

I am writing as a resident of 94 Riverbank Avenue, Newport, NP19 7EF, to formally object to planning application 26/0753, concerning the proposed change of use to include B8 for the siting of storage containers for a self-storage facility, partly retrospectively.

I am particularly concerned about the impact this development is already having on nearby residents, as well as the potential for these issues to continue or worsen if planning permission is granted without appropriate restrictions.

1. Noise and disturbance during the night

We have already experienced customers accessing the storage units at approximately 2am, causing significant disturbance to our household. This has included loud banging associated with accessing or using the units, car engines being left running and vehicle headlights being used to illuminate the area.

These disturbances have woken us from our sleep in our own home. This is not simply a concern about what might happen in the future; it is a problem we have already experienced.

I am concerned that allowing this use to continue without clearly defined and enforceable operating hours would result in further disruption to residents, particularly overnight, when background noise is lower and people should reasonably be able to sleep without being disturbed by commercial activity.

2. Unsuitable operating hours and unrestricted overnight access

The reported use of the units at 2am raises serious concerns about whether access is currently controlled and what arrangements are proposed for the future.

I ask the Council to establish the proposed operating hours, including whether customers will be permitted to access the site outside normal daytime and evening hours. If overnight access is permitted, I am concerned that residents will continue to experience unacceptable levels of noise and disturbance.

I request that the Council consider a strict prohibition on customer access during night-time hours, with clearly defined opening and closing times and appropriate measures to ensure these restrictions are complied with.

3. Vehicle noise, headlights and light disturbance

Vehicles accessing the site at night create additional disturbance through engine noise, doors closing, loading and unloading, and headlights shining into or towards neighbouring residential properties.

The use of vehicle headlights to illuminate the storage area is particularly concerning. I ask the Council to assess the site's lighting arrangements and require suitable, professionally designed lighting that is directed downwards and away from nearby homes, with no unnecessary overnight illumination.

Any lighting installed should be designed to minimise glare, light spill and disturbance to residents.

4. Residential amenity and quality of life

Residents should be able to enjoy their homes without repeated disturbance from commercial activities during the night. The existing experience of being woken at approximately 2am demonstrates the potential impact of this use on the amenity of neighbouring properties.

I am concerned about the cumulative effect of noise, vehicle movements, banging, engine idling and lighting, particularly if the facility operates late into the evening or throughout the night.

I ask the Council to give proper consideration to the proximity of residential properties and the need to protect residents from unreasonable noise and disturbance.

5. Site layout, security and management

I also ask the Council to consider the proposed layout and scale of the storage facility, its proximity to neighbouring homes, the access arrangements and the measures in place to manage customers and vehicles.

The application should clearly demonstrate how the facility will be secured and managed, how customer access will be controlled, and how noise and lighting impacts will be prevented or minimised.

Any permission should include clear, enforceable conditions addressing operating hours, customer access, noise, vehicle activity and lighting, rather than relying solely on voluntary measures by the operator.

6. Retrospective element of the application

As this application is described as partly retrospective, I ask the Council to carefully distinguish between the use and development that have already taken place and any future proposals.

The fact that the site has already been used in a way that has caused overnight disturbance should be taken into account when assessing the likely impact of the proposed use. I ask that the Council establish the extent of the existing use and ensure that any decision properly addresses the issues already being experienced by neighbouring residents.

Conclusion

I respectfully ask the Council to refuse this application if the impact on neighbouring residential amenity cannot be satisfactorily addressed.

Alternatively, if permission is considered acceptable, I request that it be subject to robust, specific and enforceable conditions, including restricted customer access hours, a prohibition on overnight access, effective noise management, appropriate lighting controls and measures to prevent unnecessary vehicle idling and disturbance.

I would also ask that the Council consider whether further information or an assessment of noise and lighting impacts is required before determining the application.

I appreciate that the site may have a commercial purpose, but this should not come at the expense of the reasonable enjoyment of neighbouring residents' homes or their ability to sleep undisturbed.

Please take these concerns into account when determining planning application 26/0753, and confirm that this representation has been received and will be considered.

I am writing to formally object to planning application **26/0753** concerning the proposed change of use for Lockspot's self-storage facility on Herbert Road, Newport.

My property directly backs onto the site, and the existing operation has already caused significant disturbance to neighbouring residents. My concerns are as follows.

1. Noise and disturbance

The facility has been operating with 24-hour customer access, resulting in vehicle movements and activity during the early hours. This has repeatedly disturbed our sleep. My partner works early shifts as an NHS medic and has been woken on numerous occasions by noise from the site.

I have previously complained to the council about these issues. The impact is not hypothetical; it is already affecting residents living directly alongside the facility.

2. Operating hours and lack of confidence in compliance

The application proposes operating hours of 7am–10pm, reducing to 7am–9pm on Sundays and bank holidays. However, Lockspot's own website continues to advertise 24-hour access for this specific site, including weekends.

This discrepancy raises serious concerns about whether the proposed restrictions will be reflected in the company's actual operations.

Furthermore, the company's conduct to date has seriously undermined residents' confidence that our concerns are being taken seriously. Despite complaints about the disturbance caused by the site, it continues to be advertised as offering 24-hour access. This gives us little confidence that restrictions will be respected in practice. Residents should not have to rely solely on assurances when the existing operation has already caused significant disruption to the surrounding community.

I ask the council to investigate this discrepancy and ensure that any permission granted is supported by clear, enforceable conditions and effective monitoring.

3. Light pollution

The site's bright lighting is another concern for neighbouring properties. I ask the council to assess light spill and glare into nearby homes and gardens, particularly overnight, and require appropriate lighting controls where necessary.

4. Scale of the existing and proposed development

There are already approximately 80 or more storage containers on site, with customers accessing them regularly. I am concerned that the scale of the operation, together with any further development, will increase vehicle movements, noise and disturbance for surrounding households.

I ask the council to assess the full proposed capacity and likely intensity of use, rather than considering the change of use in isolation from its real-world impact.

5. Retrospective application and residential amenity

It is concerning that residents are being consulted after the facility has already been operating for months, with a number of the proposed works apparently already completed. I ask the council to establish which elements of the development and its operation are currently authorised and investigate any potential breach of planning control.

The existing impact on neighbouring homes must be given proper weight when determining whether this use is acceptable. Given the proximity of our properties and the disturbance already experienced, I do not believe the current operation is compatible with protecting residents' reasonable enjoyment of their homes.

For these reasons, I request that the application be refused. At the very least, the council must be satisfied that the proposed operating hours will be adhered to and that noise and lighting impacts can be adequately controlled and enforced.

Please formally record this objection against application 26/0753 and ensure these concerns are addressed in the planning officer's assessment.