



9 October 2018

Dear resident,

Southwark Council has provided me with a copy of your objection to our licensing application at Hawker House. Our application proposes a new time limited licence on the exact same terms as our current licence, which was approved by the Council last year.

In response to your objection, I wanted to set out the actions we have taken to be a good neighbour and to mitigate any negative impact on local residents. I would also like to extend an invitation to you to meet to discuss these actions.

Street Feast exists to transform derelict and underused spaces in London, giving young food entrepreneurs the opportunity to start and develop their business without requiring large amounts of capital. We are proud of the fact that Hawker House has provided a platform to over 50 new, small businesses, while providing a valuable community asset in this large warehouse that would otherwise sit empty.

The market has become a real hub for residents in Canada Water. Around 4 in 10 visitors live nearby, and people in Water Gardens who regularly visit the market have told us they think of it as 'their local' (indeed, we waive the door charge for local residents).

Hawker House is open only on Friday and Saturday nights – and for occasional one off events. It is not open every night, or even most nights. When Hawker House is open, we have rigorous management policies in place, developed in consultation with local residents. We employ professional security wardens every night. These wardens ensure that people arrive and leave the market safely and quietly. At the end of the night we always close the front entrance opposite Water Gardens and ensure customers leave by the rear exit on Surrey Quays Road, away from residential properties. This winter, we are trialling a new arrangement where this is the only customer access point for both entering and leaving the market.

On the small number of nights where there are special events, our wardens encourage people to walk to Canada Water tube station via the Decathlon Basin, and not down Surrey Quays Road next to Water Gardens. While we cannot force people to use a particular route (and we know that some guests will be walking down Surrey Quays Road because they live there), the feedback from other residents and our own staff indicates that this policy has been largely effective, with the overwhelming majority of our visitors leaving quietly via the signposted route.

We do not allow people who are drunk to enter the market. We do not allow people to leave with alcoholic drinks, and we have waste bins on every exit. Signage inside the market encourages people to leave quietly and with respect for our neighbours, and directs people to order taxis from Surrey Quays Road away from residential properties. Our staff conduct regular sound readings around the site, and take action to address sound levels if they are too high.

For the last year, we have run an email list for local residents, where we give as much notice as possible for any special events; keep residents updated on our operational procedures; issue complimentary residents tickets, and proactively seek feedback and comments from our neighbours. We have a dedicated residents hotline which goes straight to the duty manager on site, so that they can take immediate action to address any problems when the market is open. This year we have also run regular residents meetings, two of which have included the licence extension on their agenda. These meetings will continue if the new licence is approved. Please email me at [REDACTED] to ensure you are on our residents email list to receive updates and invitations.

When the Council's Environmental Health Officers have visited the premises, they have always found us to be operating responsibly and complying with the conditions of our licence. This does not, however, mean that we are complacent, and we are continually reviewing our procedures to ensure that our operation is the very best it can be. I would be very happy to meet with you to discuss our management policies, and hope to also see you at one of our residents meetings soon.

Best wishes,

MATTHEW SANDERS
HAWKER HOUSE