



## Alcohol and Entertainment Licensing Sub-Committee

**FRiday 16 December 2022 at 10.00am**

This will be held as an online virtual Meeting

Details on how to access the link in order to view the meeting will be made available online via the following link: [HERE](#)

### Membership:

#### Members

Councillors:

Ahmed (Chair)  
Bajwa  
Chappell

#### Substitute Members

Councillors:

Chohan, Collymore, Ethapemi, Georgiou, Long,  
Mahmood, Rubin

**For further information contact:** Devbai Bhanji, Governance Assistant  
Tel: 020 8937 6841; Email: [devbai.bhanji@brent.gov.uk](mailto:devbai.bhanji@brent.gov.uk)

For electronic copies of minutes, reports and agendas, and to be alerted when the minutes of this meeting have been published visit:

[www.brent.gov.uk/committees](http://www.brent.gov.uk/committees)

**The press and public are welcome to attend this meeting as an online virtual meeting. The link to view the meeting will be made available via the following link: [HERE](#)**

### **Notes for Members - Declarations of Interest:**

If a Member is aware they have a Disclosable Pecuniary Interest\* in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent and must leave the room without participating in discussion of the item.

If a Member is aware they have a Personal Interest\*\* in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent.

If the Personal Interest is also significant enough to affect your judgement of a public interest and either it affects a financial position or relates to a regulatory matter then after disclosing the interest to the meeting the Member must leave the room without participating in discussion of the item, except that they may first make representations, answer questions or give evidence relating to the matter, provided that the public are allowed to attend the meeting for those purposes.

### **\*Disclosable Pecuniary Interests:**

- (a) **Employment, etc.** - Any employment, office, trade, profession or vocation carried on for profit gain.
- (b) **Sponsorship** - Any payment or other financial benefit in respect of expenses in carrying out duties as a member, or of election; including from a trade union.
- (c) **Contracts** - Any current contract for goods, services or works, between the Councillors or their partner (or a body in which one has a beneficial interest) and the council.
- (d) **Land** - Any beneficial interest in land which is within the council's area.
- (e) **Licences** - Any licence to occupy land in the council's area for a month or longer.
- (f) **Corporate tenancies** - Any tenancy between the council and a body in which the Councillor or their partner have a beneficial interest.
- (g) **Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

### **\*\*Personal Interests:**

The business relates to or affects:

- (a) Anybody of which you are a member or in a position of general control or management, and:
  - To which you are appointed by the council;
  - which exercises functions of a public nature;
  - which is directed is to charitable purposes;
  - whose principal purposes include the influence of public opinion or policy (including a political party or trade union).
- (b) The interests of a person from whom you have received gifts or hospitality of at least £50 as a member in the municipal year;

or

A decision in relation to that business might reasonably be regarded as affecting the well-being or financial position of:

- You yourself;
- a member of your family or your friend or any person with whom you have a close association or any person or body who is the subject of a registrable personal interest.

# Agenda

Introductions, if appropriate.

Item	Page
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1	<b>Apologies for absence and clarification of alternate members</b>
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2	<b>Declarations of Interests</b>
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Members are invited to declare at this stage of the meeting, the nature and existence of any relevant disclosable pecuniary or personal interests in the items on this agenda and to specify the item(s) to which they relate.

3	<b>Application for the Review a Premises Licence by Susana Figueiredo - Licensing Officer for the premises known as Gorillas, 113 Bryan Avenue, NW10 2AS, pursuant to the provisions of the Licensing Act 2003</b>	1 - 82
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**Date of the next meeting:**            **Date Not Specified**



- Please remember to ***SWITCH OFF*** your mobile phone during the meeting.
- The meeting room is accessible by lift and seats will be provided for members of the public.

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## LICENSING ACT 2003

### Application for the Review a Premises Licence

Name of Applicant:	Susana Figueiredo – Licensing Officer
Name & Address of Premises:	Gorillas, 113 Bryan Avenue, NW10 2AS
Applicants Agent:	

#### 1. Application

The application is for the review of a premises licence held by Gorillas Technologies UK Ltd. The premises are known as Gorillas, 113 Bryan Avenue, NW10 2AS.

#### 2. Grounds for Review

The grounds for review are the Prevention of Crime & Disorder, Public Safety & Prevention of Public Nuisance.

The premises has been found to be in breach of a licence condition and is causing a nuisance to residents.

#### 3. Relevant Representations

Representation has been received from the Licensing Enforcement Officer.

#### 4. Background

These premises are currently licensed for the sale of alcohol and to remain open from 8.00am to midnight Monday to Sunday

The Designated Premises Supervisor is Mr Christopher Kyriacou.

#### 5. Associated Papers

- A. Review Application
- B. OS Map

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## APPLICATION FOR A REVIEW OF A PREMISES LICENCE OR CLUB PREMISES CERTIFICATE

**Application for the review of a premises licence or club premises certificate  
under the Licensing Act 2003**

### PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.

If you are completing this form by hand please write legibly in **block capitals**. In all cases ensure that your answers are inside the boxes and written in **black ink**. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

I.....Susana Figueiredo...(Licensing Authority).....

..... *[insert name of applicant]* **apply for the  
review of a premises licence under section 51 / apply for the review of a club premises  
certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1  
below (delete as applicable).**

### Part 1 – Premises or club premises details

<b>Name and postal address of premises or, if none, ordnance survey map reference or description</b>  Gorillas 113 Bryan Avenue	
<b>Post Town</b> London	<b>Post Code (if known)</b> NW10 2AS
<b>Name of premises licence holder or club holding club premises certificate (if known)</b>  Gorillas Technologies UK Ltd, 142 Old Street, London, EC1V 9BW	
<b>Number of premises licence or club premises certificate (if known)</b>  20885	

## Part 2 - Applicant details

- I am
- Please tick ✓ Yes**
- 1) An individual, body or business which is not a responsible authority  
(Please read guidance note 1 and complete (A) or (B) below) ☐
- 2) a responsible authority (please complete (C) below) x
- 3) a member of the club to which this application relates (please complete (A) below) ☐

### (A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

**Please tick**

Mr ☐

Mrs ☐

Miss ☐

Ms ☐

Other title ☐  
(for example, Rev)

**Surname**

**First names**

**I am 18 years old or over**

**Please tick ✓ Yes**  
☐

**Current postal  
address  
if different from  
premises address**

**Post Town**

**Postcode**

**Daytime contact telephone number**

**E-mail address (optional)**

### (B) DETAILS OF OTHER APPLICANT

Name and address
Telephone number (if any)
E-mail address (optional)

**(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT**

Name and address  Licensing Authority Brent Civic Centre Engineers Way HA9 0FJ
Telephone number (if any)
E-mail address (optional) <span style="background-color: black; color: black;">[REDACTED]</span>

**This application to review relates to the following licensing objective(s)**

Please tick one or more boxes

- |   |                                     |
|---|-------------------------------------|
| 1) the prevention of crime and disorder | <input checked="" type="checkbox"/> |
| 2) public safety                        | <input checked="" type="checkbox"/> |
| 3) the prevention of public nuisance    | <input checked="" type="checkbox"/> |
| 4) the protection of children from harm | <input type="checkbox"/>            |

**Please state the ground(s) for review** (please read guidance note 2)

Please see attached supplementary document

**Please provide as much information as possible to support the application** (please read guidance note 3)

Please see attached supplementary document

Please tick ✓ **Yes**

Have you made an application for review relating to this premises before?

☐

If yes, please state the date of that application

Day

Month

Year

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**If you have made representations relating to this premises before, please state what they were and when you made them**

N/a

## Checklist

Please tick ✓ Yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate ☐
- I understand that if I do not comply with the above requirements my application will be rejected x

**IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.**

### Part 3 – Signatures (please read guidance note 4)

**Signature of applicant or applicant's solicitor or other duly authorised agent (see guidance note 5). If signing on behalf of the applicant please state in what capacity.**

Signature .....  .....

Date .....13.10.2022.....

Capacity .....Licensing Community Protection Officer.....

**Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)**

**Post town**

**Post code**

**Telephone number**

**If you would prefer us to correspond with you by e-mail your e-mail address (optional)**

**Data Protection:** The London Borough of Brent will use this information for the purposes of The Licensing Act 2003 and related purposes. Any member of the public may examine the application form on request. Further information can be found at [www.brent.gov.uk/privacy](http://www.brent.gov.uk/privacy)

You are providing your information to Brent Council, contact details [business.licence@brent.gov.uk](mailto:business.licence@brent.gov.uk). The Council's Data Protection Officer can be contacted via [dpo@brent.gov.uk](mailto:dpo@brent.gov.uk), or 020 8937 1402.

Your information is collected for the purpose of processing your licence application as required to fulfil the council's duties under the following legislation, statutory or contractual requirement or obligation.

**Legislation**  
Licensing Act 2003

**Context**  
For the processing of licensing applications and the prevention of fraud

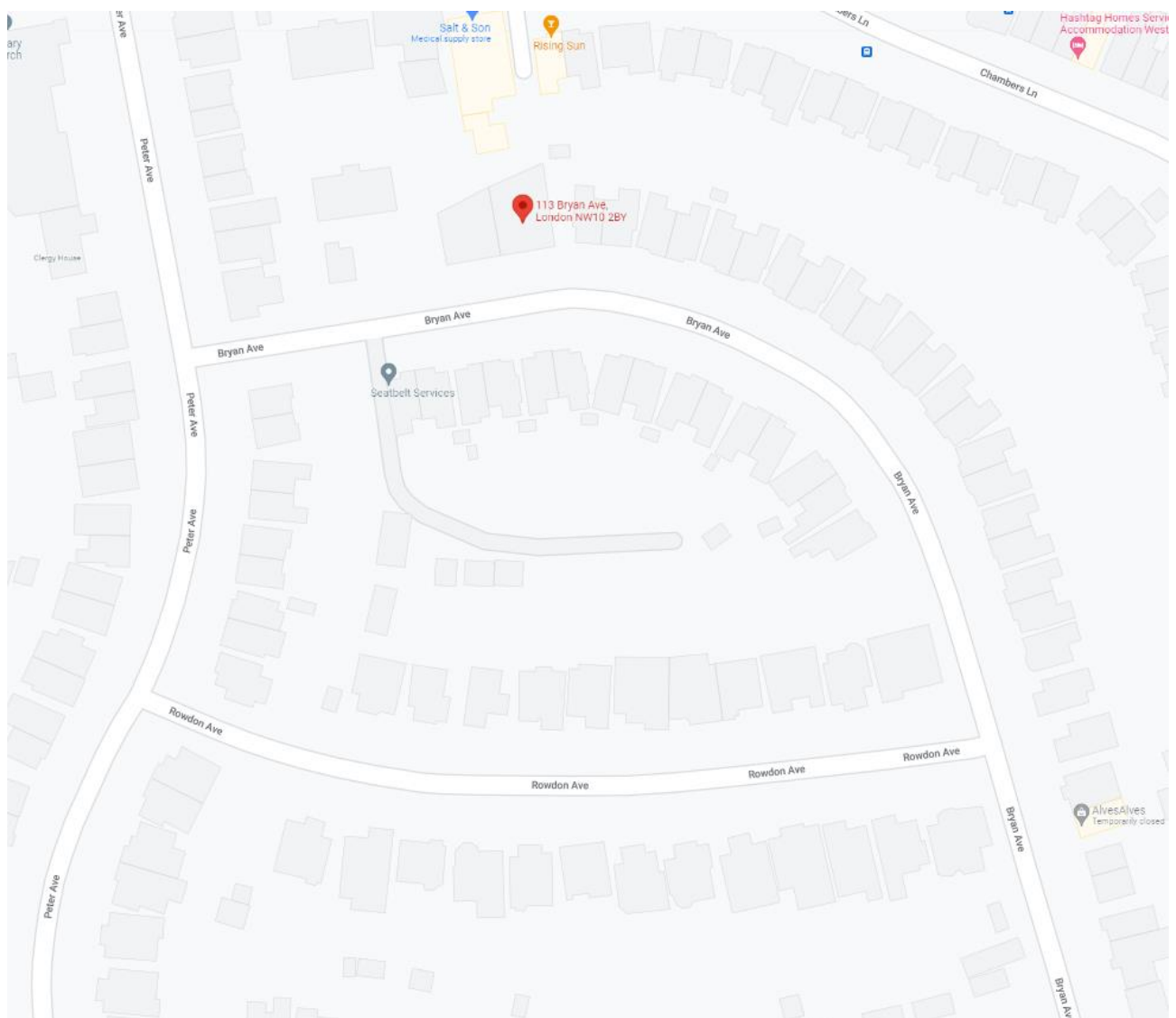


## **Background**

Premises Licence number 20885 was granted on 18<sup>th</sup> May 2021 in the Licensing hearing, subject to a number of conditions which can be found at **Appendix 1**. The premises begun supplying alcohol on 27<sup>th</sup> May 2021. To date there have been four Designated Premises Supervisors at the premises with the most recent being varied in March 2022.

