

APPENDIX 4

[REDACTED], Bramley, Rotherham S66 [REDACTED]
01709 [REDACTED] Mobile [REDACTED]

20/10/2019 There are 5 pages to this opposition re: Licence Change for Shell Bramley 24-hour application

Dear Sirs

We have seen a notification placed on the Shell Bramley Petrol Station entrance board at the [REDACTED]. We are wishing to place our opposition against this taking effect and being granted and surprised that we have not received direct notification through the post.

This petrol station has previously operated as a 24-hour station, during our 26 years of living at this address it resulted in some of the worst and most distressing times for us living here. Needless to say, we were elated when this was reduced back to its current operating hours even though we still do experience numerous disturbances in the early hours due to car and motorbike engine noise.

Listed below are some of the frequent disturbances we experienced when the station operating on a 24-hour basis: -

- Tanker deliveries in the early hours of the morning anything from Midnight to 4 am creating noisy coupling of tanker hose to the underground storage inlet.
- Shouting between the delivery driver and the staff acknowledging delivery instructions over the tannoy system
- Staff using the tannoy to direct customers to the window rather than the use of the door or telling them which pump to use. The franchisee at the time rudely suggested that had we got triple glazing installed then we wouldn't hear them and had total disregard for us as neighbours.
- Customers using our driveway as a urinal and in some cases, we had to clean up human faeces from between our parked cars where individuals had looked for a private area so that our camera does not pick them up doing what they are doing.
- Security lights on our property constantly being lit up when people came down the drive to use it as a toilet.

We still experience problems with the petrol station even with reduced opening hours and we have contacted Shell Head Office numerous times to complain about the use of the Tannoy at unsuitable hours, I have included 2 examples for you to see. The petrol station had a refit a couple of years ago which included an upgrade of their system and now operate with a twin speaker system making it even louder.

They also now have toilet facilities BUT these will be closed to the public when operating overnight therefore we dread the return of having to clean up after such disgusting individuals looking for a private place to relieve themselves. Only yesterday evening my car headlights disturbed a young man using our drive as a toilet as I returned home at 9.30pm



[REDACTED], Bramley, Rotherham S66 [REDACTED]
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In addition to the above we also experience a problem with litter from the petrol station and collect approx. 30 to 50 plastic gloves every couple of days from our drive and garden area which blow down from their forecourt, please see the photos attached from our collection only yesterday. This amount will only increase with extended operating times.

We really do not understand the '**evidence of need**' for this petrol station to be extended to 24 hours when there are 2 other stations in walking distance let alone driving distance that offer a 24-hour operating service. According to Google Maps it would take 0.6 miles to walk to all 3 as a round trip.

- Shell Bramley Petrol Station postcode is S66 2TP **4 Houses in close proximity**
- Morrisons Petrol Station postcode is S66 1YY (opposite side of dual carriageway) **24 Hours NO houses in close proximity**
- Shell Hellaby Petrol Station postcode is S66 8EY **24 Hours NO houses in close proximity**

We recently sold our other property which shares the same postcode S66 [REDACTED]
[REDACTED] This was a let property, our tenants enjoyed living at the property but had a huge problem with the same issues as us.

The difficulties we experienced selling [REDACTED] was directly due to the locality of the petrol station and the added possibility of HS2 according to the Valuers used to agree mortgages on behalf of the Banks and Building Societies. For this reason, we had to find a cash buyer. The property was originally valued at £375,000 and was eventually sold to a cash buyer for £221,000 (I can share evidence of the above with you) During the initial valuation the Estate Agents comments were – 'at least it's not a 24-hour petrol station '

We are hoping to sell our property at some time in the near future to downgrade as we are now in our 60s, this proposed change to 24 hours will have a massive impact on our house valuation and sale. Who will offer us compensation for a reduced sale price, we only have double glazing, who will offer us compensation to install triple glazing, who will come and clean up disgusting faeces? All these questions need to be asked and taken into consideration

When we moved here 26 years ago, the petrol station was a little 2 pump business surrounded by trees, the property next door was a Little Chef, surrounded by trees, over the years Rotherham Council have agreed the development of a huge Petrol Station and a huge Retail building all of which have impacted on our living conditions. Moving to a 24-Hour service will just exacerbate the current ongoing issues we are experiencing.

