

# APPENDIX C

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| MacD<br>Russell<br>Way | New<br>Premises<br>Application | Late Night<br>Refreshment | 23.00 to 05.00 Mon to Sun  |
|                        |                                |                           |  |
| REPS<br>Against        | NAME                           | EMAIL                     |  |
| 1.                     |                                |                           | <p>Dear Sir / Madam</p> <p>I am writing on behalf of several residents of Lewis Crescent to formally raise an objection to the current planning application seeking permission for 24-hour opening at the McDonald's drive-through restaurant located at 1 Russell Way, Exeter.</p> <p>The restaurant commenced operations in summer 2025. Since opening, a number of residents in Lewis Crescent have experienced significant and ongoing issues relating to light pollution and loss of privacy arising from the car park area. Vehicles regularly park with headlights illuminated whilst consuming food, resulting in our homes being directly overlooked and subjected to intrusive artificial lighting.</p> <p>These concerns are not speculative. Residents currently have an open complaint with Exeter City Council Environmental Health, and several households have recently submitted a month's worth of contemporaneous evidence demonstrating the scale and persistence of the problem. The impact on residents' quality of life within their own homes has been substantial and ongoing.</p> <p>The restaurant currently operates between 07:00 and 23:00. The application to extend opening to a 24/7 operation would, in our view, materially worsen an already unacceptable situation. Increased overnight activity would inevitably intensify light intrusion, extend the period during which residents feel overlooked, and further erode residential amenity.</p> |

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|    |  |  | <p>Having attended the original planning meeting, I am concerned that the granting of this licence may be regarded as a fait accompli. Nonetheless, I wish to place on record a formal objection to the application on the grounds outlined above.</p> <p>Residents are not seeking to prevent the business from operating. Our request is proportionate, reasonable, and relatively inexpensive: the erection of a suitable perimeter fence around the curtilage of the property to mitigate light pollution and prevent direct overlooking from the car park into residential dwellings.</p> <p>I would respectfully suggest that this matter requires a coordinated approach between the Planning and Environmental Health departments. In particular, I urge the Council to ensure that relevant information and evidence already held by Environmental Health is fully considered by Planning officers. We further request that, should the application be approved, a condition be attached requiring the installation of an appropriate perimeter fence as a matter of urgency.</p> <p>This would represent a balanced and practical solution that allows the business to operate while safeguarding the reasonable expectations of nearby residents to privacy and enjoyment of their homes.</p> <p>I would be grateful for confirmation that this objection has been received and that it will be fully considered as part of the determination process.</p> |
| 2. |  |  | <p>Good afternoon</p> <p>It has come to my attention that Orchestra Limited have applied for a New Premises Licence at McDonald's, Russell Way, Exeter, EX2 7UF, for 'late night refreshments' between 5.00am and 5.00am and I write in objection.</p>  |

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|    |  |  | <p>Permission was granted in August 2024 for the food outlet to be erected at this location despite objections, however it was subject to 30 conditions, number 24 stating <i>There shall be no servicing of the premises except between the hours of <b>06.00</b> and <b>23.00</b>. (This includes collections of refuse/ recycling).</i> <b>Reason:</b> <i>To protect the amenity of the locality, especially for people living and/or working nearby.</i></p> <p>It is less than 18 months since this planning permission was granted and now in through the back door, a licensing application has made for 24 hour servicing! Nothing has changed in the locale since the conditions were made, there are still people living nearby who would be affected by this change. We as residents of the area have to contend with the food outlet and all it brings with it for 17 hours of every day, to be forced to have it running 24 hours a day, which clearly is overnight when residents are supposed to be sleeping, is not acceptable.</p> <p>If people are so desperate for 'late night refreshments' after 11 o'clock at night and can't make something in their own kitchens, then may I suggest they pay a visit to Moto Motorway Services which is less than 5 minutes drive from Russell Way and is open 24 hours a day without any impact on housing.</p> |
| 3. |  |  | <p>Hello</p> <p>I am writing to formally object to the application made by Orchestra Limited for a new Premises Licence at McDonald's, Russell Way, Exeter, EX2 7UF, which seeks permission to provide late-night refreshment on a 24-hour basis, from 5.00am to 5.00am.</p> <p>Planning permission for this site was granted only in 2024 with strict conditions attached. One of those conditions clearly restricts trading, servicing, and refuse and recycling collections to the hours of 06.00 to 23.00. These restrictions were imposed specifically to reduce the impact on nearby residents and to ensure consistency with neighbouring food outlets such as Taco Bell and KFC.</p>  |

