construction lorries and vans. Also near to Arnica there are several side roads which could be used for parking if necessary. Also and most importantly my understanding is that this expansion would only result in an additional two surgeries becoming available which in the worse case scenario would only generate an additional two cars being parked during each session of treatment.

Necessity for expansion

I understand that many unsuccessful attempts have been made to find alternative premises. At present Arnica is unable to accommodate the increasing number of patients coming or being referred for treatment. And because there is insufficient capacity available it means that nervous patients are having to wait longer than necessary for treatment. When phobic or anxious patients actually get up the courage to seek treatment, they want to see it completed as soon as possible. I feel that the expansion will have little impact in the long term on the neighbouring properties and on access to their properties. If you choose to live on the main Leckhampton Road you have to expect some parking in the vicinity of your home, especially with the increased volume of traffic and the fact that planning permission has been given for additional residential properties in the area.

My main reason for supporting this application

I feel that the Arnica is a dedicated dental practice providing exceptional first class service. The people of Cheltenham are lucky to have this practice in their town. Businesses like this deserve to succeed .

2 Thompson Drive
Cheltenham
Gloucestershire
GL53 0PN

Comments: 22nd December 2015

I should like to post my support for the planning application made by my dentist Arnica Dental Care.

I live in Leckhampton and have been a patient at Arnica for the last 5 years. I was a very nervous patient and Arnica specialise in treating people like myself and I am now able to go to the the dentist with no fear.

I never have any problem parking as there are many roads nearby and although I did notice building work going on over the road from Arnica I still could always find a place to park and was not inconvenienced by those builders at all. I seriously do not believe that there is a reason for parking to be an issue in an area that is surrounded by many small roads.

I also think it is very important that small local businesses like Arnica are supported when they are endeavouring to build their business in quite tricky times.

I very much hope their plans are approved.

24 Moorend Road
Cheltenham
Gloucestershire
GL53 0HD

Comments: 22nd December 2015

Knowing how hard it is to find sufficient accessible business premises in Cheltenham i write as a local resident in support of the planned expansion.

My support is based on understanding that the house will retain it's smart residential appearance and that anything relating to the practice expansion will remain subtle.

The main issue of concern locally however seems to be traffic flow and parking and so i have made some enquiries to understand the scale of the potential impact and have been reassured.

My research suggests that the current levels of 6 staff and 4 patients at any given time (Monday to Friday business hours) generates 10 people in the property which creates a demand for approximately 8 vehicles. After the proposed expansion it is likely that there will be 11 staff and 8 patients at any given time generating a total of 19 people in the property but only an additional 6 vehicle spaces are likely to be needed. This is because many of the staff are committed to their existing active travel policy and there is interest from the management to further reduce demand with a targeted travel behaviour change campaign.

By actively promoting the existing good walking and cycling connections and their proximity to local bus services (they are within 2 minutes walk of the F bus service to the town centre and 6 minutes walk of the 61 and 61A service on The Shurdington Road) i think it entirely possible to reduce patient demands for parking further too.

Aware that several other health service providers in the county have already been working with Gloucestershire Highways team to manage travel demand from patients it seems a good moment for Arnica to be given the opportunity to become the first dentist in Gloucestershire to actively reduce traffic demand too.

I have no doubt that the Leckhampton Road can cope with a few more parked vehicles - it seems one of the best ways of slowing traffic down in the area - but how wonderful too if Arnica's development provided an example to the many other small practices in the county? Making people's teeth better is no doubt a difficult business but being able to improve their overall physical and mental wellbeing by promoting an active practice would be terrific and something i would be proud to live near.

93 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BZ

Comments: 22nd December 2015

I live at No 93 Leckhampton Road and fully support the expansion of Arnica Dental Care.

There are currently a lot of parking spaces between the practice and my house, as well as on surrounding roads.

In my view a business of this type does a lot to serve the community and should remain in Leckhampton.

As far as I am aware the proposed expansion does not affect the exterior of the property, so it will remain in keeping with neighbouring properties.

