

APPLICATION NO: 21/01815/FUL	OFFICER: Mrs Victoria Harris
DATE REGISTERED: 12th August 2021	DATE OF EXPIRY : 11th November 2021
WARD: All Saints	PARISH:
APPLICANT:	Away Cheltenham Ltd
LOCATION:	Lidl Food Store, Grosvenor Terrace, Cheltenham
PROPOSAL:	Change of use of existing supermarket (Use class E(a)) to a self storage business use (class B8) and new single storey extension

REPRESENTATIONS

Number of contributors	8
Number of objections	7
Number of representations	1
Number of supporting	0

31A Upper Park Street
Cheltenham
Gloucestershire
GL52 6SB

Comments: 27th August 2021

I object because we have climate change targets, and we should use every opportunity we have to build houses in town and reduce car use. I don't think this use of the land is the best use.

15 Grosvenor Place South
Cheltenham
Gloucestershire
GL52 2RX

Comments: 27th October 2021

I am a resident of 15 Grosvenor Place South whose home backs directly onto the Lidl store delivery side entrance. I am writing to ask that the following points should be made part of any acceptance of the above application to ensure the 'amenity' of our daily lives as we are directly impacted by any developments on this site:

1. It is crucial to us as residents that the hours of operation (on/off) are limited to the norm for a storage business - Monday to Saturday 8 am-6 pm
Sunday 10 am-4pm
2. Replacing the existing metal roller shutter with a much quieter plasticised one
3. We would like to have peace of mind knowing that the change to B8 use will not mean that the site can be changed to a distribution license in future
4. That clients will be carefully booked in ensuring that further parking and traffic issues are avoided as our central area already has too much pressure on parking spaces.
5. We would ask that should any breach of operating hours occur, the council would enforce compliance.

The latter point is important to us residents as the former occupant consistently flouted their terms of agreement in this respect causing significant disturbance to our daily lives.

Comments: 28th October 2021

I am a resident of 15 Grosvenor Place South whose home backs directly onto the side entrance of the site for the previous Lidl food store. Should the above application for change of use be accepted, I would ask that the following points be made conditions of the license:

1. The hours of operation should be in line with other such storage companies Monday-Saturday 8am-6pm Sunday 10am-4pm
2. A booking system should ensure that no further parking and traffic problems are created as we already have extreme pressure on parking in this central residential area
3. The existing metal roller shutter should be replaced with a much quieter plasticised roller shutter
4. Should there be any breach of operating hours, the council would enforce compliance as we experienced significant disturbance with the previous occupiers consistently flouting the regulations that had been put in place
5. That there will be no unsightly container used as an outside office facility.

All of the above will directly help to mitigate the levels of disturbance and disruption to our daily lives as residents who are directly impacted by the site which is in such close proximity to our homes and gardens.

Thank you for the opportunity to comment and I hope that these are viewed as reasonable conditions which will be included in the terms and conditions of any formal and legally binding acceptance for the above application.

16 Grosvenor Place South
Cheltenham
Gloucestershire
GL52 2RX

Comments: 21st September 2021

In August we received notification of an application for use for the Lidl site from Retail (Class E(a)) to self-storage business use (class B8 storage or distribution). The applicant makes a case for saying that such a facility will be of benefit to city centre residents, local business and tradespeople but my concerns against their claims are as follows:

1. Bringing more vehicles into town centre and increase in traffic movements in a conservation area

The significant majority of users of self storage will travel to the facility by car / van (hired or owned) as currently happens to access similar out of town sites. So this site will be bringing additional traffic into the town centre. Access by foot / public transport to retrieve items mid contract will be minimal as they are usually larger / bulky items which have been stored there due to lack of space. It is therefore inevitable that users will come to retrieve and deposit items in the facility by car, van or taxi.

2. Operating times are proposed between the hours of 7am and 9pm on Monday to Saturdays (including bank holidays) and between 8am and 8pm on Sundays.