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|    |  |  | <p>Just over 18 months later, Orchestra Limited is now attempting to undermine those conditions by submitting a licensing application that contradicts the original planning consent. This approach is underhand and appears designed to bypass agreed safeguards. The application is neither reasonable nor justified.</p> <p>The impact on local residents would be significant. I say this from direct experience. Granting this licence would also set a dangerous precedent, encouraging other nearby outlets to submit similar applications. Residents already suffer from antisocial behaviour linked to the existing outlets, particularly KFC. This includes boy racers hanging around the car parks, using the bypass and Russell Way as a racetrack, which has already resulted in two late night collisions with lamp posts one of which borders a residential front garden and living room. Screaming and shouting late into the night, levels of litter strewn around and quite often thrown into peoples gardens. Traffic levels during the day and evening are already heavy, and peace is only restored when Tesco and the food outlets close.</p> <p>These food outlets are open long enough and extending operations into the overnight period would remove the last remaining quiet hours we have and would inevitably disturb residents during the night. This is wholly unreasonable and unacceptable.</p> <p>If people are desperate burgers and fries throughout the night, alternatives already exist. Customers can use delivery services such as Deliveroo, drive to the M5 services which operate 24 hours a day, or walk there if they live locally.</p> <p>For all of these reasons, I strongly object to the granting of this Premises Licence.</p> |
| 4. |  |  | <p>To whom it may concern.</p> <p>Myself and other residents are fully opposed to a change in opening hours to the McDonald's restaurant to become 24 hours opening this is because it will prevent us residents whom are directly opposite the site in Lewis Crescent from being able to sleep at night due to noise from customers and vehicles lights which shine directly into bedroom windows at night there is also noise from delivery vehicles at approximately 6 am from reversing beepers which I believe should not be used during certain hours of the day in the vicinity of residential areas but this is ignored on a daily basis there is also the risk of anti social behaviour during the early hrs . There is a McDonald's in exeter that is on a</p>   |

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|    |  |  | <p>retail park with no residents in its immediate vicinity that is 24 hours which can be used. If this application is approved it will be to the detriment of all residents in the digby area</p>  |
| 5. |  |  | <p>I am writing this email in relation to the planned extension of opening hours for the McDonald's in Russell way exeter.</p> <p>I am very strongly apposed to this application.</p> <p>This is a residential area with a large number of private residence in very close proximity to restaurant.</p> <p>I believe the original planning permission was granted with the condition that this was not to be a 24 hour operation , also inline with police advisory due to anti social behaviour. Since the opening the traffic around this area has increased ten fold .</p> <p>At night we have to put up with noise and car headlights shining straight into our rear bedroom windows as in a town house our bedrooms are level with the car parking area for this establishment, this is every night until 11pm , why should our sleep be disturbed all night and every single night , this is not acceptable inhumane and anti social , there is also lots of noise very early in the morning from 5am to 6am from refuse lorry's , delivery lorry's , and jet washing the car park again this is unacceptable and inappropriate at this time in the morning , there should be no noise under law in a residential area from a business until 7am .</p> <p>It has already had a significant impact on the current values of property in the close vicinity.</p> <p>It is uncalled for when there are already two other McDonald's that are already 24 hours in Exeter that are located in non residential areas , Exeter does not need 3 24 hour McDonald's , 3 is bordering on ridiculous and the city does not need it as it is already served by two .</p> <p>I again state this is a very high vote against this , and the complaints will be constant and extremely high if this granted</p> <p>Kind regards</p> |

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| 6. |  |  | <p>I am deeply concerned about this due to the footfall, traffic and anti social behaviour in the area which has risen sharply since the business opened. Littering in the Etonhurst Close area is high clearly all McDonald's products and residents regularly pick up this litter as the applicants staff do not do so and the applicants have not provided extra bins.</p> <p>A dangerous sink hole on Russell way (which has been reported to the council ) has coincidentally developed since Macdonalds opened.</p> <p>The area has seen a marked increase in loud high performance vehicles driven by young people since the restaurant has opened. Increasing the opening hours will exacerbate the existing problems which the applicant has not addressed further.</p> <p>This is an out of town restaurant and local residents except shift workers have no need for a fast food establishment until 5am.</p> <p>Please accept this objection as you make your decision</p>   |
| 7. |  |  | <p>Dear Team,</p> <p>I note Orchestra Limited have applied for an extension to their premises licence to 24 hr trade.</p> <p>As a local resident my representation is to object to the application.</p> <p>There has been an increase in traffic, noise and litter since the restaurant has opened. That is to an extent part of life and of course there are benefits as well to the economy and to users of the service. However, an extension of hours is unlikely to improve traffic, noise, litter and associated ASB.</p> <p>The McDonalds at Marsh Barton attracts problems due to its 24hr opening, particularly with vehicles which I think we risk replicating.</p> <p>Other fast food outlets seem to take a more balanced and community minded approach with Burger King and KFC at Exeter services closing by midnight. Surely there should be some consistency.</p> <p>McDonald's is not a necessity, there are facilities for food in an "emergency" nearby. Opening at 5am is more than adequately early for those off to work, but opening past 11 is disruptive - noise etc from</p> |