4 Libertus Mews
Cheltenham
Gloucestershire
GL51 7EQ

Comments: 22nd December 2015

I am writing in support of the application made by Arnica Dental Practice to convert more of 73 Leckhampton Road into dentistry-related accommodation. Mr Hale has provided information to the effect that they have tried to find alternative accommodation without success, and the external visual impact of the work will be minimal or else an improvement. I do not believe that having two extra patients in the surgery at any one time would create parking problems since Leckhampton Road is very long and wide, and most of the houses have their own parking.

As a patient I very much like the ambience of Arnica and would be sad if the practice had to move.

Finally I would say that a house opposite where I live is being part-used for a dental practice and this creates no problems at all.

45 Moorend Road
Cheltenham
Gloucestershire
GL53 0ET

Comments: 21st December 2015

I walk past the property at 73 Leckhampton Road, numerous times a week and even with the addition of nearly 20 trades vans a day due to the nearby Keir site have never sensed or witnessed a traffic or parking problem. Vans, cars along the road are adhering to the driveways and white lines painted on the road, showing respect and understanding for the local residents. Living near to and attending the same school as the residents of 73 Leckhampton Road, I am also aware of the contribution they have made to our local community. Supporting such groups as the Old Pats RFC, Leckhampton Rovers and Bethesda Scouts, not to mention the high number of local residents that rely on Arnica as their dentist.

As a patient:

Many years ago I suffered a great trauma with my teeth, and Arnica was the only dental practice I found that could deal with my acute phobias, no other in Cheltenham offers this service, let alone the calm relaxing atmosphere they receive you into.

I have also learned about the life changing techniques invested in by this surgery, restoring oral function to those with little hope. If we were to lose this support for dental patients due to location, the negative effect for many could be irreversible.

Location:

I understand from further investigation that every effort has been taken to source an alternative location and that due to lack of suitable properties or those not interested in long term leases,

expanding 73 remains the business's only option. Closing the business to further the search to relocate would be catastrophic to those in need.

I also understand that cosmetically the appearance of the property will if anything appear better with a planned domestic garden, window shutters and a bin shed.

I support the planning application for 73 Leckhampton Road.

Hall House
50 Hall Road
Cheltenham
Gloucestershire
GL53 0HE

Comments: 21st December 2015

I am a patient of Arnica Dental and live very close to the practice hence we walk to appointments.

Arnica is an efficient organisation and the whole family enjoy visiting as we all appreciate the relaxed tranquil environment, wonderful manner of the staff and the beautiful garden which we see from the treatment rooms.

I think it is important to retain our locally owned businesses within the community - my children all go to school with the owners children so we all know each other locally.

We are in support of extending the practice as we have to wait a long time for appointments -

10 Pinetrees
Cheltenham
Gloucestershire
GL53 0NB

Comments: 21st December 2015

I am writing to you on behalf of Old Patesians Juniors where I am the Chairman. We have nearly 500 children, ages 4-18, from Leckhampton and surrounding area participating in sporting activity each weekend from September to April. This is only possible with the support of volunteers and sponsors.

It is my understanding that one of the local organizations that provide active and practical support to the children and parents has applied for permission to expand their business premises to maintain the viability of their business. Arnica Dental Care of 73 Leckhampton Road have supported the club in a number of ways:-

- They have provided bespoke gum shields to children who are members of the Old Pats at cost providing their time for impressions and fitting free of charge
- They have financially and practically supported the club newsletter which provides communication to all members highlighting initiatives and encouraging participation in fund raising and charity events. The current issue for example is focussing on the collection of used kit to be re-cycled for charity

These are only two examples of the ways that Arnica have supported the club in its efforts to play its part in the local community and increase participation in sporting activity for children. Should they be unable to expand their premises and have to either close or move to premises away from Leckhampton their support of the club and the children who play here would be at risk.

I hope this understanding of the part Arnica play in our local community has provided additional context.

