

Appendix D – Object to Review

Paul Sharma – 10 Mountjoy - [REDACTED]

When u moved in the TOWN CENTRE didn't u know its full of Restaurants,, [REDACTED]

Rebecca Bex – 26 Jubilee Close – [REDACTED]

Never had an issue with Chicken George, fantastic business and good food, brought a lot of good to the town

Adrian Day – 65 Taverner Drive – [REDACTED]

The major issues with this venue can all be sorted if the council did their job enforcing parking at the site. There is so much room for parking on this road but the council refused to support local businesses and local residents outside of working hours. Chicken George has given people a reason to come back to hitchin that got driven out by over priced housing. Shame on the council for letting a few people try and destroy a local family run business that is putting valuable tax money into the Local economy. The fact that the residents had an issue with this place before they moved in shows they never gave it a chance.

Stephen King – 14 Meadowbank – [REDACTED]

Very good business supporting and employing local people. massive asset to Hitchin town

Laura Sabri – 60 Ninesprings Way – [REDACTED]

I support this business and the benefits they bring to the town.

Charne Jones – 6 Bunyan Road – [REDACTED]

I live right near Chicken George with my family and they are absolutely respectful to neighbours, with no notable noise, and no public disturbance. To be clear, I am in support of the restaurant KEEPING it's licence. They are an exciting addition to Hitchin and play by the rules. We are a family home, with a 3 year old, never had any issues whatsoever with them and use them frequently as they're excellent.

Ryan Ross – 81 River Mead – [REDACTED]

The restaurant is a great asset to the town and surrounding areas.

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Cheryl Jacobsen – 24 Furze Close – [REDACTED]

I use this shop all the time and never had any issues commented. The parking has never been an issue and never seen any littering or trouble whilst queuing outside the shop. Both myself and my young children love coming here.

Peter Ruston – 67 Dacre Road – [REDACTED]

An asset to the people of Hitchin and also brings people to the town

Shelley Wright – 187 Meadow Way – [REDACTED]

Brilliant chicken shop Even better than Luton nice to go out and have food moody and grumpy people shouldn't of moved to hitchin right in the town Ps I witnessed one of the men and woman who live here shouting at a young lady what was waiting for someone calling her all name under the sun and threaten to key her car

Fiona Harkin – 4 Red Rails – [REDACTED]

Chicken George is a friendly restaurant with quality food and service, I have dined there many times with my family who live nearby and have never experienced any episodes of public disorder or noise from other customers, it is a clean and well run establishment

Yvonne Kelly – 2 Harcourt Street – [REDACTED]

I have visited this establishment in many occasions. I have queued up in the street. I have never seen customers throwing litter, not seen inappropriate parking etc. Litter can be dropped from anywhere, I feel this is more a sabotage on a hard working establishment more than a genuine objection that someone might have. For an establishment that generally closes at 9pm I find a lot of this hard to believe.

Andrew Heath – 189 Cambridge Road – [REDACTED]

This business supports local employment and the community. It's location is in the commercial heart of hitchin and I disagree with the severity of this application. My experience with this establishment has always been positive and they are respectful to the surrounding businesses and residents. I would like to express my objection to this application. Chicken for the people.

Vincenzo Lomonaco – 34 Turnpike Lane – [REDACTED]

I absolutely object to amendment of the licence this business has always acted in the best interests of employees, customers and neighbours how can they control everyone's behaviour especially outside the premises with regards to parking and peoples behaviour. The whole street is full of takeaways and restaurants it's unfair to attack a successful employer like this and will be a blow to the towns high street.

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Jotham Wanyoni – 66 Periwinkle Lane – [REDACTED]

I fully support Chicken George licence to be retained. The individual concerned seems to have an axe to grind. I am a local resident and use town centre facilities very often. I have not witnessed what is being suggested. The late night noise could be from a late opening restaurant next to Chicken George

Melissa Jeeves – 82 Heathfield Road – [REDACTED]

This company brings a lot of trade to the town which is slowly dying. With minor tweaks things can improve instead of ruining someone's income and life in a time when we should be supportive of independent shops like we do all the other ones in the town. These complaints go hand in hand with living in town [REDACTED]
[REDACTED]

Leesa Lane-Denton – 36 Campfield Way – [REDACTED]

When trying to make living to survive I don't see anything wrong beautiful food.