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|    |  |  | <p>cars for locals. Perhaps a trial period of 24 hour opening on Fridays and Saturdays with a proper evaluation before any further extension might be granted.</p> <p>Please acknowledge receipt and I'd be grateful if you would advise what happens next.</p> <p>Kind regards</p>  |
| 8. |  |  | <p><b>To whom it may concern,</b></p> <p>I am writing to object to the proposed extension of opening hours to 24 hours at McDonald's, 1 Russell Way, Exeter EX2 7TG. My objection is based on material planning considerations, including <b>amenity impact, noise, antisocial behaviour, litter, and conflict with key policies of the Exeter Local Plan.</b></p> <p><b>1. Impact on Residential Amenity (Noise, Disturbance, Late-Night Activity)</b></p> <p>Extended late-night and early-morning trading is widely recognised as a generator of:</p> <ul style="list-style-type: none"> <li>• Vehicle noise (engines, car doors, revving, idling)</li> <li>• Increased footfall at unsociable hours</li> <li>• Raised voices and congregation of groups</li> <li>• Delivery driver activity throughout the night</li> </ul> <p>The surrounding area includes residential properties that currently experience a reasonable level of night-time quiet. A 24-hour operation would <b>significantly erode residential amenity</b>, contrary to the aims of the <b>Exeter Local Plan First Review</b>, particularly:</p> |

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|  |  |  | <ul style="list-style-type: none"> <li>• <b>Policy DG4 (Residential Amenity)</b> – which requires development to ensure a “quality of amenity” and avoid unacceptable noise and disturbance.</li> <li>• <b>Policy EN3 (Environmental Enhancement)</b> – which seeks to protect environmental quality and reduce nuisance.</li> </ul> <p>The proposal would clearly undermine these objectives.</p> <h2>2. Increase in Antisocial Behaviour</h2> <p>There has been a <b>notable uptick in antisocial behaviour in the Russell Way / Rydon Lane area in recent months</b>, including:</p> <ul style="list-style-type: none"> <li>• Late-night loitering</li> <li>• Verbal altercations</li> <li>• Vandalism and nuisance behaviour</li> <li>• Groups gathering around fast-food premises after closing times elsewhere</li> </ul> <p>Extending McDonald’s to 24 hours would <b>draw additional late-night activity into an area already experiencing strain</b>, increasing the likelihood of:</p> <ul style="list-style-type: none"> <li>• Disorder</li> <li>• Noise incidents</li> <li>• Police callouts</li> <li>• Disturbance to nearby residents and businesses</li> </ul> <p>This directly conflicts with the Local Plan’s emphasis on <b>safe, sustainable communities</b> and the need to avoid developments that exacerbate crime or fear of crime.</p> |
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### 3. Litter and Environmental Impact

The area around Russell Way already suffers from **persistent littering**, including:

- Food packaging
- Drink containers
- Bags and wrappers associated with fast-food outlets

A 24-hour operation would inevitably increase litter at night, when:

- Street-cleaning services are not operating
- Litter is more likely to accumulate unnoticed
- Wildlife may scatter waste further

This is contrary to:

- **Policy EN2 (Air and Water Quality)** and **EN3 (Environmental Enhancement)** – which emphasise maintaining and improving environmental quality.
- The council’s broader sustainability and neighbourhood-quality objectives.

### 4. Traffic and Highway Safety

Night-time traffic associated with a 24-hour drive-through would introduce:

- Additional vehicle movements during hours when the road network is quieter and visibility is reduced
- Increased risk of disturbance from headlights, engine noise, and delivery vehicles
- Potential conflict with nearby residential access routes

This is inconsistent with the Local Plan's commitment to **minimising traffic impacts and protecting residential environments**.

## 5. Lack of Demonstrated Need

There is **no clear evidence of community need** for a 24-hour fast-food outlet in this location. Exeter already has late-night food provision in more appropriate areas—primarily the city centre—where:

- Noise is expected
- Policing resources are concentrated
- Residential density is lower or more accustomed to night-time activity

A suburban retail-park setting is **not an appropriate location** for 24-hour hot-food takeaway use.