124 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BX

Comments: 21st December 2015

As both patients and close local residents both my husband and I fully support plans to develop the Arnica dental practice in Leckhampton Rd and feel that it's proposal is well argued and justified on many grounds. To close the business for lack of viability would be a great loss of a local amenity which currently does not impact adversely on the surrounding environment and nor will it in the future given plans to enhance the building's appearance. It has for a long time added to the blend of local commercial services and residential premises which provide Leckhampton Road with it's unique appearance . It is is on these grounds that we feel the planning application ought to be granted.

72 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BL

Comments: 20th December 2015

This is an important and specialist dental service that must be allowed to flourish within Cheltenham.

Leckhampton Road, far from being a quiet residential road, is a thriving mix of residential housing interspersed with small businesses and trading estates. Few places in the town are purely residential and Leckhampton Road is not one of them.

It is a large road, more than capable of handling the traffic. It is almost never congested, unlike many other areas of Cheltenham such as London Road. Significant threats to this come from the building of new housing estates rather than the expansion of a small business.

It should also be noted that the new housing estate at the top of Leckhampton Road actually replaces a small business trading park - these new houses more than compensate to the balance of residential versus business.

With regard to the question of Parking, the local area is more than capable of absorbing the (possibly) two extra spaces required - the very nature of the service being provided (for apprehensive patients) will ensure that the proprietors minimise negative experiences for both their patients as well as neighbours.

In view of the above we strongly believe that this proposal should be allowed in order to benefit both the local economy and Cheltenham as a whole.

73 Moorend Crescent
Cheltenham
Gloucestershire
GL53 0EW

Comments: 18th December 2015

We live within several hundred yards of Arnica Dental Care so we are both patients and neighbours.

Whilst we understand the concerns of Arnica's immediate neighbours there is always plenty of space to park within a few hundred yards of the practice. During the past 4 months the stretch of road outside Arnica has had loads of workmen's vans parked there (14 today) belonging to workmen working on the Kier site opposite, so in my view a few extra patient cars is a drop in the ocean let alone when the work has finished and the vans have gone.

I think we need to support local businesses, in particular ones that employ local people providing valuable services such as healthcare. I did ask to see the plans when I was last in for an appointment and in my view the alterations re minimal and the appearance of the building remains the same both front and back seems.

As for disturbance, Arnica Dental Care is such a tranquil relaxed environment that I doubt very much whether two extra surgeries will have any impact on the immediate neighbours.

87 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 13th December 2015

I'm most concerned about the increased traffic and in particular parked cars that expansion of the existing dental practice could cause. There has been a noticeable increase in the number of cars parked on this section of Leckhampton Road over the last five years.

Whilst this is multifactorial, cars of patients attending the dental practice at 73 Leckhampton Road could undoubtedly contribute to this problem, as there is very limited off-street parking at the practice itself. The hazards posed by inconsiderately parked cars are increasingly an issue & on several occasions I've had difficulties pulling out of the drive safely as my view of the road has been completely obscured by parked cars.

Cars parked inconsiderately on either side of, and sometimes partially across my driveway, severely limit both my ability to see oncoming traffic when exiting the drive, and their ability to see me. This is of particular concern with cyclists, who are especially vulnerable when obscured by parked cars. I am aware that there has been a previous fatality involving a cyclist at the junction of Halland Road and Leckhampton Road, and this risk is of significant concern to me.

55 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BJ

Comments: 16th December 2015

In connection with the planning application for the expansion of Arnica Dental Surgery, reference: 15/02043/COU, we would like to add our comments.

We live at 55 Leckhampton Road - a few doors down from Arnica Dental Care (on the same side of the road) and walk past the practice every day. Although we have been inundated with builders vehicles for the last 3 months serving the Keir site there still appears to be ample parking nearby.

Leckhampton Road already benefits from several businesses such as Architects, Solicitors, Dentists, Nursery, Car sales/workshop and two busy convenience stores, one of them being the

Co-Op, and is already a busy thoroughfare so we feel the impact of a moderate expansion like this would hardly make a difference.

