Our Ref: 70094638

8 July 2022

Operating Statement – Unagi Dark Kitchen, Park Place, Cheetham Hill, Manchester

Objective

This Statement reflects operating practices that AWMC Restaurants Ltd propose to have in place at their new dark kitchen location which is to be a re-purposed carpark located at Park Place, Cheetham Hill, Manchester.

Licensing has been granted and is provided alongside this operating statement (ref 271688). The application reflects the licence requirements and the proposed operations of the dark kitchen once planning permission has been granted.

Hours of Operation

The premises will operate seven days a week with food preparation, servicing and deliveries in the morning, and food deliveries in the afternoon and evening.

The hours of operation sought through this planning application are:

- Monday – Sunday: 08:00-23:00

The provision of food (both on and off the premises):

- Monday – Sunday: 11:00-23:00

The supply of alcohol for consumption both on and off the premises:

- Monday – Sunday: 11:00-23:00

Noise and Disturbance

There are no immediate residential neighbours, the closest noise sensitive receptor is 4 Park Place which is approximately 50m from the application site. Manchester City Council at pre-application stage has confirmed the area could not be deemed as a residential.

Noise modelling has been undertaken by Azymuth Acoustics UK. The modelling demonstrates that the proposed development would be well below the Council's noise target of 5dB below background (38.8dB).

The use of the site is a dark kitchen (Use Class B2) with delivery drivers collecting and delivering food to customer homes. Eight benches will be positioned outside of the dark kitchen to provide

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ancillary seating for customers who wish to order their food at the kiosk and eat it on site. No table service will be provided.

It is anticipated that the uptake of customers choosing to come to site will be limited as food will be available for home delivery at a low cost through delivery apps. Therefore, due to the size, scale and nature of the development, it is deemed unnecessary to have additional staff to control queuing and dispersal. Staff will however monitor the outdoor area and keep it clean and tidy.

Company policies on the use of the outdoor area and dispersal are appended to this statement.

Security and Safety

The inside of the premises shall be covered by CCTV in all areas. The CCTV has 4 terabyte of memory and is able to record unto 1 month in high resolution. Additionally, the site also has existing CCTV on the wider area of carpark.

Access

The kitchen, customer area and toilet will have direct level access. The upper floor which will be used for storage has stair access only, however this is suitable for the operator's requirements.

Access for customers will be via the existing carpark entrance located on Park Place. As set out above, it is anticipated customers choosing to consume food on-site will be limited, with the primary use of the site being a dark kitchen for home delivery. Notwithstanding, the seating area will be fenced off from the car park to ensure customers are kept safe and staff will monitor the outside space.

Fresh food deliveries and servicing will be via the existing access to the carpark, taking place in the morning before the kitchen opens, to ensure as little disruption as possible to the public and operation of the business.

Waste Collection

Waste and recycling will be collected by an approved waste collection service. Refuse, glass and recycling from the operation will be stored in the bin store on site and will be taken out to the collection point on Park Place. Manchester's waste proforma and accompanying plan is submitted with the planning application providing full detail of the waste collection arrangements.

Local Environment

The operators will maintain the premises to the highest standard, ensuring that the external area is clean, tidy and litter is consistently controlled and monitored.

External furniture will be left in place as the site will be locked up at the end of each day. Bicycles and mopeds will not be left on site overnight.

Delivery Drivers

Designated areas are shown on the submitted plans where delivery drivers/riders will park their mopeds/bicycles and walk to the food collection areas. Car delivery drivers will park either in the designated parking bays on Park Place, or in the event these are busy they will park in the public car park immediately adjacent to the site.

Car engines will be switched off when parked / waiting for a food collection.

In total, ten delivery drivers/riders will be employed, operating a delivery fleet of five bicycles, three mopeds and two cars.

On any one shift, it is anticipated there will be up to 8 drivers/riders delivering meals on Friday and Saturday evenings, with fewer drivers (circa 4-5) required on weekday evenings and 1-2 drivers during the daytime.

Staff and Training

All management & Staff will receive induction and ongoing training in H&S, Manual Handling, Induction to Fire Safety, Licencing awareness, Allergens awareness and carry out training on licensing law at regular intervals.

David Vanderhook is the designated premises supervisor.

NOISE AND DISPERSAL POLICY

The following policies will be in place regarding use of the outside area by customers:

1. The outside area shall be monitored by staff, and customers are encouraged to keep noise at a reasonable level.
2. Regular checks will be done to ensure all outdoor behaviour is appropriate.
3. The area will be cleaned regularly.
4. Signs will be outside the premises and within the outdoor seating area requesting customers to keep noise at a minimum.
5. Patrons who disregard signage and verbal instructions regarding noise will asked to leave the premises.
6. The last food order for consumption on site will be one hour before closing. Typically, staff will leave one hour after closing and the gates will be locked overnight.