If it is to be used by local businesses and tradespeople it is possible that demand will be greatest early morning and for city dwellers at evening and weekends - times which will impact on the residents most. While the Lidl HGVs were larger and noisier there were typically only 2/3 deliveries a day.

3. For retailers in particular inner city self storage is also increasingly forming part of the 'last mile' logistics distribution process.

My concern is that again this will increase the number of traffic movements at the site. Would it not be more beneficial to the high street to see retailers being encouraged to relocate to the empty units with suitable storage in the high street and shopping arcades?

Also planning guidance suggests that 'Use Class B8 can benefit from permitted development opportunities to change use without requiring a full planning application' so in the future could the site operator / leaseholder change it into a distribution centre without requiring planning?

4. No pre-application submission has been made before other than conversations with Simon Hodges the Council Senior Asset Surveyor at CBC who are the freeholder of the property . He considered the use as a self storage business is appropriate in the long term .

I understand why Cheltenham Borough Council, as the freeholder would want to see an empty site occupied but do not think that Class B8 self-storage or distribution is suitable for a city centre site in a conservation area

5. Will see a vacant building brought back into beneficial use whilst preserving the existing character of the conservation area.

I have spoken to many people, none of who have described the Town Centre East Car park site which incorporates Lidl and Welcome Gym as part of the character of the Conservation area and the addition of a shipping container to the site will not improve this- I think everyone ones sees it as an eyesore that is looking more out of place as the area is once more becoming more residential - providing essential housing in the area.

I presume that the current issues with Town Centre East Car park are unlikely to be taken into consideration in relation to this application but I would urge the Council to consider other opportunities for the site at this juncture. The level of use of the car park has been significantly lower since Covid - on average there can't be more that 50 cars a day. We as a group of residents have been working together to keep the Council, Community offers and Police informed of the constant anti-social behaviour and the current closure and work on the car park should surely make the Council review its operation as parking fees cannot be covering operational cost.

Comments: 26th October 2021

The revised planning application shows that consideration has been given to the concerns raised by the residents with reduced operating hours and the inclusion of a purpose built office.

I would however object unless the following are included in the conditions of planning to protect the amenity of the local residents.

1. Operating / delivery hours are restricted to Mon - Sat 0800 - 1800 & Sun 1000-1600 as stated in the revised application.

2. If approved B8 class it is for storage only (not distribution)

Can there be some reassurances that if vehicles attending the site cause obstruction by waiting in Grosvenor Terrace appropriate action is taken? There are only 3 parking bays and one is likely to be occupied by a staff vehicle. I appreciate that the applicant states a booking system will be in operation to manage this but it can not prevent vehicles from arriving early or leaving late.

Can it be stipulated that the current metal roller door is replaced with a noise friendly version.?The acoustics of the loading bay means that the shutter noise travels directly to the properties of Grosvenor Place South.

18 Grosvenor Place South
Cheltenham
Gloucestershire
GL52 2RX

Comments: 15th August 2021

I am in receipt of a copy of the Proposal: 'Change of use of existing supermarket at Lidl's Food Store. Grosvenor Terrace. Cheltenham' dated today 12 August 2021.

Only I & one other neighbour I believe have received this letter!! I have been in touch with a few but it's not my job to circulate your correspondence about matters of such importance.

Why has it not been sent to every resident in this street and the whole neighbourhood please? It impacts every single one of us particularly after the years of serious problems we have had and in fact are still having with the building as a whole. This area is a tinder box at the moment so what happens here is of very major importance.

I would appreciate knowing your reasons plus will you please ensure everyone receives a copy? We are planning a meeting within the next week for which I think everyone should have a letter.

Comments: 24th September 2021

I am writing to object to the Planning Application for change of use from Retail (E) (a) to a far more flexible Storage (B8) whereby future uses can be sought without Planning Application approval. To a Self Storage business - formally a supermarket. Just a few of my concerns & objections are as below.