The premises is licensed to supply off sales of alcohol by delivery only Monday to Sunday, from 08:00 until 00:00.

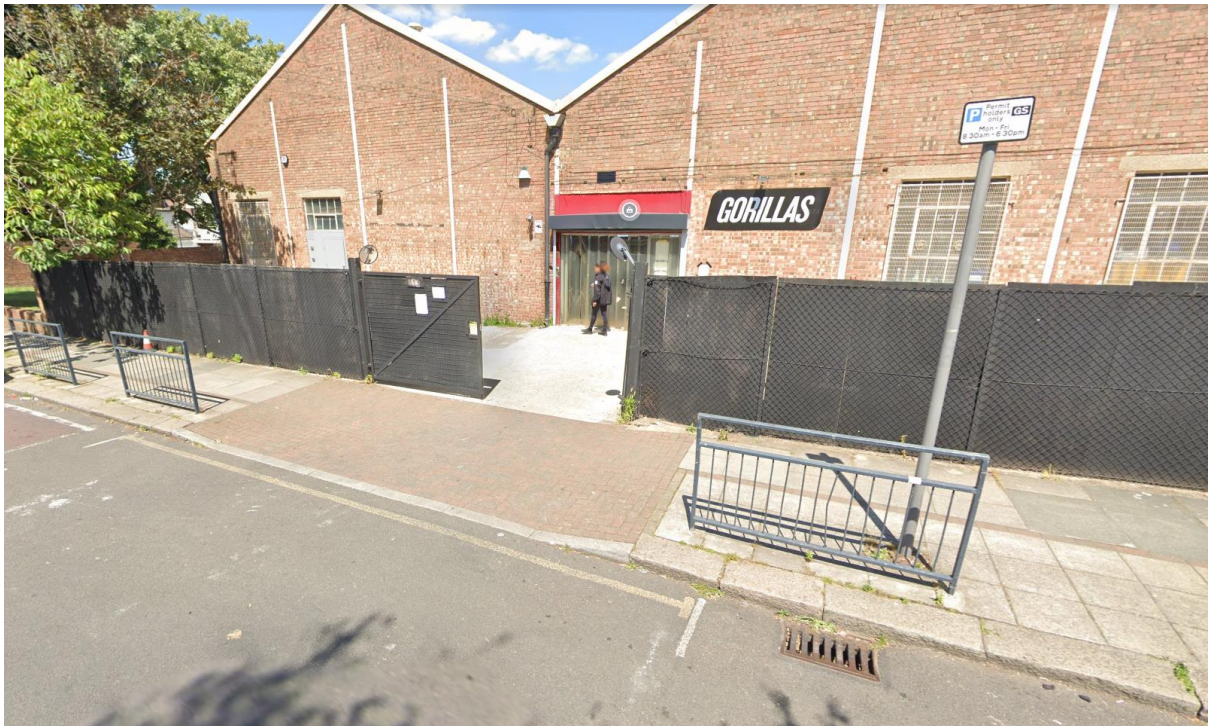
The premises in question is located at the above address and for point of reference, marked red on the following map:-



Gorillas Site Map



Photograph of the area outside the premises



Photograph of the entrance to the Gorillas site

### **Grounds for Review**

The grounds for review of the above premises are as follows;

#### **1. Public Nuisance**

- a) The premises repeatedly breaches condition 16 'Deliveries to the premises in vehicles of 7 tonnes or more are not to take place before 9am or after 3pm', despite this being imposed by the Licensing Sub-Committee on 18.05.2021.
- b) The industrial waste that comes out of the premises and into the neighbouring front gardens is causing a nuisance. This includes wrapping and delivery notes.
- c) The riders congregate both in the loading bay and in the street. They smoke cigarettes and drop their butts, they play music and talking loudly amongst themselves or on the telephone.
- d) The lights inside the warehouse and flood lights directly outside the premises are often on from 04:30hrs.
- e) The street outside appears to be damaged by the regular large vehicles that attend the premises. There is evidence of cracking in the tarmac directly outside of the premises, something that Gorillas are not being held accountable for.

Outcome:

- I. The residents are continuously woken out of their sleep by approaching, idling and reversing vehicle alarms undertaking deliveries inside and outside of the above permitted hours.
- II. The residents are unable to move freely up and down the street in their vehicles as the road is blocked by deliveries
- III. The residents are inconvenienced by the riders congregating outside making noise and dropping litter.
- IV. The residents have to clean up the waste that is left by the deliveries that take place.
- V. The residents are woken by the bright lights and noise coming from the warehouse from 04:30hrs.
- VI. The cracks in the tarmac outside is causing a nuisance to the residents as it is damaging where they reside.

#### **2. Public Safety**

- f) The premises takes no responsibility for the safety of members of the public. Delivery riders, ride with no lights on, pull in and out of the loading bay onto and off the street without checking oncoming pedestrians, ride at speed and do not stop at junctions, wear clothing that is too dark to be visible to members of the public and wear helmets that aren't strapped on. The riders have no consideration for members of the public and will ride on the pavement in close proximity to pedestrians.

Outcome:

- I. The residents are continuously on edge when walking in the local vicinity. Being aware of the above practices, they also fear for the safety of others that walk through who are oblivious to those practices.



- II. Residents also feel when they are away from their homes, their vehicles on the street are vulnerable with no one available to watch them in case there is an incident.
- III. At one point last winter a resident was providing riders with lights to use for their bikes so as keep them safe.

### **3. Crime & Disorder**

- g) After being told and provided with a photograph of an example of riders leaving and returning to the warehouse without any lights on, the Head of Legal for Gorillas UK stated that the photograph would need to be checked by their tech team to see if it had been digitally altered. This therefore suggesting that residents were modifying photographs. The riders have continued to be permitted to ride without lights with no one checking resident's concerns. This also remains to be of a public safety concern to residents. As a result of the suggestion that residents were being dishonest and other excuses for issues (See **Appendix 2**), an overt camera was set up on Bryan Avenue to capture:-

- Contraventions relating to riders
- Whether deliveries are going to residential properties
- Whether there are early and late deliveries taking place
- Whether deliveries are blocking the road and driveways

The outcome of this exercise can be found in **Appendix 3**. It shows that:-

- Riders are riding without lights on
  - Deliveries in large vehicles are not going to residential properties as suggested by the business
  - Early and late deliveries in 7 ton lorries are taking place
  - Deliveries to the premises are blocking the road
- h) Despite only being permitted to supply off sales of alcohol via delivery as per condition 6 'All sales of alcohol are for delivery only. Members of the general public must not be allowed access to the premises in order to buy, collect, browse or be supplied directly with alcohol at any time', in 2021 the premises were found to be permitting members of the public to attend the premises to purchase alcohol via the 'Too good to go' app. This practice has ceased in June 2021 but is mentioned to indicate the number of issues that have taken place at the business.
  - i) Condition 17 'A signature at the point of delivery should be obtained. No delivery shall be left without a signature' has never been met by the premises despite this being implemented by the Licensing Sub-Committee on 18.05.2021.
  - j) Prior to a meeting held on Monday 28<sup>th</sup> June 2022 where the conditions of the licence were checked. It was also found that condition 5 'The CCTV system shall be capable of obtaining clear facial recognition images and a clear head and shoulder image of every person entering or leaving the premises' and condition 'At the time the order is placed, a declaration will be required from the person placing the order that the person is over '18 years of age'', were also not being met. Considering the premises has only been in possession of their Premises licence for little over a month where the conditions had only just been agreed, it is irresponsible of the business not to ensure they had been met. These two conditions were subsequently met.

Outcome:

- I. Members of the public are at risk of being hit by a rider. This is an accident waiting to happen.
- II. Although the 'Too good to go' app is no longer in use in relation to alcohol sales, the premises breached and were irresponsible in their actions in permitting members of the public to collect alcohol from the warehouse when this breaches condition 6.
- III. The condition relating to obtaining a signature at the point of delivery was added by the Licensing sub-committee. The premises were asked to submit a variation on 4<sup>th</sup> October 2021. This variation was submitted as a minor variation. However due to the fact that the committee implemented this condition and further having discussed this with Brent's legal team, the reasoning surrounding the implementation of the condition in the first place, suggested that a full variation is required. This has not been submitted to date and therefore the premises remain in breach of condition 17.

The reasoning behind the condition was as follows:-

- It was mentioned during the hearing that alcohol related offences are on the rise including alcohol theft.
- It is believed that the requirement goes to (a) the prevention of crime and disorder and (b) prevention of a public nuisance . A signature would help monitor and trace deliveries to discouraged thieves and criminal activity .
- Concerns were also raised that the identity of the recipient of the order is identified, including children hence the protection of children from harm objective is also engaged. Brent's Policy 21 clearly states that; 'We aim to protect children by ensuring we carry out rigorous checks. The fact that a child can receive delivery of alcohol without it being an offence does not mean the local authorities is excused from its obligation to protect the welfare of that child'.
- The signature condition was specifically put to Gorillas' lawyer and he agreed with the condition saying, 'they have agreed do it any way'. Legal representation for members reminded the lawyer representing Gorillas that this was in line with our policy 21 and in line with pre hearing discussions held with him. The condition was then put to the Gorillas' lawyer to ask if he had any objections. His answer was, 'that is dealt with anyway, customers have to sign for their goods, there is no problem there'. The lawyer mentioned s151 at the hearing but still agreed to the conditions when he was specifically asked about them. Condition 17 also forms part of one of the model conditions used by Brent.

Brent Council's Policy 21 specifically states :-

Policy 21: Delivery Services • Policy: The Council expects licence applications for delivery services that include the delivery of alcohol to take into account issues relating to reducing public nuisance related to delivery vehicles, ensuring the security of premises, delivery drivers, and protecting children by applying rigorous age checks at both purchase and delivery points.

**Committee Hearing 18<sup>th</sup> May 2022**

The residents have expressed that during the initial Premises Licence application hearing they were told:-

- There would only be a few deliveries in vehicles of 7 tonnes or more per week. It was agreed and drawn up as a condition to take place between 9am and 3pm
- There is a large yard in the front of the warehouse for the lorries
- The gates to the premises would be kept closed at all times
- 15 riders in total, bikes will be kept inside the warehouse. Riders will be required to remain inside unless riding.
- Deliveries would be undertaken on the property within the loading bay and not outside on the public highway
- There would be a point of contact for residents should they need to speak to someone as per condition 19 'The licensee shall make available a contact name and telephone number for residents to make contact'. It was further agreed after the hearing that a named contact with contact details would be placed at the front of the premises for residents to communicate when necessary. This notice has never been replaced and has now become illegible.
- The first person to arrive at the premises will be around 6am. Last person will leave the site at around 12.15am. Locking up the site will take no more than 15/20 seconds. Everyone will be off site by 12.15/12.30am the latest.
- The Couriers are employees of Gorillas, paid by the hour.