Nigel Jones – 1 Storehouse Lane – [REDACTED]

Surely better enforcement of the parking regulations would be a great help There have always been catering establishments on that site so the smell of cooking should be nothing new

Nicola Prebble – 45 Bancroft – [REDACTED]

I am really shocked and saddened to hear this situation has occurred. My shop has been open in town since 1999 and in Bancroft and near Chicken George for a lot of that time. I felt that I needed to support the restaurant on one thing in particular, and that's rubbish. I campaigned for nearly a year to get bins added along Bancroft, and I have always been refused as I'm told they are not needed, this may have been the case 10 years ago, but times have changed. If you walk along a road later in the evening especially along Bancroft, there are no bins which is ridiculous in my opinion. Benches were installed which is great, it's lovely to see people sat enjoying food from one of many eateries, but whilst we don't have bins we will always have rubbish. And to lay that solely on a business to police is ridiculous. Most people want to throw our rubbish away, but walking from Chicken George towards Fishponds Rd there is maybe 1 bin. Rubbish is from all eateries at times, we have pizza boxes, kebab boxes, burger wrappers, McDonalds bags in the lay-bys but mostly because there is no bin. I was told that Bancroft was manned by a litter picker and that is why no bins, but why can't we have both? It has been amazing seeing Bancroft come alive in the last 2 years, Chicken George do so much for the people and our town, Hitchin is a foodie place to be.. I have not seen an increase outside my shop of litter, sick, damage, antisocial behaviour. Most of that already existed with the late bars and kebab and existing chicken shops in town. While I understand a person's concerns, we do have to take into consideration that we chose to live on a road that is full of takeaways, we will have to accept,

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at times, drunken people waiting for taxis, people eating food from all over town, smells of food being cooked. It's all part of town living. I hope that you support a thriving local business, and do not remove the licences or worse still, make them move or leave Hitchin. After the past 2 years we all need support, help and ideas to make beneficial changes. Our world as we know it has changed, with delivery services we eat at home more, but with that we also have more cars on the road too. Is Bancroft busy at night? Yes it really is, but that's great, that means we are thriving, lets be thankful we have a restaurant that so many people love and want to visit. [REDACTED]

Jay Folly – 7 Lynton Avenue – [REDACTED]

During the 2 years that Chicken George has been open in Hitchin, I have frequented the premises on a regular weekly basis. I have read the complaint and can honestly state I have never seen any of the issues raised. Parking has never been an issue, as I have always found a designated space along Bancroft. The taxi rank has only ever had 3-4 taxis queued at a time, and I have never witnessed a public vehicle parked within the designated Taxi bays. I have never witnessed litter on the street, in fact, I would comment the street is always clean and a credit to the town centre. As Chicken George have distinct packaging, it would stand out like a sore thumb if discarded on the street. The complaint of noise against the premises is something else I have never witnessed. The general atmosphere around the shop is feeling of any high street up and down the county... People going about their day shopping/socialising with the customary sound of traffic. The venue plays background music that is at a level for customers to chat during a meal without having to raise voices and certainly inaudible from the street. As a licensee myself, I have not witnessed anything that causes concern of the premises breaking any of the four licensing objectives. There are currently 5 food takeaways within 30 metres of Ransom Yard (Cafe 77, Eat Well, Taste Buds, Ali Baba & Chicken George) To single out one premises as causing the individual concerns seems unfair and unjust. As Ali Baba is open into the early hours it would seem to be the premises that would be causing sleepless nights, as Chicken George closes hours prior to Ali Baba. Chicken George should be commended on the success it has made.

[REDACTED]. Encouraging people to have a pleasant evening meal/socialise in the town is something the council should be embracing and encouraging more.

Jack Taylor – 33 The Maples – [REDACTED]

I fully object to a review Chicken George licence to serve alcohol. They are a wonderful establishment and Hitchin should be proud that we may attract this type of restaurant. I fail to see how any of Mr Pollok's objections come from their alcohol licence. He makes no suggestion of disorderly behaviour. Just says his home near multiple restaurants & bars, in the town centre, can hear the restaurant and smell the fryer oil - both of which he should have been able to smell and hear from the chicken shop which is next door to Chicken George and has been for a long time prior to Chicken George Jnr. There is no suggestion that the numerous pubs of Hitchin should their licence for this. As with Chicken George and the whole of Hermitage there are more cars looking to stop to use the businesses than spaces available. This may mean some individuals park inconsiderately but I fail to see how much more Chicken George Jnr may do as they do post notices asking clientele to be

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respectful. This feels more like a lack of parking issue down this stretch of road. Which is common throughout Hitchin and not the fault of any one restaurant.

