

APP/15/01025

JCB
MOTORCYCLE SERVICES

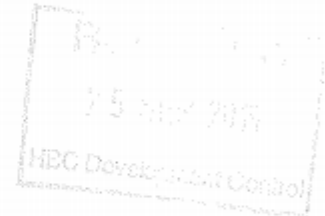
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INDUSTRIAL ESTATE
EMSWORTH
PO10 7DH

WWW.JCB MOTORCYCLESERVICES.COM

BATTERIES - MOT'S ARRANGED - PARTS - RECOVERY - SERVICING - TYRES

Friday, 18 September 2015



To whom it may concern,

My name is Sean Turner and I work at JCB Motorcycles as self employed, before I was long term unemployed and carer for my partner.

After lots of discussions with Jon Bailey (owner) he gave me the opportunity to show I was not only a good mechanic but also an asset to business as a whole.

Since working with Jon we have both learnt from each other different skills and make a good team, and now have taking on a new person Matt who came to us from collage a while back and now a full time self employed.

As a business we take any complaint made against us very serious and try to rectify any problems that may have occurred, I have spoken to the neighbours on various times and tried to establish a way to meet in the middle over this apparent noise issue, we have wrote to them , and sent a copy to the council asking for the times and dates this apparent noise takes place, so we can ascertained what if any vehicle type is causing the problem, but as of date of this letter we have not heard from any of them , so we must assume the problem with noise wasn't made by us.

We have also asked the council to monitor the noise with monitoring equipment which as far as I'm aware has not been done. Again leads me to feel there must be insufficient evidence of noise.

Last year after the committee meeting we have had a new roof installed meeting the new regulations also we fitted new sound barrier doors at the front of the building which we close when running a motorcycle / scooter to help prevent some of the noise from entering the homes of the residents.

I would like to now explain how our daily work takes place.

8.00 / 8.30 am I come to work i am usually the first in and open up.

8.30/9.00 am I open the doors and start emptying the bikes arranging them in order of work this can sometimes take up to an hr as I have to answer the phone and deal with anybody who wishes to drop of their bike at that time.

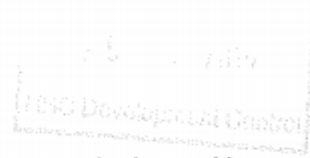
10.00/10.30 am Jon normally arrives for work we discuss who will do what job and sort out orders and deliveries for that day.

10.30 am – onwards. We now start work on the bikes for that day.



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When a customer arrives we ask them to switch off their engine (there is a sign main door asking as well) it is normal for one of us to go out to the customer to do this, at which point the customer would normally tell us what they are there for.

whether it's to be booked in for work or if we could just look at a problem and give a quote, if the bike is to be looked at we wheel the bike into the work shop to look it over, and if this requires us to start and run the engine we will close the doors before starting.

The exception to this is if the bike is a Smokey bike i.e. 2 stroke and we are full in the unit with repairs we take the bike to the rear of the building and test them in the rear yard. We have a portable extraction system for when the weather is bad and not possible to use the rear yard.

5.30 – 6.00 pm we close normally at around this time, we start to pack the bikes back in the unit and close up the doors.

We always ask our customers not to over rev engines when leaving.

If a customer is dropping their bike off early on their way to work we ask them to cut the engine before parking up.

We chose this unit for various reasons.

- 1) Location Emsworth is a small town ideally situated between Portsmouth and Chichester with good transport links and plenty of amenities i.e. coffee shops and cafes.
- 2) The industrial estate is mainly made up of the motor trade, we have Southern Tyres next door to us a car / campervan repair and tyre garage, next to them is A.D.Williams again a car accident repair shop been established for over 30 years, then we have South Coast Workshop again car repairs, then we have G.W. Motors a van repair shop, then next to them is a graphic shop which deal in a lot of vehicle graphics
- 3) The unit is ideal size for our type of work in size and cost, this unit stood empty for a number of years before we took over the lease, and may of stayed empty for many more years as its design was not attracting many people to make use of it.

There has been a motor trade on this estate since it was built as next to us was once a garage for over 40 years that repaired classic cars, and some of the units were part of the Emsworth bus depot for many years.

We have a good customer turn over due to our location with public transport links so customers can get home / work easily, also our customers come from Petersfield, Fareham, Portsmouth and down to Bognor Regis and bring trade to the town.





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When speaking with our customers they are happy we are here as the nearest repair shop that covers the type of work is either Chichester or Portsmouth, and are made up of main dealerships which won't do the type of work that we specialise in.

Since last year we have looked on a weekly basis to find a alternative unit suitable for our needs and as of yet have not been able to locate one. They are either too big or too expensive. This means if we are refused change of use it will be likely the business will have to close and again I will be back on unemployment.

We have offered to build a sound proof room for testing loud motorcycles in, but this is expensive and we have not done this past year. We would install a room if granted B2 use as we would be in a position to make better alterations to the unit for longer use.

Since our meeting last year we have tried to make sure we meet all the requirements the council asked for, including trying to talk with the neighbours.

But we feel persecuted by some of the residents purely of the fact we have motorcycles, I was even told by one quite recently that they would not object to our neighbour taking on the unit for cars (b2use) yet they object to us.

Every day we have to walk on eggshells as in the hope not to do anything which they disapprove of , as they are always there taking photos of us and our customers even when all we are doing is our job, this has caused great concern with some of our clients. We feel this has impacted on our business as some of our customers refuse to come back until this change of use is settled.

I hope that the council will see we have met the requirements set out and we are giving the change of use,

I would also like to invite any of the council to our unit at any time with or without notice.

If your require any more information please ask.

Thank you for your time.

Yours sincerely

Mr Sean Turner

