

Ref: APP/19/00324

Brian Heron (Director of Herons Autos)

Dear Development Management Committee (DMC)

**My name is Brian heron. I am the director of Heron's Autos Ltd, a family run business that has been operating from 5-7 Station Road from 1986 to 2017 in 5c and 5d Station Road where we worked hard to establish a good reputation in the automotive industry in Hayling Island. In 2017 we were lucky enough to buy the freehold of 5g Station Road and with a lot of investment we were able to expand into car MOTS as well as motorcycles. This has been worthwhile as we have been able to grow our customer database by 20% over the last 3 years. We repair and service all vehicles petrol, diesel and electric. We are looking to future proof the business by installing charge points for electric vehicles.**

My concerns about this build are as follow:

Access:

On average we have 8 customers a day plus there is a need to road test almost every vehicle so constant access is essential to operation of the business. As the proposed property is to be built on the boundary of the right of way I believe that our access will be compromised with the need to dig footings, scaffolding and boarding, and potentially HGV's coming and going with deliveries for the build. Even if we were to be given a temporary alternative route, with a build of this scale I cannot see how we could maintain constant, unaffected access, essential to the operation of our business.

Noise during the build:

Our workshop door is 3m x3m and is constantly open. I have concerns about the nuisance of noise coming into the workshop caused by and for the duration of the build.

Currently, due to COVID-19 we have a no entry policy for customers into our workshop. We communicate with our customers from a 2 meter distance from our workshop door with the noise level of a build of this size we are potentially going to struggle to communicate with our customers.

Dust:

I'm concerned about the amount of dust that will be generated and settling on customers vehicles, which could potentially lose us customers if I was not to wash down every vehicle that came into our workshop.

Safety:

Safety has to be paramount for my staff and customers while coming and going from our workshop. There has already been an incident on the 23/07/2020 at 8.45am where I personally was walking to work and fell down a manhole cover that was not correctly fitted back down after some contractors had inspected the drains and had not cordoned off the area while they were still working.

Noise and pollution after the build:

My main concern is that once the flats are built noise and pollution from our workshop will be a disturbance to the residents and if they were to complain this could put constraints on the operation of our business.