

# Complaint 1

My burger van looks across onto the public footpath and grass and not into any windows of neighbouring houses.

The van does not use any green belt land it sits on a public road owned by the council

I know nothing about threatening behaviour

I was approached by a gentleman on Thursday 3rd of June as I opened the van my husband is witness to this as he helps with my generator

the man apologised and said he had been very hot headed with my son the afternoon before and he'd like me to pass on his apologies ( this is an incident I did not report as a new business I chose to ignore it but on returning to my van the day before with my clean dishes there were 6 whole buns scattered at it's doorway attracting seagulls these were not mine and I took a photograph of them before disposing of them there was also a dark greasy substance at the vans back door ) unknown to me my son went up to check on the van later and this gentleman and him had words the gentleman said " that van won't be here much longer trust me " at the end of that apology the man in question shook hands with my husband and myself and said " I will keep an eye on your van I'm not looking to spoil your business I used to run a burger van myself"

This man lives in the closest house to my van I've had no problems at all since .

The social media page in question is for the local people of cove and the only post removed ( which I did not respond to at all but I have copies of )is that of [a local resident –name removed] who lives in the Close because [a local resident –name removed] who also lives in the Close was becoming quite slanderous toward the business

I do not know either of these ladies

[a local resident –name removed] - introduced herself on my first morning and I showed her my e mail from James Gibb ( Phil Blackadder )

Wishing me every success with my new venture .

I also showed her my license etc and she left there was no argument whatsoever between us .

My generator is petrol not diesel I decided on this because it is less noisy

I have asked the correct department to come out and check I'm not breaking noise control laws

My license covers me 7am - 5pm 7 days

I only have my generator on mon - fri 7.30 - 2.30pm and sat 8-12 I don't think this is unreasonable

There is no " Private " car park there are allocated numbered spaces which none of my customers would use as the majority of them walk to my van and on saying that neither do the residents as these spaces are at their back door and they prefer to park on Langdykes at their front doors

I have no idea why my van has made the communal grass unsafe for children to play and no idea what the resident means by feeling humiliated and being left with no privacy

I have no idea why my van has made any resident feel like a prisoner in their own home the ownership of the road was already discussed hence why I moved 26ft

As for a site visit I think this is definitely what is required in order to clear my name from this nonsense

My van is licensed and was done so legally by the council and if there was a legal obligation to inform individual home owners of this then that's something they should bring up with the council my license should not be in jeopardy because of any negligence on the councils part

I'm confused as to the affect my van is having on these children infact I find it quite disturbing to be accused of such nonsense

I also don't agree on the resident suggesting new sites for my van to the council that is absolutely none of his business

#### Complaint 2:

It has been made quite obvious the 2 residents out of a whole street have serious issues with staff cars from the garages parking legally on whitehills close this is of no concern to me and shouldn't even be part of this complaint it is completely irrelevant to my license.

I probably serve 4-6 children from the academy daily as most of them choose Sainsbury's for lunches which is further from my van these children have always crossed the road at a lunch time to get to the nearest shop

My term time menu was basically a menu made slightly more affordable to children at school These children go to school in an industrial estate they all live in cove at the opposite side of the road therefore cross it in order to get to school I will not be accused of putting them at risk by using my van

again an unhappy resident of whitehills close before my van arrived suggesting new locations for it

#### Complaint 3:

My generator is petrol not diesel and I am in agreement in fact I have asked noise levels by law for my working hrs be checked by the appropriate department

My van was moved to the position given to me by the council which I was told belongs to them

I am not trading on green belt land

I'm confused as to why my customers might have an accident on the grass that my van looks into but I am covered for public liability should my van be the cause of any harm to my customers.

I think I have covered all matters raised and would like a site visit before the 29th of June if possible In order to clarify these fabricated complaints

I'd also like the licensing committee to have a copy of this as well as my video and I'd like any problems in the street before my van arrived shown to the committee as I feel I'm being subject to bullying by 2 of these 3 residents and that it is nothing to do with my van and more to do with their request to have double yellow lines painted

Please also note every other resident uses my van and has praised its service to the community