Some of this has also been captured from the Licensing sub-committee hearing that took place. Most of the above has either not been put into place or has remained inconsistent.

### **Complaints**

Since the Premises Licence was granted on 18<sup>th</sup> May 2021, there have been in excess of 140 reports of nuisance (see **Appendix 4**). Each time the premises is contacted in relation to this, there have been seldom attempts to resolve any of the issues that residents face. I have had no further contact from the premises to resolve the presenting issues since they were emailed on 15<sup>th</sup> November 2021

The residents have, over the last 17 months attempted to speak to the premises about numerous issues. The staff at the warehouse apologise but the same issues continue. Where this remains unresolved, the residents have given up on making any contact with the business.

The premises in my opinion are not a responsible business and therefore should not be in possession of a Premises Licence. The residents on the other hand are aware that the Premises Licence provides some protection in terms of conditions attached to the licence and would prefer that the licence not be revoked.

To be clear, the residents do not oppose the business' existence but do not wish to be continuously affected by their operation.

### **Proposed Conditions**

The following proposed conditions, together with the existing conditions (see **Appendix 5**) would go some way in upholding the licensing objectives and rectifying the issues that the premises themselves are unable to. The reasoning for each condition is given directly after.

- 1. Deliveries to the premises shall be in vehicles no larger than a transit van and shall not take place before 9am and after 7pm Monday to Saturday and before 10am and after 5pm on a Sunday. Deliveries shall be made directly into the loading bay and not anywhere in the entire***

***street or surrounding streets. Where a delivery arrives outside of these times, they shall be told to leave and return during the correct timings.***

This would replace condition number 16. It has been noted that when deliveries take place at the premises, the vehicles seldom transport more than a few trolleys (it is usually in fact only a few crates) worth of items to the premises. Therefore a large vehicle is unnecessary.

Should the committee disagree with the above proposed condition, condition 16 'Deliveries to the premises in vehicles of 7 tonnes or more are not to take place before 9am or after 3pm', shall remain. However, the committee should note that the business has been unable to uphold this condition despite being aware that deliveries are still arriving outside of these times. In fact the representative for Gorillas, [REDACTED] stated he was happy for deliveries to be restricted to between 9am and 2pm. during the committee hearing for the initial Premises Licence application.

Further members should also be reminded that Mr [REDACTED] made a further comment confirming there is a large yard in the front of the warehouse for the lorries to undertake deliveries. This clearly needs to be conditioned as the business has not followed through on this.

Some deliveries are currently parking further down the road and then wheeling the rolling cages or crates on wheels along the entire road. This is causing a nuisance to residents.

- 2. On arrival at the premises, all deliveries to the premises must turn off their vehicles in order to avoid idling. This includes turning off the refrigeration units.***

Vehicles idling has caused a great amount of nuisance to residents preventing them from enjoying their homes. Not only do deliveries arrive early, vehicles also remain turned on, causing continued nuisance.

- 3. Delivery vehicles carrying deliveries to the premises shall not be permitted to reverse up or down Bryan Avenue.***

The premises is located in a residential area, the warehouse being the only commercial premises in the immediate area. Not only does the reversing vehicle create a noise nuisance for residents, it also poses a risk to public safety with persons crossing the road in such a narrow road.

- 4. Delivery vehicles carrying out deliveries to the premises shall not be permitted to block driveways or other vehicular traffic from driving up and down Bryan Avenue.***

Large delivery vehicles that attend the premises regularly block the road preventing other vehicles from travelling through the road. This can cause drivers to blow their horn out of frustration, which then causes a nuisance to neighbouring residents. It also prevents residents themselves from travelling freely.

- 5. Refuse collections shall take place between 9am and 3pm during the week and 10am and 3pm on Saturdays, with the exception of Sunday when there shall be no such collections permitted***

Refuse collections take place early in the morning and particularly on the weekends when residents are woken with the trucks arrival.

- 6. A supervisor shall be present to supervise the leaving and returning of all electric bike riders undertaking deliveries to customers and arrival of all deliveries to the site. This should include:-**
- a) Checking that bikes are braking in enough time on approaching the premises and that they dismount on the public highway (not on the dropped curb leading into the premises).**
  - b) Checking that riders are using their lights at appropriate times**
  - c) Ensure that riders do not mount their bikes until they are on the public highway (not on the dropped curb leading out of the premises)**
  - d) Ensuring that riders do not mount the curb or ride on the pavement on leaving or arriving at the premises**
  - e) Ensuring that riders do not arrive or leave at speed**
  - f) Ensuring that riders do not have earphones or headphones on when leaving or arriving at the premises**
  - g) Ensuring riders are not using their phones when leaving or arriving at the premises**
  - h) Ensuring that rider's helmets are strapped when leaving and arriving at the premises**
  - i) Ensuring that no delivery riders are in the loading bay after 9pm unless they are carrying out a delivery**
  - j) Ensuring that deliveries arriving at the site do not block any driveway or other vehicular traffic from moving freely**
  - k) Ensuring that deliveries to the site are monitored from when the vehicle arrives to when it leaves the site**
  - l) Ensuring that deliveries to the site do not impede on pedestrians walking past**

The majority of the issues take place outside the front of the premises. Where there is no one to monitor the delivery riders or arrival of deliveries, it is suggested that the above condition be put in place.

- 7. Daily staff training for delivery riders will take place when delivery riders arrive at the premises at the beginning of their shift. The training shall include:-**
- a) Reminding riders to dismount on approaching the premises**
  - b) Reminding riders to use their lights at appropriate times**
  - c) Reminding riders not to mount their bikes until they are on the public highway (not on the dropped curb leading out of the premises).**
  - d) Reminding riders not to mount the curb or ride on the pavement at any time and particularly on leaving or arriving at the premises**
  - e) Reminding riders that they should not speed at any time but particularly on leaving and arriving at the premises**
  - f) Reminding riders not to wear earphones or headphones, where this may prevent them from hearing other road users**
  - g) Reminding riders not use their phones when they riding**
  - h) Reminding riders that their helmets should be strapped when riding**
  - i) Reminding riders that they must stop at junctions to prevent accidents with other vehicles and pedestrians**
  - j) Reminding delivery riders they must not stand in the loading bay after 9pm unless they are carrying out a delivery**



***Delivery riders that fail to comply with the above, shall no longer be permitted to carry out any further deliveries for the premises. All training shall be signed and dated by the rider and additionally signed by the person carrying out the training. Such records will be available for inspection by Police and Local authority officers***

It is understood that delivery riders are not all employed by the company, instead they are employed via an agency. In order to ensure that they are fully conversant with what is expected and accountable for their actions, the above condition is suggested as being necessary. During the initial application hearing Mr [REDACTED] stated that ALL riders are employees of Gorillas, paid by the hour. Clearly this is not the case.

In addition to the above condition 14 'Staff training must be documented and based on legislation and operating procedures. All training shall be signed and dated and a copy of such records will be available for inspection by Police and Local authority enforcement officers' would remain.

- 8. After each delivery, a responsible person will check that no waste as a result of said delivery has littered the street. Where the street has been littered, this shall be cleaned up immediately.***
- 9. All delivery riders shall remain within the confines of the loading area in between deliveries. Riders shall not be permitted to stand in the street at any time. Before 10am and after 9pm riders shall not be permitted to stand in the loading area unless they are preparing for a delivery. Noise in relation to preparation for the delivery, shall be kept to a minimum so as to avoid disturbing neighbouring residents.***

Complaints have been received from residents whereby riders are congregating out on the street as a group or taking phone calls. The noise from this is causing a nuisance to neighbouring residents. Residents have also complained of riders spitting in the street which is understandably upsetting because the street forms a very strong part in what they care for.

In the committee hearing for the initial Premises Licence application, the representative [REDACTED] stated that the riders would remain inside the building unless riding. This has not been followed through and therefore should be conditioned.

- 10. All delivery riders shall wear clothing and carry bags that of a colour that is visible at all times of the day and night***

Gorilla riders currently wear black clothing which is not visible to other road users such as pedestrians including neighbouring residents. This also includes the black bags that they carry. This has caused near misses with riders coming to and from the premises. One resident who was nearly knocked over with his son, has to date never been contacted by the premises.



- 11. The gates to the loading bay must be kept closed at all times, unless someone is leaving or accessing the premises.***

Riders do not stop when they are leaving or approaching the entrance to the loading area. This would give residents extra reassurance that riders would slow down and dismount from their bikes before entering the premises.

- 12. The gates to the premises shall not make noise when being opened and closed shut***

Residents have complained that when the gates are opened early in the morning and shut at night, they make a very loud noise in doing so. The premises would therefore be asked to modify the gates to remove any such noise. If the above condition 11 is included, this will mean that the gates will be opened and closed more frequently and therefore be more of a reason to ensure the gates are not noisy upon opening and closing them.

- 13. A sign stating 'Riders must dismount before entering these gates' must be visible outside the main gates and visible to any rider approaching. A similar notice shall be placed on the inside of the gates which states 'Riders must walk their bikes out of the gates and ONLY mount bikes once in the street (not the dropped curb)'.***

In addition to the supervisory role mentioned above at condition 6, it is suggested that a notice is visible for all delivery riders.

- 14. The lights to the premises shall remain turned off from 1am until 6am, unless there is an emergency***

Residents have commented on occasions when the premises lights have come on in the night. When this happens, the lighting from the premises is causing a nuisance to residents.

- 15. The licensee shall make available a contact name and telephone number for residents to make contact. The name, telephone number and email address shall be provided on the outside of the premises, by the entrance. If contacted, the named person must provide a response in writing to the resident within 48 hours, with an outcome to the issue.***

Condition 19 currently states that the 'The licensee shall make available a contact name and telephone number for residents to make contact'. Residents are never able to find a consistent contact they can reach out to if there are any issues. The above would give residents some reassurance that if there are any issues, there is not only someone to contact, but someone available to resolve any issues. Residents are at times able to speak to a manager, not necessarily the contact they have been provided with. The issues with this, is that although they speak to someone, there is never any resolution to the continuous issues with no accountability for the businesses overall actions.

***16. A meeting shall be scheduled with residents by the named contact displayed on the front of the premises, every three months. The resident invitees shall include anyone residing in Bryan Avenue. The meeting will allow for discussion on any outstanding issues and any updates in changes to the business operation. These shall be followed up in writing to residents within 48 hours after the meeting has ended.***

The lack of response to residents is evident, but what is even more evident is the resolution to any of the issues.

***17. Music shall not be played in the loading bay at any time***

The residents report that riders congregate in the loading bay playing music with no consideration.

***18. All premises licence conditions shall be placed in the foyer of the building inside the entrance and visible to all members of staff including delivery riders.***

All members of staff should be made aware of what the conditions are under which the business are required to operate. It is clear that staff are either not aware or are ignoring the agreed conditions. By having the conditions displayed, there will be no room for anyone to claim they were not aware.

***19. The premises shall be equipped to deal with emergency situations and incidents, such as cones, tape and other relevant material.***

On 28<sup>th</sup> September 2022, on pulling off from the outside of the Gorillas warehouse, a delivery truck ripped out the railings that form part of the street furniture. The staff had nothing in place to boundary the incident. It took for one of the residents to find a cone further up the road and to provide their own gaffer tape to the business to cordon off the area.



### **Resident Statement**

The below was provided in an email from a resident in April 2022 in relation to the issues at the premises.

‘THIS CANNOT CONTINUE. I am having to adjust how I live in my own house by going to bed early on nights I am not working just to get more than 5hrs sleep. When I have evening shifts and don't get home till 12 I get less than 4hrs sleep before being woken. There is a wealth of scientific and medical information about the damage lack of sleep causes but unless I change career I can't be home and in bed by 8pm to get the suggested 8hrs of rest - and nor should I have to!

I didn't choose a house on a busy street, on a bus route, near a tube line, next to a school, or on a high street. I selected a quiet side road with a warehouse that was out of use but had previously worked normal 9-5 on weekdays and less or not at all on weekends.