We look forward to hearing your views

[REDACTED]

[REDACTED] Bramley, Rotherham S66 [REDACTED]

01709 [REDACTED] Mobile [REDACTED]

Additional Information and evidence

Please see below 2 example emails of the content sent to Shell regards the use of the tannoy

Shell Bramley Staff on Tanoy at 6.04am

[REDACTED] <[REDACTED]@gmail.com>

Tue, Apr 23,
6:19 AM

to generalpublicenquiries-uk@shell.com

Hi

Once again, the staff are using this loudspeaker at a ridiculous time of 6.04. All they are saying to every customer as they pull in is 'Sorry I am closed'

My husband has only been in from work for less than 2 hours and was furious and quickly went up to the forecourt and unfortunately was not as polite as I usually am when this happens

They have now put up bollards so that no one can pull into the Petrol Station however the whole household is now wide awake (6.12)

We have repeatedly asked for the volume of this speaker to be reduced or one taken down it is appalling that this can wake up a family through double glazed windows and we are not the closest to the Petrol Station

Mrs [REDACTED]

COMPLAINT - Shell Petrol Station Intercom 6.01am

[REDACTED]xley <[REDACTED]@gmail.com>

Wed, Sep 12, 2018,
7:16 AM

to generalpublicenquiries-uk@shell.com

Hello

I once again implore you to modify the speaker system on the petrol station located on Bawtry Road S 66 2TP

At 6.52 this morning we were woken to a customer being advised how to operate a pump

I cannot understand why this system is so loud that it transcends through double glazing with such clarity when my own clock alarm next to my bed has difficulty waking me up

[REDACTED]

[REDACTED] Bramley, Rotherham S66 [REDACTED]

01709 [REDACTED] Mobile [REDACTED]

Evidence of plastic gloves collected from the garden



Here is an overhead view of the location of [REDACTED] adjoining boundaries and [REDACTED] showing proximity of properties/shared drive



[REDACTED] Bramley, Rotherham S66 [REDACTED] P

01709 [REDACTED] Mobile [REDACTED]

Location of dual tannoy system



**PUBLIC NOTICE OF AN APPLICATION TO VARY A
PREMISES LICENCE UNDER SECTION 34 OF THE
LICENSING ACT 2003**

Notice is hereby given that an application was made to
ROTHERHAM METROPOLITAN BOROUGH COUNCIL to vary a
premises licence under the above Act on the **9th October 2019**

**Applicant: SHELL UK OIL PRODUCTS
LIMITED**

**Address of premises: SHELL BRAMLEY, BAWTRY
ROAD, BRAMLEY, ROTHERHAM,
SOUTH YORKSHIRE, S66 2TP**

Proposed variation to the licensable activities:

- 1. EXTEND THE ALCOHOL SALES HOURS FOR
CONSUMPTION OFF THE PREMISES TO 24 HOURS PER
DAYS, SEVEN DAYS A WEEK**
- 2. AMEND A CONDITION ON THE PREMISES LICENCE**
- 3. REMOVE A CONDITION FROM THE PREMISES LICENCE
AND REPLACE IT WITH AN UPDATED CONDITION**

The postal address of the Licensing Authority where the register is
kept and the application may be inspected is:

*** LICENSING DEPARTMENT, ROTHERHAM METROPOLITAN
DISTRICT COUNCIL, RIVERSIDE HOUSE, MAIN STREET,
ROTHERHAM, S60 1AE**

Any person wishing to make representations on this matter shall
give notice, in writing, stating the nature and grounds for making
such representations to The Licensing Officer at the above address

* within 28 days of the date of this notice – by the **7th November
2019**. Further information is available on the web site

www.rotherham.gov.uk following the links.

It is an offence to make a false statement in connection with an
application and those who make a false statement may be liable
on summary conviction to a fine of any amount.

Lockett & Co – duly authorised agents