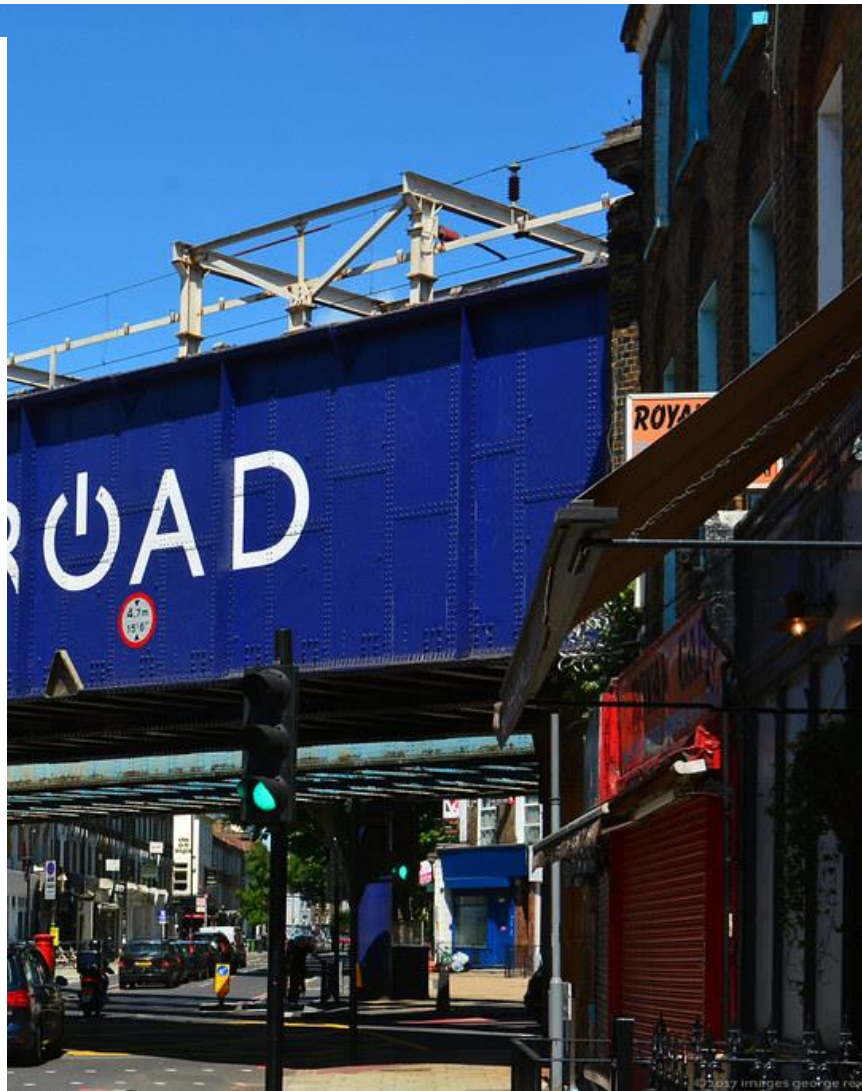


Considerate Companies Guidance



2022

London Borough of Camden
Development Management

What is a considerate company?

A company which actively looks to limit the impacts of the business on the wider area in terms of noise generation and disturbance. It acknowledges that Camden is a densely built borough with a tight mix of commercial and residential properties. It works with the local community to make changes where necessary to manage impacts. It follows all the necessary legislations and ensures all necessary consents are sought from the Council.

Who is this guidance for?

Camden Council wants to help businesses succeed whilst protecting the amenity of other residents and businesses. This guide seeks to help all new businesses opening in Camden. It includes questions each business should ask before opening, and tips to be considerate of neighbours.

Who are your neighbours?

You should establish where your neighbours are and who they are - are there flats and houses next door?

Do you have any other sensitive users nearby, for example galleries or schools? If so, introduce yourself either in person or send a letter to explain the steps you intend to take to limit the impact of your new business, and give a contact name and number.

If you have residents nearby they are likely to be affected by:

- noise and disturbance from deliveries;
- smells and noise from cooking/flues/air conditioning units;
- customers visiting the property;
- staff arriving in the morning/leaving at night; and
- any proposed construction work.

Do you need planning permission?

You should always check the lawful planning use of the premises of your new business as soon as possible and before you start to operate. You can use the Council's website to check the planning history at www.camden.gov.uk/planning.

If there is a planning consent for your business, you should check if there are conditions which might restrict how you operate, such as the opening hours. If in doubt, you should check with the planning department to make sure your new business won't be an unauthorised use. You can email planning@camden.gov.uk.

Planning permission is not needed when both the old and new use fall within the same use class, for example a shop to a restaurant. You will need to apply for planning permission to change from one use class to another, such as a shop to a takeaway. There is a helpful online guide [at the planning portal](#).

If you are planning to make any changes to the outside of the building, install a new advert, extract flue or air conditioning units you are likely to need planning permission. You can find details online at www.camden.gov.uk/planning.

If permission is required, you will need to submit a planning application. You will need to submit an application form, scaled plans of the existing, proposed and a design and access statement. You can find more information about how to submit a planning application at www.planning@camden.gov.uk.

Do you need a licence?