We were told the operating hours would be 6am - 12am and that there would be 1 large delivery and a few smaller deliveries each day. This is clearly not the case and something must be done. I am sick of going over to talk to XXXX and getting the same apologies and platitudes with nothing changing. Sleep deprivation is a health risk and should not be allowed to go on - they don't ask their

staff to work shifts the full length of their operating hours but with the noise they are creating we the residents are having to be awake across their full schedule and it is becoming increasingly unsafe’.

### **Summary**

The premises has been in operation for 17 months. Since the very beginning, they have breached their premises licence conditions and until today have failed to rectify any issues that are presented to them. The residents are given apologies but the issues continue. I have had no further response to the email I sent to the premises on 15<sup>th</sup> November 2021 in relation to the issues.

When the premises first opened, I was the first person to tell the residents to give the business some time to deal with teething issues, teething issues that have never ended. The residents do not object to the business being in operation but they would like to live in harmony and enjoy the peace in their own homes as opposed to feeling like they are in the middle of an industrial estate.

There is an option to revoke the premises licence, something that I consider to be the right course of action, however the residents have to live with the issues and if the proposed conditions go some way in restoring the life they had pre Gorillas, then I do not object to this.

What is clear, is that the Licensing objectives are not being upheld and the residents of Bryan Avenue and neighbouring streets cannot continue living like this any further.

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## **Licence Conditions**

### **Gorillas - 113 Bryan Avenue, NW2**

1. CCTV shall be installed to Home Office Guidance standards and maintained in a good working condition and recordings shall be kept for 31 days and shall be made available to police and authorised Officers from Brent Council upon request.
2. CCTV camera shall be installed to cover all the entrances and exits of the premises and further cameras installed to cover the loading bay area.
3. A member of staff trained in the use of the CCTV system shall be available at the premise at all times that the premises are open for trading.
4. The CCTV system shall display on any recordings the correct date and time of the recording.
5. The CCTV system shall be capable of obtaining clear facial recognition images and a clear head and shoulder image of every person entering or leaving the premises.
6. All sales of alcohol are for delivery only. Members of the general public must not be allowed access to the premises in order to buy, collect, browse or be supplied directly with alcohol at any time.
7. An incident log shall be kept at the premises, and made available for inspection on request to an authorised officer of Brent Council or the Police, which will record the following:
  - (a) all crimes reported to the venue
  - (b) any complaints received
  - (c) any incidents of disorder
  - (d) any faults in the CCTV system or searching equipment or scanning equipment
  - (e) any refusal of the sale of alcohol
  - (f) any visit by a relevant authority or emergency service.
8. At the time the order is placed, a declaration will be required from the person placing the order that the person is over '18 years of age'.
9. A "Challenge 25" policy shall be adopted and adhered to at all times. If the driver considers the recipient of alcohol appears under 25, recognised photographic identification to be requested before any alcohol is given to the recipient.
10. Acceptable of proof of age shall include identification bearing the customer's photograph, date of birth and integral holographic mark or security measure.

Suitable means of identification would include PASS approved proof of age card, photo-card driving licence and passport. No ID – No delivery.

11. Drivers shall not deliver to any person anywhere other than that at the residential/business address given when the order was placed. There shall be NO deliveries made to any open/public spaces.
12. Alcohol will only be delivered to the person who placed the order and whose name appears on the credit/debit card.
13. All delivery drivers shall be a minimum of eighteen (18) years of age.
14. Staff training must be documented and based on legislation and operating procedures. All training shall be signed and dated and a copy of such records will be available for inspection by Police and Local authority enforcement officers.

**Conditions imposed by committee – 18.5.2021**

15. The couriers are to only use electric bikes for deliveries to customers.
16. Deliveries to the premises in vehicles of 7 tonnes or more are not to take place before 9am or after 3pm.
17. A signature at the point of delivery should be obtained. No delivery shall be left without a signature.
18. A log of all deliveries shall be maintained and be made available to the police or licensing officers on request.
19. The licensee shall make available a contact name and telephone number for residents to make contact.



## Appendix 2

Key: Writing in black and blue = Gorillas Head of Legal UK  
Writing in green and red = Susana Figueiredo

**From:** Gorillas Head of UK Legal  
**Sent:** 15 November 2021 15:57  
**To:** Susana, Figueiredo  
**Cc:** Gorillas manager  
**Subject:** Re: Gorillas, Bryan Avenue - Premises Licence

Hi Susanna,

Thanks for sending the attached photos. I am not clear that the photos confirm with certainty any of the points referenced in your email below occurred. CCTV would need to be checked

### 1) The road being blocked on 31<sup>st</sup> October 2021

You will see from the attached picture - it looks like there is actually a blue car behind the white car, which may be 'blocking' our access to the property. I have had reports from the warehouse that residents are intentionally blocking or making our access difficult to the property. It would be good to discuss with the Council how we can minimise residents behaving in this manner.

I cannot open the picture you attached. The lorries that arrive, do not drive onto the premises and therefore it would be impossible to block access. The lorries pull up in the middle of the road or use resident bays, which as per my email yesterday, is not permitted. Please send me photographs of the vehicles blocking the entrance with the associated door number they live at and I then take this up with the residents.

### •2) A driveway being blocked on 28<sup>th</sup> October 2021

This picture appears to show a lorry legally parked on a single yellow line, where I understand unloading purposes are permitted. See [here](#)

When you initially wrote to me, you spoke of vehicles parking in resident bays. Now we have moved onto single yellow lines. I'm slightly confused by this.

As is the case for parking and general comings and goings of drivers on public roads - I would assume that two drivers would politely speak to each other if one needed to get past the other.

When you live on a street and want to leave your home in your vehicle, I do not think it is reasonable to expect to be faced with having to wait for a lorry that is blocking the road to unload on a regular basis. The residents can't politely ask the lorry to move because they have to wait for unloading to be completed.

### 3) A rider with no lights

As mentioned the lights are powered by the battery on the bike. I will look into whether our Tech team can assess if this photo has been digitally altered. If you can

tell me the exact time and date and location this was taken, I will also look into which rider and bike this was to also check with them.

Multiple residents have reported that the lights weren't working, not just one. How would you explain away the lights that were provided to the riders by one of the residents, if there were no issues?

You are suggesting that a resident modified the photo. For what purpose would this be? The riders are riding unsafely and the residents have pointed this out in looking out for them.

#### 4) XXXX lorry idling on 7<sup>th</sup> October 2021

Please confirm how you know this lorry was 'idling'. It is a picture of a lorry which appears to have its lights on. It could have been setting off or just arriving. Is there a reason you make this statement as if it is a fact? XXXX is also not a delivery partner I believe we work with or receive deliveries from, and so it may have been making a home delivery to a resident. I would need to look into this further. XXXX is also a third party company - so please also feel free to contact XXXX directly should you wish.

The resident complained that it was idling. XXXX was parked right outside Gorillas.

#### 5) The road being blocked on Sunday 3<sup>rd</sup> October 2021 @ 8.30am preventing a vehicle from leaving its parking space

The photo appears to show a lorry parked at the side of the road. It is also unclear how a vehicle is being prevented from leaving a space, please can you provide me with more information about this and why you believe it is blocking the road. If a vehicle did however ever need to leave a space I would assume, as happens on roads throughout the UK, the two drivers would speak to one another to enable one driver to move for another so they can exit.

The picture is self-explanatory. The lorry was in the middle of the road. The resident's vehicle was parked alongside the lorry in a bay and could not move.

#### 6) A rider riding on the pavement on 3<sup>rd</sup> October 2021

This rider doesn't appear to have his feet on the pedals. As mentioned I have gone back to you in terms of the training we provide to our riders, and also the follow ups to riders we recently made to reiterate on no pavement riding.

The rider was riding on the pavement. He came to a stop to enter the premises.

### Complaints

I assume one of the Council's roles is to act as a 'rational sense check' on complaints made by residents, to make sure these are not immaterial and/or not applicable / valid. Could I suggest that CCTV is reviewed as the authority on what actually happened in relation to incidents that are deemed material and necessary for investigation? CCTV could be a useful truth of these incidents rather than

resident complaints. I believe we keep our recordings for 31 days. Alternatively and/or in addition to, may I suggest you ask your residents to take videos going forwards, rather than pictures.

You make a very good point here. Having been more than reasonable with the start-up of the business, it has now been running for over 7 months. I do not see a business that is trying to work with residents to ensure nuisance is kept to a minimum, rather excuse after excuse. Indeed a resident has been writing to yourself and XXXX and these emails are being ignored. I have met with the residents and they have been very vocal about wanting the business to be successful, just not at the expense of them living at peace. I am satisfied with the information that has been sent to me by residents.

The condition in relation to 7+ ton deliveries between 9am-3pm is not being met (you still haven't confirmed whether you would like to take advantage of the 2 hour extension). Complaints of lorries blocking the road, a driveway and parking spaces, have been received. Lorries are using parking bays, idling and making noise when unloading. Up until a few weeks ago, riders were riding without any lights on. The bottom line is, if Gorillas could resolve these issues, then there wouldn't be any need for further complaints.

To date, I have not seen any suggested resolutions, just denial and a suggestion that residents are making it up.

Please can you confirm the full variation will be submitted as per my request yesterday.

#### Full Variation

I refer back to my email dated 4<sup>th</sup> October 2021 where a request for a variation of the premises licence was asked to be submitted within a week in relation to the removal of condition 16. It is now approximately 5 weeks since this request was made and an application has still not been received. Please submit the variation this week.

Best,

XXXXXX

On Mon, 15 Nov 2021 at 13:24, Susana, Figueiredo <[Susana.Figueiredo@brent.gov.uk](mailto:Susana.Figueiredo@brent.gov.uk)> wrote:

Dear XXXXXX & XXXXX,

Please see my responses below in red.

Photographs attached of an example of:-

- The road being blocked on 31<sup>st</sup> October 2021
- A drive way being blocked on 28<sup>th</sup> October 2021
- A rider with no lights
- Spar lorry idling on 7<sup>th</sup> October 2021


## Appendix 2

- The road being blocked on Sunday 3<sup>rd</sup> October 2021 @ 8.30am preventing a vehicle from leaving its parking space
- A rider riding on the pavement on 3<sup>rd</sup> October 2021



I look forward to hearing from you soon.