Nicola Callow – 253 Bedford Road – [REDACTED]

Chicken George is an asset to our local community, injecting money into the economy and raising Hitchin's status as a destination. There is plenty of nearby parking in the Sainsbury's site and it is not the restaurant owner's responsibility to check and enforce where customers have parked

Ed Callow – 253 Bedford Road – [REDACTED]

As an independent business in a small town, the licence holder deserves full support. They provide an excellent product and service which is clearly well liked in Hitchin, and should not be punished for that success. Residents who have complained should bear in mind that the high street was a lively, thriving place before they moved there, with all of the noise, social activity and traffic which that entails. Removing Chicken George's licence on this basis would set a worrying precedent for the closing down of any business which residents deem a "nuisance".

Christopher Reid – 184 Boundary Lane – [REDACTED]

Great place to take the children for dinner don't see the issue being in the town is a benifit we visit from Welwyn garden city only wish we had this place in our town any successful food place will create a little noise and smell its a food place and a town centre I believe the residence may have chose the wrong area to live for there comforts and discomforts as a town centre 9 / 10 comes with bars food and late night traffic unfortunately like any area of life it pros and cons being in town a pro for what you need travel etc but cons is noise and location aswell it life i done believe a business should be at risk over these complaints as long as the shops putting signs up and trying there best I see no issues here

Sarah McKay – 20 Sanfoine Close – [REDACTED]

I just like to say they don't even open at them times maybe look at what hours they do open and I would like to ask what about the take away next door that is closer to the person complaining what about the smell from that takeaway that is open is the early hours also it's not chicken George's fail where there customers part! I think if chicken George closes then so should that take away! I know many people that travel into hitchin for chicken George then go on to shop in our town surly chicken George is a credit to our town

Anna Wyse – Glebe House – [REDACTED]

Chicken George is an asset to the town centre and thriving local businesses should be supported.

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Katie Schreiber – 26 Manor Crescent – [REDACTED]

Chicken George has been a great addition to Hitchin and should be continued. The complaint by local residents is ridiculous.

Hannah Vincenti – 4 Marketplace – [REDACTED]

I have previously lived on Hermitage Road for over two years with the back of our flat overlooking the shared back carpark and access yard for all the businesses. Smells and noises from ALL of the fast food premises around there are present. This is totally normal and expected for a town centre. These residents unfortunately moved in during a period where the former restaurant and bar premises (dutchy pot) had been closed and the premises sat empty for a number of years. The residents should have been aware before they moved in that the likely hood of a new restaurant opening would become a reality. The residents have had an unusual obsession and vendetta against the owners of chicken George since they have opened. In fact the emails they and the landlord Hitchin property trust have sent to chicken George could most definitely be classed as harassment. The owners of chicken George have put signs up asking customers to park respectfully, they have also had their extraction checked professionally and it meets all current requirements. Should the council wish to remove their licence it should remove the licences of all other food premises around in that area. The kebab shop, the Chinese, the burger shop, the list goes on. It is simply bullying of the residents to keep going at chicken George because they didn't win their battle over the extraction. I am happy to speak in any consultation in favour of chicken George keeping their license. The high Street needs more businesses like them to survive and thrive

Andy Barrington – 18 Berwick Close – [REDACTED]

First class business who do everything they can to prevent poor parking-absolutely no more smells from there than any other establishment-absolute nonsense

Victoria Cumberland – 2 Bunyan Close – [REDACTED]

Smell of oil expected with area of residence - a busy high street home to several takeaways

Sam Taylor – 4 Wakes Row – [REDACTED]

There is and always has been restaurants in this location for years along with the smells that emanate from them. Chicken George sound like they're being penalised for doing well. The road is a public highway with double yellow lines and a taxi rank nearby - how can any restaurant police who parks where? I can't imagine the owner was aggressive - possibly frustrated by the issues people are causing and the complaints he is receiving. As far as I know staff litter pick regularly. A bin would also help. There is already cctv.

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Miss L Meineck – 30 Peppermint Road – [REDACTED]

This is a well run, valued local business and I fully support its license being continued

Sam Cook – 3 Paynes Park – [REDACTED]

I support Chicken George retaining their license. They are a great asset to Hitchin and always do as much as they can to prevent any issues in the area. I think we should be supporting local businesses instead of trying to tear them down. Their tears don't fall, they crash around me.