We think it is important to support local businesses and the maintenance of a mixed use policy is no bad thing. There will also be a greater need for local dental care as so much office and light industrial space has been developed into residential e.g. Kier site (Opposite Arnica), Leckhampton Trading Estate, Ullenwood and potentially the area contested by LEGLAG.

We have no doubt that due to the nature of the work Arnica does, in particular treating nervous anxious patients, that the environment will remain in-keeping with the existing residential environment and that Arnica will maintain the appearance of a smart residential property including maintenance of its pretty gardens as it will be good for business if nothing else!

67 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 12th December 2015

I'm very unhappy with this application and the traffic comments which bare no resemblance to reality.

I'm am regularly having to go out and move the dental practice patients on from inappropriate parking outside my house.

The problem is so acute that I have started to park on the road myself to protect my access.

Although it has a 30mph limit, it is a main road into Cheltenham and as such, is busy with traffic regularly breaching the speed limit. Parking is permitted on both sides of the road which turns a wide road into a narrow one with scrapes and bumps a regular occurrence. I'm surprised that the highways officer regards the level of accidents as minor and I imagine that is because scrapes and bumps and broken wing mirrors are regarded as a normal issue and in todays world are something you put up with and are not reported.

It is difficult and sometimes dangerous accessing the road from our drives, and the prospect of significantly increasing parking for the practice is frightening.

The applicant should seek a better site for their sake, their clients sake and for the sake of the neighbourhood.

You can put a dental practice of this nature into a modern business park. You cannot put a regency villa into a business park.

It's a bonkers application and I strongly object to it.

153 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0AD

Comments: 14th December 2015

I would like to support the planning application regarding the development of 73 Leckhampton Road from part residential, part commercial to fully commercial.

As a local resident (153 Leckhampton Rd) I am in full support of this small, well run business that employs local people and provides an invaluable service to the community.

With regards to parking for the last 3 - 4 months up to 20 trades vans have been parking in this part of Leckhampton Road and surrounding roads servicing the development of the Keir site opposite. All residents have got by without incident so accommodating two additional patients at any given time of the day as a result of this expansion is hardly going to make a difference in comparison.

The current residential parking required by the family and friends of, will simply be replaced by clients visiting the practice.

4 Libertus Mews
Cheltenham
Gloucestershire
GL51 7EQ

Comments: 21st December 2015

As a patient at Arnica dental and Cheltenham resident I would like to lend my support to the practice's proposed expansion.

Last December Arnica were able to fit me in for some major emergency treatment, without which I could have been front toothless over Christmas - I am incredibly grateful for Ellie's time and expertise!

I understand every effort has been made to find an alternative premises, but expanding their current practice has turned out to be the only viable option at this time. The unique and relaxing atmosphere that comes with having the practice in its current location was invaluable to me last December. I feel that their proposed development is very reasonable and moderate, and wouldn't affect the street/area in any very noticeable or negative way. The one or two extra cars that might have to park on the street at any one time hardly constitutes a major problem for neighbours on Leckhampton Road.

I feel the benefits of supporting this local business in a moderate expansion outweigh any minor concerns for the aesthetic of the area.

79 Leckhampton Road
Cheltenham
Gloucestershire
GL53 0BS

Comments: 18th December 2015

I endorse nearly all of the objections that have already been raised by local residents.

As a close neighbour of 73 Leckhampton Rd I have particular concerns about the parking and road safety aspects of the change of usage. Having lived at our current address for over 10 years I have been very aware of how busy Leckhampton Rd can be during the day. Speed limits are not strongly enforced and the recent building work at the former Moss Construction site has highlighted that parking congestion in this area makes the road particularly difficult to navigate for both drivers and pedestrians. The new housing development will also add to the traffic numbers on this particular section of the road.

I am also concerned about any precedent being set for how this particular row of houses are used in the future. I believe that they are very unique family dwellings with a particular usage and environment that creates a very close neighbourly feel to the area.

I strongly believe that the change of usage will have a detrimental effect on the people who live in the immediate area. These are family houses in an area which is residential in nature.