Kind regards

Susana Figueiredo

Reference	Date	Time	Description	Screenshot
1	26.04.2022	08:42		
2	26.04.2022	14:26	Enterprise - Bike delivery PPL delivery Delivery truck reversing down the street	



3	27.04.2022	15:35	Blakemore late delivery.	
4	28.04.2022	06:46	Warburtons early delivery Road blocked by delivery	

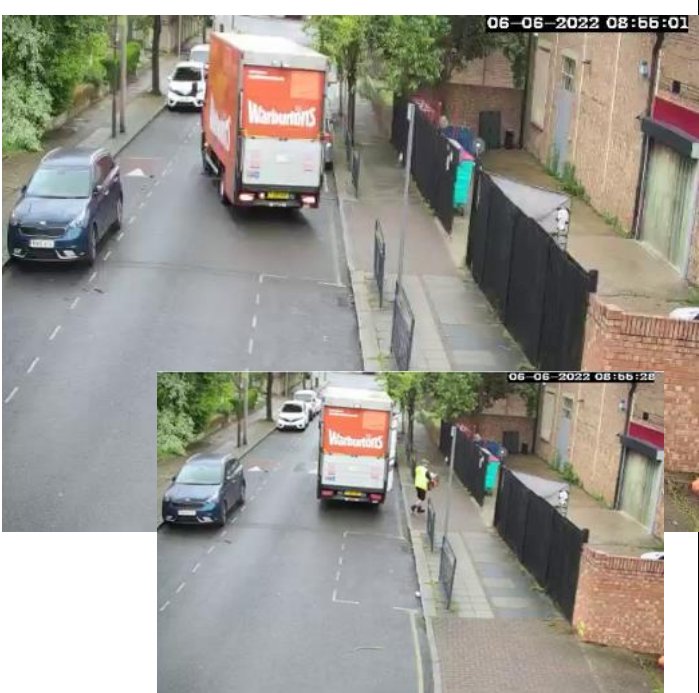
Page 31	5	04.06.2022	07:36	Warburtons early delivery Truck reverses onto Bryan Avenue Trolley wheeled down Bryan Avenue		
	6	06.06.2022	06:28	Early delivery - Warburtons		



7	06.06.2022	06:30	Warburton truck reverses down Bryan Avenue	
8	06.06.2022	08:37	Rider doesn't look before he rides out onto the street - near miss with pedestrian. The pedestrian had to stop to let the rider past	<div></div>








08:54 Early delivery  
reversing down Bryan  
Avenue  
Blocks road









10 06.06.2022 22:50 Rider doesn't see  
pedestrian on  
approach. Has to  
straighten up again to  
slow down to avoid  
collision






11	06.06.2022	23:02	Riders with no lights	<div><div></div><div></div></div>
12	06.06.2022	23:41	Rider with no lights	<div><div></div><div></div></div>



13	11.06.2022	07:43	Early delivery reversing down Bryan Avenue Blocks road	<div><div></div><div></div><div></div></div>
14	12.06.2022	23:04	Rider with no lights	<div><div></div><div></div><div></div></div>

15	12.06.2022	23.04	As above	<div><div></div></div>



16	14.06.2022	07:26	Early delivery
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17	15.06.2022	08:48	Warburtons early delivery. Parked at the top of the road and walked down with crates on trolley
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18	16.06.2022	07:49	Warburtons early delivery. Reverses fully up the road
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19	18.06.2022	31:00.0	Warburtons early delivery	
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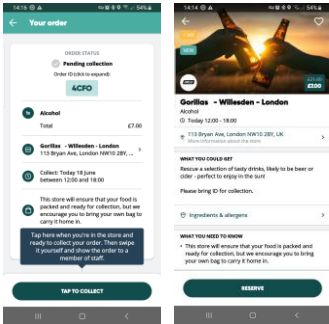
Appendix 4

Complaints Log - 113 Bryan Avenue, NW10				
Resdient	Incident Date	Complaint Detail	Photograph Provided	Licensing Outcome
2	15th May 2021	Lighting & obstruction of pavement by contractors	No photograph provided	NUISANCE
2	21st May 2021	Delivery just after 06.00hrs Noise from metal gates & noise banging Noise from lorry alarm at 06.40hrs lorries in low gearing revving up the hill	No photograph provided	NUISANCE
2	21st May 2021	Delivery at 08.40hrs blocking street	No photograph provided	NUISANCE
2	21st May 2021	Forklift truck on with no banksman directing traffic or the driver and no one on the pavement to protect pedestrians	No photograph provided	NUISANCE
1	21st May 2021	17 ton lorry waking up residents at 6am Warehouse door opening Banging of metal. Alcohol on lorry visible to resident. Someone spoken to on site	No photograph provided	NUISANCE
3	21st May 2021	Pre-9am 7-10 ton truck delivering Someone spoken to onsite		NUISANCE
10	21st May 2021	Delivery at 6am & 8.40am Lorry obstructed the road	As above	NUISANCE
9	21st May 2021	Noise in relation to premises carrying out construction works at 6am	No photograph provided	NUISANCE
7	24th May 2021	Vehicle parked on yellow lines that was asked to move by complainant and then went into resident/visitor bay	No photograph provided	NUISANCE



# Appendix 4

	8 25th May 2021	Public Safety concerns in relation to type and number of lorries visting street Email to Highways to request that a survey be carried out - 3-6 months to carry out survey	No photograph provided	NUISANCE
	8 26th May 2021	Many small deliveries taking place which is causing a nuisance. Within the hearing it was stated that there would be no more than 5 smaller deliveries to the premises. This was not translated into a condition when the hearing went into a closed session	N/a	NUISANCE
	7 29th May 2021	Rubbish Collection @ 05.00hrs	No photograph provided	NUISANCE
	8 1st June 2021	Rubbish collection @ 07.00hrs	No photograph provided	NUISANCE
	8 2nd June 2021	Complaint regarding riders riding the pavement Email sent to manager who confirmed riders were spoken to	No photograph provided	ILLEGAL
	8 3rd June 2021	Delivery at 16.50hrs 7.5 ton lorry Email sent to manager who stated it was due to traffic. Warning given	 Photograph provided by Sherry	ILLEGAL





# Appendix 4

	1	16th June 2021	<p>Delivery @ 08.41hrs</p> <p>Email sent to manager who stated it was due to supplier arriving before their slot time. Warning given. Asked to turn away any deliveries that arrive outside of their permitted timings</p>		ILLEGAL NUISANCE
	1	18th June 2021	<p>Alcohol sold to another resident on site via the 'Too good to go' app and then collected on site</p> <p>Site visit on 24th June 2021.</p> <p>Practice ceased with immediate effect</p>	No photograph provided	ILLEGAL
	7	18th June 2021	<p>Alcohol sold on site via the 'Too good to go' app and then collected on site</p> <p>Site visit on 24th June 2021.</p> <p>Practice ceased with immediate effect</p>		ILLEGAL
	7	6th June 2021	<p>Again early deliveries</p> <p>Plus bike rider conduct and sitting on people's wall</p>	No photograph provided	NUISANCE
5		25th June 2021	<p>12:31hrs on Harlesden Road</p> <p>I was passing the zebra crossing near Peter Ave and a Gorillas bike rider turned right into Harlesden Road at a fast speed and did not stop for me to pass. He went past me while I was in the middle of zebra crossing.</p> <p>Email sent to Gorillas, no response</p>	No photograph provided	NUISANCE ILLEGAL

# Appendix 4

	5 25th June 2021	<p>13:24hrs on Harlesden Road</p> <p>As you know there is a temporary traffic light next to St Mary Magdalen Church at the corner of Peter Avenue.</p> <p>A Gorillas bike rider turned left into Harlesden Road while the traffic light was red. He went through the red light at a fast speed.</p> <p>Email sent to Gorillas, no response</p>	No photograph provided	<p>NUISANCE</p> <p>ILLEGAL</p>
	3 4th July 2021	<p>Lorry blocked resident in parking space @ 8.15am. The driver saw the resident getting very upset and moved.</p> <p>Email sent to Gorillas, no response</p>		<p>NUISANCE</p> <p>ILLEGAL</p>
	4 4th July 2021	<p>Lorry delivering @ 8.15hrs on Sunday morning</p> <p>Email sent to Gorillas, no response</p>	 <p>Photograph provided by Robert</p>	<p>NUISANCE</p> <p>ILLEGAL</p>
	7 6th July 2021	<p>Again early deliveries</p> <p>Plus bike rider conduct and sitting on people's wall</p> <p>Email sent to Gorillas, no response</p>	No photograph provided	<p>NUISANCE</p> <p>ILLEGAL</p>


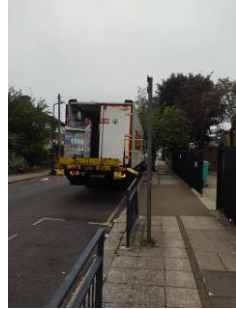

Appendix 4

	<u>2</u> 9th July 2021	Resident and son blocked from walking on pavement when a delivery of bikes arrived. he resident discussed this directly with manager		
	<u>2</u> 14th July 2021	Lorry delivering in the morning (approximately 09.15hrs) has damaged the cherry tree on Bryan Avenue	Request from Sean	NUISANCE
	<u>2</u> 14th July 2021	Tree being damaged	  <p>Second photo taken on 14.11.2021</p>	NUISANCE
	<u>3</u> 16th July 2021	Lorry delivering @ 20.18hrs Email sent to Gorillas, no response		NUISANCE ILLEGAL
	<u>2</u> 7th August 2021	Blocked road @ 11.45hrs Email sent to Gorillas, no response		NUISANCE

# Appendix 4

	<u>2</u> 29th August 2021	Lorry delivering @ 19.15hrs Email sent to Gorillas, no response		NUISANCE ILLEGAL
	<u>1</u> 16th September 2021	17 ton Lorry delivering @ 08.00hrs Resident was told by manager that they are to accept deliveries at any time Also other deliveries in the last week Email sent to Gorillas, no response		NUISANCE ILLEGAL
	<u>1</u> 19th September 2021	Rubbish collection @7.30hrs		NUISANCE
	19th September 2021	Conversation with site manager who stated that 'head office' had waived the 9am restriction.	N/a	NUISANCE
	<u>1</u> 19th September 2021	Rubbish collection @ 08.30hrs		NUISANCE

# Appendix 4

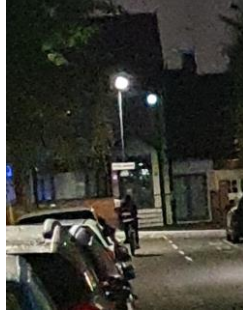

	<u>1</u> 19th September 2021	Delivery @ 15.35hrs The driver had no idea of any restrictions on deliveries Email sent to Gorillas, no response		
	<u>1</u> 20th September 2021	Rubbish collection @ 08.30hrs		
	<u>2</u> 20th September 2021	Delivery @ 17.20hrs Email sent to Gorillas, no response		
	<u>2</u> 25th September 2021	Delivery before 09.00hrs The manager stated that 'they need to meet their business needs' Email sent to Gorillas, no response		
	<u>2</u> 27th September 2021	Delivery @ 16.30hrs Email sent to Gorillas, no response		

# Appendix 4

	<u>3</u> 3rd October 2021	<p>Delivery from 08.15hrs to 08.40hrs Rider on the pavement as they could not ride on the road with the lorry in place Email sent to Gorillas, no response</p>	
	<u>1</u> 7th October 2021	<p>Delivery at 08.00hrs. 17ft idling outside Email sent to Gorillas, no response</p>	
	<u>1</u> 19th October 2021	<p>Biker lights not working. Riders riding without them. Resident provided them with bike lights Email sent to Gorillas, no response</p>	N/a
	<u>2</u> 18th October 2021	<p>Delivery @ 15.50hrs Email sent to Gorillas, no response</p>	
	<u>5</u> Multiple dates - no specific dates	<p>Bikers not using lights. The biker had to be reminded to turn his lights on by the resident Email sent to Gorillas, no response</p>	N/a
	<u>7</u> 21st October 2021	<p>Large truck parked in resident bay at approximately 10am Resident could not leave their drive as the vehicle blocked their line of sight which led to a bit of an altercation. It took 3 members of staff to resolve Email sent to Gorillas, no response</p>	




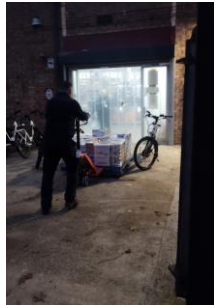

# Appendix 4

	<u>1</u> 26th October 2021	Resident saw rider leaving the warehouse with no lights on at approximately 23.30hrs Email sent to Gorillas, no response		NUISANCE ILLEGAL
	<u>2</u> 26th October 2021	Rider passed resident and child @ 17.30 & 17.39hrs with no lights on in King Edwards/Willesden Sports Centre Park. They didn't slow down or make pedestrians aware of their presence Email sent to Gorillas, no response		NUISANCE ILLEGAL
	<u>2</u> 27th October 2021	Riders riding without lights on Bryan Avenue and Peter Avenue in the dark @approximately 18.00-18.30hrs Email sent to Gorillas, no response		NUISANCE ILLEGAL
	<u>4</u> 27th October 2021	Between 18.15-18.30hrs the Gorillas gate was left open. A rider went past the resident @18.25hrs without lights on Email sent to Gorillas, no response		NUISANCE ILLEGAL
	<u>1</u> 28th October 2021	Residents drive blocked. Unable to enter or leave drive @ 09.28hrs Email sent to Gorillas, no response		NUISANCE