Etana Williams – 3 Paynes Park – [REDACTED]

Chicken George is such a lovely place to eat and order from. It wouldn't be the same diverse options of food without it!

Niall Power – 44 Allwoods Place – [REDACTED]

I support Chicken George maintaining their current licence. Chicken George has been a great boost to the Hitchin economy and food scene since opening. I believe that Chicken George have, and continue to operate in line with the conditions of their licence. To address some of the other comments from Mr Pollok: I agree that there is an issue with parking on Bancroft, but with many businesses in close proximity, is not possible to simply attribute this to a problem caused by Chicken George. Additionally, it is not for Chicken George to enforce the current parking conditions on Bancroft, this is the job of the Local Authority and I rarely see any traffic enforcement officers in the area. I visit this area regularly and hardly ever see any taxis utilising the numerous taxi spaces or anybody queuing for taxis. [REDACTED]

[REDACTED] Bancroft is quite a wide road that certainly has more potential for parking. I also do not agree that there is an issue with litter caused by Chicken George. That part of Bancroft is always generally quite clean, and Chicken George have had a bin outside their shop (in addition to those inside) for clientele to utilise for as long as I can remember. As the majority of their customers are either eating in the restaurant or takeaway/delivery, it would be unlikely for customers to eat their food directly outside the shop and then dispose of their rubbish on the street.

Cllr Ian Albert – 20 Holdbrook – [REDACTED]

Chicken George is a hugely successful for Hitchin. That's fantastic! And it is clearly a place people travel from many miles away to eat or collect takeaways. And the various online delivery companies like Deliveroo and Go-Gettes are very busy there as well. During the Covid closures, I helped to advise Chicken George on the Government business Grant's available that were being administered by North Herts Council. I know the importance of Chicken George to many people in our town. It's a great business! But with such popularity comes responsibility for restaurants and problems for residents whose access to homes are regularly blocked, for other businesses in the building and the nearby taxi rank. When residents (and Councillors) have asked members of the public to move their illegally parked cars, they have received verbal abuse. They have also not found it easy to have a contact

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point when there are problems. I understand the frustrations of residents. There are also pictures of police cars blocking access ways, while the police collected their own takeaways from Chicken George. And they are one of statutory consultees. That's definitely not a good look or a good example for the public. Access is critical. This is not just a public nuisance but one of public safety. I am aware of one resident who has regular medical care, where the nurse has not been able to gain entrance several times due to what was found to be Chicken George customers. The last hearing mentioned that there is some street parking nearby. On street parking is at a premium. In practice, there are very few spaces and some of those are designated as Disabled parking. So I completely understand the frustrations of residents in the area. The situation, as predicted, has exacerbated itself since Chicken George's arrival. In fairness, there are a number of new restaurants in the Bancroft area since Chicken George opened. So the problems of parking does not only sit with them. However, I am not at all convinced that removing their premises licence, including late night and supply of alcohol licence, will fix the parking problems. Therefore, on those grounds I do not support this. It would also have the effect of removing all current conditions like CCTV. However, the licensee does need to explain clearly whether they have met all the conditions imposed at the last hearing, for example the various CCTV conditions. It is not clear to me that this is the case. The licensee does need to explain whether they are doing the hourly litter picks and have put a bin outside for waste. The licensee does need to explain whether delivery drivers are using the front door and whether they are monitoring their parking, as promised at last hearing.

[REDACTED]

Returning to the parking issue, at the last hearing, Chicken George said they wanted to be good neighbours and they didn't want to cause any problems. More than needs to be done to help residents. They used to have a window sign about parking, some bollards and social media. But this all seems to have stopped. I recognise parking issues which are a nuisance are not solely down to Chicken George customers. There are other new and existing restaurants all fairly close together in Bancroft. Leaving aside possible reduction in licensed hours, I believe best approach is the establishment of a Good Neighbour Charter that could be agreed between the restaurants and residents that can cover parking, noise and other issues like smells and litter. Being good neighbours applies both to businesses and residents. While none of the restaurants have direct responsibility for poor parking, they can help more with reminding customers about places to park, preventing noise and reducing litter in the area and across the town. This must be aligned with more District and County Council and Police engagement with signage and enforcement. I hope that some of this will begin to reduce the problems faced by the residents of Bancroft and enable better relations with restaurants in the area.