1. The hours of business. They are totally unsociable for residents who live adjacent & in very close proximity to this potential business idea. 7-21 x 6 days & 8-20 x 1 = every single day of every week! Potential noise of metal cages/ trolleys, vans/cars to & fro, disruption & toxic petrol fumes will make it unbearable to even sit in our gardens! Might the "signs & hoardings" etc be illuminated with bright toxic lighting? Most of our bedrooms are literally on the opposite side of the very narrow street & directly face the property. Is this a responsible move at a time when we should be protecting ourselves against all matters toxic for our health?

2. "Viable alternatives to car travel" "Easily accessed on foot". The train station is beyond walking distance therefore taxis / transport will definitely be needed. Or are you expecting people to transport their belongings on foot in cardboard boxes one by one? Vans & cars of all sizes will be the essential mode of transport back & forth! The frequency of cars & vans might therefore be very often & at all hours making it a very busy road indeed. Access via a road that was only ever meant to be a light access road. If users need to store their belongings and will need to use a vehicle then it is just as easy to go the extra mile to premises away from being tightly packed in to a residential area in a town centre.

3. A huge 40' shipping container! This constitutes an enormous metal box. In a Conservation area? I can't quite believe this would be permitted.

4. Storage? Metal containers &/or metal cages? Major NOISE! From 7am?? Are you planning to totally clad & soundproof the entire building? One Tesco lorry a day with their metal trollies is more than enough! Will there be lifts to - to an upper mezzanine floor?

5. Do you know of a similar Self Storage company in a city centre that we can contact? I think this is imperative before going any further with this idea.

Please note that I am writing also in support of my neighbours who have also written to you opposing the application. Please refer to their emails. I also write on behalf of my many neighbours & residents in the immediate area.

I won't repeat what they written. Suffice to say I agree with everything they say. We have all discussed this matter & the Car Park as a whole at considerable length for the last few years as that is how long we have had to put up with the very many problems relating to that building. I have liaised with various members of the Council & the Police for years. However I am like adding a few words regarding this recent Planning Application for Self Storage facilities & change of use to B8.

The proposal of what I consider is the division of the entire property by creating a separate Class B8 section within the whole is - in my opinion - tantamount to merely the application of a temporary sticking plaster & might well result in more problems associated with this building in the future. Would it not be far wiser to consider the car park as a whole before making a decision which might well make it more difficult to deal with at a possible later date if you so choose. Surely there is a golden opportunity right now to put the building to far better use before it's divided up. Not only is it a very ugly eyesore it is also dangerous for those tempted to use it as a 'playground'. Whatever you try to do to it there is an accident waiting to happen for the trouble makers who abuse it. They won't care if they are not meant to be in there & unfortunately will simply ignore any PSPO signs you care to stick on it!

I appreciate Lidl is desperate to sell their part to anyone without any consideration or interest whatsoever for the residents or the area. I think the Council too want to have someone / anyone in there without giving any care or thought for us who have to suffer the consequences! It is a Conservation area & a Residential area not an Industrial or Light Industrial area! An area which now has rapidly gone downhill since I moved here over 20 years ago. It now looks neglected & forgotten! An area which has become a threatening & a very unpleasant place to live. Note the barbed wire now being put on boundary walls! I won't go out @ night which is not how it was.

Surely it should be put to far better - & safer use. An attractive block of flats &/or much needed houses with trees & gardens (with much needed under ground car parking) which would enhance the area instead of destroying & neglecting it. Many nearby houses in Albion St are being restored. There are the very attractive new houses too. We have John Lewis which has improved this part of town. The property must be extremely valuable now as there is such a shortage of homes.

Upgrade the area rather than downgrade it which is exactly what is happening if this ugly building is allowed to stand. The design is neither practical or attractive. Friends I've spoken to rarely park their cars there as it's too intimidating. It is rarely used by anyone in fact yet the lights remain on round the clock!