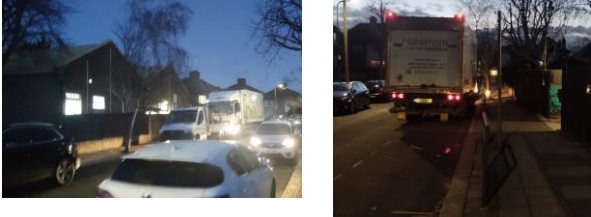

Appendix 4

	<u>1</u> 29th October 2021	Delivery @ 08.30hrs Email sent to Gorillas, no response	 	NUISANCE ILLEGAL
	<u>1</u> 31st October 2021	Truck blocking road at approximately 11.57hrs Email sent to Gorillas, no response	 	NUISANCE
	<u>2</u> 3rd November 2021	Riders riding through King Edwards Park at 08.30hrs putting pedestrians, particularly young persons at risk Email sent to Gorillas, no response	N/a	NUISANCE
	<u>2</u> 3rd November 2021	Gates not being closed at warehouse. Resident walked past twice in the afternoon and they were open	N/a	NUISANCE





Appendix 4

	<u>2</u> 9th November 2021	Delivery @ 15.40hrs No response from Gorillas to resident email		NUISANCE ILLEGAL
	<u>2</u> 13th November 2021	Delivery @ 16.30hrs with pallets being walked down the road and blocking traffic. Email resent by resident to Gorillas on 16.11.2021, no response received.	 	NUISANCE ILLEGAL
	<u>2</u> 16th November 2021	Gorilla riders riding @18.06hrs in the rain without any lights on. The rider almost hit the resident, his partner and child. Reported to the Police on 17.11.2021 No response from Gorillas to resident email	N/a	NUISANCE ILLEGAL
	<u>2</u> 19th November 2021	Riders riding at full speed through King Edwards Park at 08.50hrs putting pedestrians, particularly young persons at risk No response from Gorillas to resident email	N/a	NUISANCE ILLEGAL
	<u>2</u> 21st November 2021	Delivery @ 23.15hrs, making noise. No response from Gorillas to resident email	N/a	NUISANCE ILLEGAL



Appendix 4

	<u>2</u> 9th December 2022	Email sent by resident to Gorillas in relation to riders riding through King Edwards park at speed generally but also at 8.42am No response from Gorillas to resident email	N/a	NUISANCE ILLEGAL
	<u>2</u> 10th December 2021	Email sent by resident to Gorillas in relation to rider who mounted curb at speed in front of son and continued on the pavement through Willesden sports centre and King Edwards Park No response from Gorillas to resident email		NUISANCE ILLEGAL
	<u>2</u> 10th December 2021	Late delivery @ 16:30hrs		NUISANCE ILLEGAL
	<u>2</u> 7th January 2022	Late delivery @ 17:15hrs for 40 minutes. Vehicle idling for entire time		NUISANCE ILLEGAL
	<u>2</u> 10th January 2022	Early delivery @ 07:30hrs		NUISANCE ILLEGAL




Appendix 4

	<u>1</u> 14th January 2022	Early delivery @ 06:30hrs. Roller shutter opening and closing and items being slammed around		NUISANCE ILLEGAL
	<u>1</u> 14th January 2022	Early delivery @ 07:00hrs. Van sat idling		NUISANCE ILLEGAL
	<u>2</u> 18th January 2022	Gorilla rider riding at speed in very close proximatey to son @17.30hrs in King Edwards park who did not slow down. When reported to the depot, two members of staff said the AGENCY staff didn't understand 'the rules'		NUISANCE ILLEGAL
	<u>1</u> 15th January 2022	Early delivery on Saturday @ 05:45hrs. Van listening to music and waiting premises to open for delivery		NUISANCE ILLEGAL
	<u>1</u> 15th January 2022	Early delivery o Saturday @ 08:00hrs. Van then used it's reversing alarm as it backed down towards Peter Avenue	 	NUISANCE ILLEGAL

# Appendix 4

	<u>1</u> 23rd January 2022	Delivery on Sunday blocking Bryan Avenue between 12:15-12:30hrs		NUISANCE ILLEGAL
	<u>2</u> 25th January 2022	Late delivery @ 15:30hrs		NUISANCE ILLEGAL
	<u>2</u> 27th January 2022	Late delivery @ 16:50hrs		NUISANCE ILLEGAL
	<u>3</u> 28th January 2022	Early delivery @ 07:30hrs.		NUISANCE ILLEGAL
	<u>2</u> 28th January 2022	Early delivery @ 07:30hrs.		NUISANCE ILLEGAL

Appendix 4

	<u>1</u> 1st February 2022	Early refrigerated delivery carried out between 07:00-07:30hrs. The delivery driver told the resident he was told to come at 06:00hrs. Male turned off fridge and engine when he realised it was causing a nuisance. Other deliveries arrived between 06:00-07:00hrs		NUISANCE ILLEGAL
	<u>2</u> 2nd February 2022	Delivery @ 08:30hrs of bikes causing noise		NUISANCE ILLEGAL
	<u>2</u> 2nd February 2022	Late delivery @ 16:00hrs		NUISANCE ILLEGAL
	<u>1</u> 3rd February 2022	Late delivery @ 17:15hrs. The driver said he came late because the last time he came early in the morning, it annoyed residents. The staff member did not tell the driver that there is a restriction on deliveries after 15:00hrs		NUISANCE ILLEGAL




Appendix 4

	<u>2</u> 3rd February 2022	Late delivery @ 17:30hrs		NUISANCE ILLEGAL
	<u>2</u> 9th February 2022	Early delivery @ 08:55hrs		NUISANCE ILLEGAL
	<u>7</u> 9th February 2022	Gorillas rider with no lights on		NUISANCE ILLEGAL
	<u>2</u> 10th February 2022	Late delivery @ 15:30hrs. Vehicle idling. When asked by the resident if he could turn it off, he said he would but didn't		NUISANCE ILLEGAL
	<u>2</u> 10th February 2022	A resident went over to complain about riders continuing instances not having their lights on when riding, they were told that the riders 'don't speak English' and 'they don't listen'		NUISANCE ILLEGAL
	<u>7</u> 10th February 2022	Early morning delivery		NUISANCE ILLEGAL




# Appendix 4

	11th February 2022	Early morning delivery @08:00hrs		NUISANCE ILLEGAL
		At approx. 15:30hrs, a rider was riding with a delivery bag on a scooter at speed on the pavement (on the Gorillas side of Bryan Avenue) and drove straight towards the resident expecting them to get out of the way. He swerved off the pavement as he reached the resident when they didn't move out of the way		NUISANCE ILLEGAL
<u>3</u>	11th February 2022	Delivery @06:15hrs. Small box truck with reversing alarm		NUISANCE ILLEGAL
<u>1</u>	15th February 2022	Early delivery between 06:00-06:30hrs		NUISANCE ILLEGAL
<u>1</u>	21st February 2022	Doors slamming, gates crashing		NUISANCE ILLEGAL
<u>1</u>	22nd February 2022	Early delivery between 06:00-06:30hrs Doors slamming, gates crashing		NUISANCE ILLEGAL
<u>1</u>	23rd February 2022	Early delivery between 06:00-06:30hrs Doors slamming, gates crashing		NUISANCE ILLEGAL
<u>1</u>	24th February 2022	Early delivery between 06:00-06:30hrs Doors slamming, gates crashing		NUISANCE ILLEGAL

# Appendix 4

	<u>1</u> 26th February 2022	Resident having to tell at least 2 riders per day to turn their lights on		NUISANCE ILLEGAL
	<u>1</u> 26th February 2022	Increasing amount of industrial rubbish being found in front gardens by residents. This consists of wrapping from pallets and cases and delivery notes		NUISANCE ILLEGAL
	<u>1</u> 27th February 2022	Gorillas not open. Delivery @ 05:22hrs. Reversing alarm woke resident		NUISANCE ILLEGAL
	<u>1</u> 1st March 2022	4 Gorillas riders discussing new fast scooters and the riding them up and down for 15 minutes		NUISANCE ILLEGAL
	<u>1</u> 5th March 2022	Early delivery @ 08:00hrs on Saturday by 7.5 ton Warburtons truck. The driver told the resident he had not been told of any restrictions		NUISANCE ILLEGAL
	<u>5</u> 5th April 2022	One third of riders arriving or leaving the warehouse with no lights on		NUISANCE ILLEGAL

Appendix 4

	<u>1</u> 10th April 2022	Early delivery on Sunday @ 07:00hrs by 14 ton Warburtons truck. Driver told the resident he had no idea there were any restrictions. The truck was loud and had to use the reversing alarm to park up		NUISANCE ILLEGAL
	<u>1</u> 13th April 2022	Early delivery @ 07:40hrs by 14 ton Warburtons truck		NUISANCE ILLEGAL
	<u>1</u> 15th April 2022	Early delivery by 7.5 ton @ 08:00hrs		NUISANCE ILLEGAL
	<u>1</u> 15th April 2022	Riders at approx. 20:00hrs seen not consistently putting their lights on		NUISANCE ILLEGAL
	<u>1</u> 15th April 2022	Riders wearing their own clothes for the last week which has no hi-vis element and therefore cannot be seen. The Gorillas bags branding has worn off so they are all black in colour and therefore riders are less visible.		NUISANCE ILLEGAL
	<u>1</u> 16th April 2022	Early delivery on Saturday @ 07:00hrs by Warburtons truck		NUISANCE ILLEGAL


# Appendix 4

<u>1</u>	16th April 2022	Early delivery on Saturday @ 08:15hrs		NUISANCE ILLEGAL
<u>1</u>	18th April 2022	Rider leaving the warehouse with no lights on @ 21.11hrs		NUISANCE ILLEGAL
<u>2</u>	19th April 2022	Delivery vehicle parked on top of pavement		NUISANCE ILLEGAL
<u>1</u>	20th April 2022	Early delivery @ 08:15hrs. Full size loory too big to go up Bryan Avenue so had to reverse out to Peter Avenue		NUISANCE ILLEGAL
<u>2</u>	20th April 2022	Early delivery @ 08.20hrs.		NUISANCE ILLEGAL
<u>2</u>	20th April 2022	Large delivery @ 11:30hrs at the same time as rubbish collection - very noisy and busy		NUISANCE ILLEGAL
<u>2</u>	20th April 2022	Gorillas employees loitering @16.55hrs, riding up and down Bryan Avenue with no deliveries for approx 20 minutes		NUISANCE ILLEGAL
<u>2</u>	20th April 2022	Gorillas rider riding out of loading bay from warehouse onto the street @ 18:15hrs without looking as the resident walked past. This was a near miss		NUISANCE ILLEGAL
<u>2</u>	20th April 2022	Gorillas rider riding out of loading bay from warehouse onto the street @ 19:00hrs without looking as the resident walked past. This was a near miss		NUISANCE ILLEGAL
<u>2</u>	21st April 2022	Early delivery @ 8:20hrs		NUISANCE ILLEGAL

# Appendix 4

	<u>2</u> 21st April 2022	From 11:00-11:40hrs there were two HGV deliveries back to back. During this time Gorillas riders rode on pavements and they unloaded goods and left them on the pavement, and this took place whilst pedestrians (elderly, people with children) were walking past.		NUISANCE ILLEGAL
	<u>2</u> 21st April 2022	Gorillas employess loitering on Bryan Avenue outside the warehouse @12:00hrs		NUISANCE ILLEGAL
	<u>1</u> 22nd April 2022	Early delivery @ 08:00hrs. To get around delivering before 09:00hrs, the trucks park at the intersection of Peter Avenue and wheel their trays up and down the road making very loud rattling noise as they come and go. This is happening as early as 07:00hrs		NUISANCE ILLEGAL
	<u>2</u> 22nd April 2022	Unloading of bicycles from van, left outside warehouse on pavement which restricted pedestrian use of the pavement.		NUISANCE ILLEGAL
	<u>2</u> 22nd April 2022	Delivery vehicle (large transit) parked across pavement		NUISANCE ILLEGAL

