

## **Appendix C – Support of Review**

Laura Jordan – 10 Ransom Yard [REDACTED]

I support the request for a licence review. Parking We have been asking since opening for Chicken George to provide better control of their customers who frequently park on double yellow lines preventing easy access to the yard. On being asked to move they have been verbally aggressive on more than one occasion. Whilst Chicken George will no doubt argue they aren't responsible for their customers, their customers remain a nuisance. In my view this is on contradiction to "The designated premises supervisor (DPS) or some other responsible person shall manage (where necessary) any entry queue, external areas of the premises and the dispersal of patrons from the premises to ensure that noisy or rowdy behaviour is prevented and therefore noise disturbance to local residents is minimised." "The premises licence holder / designated premises supervisor (DPS) will ensure that clear and legible notices shall be displayed at all entrance and exit points and external areas of the premises requesting patrons to respect the needs of local residents and to keep the noise to a minimum." We have repeatedly asked CG to provide a queue monitor at busy times, if they were to do so they could easily direct those customers joining their queue to park in car parks before doing so, Smell - Prevention of Public nuisance No notices are displayed and Chicken George do little to assist us when seeking to access our driveway. The smell of the chicken is at points excessive [REDACTED]  
[REDACTED]  
[REDACTED]

Liam Jordan – 10 Ransom Yard [REDACTED]

Context I support the license review request based on the constant parking issues [REDACTED]  
[REDACTED]. I have lived on Bancroft for over 10 years and have enjoyed a good relationship with neighbouring businesses in the past. When the original license was heard for Chicken George several residents raised concerns regarding parking etc. relating to the increased footfall. At the hearing Chicken George management advised that they wanted to work with residents and did not want to cause any issues. This is not the case. Residents and councilors since opening have tried to reach out the owners/ management on numerous occasions to reach amicable solutions and indeed have provided several options- these can be shared if required. These have not been listened to or acted on, hence the request for a formal license review. Parking- on the grounds of Prevention of Crime and disorder, public safety, and Prevention of Public Nuisance. Users of Chicken George constantly park illegally in the taxi rank and across driveways despite double yellows, h bars and signage, meaning that residents are either blocked in their driveway or left stranded on a Bancroft (we have logs of details which highlight the level of this on peak days/ times). Due to the location near a busy junction this means residents are left vulnerable to accidents while stranded on Bancroft and emergency access to properties is restricted. It also means that in busy times there is effectively no taxi rank in Hitchin. Despite this been raised on various occasions no action has been taken by the owners/ management. Indeed, initial signage placed in Chicken George reminding clients to park considerately have been removed and social media reminding clients has stopped. It could be argued that not all illegal parking is related to Chicken George- I would like to advise due to the following this is not the case: 1. Chicken George has a higher level of footfall than other establishments in the area and a geographically wide social media presence, this naturally means a higher level of car usage and thus the source of the issue.

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2. As a resident often left waiting for clients to return, we know exactly where they have come from, and they always come from one premises- said Chicken George. Smell-Prevention of Public Nuisance The smell at the rear of Chicken George that directly faces our properties is at times obnoxious, to the extent we have called environmental health.

[REDACTED]

Johnny Lindqvist – Mews House 22A Bancroft [REDACTED]

I am writing in relation to an application for review of the premises licence belonging to Chicken George (Hitchin) Limited. I am a local resident living on Bancroft opposite Chicken George and, as such, am in the unfortunate position of having frequently experienced several of the issues described in the review application; in particular, inconsiderate customer parking, aggressive customer behaviour and litter.

The parking is a particular concern with people parking in front of the gated driveway that gives access to my property as well as four other properties (Merchant House and Mews Court 1, 2 and 3). This despite the curb being dropped and the road marked with double yellow lines, clearly indicating that A) here is an access road; and B) parking is not permitted. Nonetheless I frequently find it blocked either when attempting to exit or enter the driveway.