For a considerable time we have suffered greatly the vandalism & criminal activities within the car park & surrounding area. Activities that not even the Police can stop. I now watch daily the repairs being done at very great expense to us - the tax payers - & hold my hands up in disbelief. I understand you want to open up the car park as quickly as possible but is this the best use for it? I can assure you the vandals will simply return whatever you do. I spoke to the maintenance crew just last week & they told me that despite all the repairs the youths have already returned & again set fire to a door to the upper level. This is the second arson attempt in recent weeks!

I cannot write only about a change of use as I consider it is a part of the whole.

My neighbours have explained in their emails to you the reasons why we all object to the unsuitable Self Storage idea. As long as this building stands as it is - looking like a filthy neglected prison - an ugly threatening property - it will continue to attract the criminal element & vandals that have been abusing the area for so long - with their drugs, arson & other criminal activities. Upgrade the whole building & they would no longer be interested

I will also mention two recent incidents I witnessed very recently which supports my opinion that the traffic would increase not only in Grosvenor Terrace but in adjacent Grosvenor Place South. During the night of 8 Sept I was wakened by a huge HGV lorry driving down the narrow cul de

sac of Grosvenor Place South - arriving & stopping momentarily at the bollards @ the end denoting the no through road! Did he reverse? No. He revved his engine & drove straight across the road hump crunching & scraping @ great noise the bottom of his lorry as he went over it! Then simply drove off!. This is the second time in a week making me think that with more traffic using a Self Storage facility the chances are that more mistakes such as this will occur resulting in an increase of traffic in the narrow cul-de-sac of Grosvenor Place South too.

Comments: 27th October 2021

f this plan goes ahead I will expect the final agreed Conditions of Contract to be strictly adhered to & honoured at all times.

I therefore agree with my neighbours that the following Conditions are included:

* Your business hours to be :

* Monday - Saturday 8am - 6pm

* Sundays - 10am - 4pm.

* I will want to see these hours "carved in stone" please. In the past Lidl's continually ignored the agreed hours of trading for months & years.

* Class B8 to be only for storage & not for distribution - at any time.

* No noisy metal trolleys or metal roller doors to be used in order to go some way to respecting our privacy.

* No traffic queues outside our homes - in Grosvenor Terrace. We all need to have clear unhindered access to our homes at all times. Therefore your stated rules & restrictions of bookings must be honoured to prevent the chaos we have been subjected to in the past ever being repeated again.

Flat 4
9 Grosvenor Terrace
Cheltenham
Gloucestershire
GL52 2SA

Comments: 21st October 2021

I completely agree with most of the points that have been made, specifically by 18 Grosvenor Place South (GPS) and 33 GPS.

If these plans were to be actioned, traffic would indeed increase in an area that is already struggling without the existence of lidl.

Grosvenor Terrace is already used as delivery access to the new Tesco Express. As well as increased traffic due to deliveroo and other food delivery service popularity and the alleyway being used for picking up food deliveries from the high street.

Parking is already an issue as the main carpark in discussion is dangerous to use as teenagers and children use it as a skate park or decide to throw things at local residents or passers by.

In my opinion and as someone who has used self-storage before, logistically, it isn't going to work.

The sound already carries into our windows because of the acoustics of the area.

Realistically, the entire building as well as the carpark, should be knocked down.

It isn't used anymore and there is finally an opportunity to get rid of it.

However, if it were to be actioned, I would recommend that:

-roads are resurfaced, after completion of the installation: as the road is already in "poor nick" left over from lidl.

-additional external CCTV is installed to increase points of view.

-night security is added.

-additional building security reinforcements be introduced to reduce criminal activity.

-"local residents"* (*that which live in the areas that rely on road access) should be provided significant discounts for use of the facility.

19 Grosvenor Place South
Cheltenham
Gloucestershire
GL52 2RX

Comments: 17th September 2021

Like many of the residents whose houses back on to the site of this proposed development, I am deeply concerned about the impact the change of use application will have on our daily lives. Though we are very central, this is still a residential area and the impact of a business which requires constant access and high levels of vehicle use from early in the morning (7am) to later in the evening (9pm) will be considerable.