Appendix 4





		<p>Resident awoken every 30mins from 4:30am till 7:00am by people arriving or departing the Gorillas premises.</p> <p>At 430am the gate banged as the cleaner arrived</p> <p>At 5am the gates and bins banged again (presuming this was cleaner emptying trash)</p> <p>At 5:30am gate banged again (cleaner leaving *this has woken the resident every morning this week)</p> <p>At 6am gate banged and car engine sat running as opening worker arrived</p> <p>At 630am the Addison Lee small van arrived and sat running it's engine till it made its delivery</p> <p>At just before 7am the Addison Lee driver repeatedly slammed all the vehicle doors to make his delivery before finally driving off (this is also a daily occurrence -</p>		
	<u>1</u> 23rd April 2022			NUISANCE ILLEGAL
	<u>3</u> 24th April 2022	Resident woken several times from 06:15hrs		NUISANCE ILLEGAL
	<u>1</u> 25th April 2022	Resident awoken at 05:00hrs by clattering sounds from inside Gorillas. Manager told resident that no one is onsite pre 06:15hrs. Lights on inside and flood lights turned on. Whoever arrives, comes in at approx 04:30hrs		NUISANCE ILLEGAL
	<u>2</u> 26th April 2022	Early delivery @ 08:40hrs		NUISANCE ILLEGAL
	<u>2</u> 27th April 2022	Late delivery @ 15:15hrs		NUISANCE ILLEGAL
	<u>2</u> 28th April 2022	Early delivery @ 06:40hrs		NUISANCE ILLEGAL

# Appendix 4




	<u>1</u> 2nd May 2022	Resident awoken at 04:55hrs by clattering sounds from inside Gorillas. Manager told resident that no one is onsite pre 06:15hrs. Lights on inside and flood lights turned on. Whoever arrives, comes in at approx 04:30hrs		NUISANCE ILLEGAL
	<u>2</u> 2nd May 2022	Early delivery @ 07:10hrs		NUISANCE ILLEGAL
	<u>1</u> 2nd May 2022	Bin collection @ 07:19hrs		NUISANCE ILLEGAL
	<u>1</u> 5th May 2022	Early Warburtons delivery @ 06:40hrs with reversing alarm as they backed out of the street		NUISANCE ILLEGAL
	<u>1</u> 5th May 2022	Early delivery by arctic flat bed lorry @ 08:17hrs		NUISANCE ILLEGAL
	<u>2</u> 5th May 2022	Early delivery by arctic flat bed lorry @ 08:20hrs		NUISANCE ILLEGAL
	<u>1</u> 5th May 2022	Rider with no lights by Willesden library heading back towards Bryan Avenue @ approx. 23.30hrs		NUISANCE ILLEGAL



# Appendix 4

				
<u>1</u>		Early delivery @ 07:45hrs		NUISANCE ILLEGAL
<u>2</u>	5th June 2022	Late delivery @ 22:30hrs		NUISANCE ILLEGAL
<u>2</u>	6th June 2022	Two early deliveries before 09:00hrs		NUISANCE ILLEGAL
<u>5</u>		Noisy delivery @ 10:20hrs - Engine and refrigeration unit left turned on for approx 20 minutes whilst the delivery took place		NUISANCE ILLEGAL
<u>1</u>	14th June 2022	Early delivery @ 07:25hrs. Banging of doors and engine woke resident		NUISANCE ILLEGAL
<u>3</u>	29th June 2022	Delivery and waste collection @ 13:25hrs, blocking road		NUISANCE ILLEGAL
<u>3</u>	3rd July 2022	Noisy waste collection @ 08:25hrs on Sunday morning		NUISANCE ILLEGAL

Appendix 4


	8 4th July 2022	Gorillas riders smoke outside the gates and drop their cigarette butts. When the supervisor was approached the response was that they also drop cigarette butts in the premises. The supervisor said he would tell them		
	1 14th September 2022	Deliveries by Warburtons at the intersection of Peter Aveue taking place @ 08:00hrs and the delivery is then wheeled to the warehouse making noise for residents. Also between 09:00-15:00hrs deliveries take place where vehicles are left idling for 30+ minutes		
	1 28th Saptember 2022	Spar delivery @ 15:30hrs		
	2 28th September 2022	Late delivery @ 15.30hrs. Major incident where railings were torn from the ground by a delivery truck When the resident approached the driver, his response was that he should have run the resident over	 	

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		<p>Late delivery @ 15:30hrs. Major incident where railings were ripped from the ground. Resident reported it was terrifying to see this giant chunk of metal hauled out and flailing across the sidewalk. If anyone had been neaby it would have been very dangerous. The resident came out onto the drive just as it was uprooted. The driver was then very rude and aggressive to all that had witnessed the incident. Gorillas had no safety kit (cones, hazard tape etc) to deal with the destruction. The resident found a cone further down the road to deal with the hole and had to get their own florescent gaffer tape from work kit to cover the sharp piece of metal sticking out of the pavement.</p>		<p>1 28th September 2022</p>	<p>NUISANCE ILLEGAL</p>
		<p>Delivery @ 11.30hrs blocking the drive. Delivery has taken 15 minutes up until the photograph was taken</p>		<p>1 29th September 2022</p>	<p>NUISANCE ILLEGAL</p>

## **Proposed Licence Conditions**

### **Gorillas - 113 Bryan Avenue, NW2**

- CCTV shall be installed to Home Office Guidance standards and maintained in a good working condition and recordings shall be kept for 31 days and shall be made available to police and authorised Officers from Brent Council upon request.
- CCTV camera shall be installed to cover all the entrances and exits of the premises and further cameras installed to cover the loading bay area.
- A member of staff trained in the use of the CCTV system shall be available at the premise at all times that the premises are open for trading.
- The CCTV system shall display on any recordings the correct date and time of the recording.
- The CCTV system shall be capable of obtaining clear facial recognition images and a clear head and shoulder image of every person entering or leaving the premises.
- All sales of alcohol are for delivery only. Members of the general public must not be allowed access to the premises in order to buy, collect, browse or be supplied directly with alcohol at any time.
- An incident log shall be kept at the premises, and made available for inspection on request to an authorised officer of Brent Council or the Police, which will record the following:
  - (a) all crimes reported to the venue
  - (b) any complaints received
  - (c) any incidents of disorder
  - (d) any faults in the CCTV system or searching equipment or scanning equipment
  - (e) any refusal of the sale of alcohol
  - (f) any visit by a relevant authority or emergency service.
- At the time the order is placed, a declaration will be required from the person placing the order that the person is over '18 years of age'.
- A "Challenge 25" policy shall be adopted and adhered to at all times. If the driver considers the recipient of alcohol appears under 25, recognised photographic identification to be requested before any alcohol is given to the recipient.
- Acceptable of proof of age shall include identification bearing the customer's photograph, date of birth and integral holographic mark or security measure.

Suitable means of identification would include PASS approved proof of age card, photo-card driving licence and passport. No ID – No delivery.

- Drivers shall not deliver to any person anywhere other than that at the residential/business address given when the order was placed. There shall be NO deliveries made to any open/public spaces.
- Alcohol will only be delivered to the person who placed the order and whose name appears on the credit/debit card.
- All delivery drivers shall be a minimum of eighteen (18) years of age.
- Staff training must be documented and based on legislation and operating procedures. All training shall be signed and dated and a copy of such records will be available for inspection by Police and Local authority enforcement officers.

#### **Conditions imposed by committee – 18.5.2021**

- The couriers are to only use electric bikes for deliveries to customers.
- ~~Deliveries to the premises in vehicles of 7 tonnes or more are not to take place before 9am or after 3pm.~~
- A signature at the point of delivery should be obtained. No delivery shall be left without a signature.
- A log of all deliveries shall be maintained and be made available to the police or licensing officers on request.
- ~~The licensee shall make available a contact name and telephone number for residents to make contact.~~

#### **Proposed Conditions**

- Deliveries to the premises shall be in vehicles no larger than a transit van and shall not take place before 9am and after 7pm Monday to Saturday and before 10am and after 5pm on a Sunday. Deliveries shall be made directly into the loading bay and not anywhere in the entire street or surrounding streets. Where a delivery arrives outside of these times, they shall be told to leave and return during the correct timings.
- On arrival at the premises, all deliveries to the premises must turn off their vehicles in order to avoid idling. This includes turning off the refrigeration units.
- Delivery vehicles carrying deliveries to the premises shall not be permitted to reverse up or down Bryan Avenue.

- Delivery vehicles carrying out deliveries to the premises shall not be permitted to block driveways or other vehicular traffic from driving up and down Bryan Avenue.
- Refuse collections shall take place between 9am and 3pm during the week and 10am and 3pm on Saturdays, with the exception of Sunday when there shall be no such collections permitted
- A supervisor shall be present to supervise the leaving and returning of all electric bike riders undertaking deliveries to customers and arrival of all deliveries to the site. This should include:-
  - a) Checking that bikes are braking in enough time on approaching the premises and that they dismount on the public highway (not on the dropped curb leading into the premises).
  - b) Checking that riders are using their lights at appropriate times
  - c) Ensure that riders do not mount their bikes until they are on the public highway (not on the dropped curb leading out of the premises)
  - d) Ensuring that riders do not mount the curb or ride on the pavement on leaving or arriving at the premises
  - e) Ensuring that riders do not arrive or leave at speed
  - f) Ensuring that riders do not have earphones or headphones on when leaving or arriving at the premises
  - g) Ensuring riders are not using their phones when leaving or arriving at the premises
  - h) Ensuring that rider's helmets are strapped when leaving and arriving at the premises
  - i) Ensuring that no delivery riders are in the loading bay after 9pm unless they are carrying out a delivery
  - j) Ensuring that deliveries arriving at the site do not block any driveway or other vehicular traffic from moving freely
  - k) Ensuring that deliveries to the site are monitored from when the vehicle arrives to when it leaves the site
  - l) Ensuring that deliveries to the site do not impede on pedestrians walking past
- Daily staff training for delivery riders will take place when delivery riders arrive at the premises at the beginning of their shift. The training shall include:-
  - a) Reminding riders to dismount on approaching the premises
  - b) Reminding riders to use their lights at appropriate times
  - c) Reminding riders not to mount their bikes until they are on the public highway (not on the dropped curb leading out of the premises).
  - d) Reminding riders not to mount the curb or ride on the pavement at any time and particularly on leaving or arriving at the premises
  - e) Reminding riders that they should not speed at any time but particularly on leaving and arriving at the premises
  - f) Reminding riders not to wear earphones or headphones, where this may prevent them from hearing other road users
  - g) Reminding riders not use their phones when they riding

- h) Reminding riders that their helmets should be strapped when riding
- i) Reminding riders that they must stop at junctions to prevent accidents with other vehicles and pedestrians
- j) Reminding delivery riders they must not stand in the loading bay after 9pm unless they are carrying out a delivery

Delivery riders that fail to comply with the above, shall no longer be permitted to carry out any further deliveries for the premises. All training shall be signed and dated by the rider and additionally signed by the person carrying out the training. Such records will be available for inspection by Police and Local authority officers

- After each delivery, a responsible person will check that no waste as a result of said delivery has littered the street. Where the street has been littered, this shall be cleaned up immediately.
- All delivery riders shall remain within the confines of the loading area in between deliveries. Riders shall not be permitted to stand in the street at any time. After 9pm riders shall not be permitted to stand in the loading area unless they are preparing for a delivery. Noise in relation to preparation for the delivery, shall be kept to a minimum so as to avoid disturbing neighbouring residents.
- All delivery riders shall wear clothing and carry bags that of a colour that is visible at all times of the day and night
- The gates to the loading bay must be kept closed at all times, unless someone is leaving or accessing the premises.
- The gates to the premises shall not make noise when being opened and closed shut
- A sign stating 'Riders must dismount before entering these gates' must be visible outside the main gates and visible to any rider approaching. A similar notice shall be placed on the inside of the gates which states 'Riders must walk their bikes out of the gates and ONLY mount bikes once in the street (not the dropped curb)'.
- The lights to the premises shall remain turned off from 1am until 6am, unless there is an emergency
- The licensee shall make available a contact name and telephone number for residents to make contact. The name, telephone number and email address shall be provided on the outside of the premises, by the entrance. If contacted, the named person must provide a response in writing to the resident within 48 hours, with an outcome to the issue.
- A meeting shall be scheduled with residents by the named contact displayed on the front of the premises, every three months. The residents invitees shall include anyone residing in Bryan Avenue. The meeting will allow for discussion on any outstanding issues and any updates in changes to the



business operation. These shall be followed up in writing to residents within 48 hours after the meeting has ended.

