
From: [REDACTED]
Sent: 04 June 2014 16:24
To: WHITTON Neil
Subject: Broad st noise - Goujon Monkey

Dear Neil

Seems I just missed your visit today. My colleague asked me to email you, I think to re-iterate our complaint.

The Goujon Monkey fast food van which has sited itself outside our premises yesterday is running a very noisy generator. We've had complaints from customers and staff. Personally I had a headache all yesterday from the noise and couldn't open our windows on a very warm day.

As well as our own discomfort I can't see how it can be helping The Buttery café with their outdoor seating alongside it – not a relaxing environment.

Do you have any powers to ask Goujon Monkey to stop running the generator?

Regards,

From: [REDACTED]
Sent: 05 June 2014 16:12
To: DRUMMOND Alison
Cc:
Subject: Goujon Monkey Odour

Dear Alison

We have noticed the new food seller Goujon Monkey in Broad Street is giving off quite a strong smell of fish which is now coming into our store. We believe this smell will start to get onto our clothing as all the staff members can smell the strong odour and we don't want our merchandise smelling of fish.

We think something needs to be done about this as warmer days are coming and will only make the smell more intense.

Regards

HOWELL Samantha J.

From:
Sent: 06 June 2014 14:19
To: HOWELL Samantha J.
Subject: Broad Street Chip Van

Follow Up Flag: Follow up
Flag Status: Completed

Dear Lesley Rennie and Samantha Howell

I am writing to you both as I understand that Samantha Howell is currently on leave and the licensing team work is being allocated to Lesley Rennie. I will first introduce myself, I am the proprietor of Isola, 12 Broad Street, Oxford, OX1 3AS. Our landlord is Oxford City Council. We have been trading in Oxford since 1985 and are a boutique that sells Italian mens and ladies clothing. Recently, a chip van has been given license to trade in the loading bays on Broad Street, and is situated only a few metres from our shop. Deep fat fryers are continuously in use cooking fish, chips and fried chicken. The van faces the pavement and shops, and the fat frying smells come directly into our shop. The smell is impregnating all the clothes and lots of stock will not be saleable with such a smell. Please bear in mind we sell expensive luxury clothing. If we were to close the door of the shop all the time, we would loose a very significant amount of trade. However, the smell also comes in even with the door closed. Fried fish and chips may smell tempting on passing, but we are faced with the smell the whole day and it is making our staff feel ill. We are paying a huge rent for a premises that currently smells like a chip shop. This is off putting for customers. We find this wholly unacceptable and we request that you move the van as soon as possible. Please let us know what you intend to do about this problem.

Kind Regards.

HOWELL Samantha J.

From:
Sent: 09 June 2014 15:38
To: KEY Lyndsey
Subject: RE: Broad st noise - Goujon Monkey

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Green Category

Dear Lyndsey

Thank you for speaking with Goujon Monkey. He has replaced his generator for a quieter one. However I still contend that it is too noisy and disruptive for the location. We rent our building from The City Council, and on a warm day the only means of making our offices habitable is to open windows. I'm sure you wouldn't enjoy trying to work with someone running a generator right outside your window all day.

Also, as the street outside our Visitor Information Centre is a natural meeting point for visitors, they are now having to stand alongside a trader running noise and fumes. Not such an enjoyable experience.

My request to address these issues remains.

Thank you for notifying me of the prospect of consultation on the Street Trading Policy. I would very much like to contribute to it.

HOWELL Samantha J.

From:
Sent: 11 June 2014 14:37
To: RENNIE Lesley; HOWELL Samantha J.
Cc:

Subject: Broad Street.

Follow Up Flag: Follow up
Flag Status: Completed

Dear All,

I am writing to you in regard to situations that are arising in Broad Street.

Firstly; a fish and chip van has recently appeared outside of our premises, number 13 Broad Street. A number of questions spring to mind, not least wouldn't it have been courteous of the council as our landlord to have at least informed/consulted us prior to it just 'arriving? Also; we sell predominantly clothing. With a fish and chip van come 'odours', which get into clothing and are impossible to get out without washing thus rendering it second-hand! In addition, the noise from the generator, whilst better than when it first arrived, even the 'new quieter model' it does tend to grate a little by the end of the day. I can only imagine what the smells will be like in the heat of the summer?

When as tenants can we expect something to be done regarding these issues? We pay some of the highest rates in the country and yet our landlord continues to not act when asked to intervene. As I've said I've worked in Broad Street for 20 years now and it has gone from being a pleasant environment to work in to a constant battle each and every day.

It clearly states in the terms of our tenancy contract that we can expect to receive 'quiet enjoyment'. No chance of that at the moment.

I look forward to receiving your thoughts.

HOWELL Samantha J.

From:
Posted At: 17 June 2014 14:02
Conversation: Samantha Howell:
Trader's fumes
Posted To: STC
Subject: FAO: Samantha Howell:
Trader's fumes

Dear Samantha,

I am writing to express concerns over the recent arrival of the Goujon Monkey fast food van. I was surprised when the other week, without any consultation, this food van arrived directly outside my gallery and started trading.

I have reservations over this because I believe it is negatively affecting my business. I have worked very hard to secure this location for my gallery, and am paying high rental rates. Given the high financial cost for this space, I hope the interests of my business will be considered.

One of the most serious problems is that the van emits a very strong smell of food grease and fish. Since the van is outside the front of the gallery, the smell enters straight into the gallery, and permeates the whole space. Myself and my team can smell it very strongly, and even worse, I have already had several customers comment negatively on this.

I am a specialist gallery, and every piece of art work I have is rare and of high value. They are works on sensitive materials, and I am extremely concerned that the smell might be absorbed and damage any works we have that are exposed. I presume the surrounding clothes stores next to us are similarly affected by this.

I have also been dismayed to see the staff of the van touting on the street, and interrupting customers of ours as they approach the gallery. The van obstructs the view of the gallery from pedestrians walking on the opposite side of the street, and I am concerned that their A board on the pavement very close to our detracts attention. The van is also extremely noisy, both from the continually running engine, and the radio. This effects the inside of the gallery, as the noise can be heard all the way through to the back of the building.

Taking on this property was an exciting challenge for my business. I was informed by the council that their aim for Broad St was to develop an area of good quality boutique shops, that would give a special and luxury feel to the street. They felt my gallery would fit in extremely well with their plans, and it was partly because of these future developments that I decided to take the property. My business is highly dependant on location and atmosphere. The noise and smell from the van is therefore a negative from the perspective of my business.

It is concerning to be paying extremely high rent for this excellent location, and having this location compromised by a business paying a fraction of the amount.

I look forward to hearing from you and discussing this issue further with you.

Yours faithfully,

This page is intentionally left blank