While I have not kept a record of how many times this has happened and who was responsible, I can say that only twice has the offender been visiting a venue other than Chicken George. By a very large margin the majority of offenders are Chicken George customers. I know this because whenever a car is blocking the driveway the solution is to go into Chicken George and ask (loudly so all customers can hear) that the car be moved. What makes it worse is that often no one bothers to respond until you inform them that, regretfully, the alternative is to call the police. At that point it is not uncommon to be met with hostility, jeering, verbal abuse (including swearing) and threatening behaviour. It would seem that in the eye of the offender the interruption of dinner to move their illegally parked car is a greater nuisance than preventing me from accessing/leaving my property.

My greatest worry is that I (or my neighbours) should be prevented from leaving our properties in an emergency. This isn't just a hypothetical scenario. One neighbour is seriously ill and requires nurses to visit four times every day. They are often prevented from accessing or leaving the property, which of course is very concerning. On at least one occasion nurses have had to find alternative parking elsewhere in Hitchin and return on foot carrying medication to access the property. On another, our neighbour was going to hospital and was forced to walk from the back of Mews Court, down the drive and out onto Bancroft to access the vehicle taking him there, something which took considerable effort and caused a great deal of discomfort. I shudder to think what could have happened had it been a more time-sensitive medical emergency.

I've only lived in my property for a little over a year but am reliably informed by others who have lived here longer that the issue of parking in front of the driveway was never an issue

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before Chicken George opened up across the road. The parking is not only restricted to their customers, food delivery drivers collecting orders from Chicken George also block the drive.

Litter is another issue, but more of a nuisance than a serious concern. I doubt if I'd have bothered to write to you if that was the only issue. That said, I often see Chicken George customers eating in their cars and later find that they've simply dumped their packaging on the curb. This tends to pile up behind our railing and/or collect by our basement window. Unsightly and unpleasant as you can imagine.

Maria Pollock – 7 Ransom Yard [REDACTED]

I'm writing to support the application to review the license for Chicken George based on public safety, prevention of crime and disorder and protection of children from harm. Since Chicken George opened, the number of people and cars on Bancroft increased drastically making life very difficult for residents nearby. There are cars of Chicken George customers parked in front of our entrance gates to Ransom Yard all the time (we have many, many pics) so we never know when we can go out or come in to our own driveway., We have often been verbally abused by the drivers when we ask them to move, making myself and my 13 year old son feel very unsafe to leave our own premises. There have been occasions where we have missed appointments and events because we can't exit the driveway onto Bancroft. Chicken George is a very popular restaurant and takeaway with very small premises, so often people gather outside eating and drinking making lots of noise and leaving the rubbish on the pavement causing a public nuisance. There is no bin provided by the restaurant as per the original licence conditions either. Personally I have nothing against Chicken George or the owner of Chicken George [REDACTED]

[REDACTED] it is only a matter of time before there is an accident/ an affray or damage caused to property as residents and customers of Chicken George confront each other. This situation is untenable and has and continues to cause stress to my family.

Saleh Ahmed – 2 Stirling Close - [REDACTED]

I'm a taxi driver, I work in the day and most their customers and all of their delivery drivers always park on our rank. Customers don't know if they are taxis or chicken George drivers. This has effected our work massively. Their drivers have no care of the taxi rank and they are rude when we ask them to move. Customers leave theirs cars parked at the rank for hours and sit and eat in. This isn't good for the taxi rank at all.

Sheraz Gul – 26 Birch Grove [REDACTED]

This chicken George food shop is at very location. 1st it is next to Taxi Rank, most of there customers parked on taxi rank and people confused that where is taxi rank. There delivery drivers parked on taxi rank as well. After 3pm every day its a chaos on Bancroft Road just beacuse of there customers car they parked everywhere. It is totally hazard. Even people after buying food don't move away until they finish eating food in car while parked on double yellow line or Taxi Rank. [REDACTED]

[REDACTED] Dont want this shop at this place.