Since the closure of the LIDL store last year, we have had to contend with many issues of petty vandalism in the empty multi-storey car park above and behind this site, and we are all anxious that the site is occupied meaningfully going forward, but we do not believe that this change of use and extension of business hours is an appropriate solution without a broader plan for the maintenance and development of the site as a whole.

32 Grosvenor Place South
Cheltenham
Gloucestershire
GL52 2RX

Comments: 24th September 2021

I am writing this email to object and voice my concerns against the new proposed planning application for change of use from Retail (E) to flexible storage (B8) for the old Lidl's building and the multistory car park.

I have owned a property here for year and would hate to see the demise of the area from it becoming more industrial. A storage unit is not the best use of that area at all. I, and all the other residents in the close area are strongly against the idea. In fact due to the neglect of the multi story car park for so many years and the problems it has caused residents.....I cannot believe you have not spoken to a single local resident about what they would like to see built there. Really poor show by the council and the businessmen running this project.

1. The hours of business. They are totally unsociable for residents who live adjacent & in very close proximity to this potential business idea. Potential noise of metal cages/ trolleys, vans/cars

to & fro, disruption & toxic petrol fumes will make it unbearable to even sit in our gardens! Might the "signs & hoardings" etc be illuminated with bright toxic lighting? Most of our bedrooms are literally on the opposite side of the very narrow street & directly face the property. Is this a responsible move at a time when we should be protecting ourselves against all matters toxic for our health?

2. "Viable alternatives to car travel" "Easily accessed on foot". The train station is beyond walking distance therefore taxis / transport will definitely be needed. Or are you expecting people to transport their belongings on foot in cardboard boxes one by one? Vans & cars of all sizes will be the essential mode of transport back & forth! The frequency of cars & vans might therefore be very often & at all hours making it a very busy road indeed. Access via a road that was only ever meant to be a light access road. If users need to store their belongings and will need to use a vehicle then it is just as easy to go the extra mile to premises away from being tightly packed in to a residential area in a town centre.

3. A huge 40' shipping container! This constitutes an enormous metal box. In a Conservation area? I can't quite believe this would be permitted.

4. Storage? Metal containers &/or metal cages? Major NOISE! From 7am?? Are you planning to totally clad & soundproof the entire building? One Tesco lorry a day with their metal trollies is more than enough! Will there be lifts to - to an upper mezzanine floor?

5. Do you know of a similar Self Storage company in a city centre that we can contact? I think this is imperative before going any further with this idea.

I am writing this on behalf of all the local distraught residents, who I know have also emailed.

My neighbours have explained in their emails to you the reasons why we all object to the unsuitable Self Storage idea. As long as this building stands as it is - looking like a filthy neglected prison - an ugly threatening property - it will continue to attract the criminal element & vandals that have been abusing the area for so long - with their drugs, arson & other criminal activities. Upgrade the whole building & they would no longer be interested

Why not organise a local council meeting?

33 Grosvenor Place South
Cheltenham
Gloucestershire
GL52 2RX

Comments: 24th September 2021

I am writing to you to object to the Planning Application of the ex-Lidl shop to a Self-Storage unit.

As planned, being opened 7 days a week, this Storage place will increase the traffic and noise in our streets, as people will be using cars or vans and probably trolleys/metal cages to bring their belongings to the storage unit. Nobody will bring big and heavy things by foot crossing high street, therefore transportation will be needed. Early September this year, a big lorry drove down my street, which is a cul de sac (Grosvenor Place South), making a lot of noise by reversing to get off the street. It took ages for this lorry to leave, and it did wake up everyone in the street. For sure, many other cars or vans will make the same mistake at some point by trying to get to the Self-Storage place and use our street by mistake.

I understand that there will be a big 40' shipping container... in a Conservation area, really? I am sorry but one must not mix a Conservative area and an Industrial area!

A beautiful block of flats or news houses would be much better here, in the center of Cheltenham, than a storage place, especially with a range of good shops at the end of our streets like John Lewis. That would be a good upgrade! Who would like to live by a storage place in the center of a posh town like Cheltenham?