## Conclusion

For the reasons above—particularly the **impact on residential amenity, increased antisocial behaviour, litter, environmental harm, and conflict with the Exeter Local Plan**—I respectfully request that the application for 24-hour opening at McDonald's, 1 Russell Way, be **refused**.

The proposal would materially harm the character, safety, and amenity of the surrounding area and offers no compelling public benefit that outweighs these impacts.

Please acknowledge receipt of this objection via email response.

Yours sincerely,

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|     |  |  | Local Resident (address can be provided upon request)   |
| 9.  |  |  | <p>I write on behalf of Tesco Stores Limited in connection with the application for a late night refreshment licence from Monday to Sunday 11pm - 5am at the McDonald's Restaurant, 1 Russell Way, Exeter EX2 7UF.</p> <p>We object to the application and request that it be refused by the council.</p> <p>Tesco operates a store next to the McDonald's Restaurant. The store is open 6am to midnight Monday to Saturday and 10am to 4pm on Sundays.</p> <p>We are concerned that the McDonald's restaurant being open overnight could result in antisocial behaviour taking place in the adjacent Tesco car park when the store is closed. We have had incidents across our estate of late night car meets at stores, causing damage and nuisance, and vandalism of property. There is the potential for increased traffic accidents related to individuals being attracted to the area late at night and risks of speeding, dangerous driving and increased congestion at unsociable hours.</p> <p>There is also the potential for increase litter in surrounding streets and green spaces associated with longer opening hours, impacting the cleanliness and appearance of the area. In addition, there is the potential for increased noise from the premises affecting neighbouring residential properties.</p> <p>For these reasons, we respectfully request that your council refuse the application. Should your council be minded to grant the licence, we request that conditions be imposed to mitigate the impact, including enhanced security measures, noise controls, and mandatory litter patrols. 2</p> <p>Please confirm that this representation has been received and will be taken into account as part of the licensing process. Also please contact me should you require any clarification.</p> <p>Yours sincerely<br/> For and on behalf of <b>Tesco Stores Limited</b>.</p> <p>Town Planning Manager (UK)</p> |
| 10. |  |  | Dear Sir / Madam,   |

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|     |  |  | <p>I understand that Orchestra Limited have applied to have a 'Late Night Refreshment Licence' for their McDonalds takeaway/ drive through at 1 Russell Way, Exeter, to allow their business to operate from 2300 hours until 0500 hours the following morning, effectively allowing them to remain open 24 hours a day.</p> <p>I wish to raise objection to this application.</p> <p>The area is a residential area, with a number of young and older families quietly living their life. It does not need further vehicles moving around at night, primarily the younger element tearing around and 'hanging' about in the car parks nearby. We already experience a considerable amount of litter with 'McDonalds' boxes and drinks containers being discarded in our residential roads, pavements and gardens by passing customers on foot. I fear this approval will create more!!</p> <p>The other Retail Outlets including Tesco itself all shut at night, and there is no reason to create a magnet for additional traffic, footfall, possibly leading to anti-social behaviour and general noise during the early hours.</p> <p>Is there a need?? What justification is there? If this can be shown, is this to the detriment of those in the nearby residents?</p> <p>Would the members of the Council like this to have this on their own doorstep? I think not.</p> <p>I strongly submit my objection and trust you will look to refuse the application.</p> <p>Thank you</p> |
| 11. |  |  | <p>Please could you record the strongest objection from both of us:- ..... to the granting of a 24 hour opening license to MacDonalDs at 1 Russell Way Exeter.</p> <p>We live at .....about 200/300 metres from the site.</p> <p>This is a quiet residential area and our deeds require us to cause no nuisance to others in the area so neither should MacDonalDs.</p>   |