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Shamriz Khan – 6 Forge Close [REDACTED]

I think the premises licence should be revoked because, their customers park on double yellow lines and block driveways and on the pavements and also on taxi rank, it stops taxis from parking on the taxi rank therefore taxi customers can't get a taxi or have to walk up the road to get a taxi. When told to move their vehicles they refuse and get very aggressive

Janine Gough – 76 Wilshire Crescent [REDACTED]

I agree with all the complaints cars park where ever they want no respect for anyone else. They take all the street up, leave mess and rubbish on a night time, they have their double doors open music on and people outside taking up the pathway waiting around.

Cath Cole – 1 Ransom Yard [REDACTED]

I fully support the review of this licence. Whilst, as neighbours, we support local business - especially independent business - the levels of litter, anti social behaviour and truly inconsiderate parking across driveways and entrance ways by Chicken George customers has reached unacceptable levels. Worse still, when we ask the offending customers not to drop litter or drivers to move their cars, we are often abused - there have been times I have feared for my own safety. Many of these issues (and more) were raised as concerns when the premises licence was first issued, but were ignored. Now we have many many months' of evidence to illustrate our concerns we welcome a review so we can find a resolution which works for all parties.

Christine Clarke – 42 Bancroft [REDACTED]

Residents and businesses have made reports to the council before and the matter still continues. The location of this food establishment has run perfectly fine as a good restaurant venue for decades before Chicken George arrived. However the volume of food, the intoxicating fried greasy smell is polluting the air and unbearable for residents and businesses in close proximity. The police do nothing about the illegal parking, drug taking round the back, far right party meetings and anti social behaviour as they can be seen most Thursday-Sunday nights parked at the rear eating chicken, whilst others have to put up with vomit on the doorsteps, damaged property, fire alarms being purposely set off by disgruntled customers, aggressive and rude clientele and staff that do not care as long as the cash tin keeps ringing. Complaints have been made several times but it's time for action.

Geraldine Bricis – 105 Bancroft [REDACTED]

I will not repeat what my neighbour Graeme Pollok has written in his email to you dated 6th June, 2022. He has adequately explained the situation we are all in. [REDACTED]  
[REDACTED]  
[REDACTED]

With regard to Chicken George [REDACTED], I would like to add that I now personally experience large amounts of litter outside my property. Be it take away food

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boxes, empty cans of drink or cigarette butts which have become unsightly and not to mention food vomit. During the evening and at night, the noise levels have also vastly increased. Being a Grade 2\* Listed property, I am not permitted double glazing. I have experienced broken and cracked windows from people sitting on my window ledge or from fights outside. I experience cars parking outside my house on the taxi rank, playing loud music, I hear take-away customers shouting at my neighbours [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I agree with Graeme's assessment that the following keypoints are relevant: 1) The prevention of crime and disorder 2) Public safety and 3) The prevention of public nuisance.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] It is not acceptable that we cannot access our homes from a busy road due to Chicken George customers parking over my gates on frequent basis.

I hope that you will consider, the additional items I have mentioned and my support for Graeme's email which, states clearly the stress we are having to put up with when it is our right to live in peace without increasing and regular crime and disorder, issues of public safety and public and noise nuisance.

### **Mitch Polder – Park View** [REDACTED]

Chicken George has become a hive for anti social behaviour, criminal drug activity, vomiting and defacing businesses and town property, drinking outside the restaurant, staff anti social behaviour round the back, parking on double yellow lines, blocking residents driveways and laughing about it on social media. Just because people like the chicken, why should the town, businesses and residents have to put up with it?

### **Mauricio Campos – Ransom Yard** - [REDACTED]

From the day Chicken George open doors in town, I have experienced many cases where people park just outside the Gate blocking the way to get in or out our community

Also, the streets ever been that full of packaging, cans, napkins and general rubbish specially early on weekends

It is very disappointing seeing that no one at Chicken George employees care at all about these two facts

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I would like to take this opportunity to express my concerns about the non positive changes that Hitchin has now facing since this business started

I think more things can be done to live in a better atmosphere I think people in that business should be as concerned as we are in regards the behaviour their customers have which affect the wellbeing of the neighbors