- Music shall not be played in the loading bay at any time
- All premises licence conditions shall be placed in the foyer of the building inside the entrance and visible to all members of staff including delivery riders.
- The premises shall be equipped to deal with emergency situations and incidents, such as cones, tape and other relevant material.

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**Sent:** 15 November 2022 16:18

**To:** Business Licence <business.licence@brent.gov.uk>

**Subject:** Premises Licence Review - Gorillas, 113 Bryan Avenue, London, NW10 2AS

Dear Sir/Madam,

Please find this e-mail as representations for the premises licence review of Gorillas, 113 Bryan Avenue, London, NW10 2AS.

In the nearly eighteen (18) months that Gorillas have been operating from 113 Bryan Avenue, NW10, there has been repeated infractions by the business of their current licence.

Issues of public nuisance occur regularly. These include HGV deliveries out of hours; Bryan Avenue being blocked by HGV; idling by HGV trucks; damage to trees, the kerbs and railings on Bryan Avenue, and the blocking of the pavement to unload e-bikes to name but a few. These incidents still occur - the most recent example being a HGV delivery blocking the road at 11am on Saturday 12th November 2022.

The safety of the public is also being put at risk by the erratic riding, at speed, by Gorillas employees on e-bikes on Bryan Avenue and the surrounding area. My young son, partner and I have experienced near misses with Gorillas riders who have mounted the pavement at speed. I received no response when I raised this with Gorillas Head Office after two near misses with riders in December 2021. I fear a serious accident will happen sooner rather than later, especially in these darker, winter months.

I appreciate and understand that for any business it takes time to put in place the appropriate operating practices, however, it should not take this long to put in place solutions. As a resident of Bryan Avenue, after speaking to members of staff at the business premises repeatedly to no avail, and being ignored directly by Gorillas Head Office, it is apparent that there is minimal desire for the business to act within the terms of their licence or considerately to the residents of Bryan Avenue.

I would appreciate if you could confirm receipt of this e-mail. Thank you.

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**Re: Gorillas License Review - 113 Bryan Avenue**

Dear Sir / Madam,

I am a long-term resident of Bryan Avenue and am writing in relation to the license review for the above premises.

In the period since the license was granted, there have been continual infractions of the license conditions. In addition, it has been demonstrated that in order to more adequately protect residents and the public, the conditions should also be made more restrictive

Issues of public nuisance occur frequently. The operating hours of 8am to Midnight 7 days a week are already unsuitably long for a residential area. There are frequent deliveries by HGVs or Gorillas noisy private rubbish collections out of hours - usually early in the morning while people are trying to sleep. This is often exacerbated by additional noise from unnecessary idling or refrigeration units. The street is frequently blocked by large HGVs and I have seen ambulances and other vehicles unable to get through. There can be multiple deliveries at once. All of this heavy goods traffic is also having a detrimental impact on the street. A number of the flowering cherry trees have had limbs knocked off, kerbs have been damaged by large vehicles pushing them up at angles, such that they are now a danger to pedestrians and drivers. There has been a lot of additional wear and tear on our residential road and environs.

Crime and public safety / protection of children. There have been many instances of riders not using lights as they are required to. Riders come and go, often at high speed and there have been a number of near misses. It is dangerous for residents to cross the road. I saw some visitors to the street and their toddler nearly get skittled in front of Gorillas. I've seen riders take the corner too fast and end up on the pavement and/or not in control etc. There was also an incident when a HGV driver totally destroyed some railings on the footpath.

These matters have been raised repeatedly with Gorillas staff and managers by residents, but they keep happening.

15 November, 2022.

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16/11/2022

**Re: Gorillas License Review - 113 Bryan Avenue**

Dear Sir/Madam

I'm writing concerning the review of the above licence. I am a long-term resident of Bryan Avenue.

Prevention of Public Nuisance

The street is frequently blocked or restricted by HGVs and other delivery vans. Incidents such as this have been reported, yet they continue to happen. At times there is a queue of trucks/vans to make deliveries. On several occasions, HGVs park at the end of the street (at the junction of Bryan & Peter Avenue, opposite the e-chargers). Empty trolley cages are wheeled down the street, loaded and wheeled up again to Gorillas. The sound is terrible and shows no consideration for residents.

Trucks are left idling with increased noise levels. The private refuse truck is also very noisy and can arrive very early in the morning.

At times the attitude of delivery drivers has been defensive or aggressive to residents when asked to move, claiming their right to 'do their job', when residents' rights seem to be overridden by Gorillas' lack of engagement or disregard for residents. Overall noise pollution has increased in the last 18 months. Additionally, the air quality has decreased. During the hot summer spell in '22, it was necessary to close the windows, as the noise was so loud, put very simply, unwanted sound. There is also increased air pollution and particulate matter.

Trees have been damaged, kerbs and footpaths damaged in addition to extra heavy use and damage to the road surface.

Public Safety, Prevention of Crime & Disorder & Protection of children from harm

It is hazardous to pass the gates of Gorillas, with the way bikes fly out seemingly without checking for pedestrians. It is a blind spot with no way for a pedestrian to see a bike coming out. Also, it is risky to cross the road for fear of an oncoming bike travelling at speed. Several residents and visitors have seen the riders using the footpaths or taking a corner too fast. Do we have to wait until there is a serious accident?

The issues have been raised with Gorillas but they keep occurring.



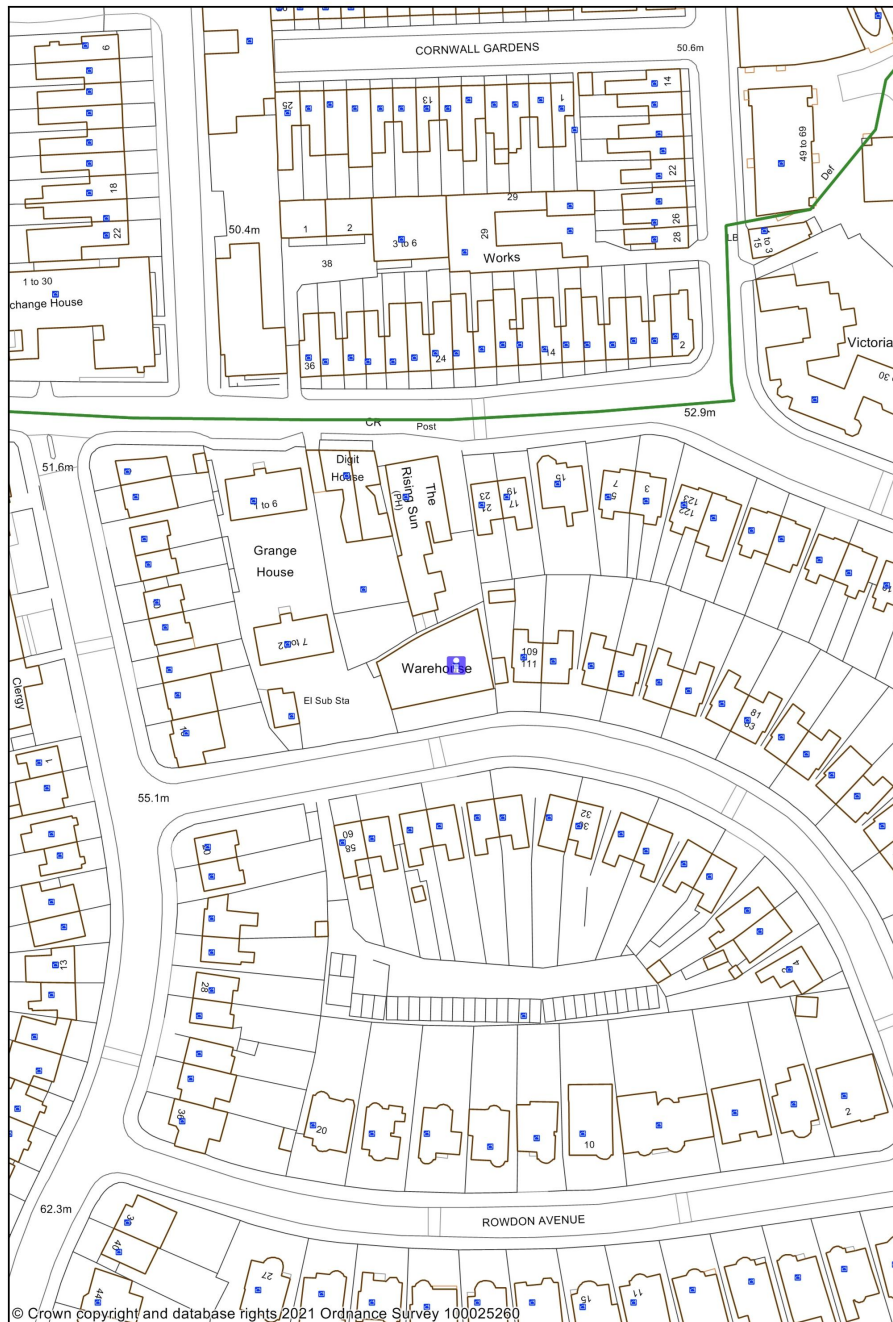
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20-11-22

Since Gorillas was granted their license last year we the residents have been subjected to repeated disruption and danger. Prevention of Crime and Disorder - Gorillas allows food collection for the public using the To Good To Go app and briefly also allowed alcohol collection through the service (this was shut down when we provided evidence to the license committee). Riders regularly congregate outside the premises and leave cigarette butts/trash in the yard which then are blown onto our properties. Prevention of Public Nuisance - we are repeatedly woken at unsociable hours by the gates slamming, deliveries arriving/departing, lorries reversing, lorries blocking the street, lorries blocking private driveways. Even during working hours there is still disruption from the lorries leaving engines idling, chillers running, blocking the street during deliveries etc. Public Safety - The riders often cycle without lights after dark, ride along the pavement rather than the road, exit/enter the premises at speed without checking, turn into/out of the street without signaling or slowing. Lorries and other delivery vehicles depart the premises up the hill at speed and are so large they cannot easily slow/stop if there is an obstruction further up the road. One lorry ripped the railing near the premises out of the ground flinging it across the pavement and Gorillas had no equipment to secure the site and make it safe for other users - I had to find a cone to fill the hole and provide the safety tape to make the metal shards remaining in the pavement visible. The delivery vehicles often leave their engines running during deliveries (up to 40mins) adding noise and air pollution to the street. Prevention of Children from Harm - Vehicles and riders attend/depart the premises at all hours in both light and dark at great speed and without checking for children nearby. They are meant to be restricted in the vehicle size during hours when children are more likely to be on the street but that is regularly ignored. The workers often congregate outside the facility when the weather is nice smoking or riding high powered e-scooters up and down the hill and great speed. Riders have nearly knocked over a resident's child on more than one occasion. The vehicles that deliver often leave their engines idling for the entire time they are onsite (sometimes up to 40mins) adding large amounts of both air and noise pollution to the street. Gorillas have made living on the street incredibly difficult for the residents of Bryan Ave, especially those of us in the immediate vicinity of the site. We feel unsafe, sleep deprived, and generally like our quality of life has declined since they joined our neighborhood.

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Gorillas, 113 Bryan Avenue, NW10 2AS



1:1250

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