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|     |  |  | <p>All the other tenants of the retail park close overnight as should MacDonalds.<br/> I would ask you to recognise that their opening all through the night would give rise to noise, disturbance and, perhaps, antisocial behaviour.<br/> I trust the Council will listen to the Council Tax payers in the immediate area. Thank you.<br/> Yours faithfully</p>  |
| 12. |  |  | <p>I am writing to object to application to extend the license to make Macdonalds Russell Way Exeter 24 hours.<br/> This is a residential area and there is already anti social behaviour with cars with loud exhausts driving around the area disturbing the peace for the residents.<br/> There is no requirement for this macdonalds to be open 24 hours it will only attract boy racers to use it as starting point to race around the area which they already do.<br/> If people need to buy a burger or similar they can go to Moto services where there is 24 hour food outlets and is not in the middle of a residential area.<br/> When the planning permission was passed to build this macdonalds there was an application to make it open 24 hours then and was not granted.<br/> What has changed to make this possible now? Nothing except the greed of the person that has the franchise of this macdonalds and all the others in Exeter.<br/> Therefore I strongly object to this application.</p> |
| 13. |  |  | <p>Hi,</p> <p>I am writing to object the application for McDonald's being open between 11pm to 5am.</p> <p>This is a residential area and we already have issue with anti social behaviour of groups walking past our house and dropping litter up until midnight. If it was a high street or motorway services this would be appropriate but not in an area with some many houses.</p> <p>We live at .....right by the McDonald's/tesco.</p> <p>Many thanks,</p>  |

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| 14. |  |  | <p>I am writing to object the application for McDonald's being open between 11pm to 5am.</p> <p>This is a residential area and we already have issue with anti social behaviour of groups walking past our house and dropping litter up until midnight. If it was a high street or motorway services this would be appropriate but not in an area with some many houses.</p> <p>We live at .....right by the McDonald's/tesco.</p>  |
| 15. |  |  | <p>Dear Sir/Madam,</p> <p>It has come to my attention that Orchestra Limited have applied for a 'Late Night Refreshment Licence' for the McDonalds takeaway at 1 Russell Way Exeter, which would allow the opening hours to operate from 2300 hours until 0500 hours in the morning. This would allow them to open 24 hours a day. This i feel would not be beneficial to our area. The area around McDonalds is a residential area. There are many elderly residents who live here in our area, some who have lived here for many years since the houses were built 25 years ago. Also, families with very young children. It is at present a pleasant area to live in. But granting this application would no doubt change that. With high volumes of traffic at night, and encouraging the young ones to congregate around the roads and carparks during the night, leading to anti-social behaviour. It would no doubt become very noisy at night and, there would be more litter {McDonalds boxes and drink cans} being dropped on our roads and gardens when passing by!!</p> <p>The present McDonalds opening hours are quite adequate closing at 11pm at night, and not necessary. I therefore hope that this application will not be granted.</p> <p>Thanking you,</p> <p>Yours Sincerely,</p> |
| 16. |  |  | <p>I wish to strongly object to the notice that the council have received regarding the new licence premises from Orchestra Limited.</p> <p>I have to question whether there is a real need for late night refreshments between the hours of 11pm - 5am. If people are that desperate for something to eat or drink during these hours then they can go into 24 hour Tescos!</p>  |

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|     |  |  | <p>The only thing approving this licence will do is line the pockets of yet another London based company. They will take all the benefits and none of the negatives. Late night noise, anti social behaviour and even more litter for the residents to live with.</p>  |
| 17. |  |  | <p><b>OBJECTIONS to proposed licence for 24 hour opening</b></p> <p>We live in close proximity to McDonalds Digby, which opened last year. It already has extensive (more than sufficient) opening hours.</p> <p>The extension of the licence to 24 hours is unnecessary and something to which we wish to object.</p> <p>The store is located in a <i>residential area</i>/community.</p> <p>The adjacent Tesco store is not open 24 hours nor the petrol filling station.</p> <p>The nearby retail park is also not open 24 hours nor the 2 takeaway outlets, KFC and Taco Bell.</p> <p>Opening overnight is therefore out of character for the area and would set a dangerous precedent should it be approved. It is not a NTE area.</p> <p>The proposed extension to the licence increases the risk of public nuisance issues, which as neighbouring residents, we would like to be protected from in particular light and noise.</p> <p>The roads near to the premises are busy but quieten in the evening.</p> <p>The extension of opening hours would cause an increase in traffic and bring traffic into the area overnight when there would not be a cause/reason for such vehicles to otherwise be in the area overnight.</p> <p>The same applies in relation to public footfall in the area overnight, which increases the risk of anti-social behaviour in terms of noise, littering etc. This is something we hope the local police would comment on taking into account the nature of the area and the location of the local custody suite.</p> <p>We very much hope that the licence will not be granted.</p> |
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| REPS In Support |  |  |  |
| 1.              |  |  | <p>I am writing In support of the licensing application for McDonald's by the Tesco to go 24h, it helps me when I get home late and need a snack and that way I don't have to drive to marsh Barton.</p> <p>I am in support of granting this license</p> |
| 2.              |  |  | <p>Not sure if you just want negative replies but I support this application.</p> <p>I live at .....</p>   |