You need a licence for the following situations:

- hot food provision / delivery after 11pm and before 5am;
- selling alcohol either for consumption on or off the premises. This also includes alcohol deliveries; and
- provision of entertainment such as films, plays, live and recorded music to the public under certain circumstances.

You also need a licence for other business activities such as:

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- offering special treatments (piercings, tattooing, massages and other beauty treatments);
 - placing amenities such as tables and chairs on the public highway;
 - providing animal boarding facilities;
 - selling animals as pets;
 - dog breeding;
 - gambling; and
 - sex establishments (sexual entertainment venue, a sex shop or a sex cinema)

You must ensure that the correct licence is in place before offering these services to the public.

Some venues already hold licences, and as such, it may be possible to transfer these licences from one business to another, as long as it is for the same premises. As well as providing the ability to offer certain services, there could also be conditions attached to transferred licences restricting how the business may operate. It is important that you understand these conditions and adhere to them. For those venues which do not hold licences, or for those venues where licences cannot be transferred over, you will need to apply for new licences.

There are several different licensing regimes covered by the Council, but the main route to all of these is <https://www.camden.gov.uk/licensing>. You can find directions to all relevant services from this homepage. But for convenience the licence types and pages are listed below:

- Alcohol, late night refreshment (hot food between 11pm and 5am) and entertainment - <https://www.camden.gov.uk/premises-licence>
- Special Treatments - <https://www.camden.gov.uk/massage-licence>
- Placing Amenities on the Public Highway - <https://www.camden.gov.uk/pavement-licensing>; <https://www.camden.gov.uk/table-and-chairs-licence>
- Animal Welfare Licensing - <https://www.camden.gov.uk/animal-welfare-licensing>
- Gambling / Betting facilities - <https://www.camden.gov.uk/gambling-licences-and-permits>

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- Sex establishments - <https://www.camden.gov.uk/sex-establishment-licence>

If you are unsure whether you need a licence, or about any aspects of the licensing process, you can contact the Licensing Service at licensingenquiry@camden.gov.uk.

Are you preparing and serving food?

You must register your business with the Council if you are selling, cooking, storing, handling, preparing or distributing food. You can do this [online](#) or by calling food safety on 0207 974 4444.

We will arrange a food safety inspection of your premises once you open for business. We will consider potential hazards, compliance with legislation, confidence in management and control systems and the significance of risks.

Smells from cooking can cause a disturbance to neighbours. Extraction systems should be designed in accordance with the EMAQ Control of Odour and Noise from Commercial Kitchen Exhaust Systems. If you have any vents, flues, or extracts these should be regularly serviced and maintained to ensure they are in good working order. If windows and/or doors are being kept open be mindful this will allow smells which may cause a nuisance to escape. If you need to install a new flue or extract please check whether planning permission is needed before you install.

Are you managing the impact of deliveries?

It is important to take time to check who your new neighbours are and to understand how they might be affected by your business. If your business involves a lot of deliveries, whether by vans, mopeds or bikes, we expect you to minimise the impact by:

1. Use e-bikes and e-scooters - this is better for the environment and reduces potential noise disturbance
2. Have a clear arrangement for where pick up/collection should be.
3. Have clear signs up to remind your drivers that there are neighbours and to keep the noise to a minimum, especially after hours.

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4. Ensure your drivers, or the company you are using, enforces drivers complying with the highway code.
 5. Ensure drivers arrive when the delivery is ready rather than waiting outside
 6. All engines should be turned off when waiting.
 7. We recommended that deliveries to the premises should only take place between 0700 – 2000 hours Monday through Saturday, and 1000 – 2000 hours on a Sunday and Bank Holidays. You should check hours of delivery are not controlled via a planning condition or obligation attached the use of the building.

Will you be making any noise?

You need to make sure any existing air conditioning plant, flues or vents are in a good working order and regularly serviced. You should check before you start to operate. They should operate at a level which is not harmful to neighbouring residents. Please turn off any equipment if not needed when the business is closed, this can limit the impact on residents and reduce electricity costs.

If you need to install any air conditioning plant, flues or vents, you must apply for planning permission before they are installed. You must submit a planning application with a fee, scaled plans and an acoustic report. It can take around 8 weeks for a decision. You should factor this in to your timescale.

If any equipment is causing an issue and we receive any complaints the Council will investigate. This can result in formal enforcement action being taken to lessen the nuisance.

Any music playing should be kept to a minimum and not be audible from outside the property.

What else can you do to be a considerate business?

1. If you have flats and houses nearby, consider whether you need to limit your opening hours.
2. If music is played ensure it is at a reasonable level and reduced/ switched off when windows are open.

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3. Make sure staff and customers are sensitive when leaving the property early in the morning and later at night.
 4. Ensure all deliveries are undertaken in a sensitive way following the guidance above.
 5. Have a complaints process in place to record and respond to complaints from residents in a timely fashion.
 6. If any construction work is planned you should engage with your neighbours as soon as possible.
 7. The standard hours for noisy works are 0800 – 1800 Monday through Friday, 0800 – 1300 on a Saturday, with no noisy work on a Sunday or Bank Holiday.
 8. Switch off any equipment which may result in noise when not in use.

This guidance should be made available to all staff to ensure everyone is working together to ensure you are a considerate company.