

## Comments summary

Dear Sir/Madam,

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

Comments were submitted at 26/02/2021 10:36 AM from Mr.

### Application Summary

Address: Watton Road Ware Hertfordshire SG12 0AD

Proposal: Variation - Premises Licence

Case Officer:

[Click for further information](#)

### Customer Details

Name: Mr

Email:

Address:

### Comments Details

Commenter Type: Neighbour

Stance: Customer objects to the Licensing Application

Reasons for comment:

Comments: 26/02/2021 10:36 AM I would like to object to this application on a number of grounds, including noise and light pollution, the potential for anti-social behaviour, and ASDA's total disregard for past mitigation promises. 1. Noise and light pollution - the superstore is being operated at night, even now, which is in breach of planning conditions such that noise and light emanates from the service yard nearly every night keeping us and our neighbours awake. Indeed, only last week I took photos at 1.17am, and 3.25am, of active operations in the middle of the night. 2. Anti-social behaviour - I feel that distributing alcohol at night can only lead to anti-social behaviour at night in other parts of town with unknown consequences. 3. Broken promises and conditions - ASDA has made numerous promises to lessen the impact of its operations on its neighbours, especially when it originally opened. These included strict hours of operation and other mitigation measures. These have been regularly ignored for years and led to residents asking for, and attending, a meeting with representatives of ASDA in February last year. Issues were discussed and promises made but no action has been forthcoming from ASDA at at. Their promises and commitments are still being flouted and will continue to be flouted in the future. Therefore I must object to this application.

**From:**  
**Sent:** 26 February 2021 10:42  
**To:**  
**Cc:**  
**Subject:** [External] Response to NOTICE OF APPLICATION 21/0056/PLV ASDA

Dear Sir, Madam,

I strongly oppose ASDA's application to amend the hours for alcohol sales to 0700 to 2300 every day to enable home deliveries / Click & Collect services to be operated from this store.

Following last year's rule to oppose ASDA's two applications to extend trading to 24-hours we as part of the ASDA Residents Committee had a meeting with representatives from ASDA Head Office and ASDA Ware on **24th February 2020**. Also present, was Ian Kemp, our Town & District Councillor, who has been very supportive. We brought up a number of other issues that residents had raised with us. All matters were taken seriously and ASDA promised to address and resolve. **None of this has been done to date.**

On the contrary, just in the past week ASDA have had people working in the loading bay **at 1:15am and 3am, respectively**, on at least two separate occasions. To reiterate, please see the promises made below which have not been fulfilled. We live next door to ASDA and our garden borders on the loading bay, which is lit all night as it stands.

**The extension of alcohol sales hours in order to complete online orders and Click & Collect will still result in increased traffic and noise at unsociable hours, so we ask for this application to be refused.**

ASDA have told us they want to be a good neighbour. They are not showing themselves to be one.

Delivery Lorries/Vans & Service Yard	<ul style="list-style-type: none"> <li>The Service Yard Operating hours are 7am-10pm Monday to Saturday &amp; 9am-9pm Sundays. (Planning Consent Condition 26) Residents complained that it was regularly being used outside of these hours causing noise and light disturbance.</li> <li>Vehicles should not be parked on residential roads. Vehicles will arrive and leave via Wadesmill Road (Community Charter Nov 2010 and PC Cond 31).</li> <li>Engines should not be left running, no use of horn and reversing alarms should be turned off in the delivery yard. (Service Yard Management Plan 2013). These conditions are regularly broken causing noise disturbance.</li> </ul>
Antisocial behaviour (in car park)	We raised a number of incidences which caused concern to customers and residents. ASDA will be addressing how this can be mitigated by speaking to their Security Division.
Litter	ASDA said they regularly litter pick their site but accept there could be improvements having seen photographic evidence. Suggestion of litter bins on the perimeter of their site.
Landscaping	ASDA have a responsibility to maintain the landscaping for the lifetime of the store (PC Cond 14/15) They will be speaking to their Landscape Division regarding the reported dead/dying planting and trees.
The exhaust on the Kiln building	Intermittent noise early AM causing noise disturbance and the soot associated with it. ASDA will investigate this.

Lighting

**All** external lighting should be turned off 30 minutes after the close of the store. (PC Cond 30 & Community Charter 2010) This includes the Service Yard where lights left on overnight are causing a disturbance. ASDA will address this.

Yours faithfully,

# Comments summary

Dear Sir/Madam,

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

Comments were submitted at 02/03/2021 3:58 PM from Mr Alan Kemp.

## Application Summary

Address: Watton Road Ware Hertfordshire SG12 0AD

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Proposal: Variation - Premises Licence

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Case Officer:

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[Click for further information](#)

## Customer Details

Name:

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Email:

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Address:

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## Comments Details

Commenter Type: Neighbour

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Stance: Customer objects to the Licensing Application

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Reasons for comment:

Comments: 02/03/2021 3:58 PM I wish to object most strongly to this application from ASDA at Ware to extend their trading hours to enable alcohol sales between 07:00 and 23:00 hours, EVERY DAY, via click & collect and home deliveries.

I am concerned that this application will undermine 3 of your Licensing Objectives (Crime & Disorder, Public safety, and Public Nuisance) by increasing alcohol related anti-social behaviour in the area, and by introducing additional customer and delivery vehicle movements. I would refer back to ASDA's previous application to extend their hours which prompted 230 residents adjoining the store to sign a petition of objection (this petition was sent to yourselves). That strength of feeling has not diminished and should not be ignored.

My objection is based upon the following prime concerns:-

1. Noise and light nuisance/ pollution. This was specifically conditioned in the original Consent to protect local residents (see Policy ENV24, superseded by EQ2).
2. Anti-social behaviour. Distribution of alcohol during these extended hours has unacceptable potential to further increase anti-social behaviour locally (as currently experienced within the Buryfield and the store's underground car park) as well as throughout the town.
3. I am most disappointed in ASDA's blatant disregard for their residential neighbours, as evidenced by their total lack of communication with us on this application, despite promises they made at a meeting between the ASDA team and residents' representatives in Feb 2020. Indeed, issues raised at that meeting have not been actioned by ASDA and I, therefore, have no confidence in them managing the impacts of this application in a considerate or responsible manner.

In view of the above I would request that you refuse this application.

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