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Task summary

Case reference	2095-4186-5123-7608
Task reference	2668-2721-3755-8306
Case manager	Riviane Araujo
Task owner	Lois King
Case type	Corporate Complaint
Date requested	2025-07-17T08:43:15.390Z
Task target	2025-07-31T08:43:03.706Z
Task description	<div>Service request - investigate and send response (service) Dear Team, Could you please arrange for this case to be investigated and responded to? Many thanks Regards Riviane Araujo Name: Christine O'Hara-Carnduff Email: [REDACTED] Phone: [REDACTED] Address: 32 32 Clayton Road 32 Clayton Road UB3 1AZ</div>

Case details

Complaint

Which Hillingdon Council service does your complaint relate to?

Corporate

## Complaint

How would you like to make the complaint

Myself

## Your details

First name

Christine

Last name

O'Hara-Carnduff

Email address

[REDACTED]

Confirm email address

[REDACTED]

Telephone / mobile number

[REDACTED]

## Your address

32

32 Clayton Road

32 Clayton Road

Hayes

UB3 1AZ

## Complaint

Complaint title

Gambling licence for former Barclays Bank  
Hayes UB3

Details of complaints

It has recently been brought to my attention that there is an application by purchasers who have bought the old

Barclays Bank Station road Hayes.

Originally we were told it was going to be flats but now we see there is an application for two floors of gambling. One slot machines and another a bingo hall. My concern is firstly we as residents on Clayton Road already struggle with parking issues. Despite having permits in place people simply take no notice of this and still park up. Traffic enforcement officers are hardly ever visible in our area. There simply will not be any parking for anyone coming to this gambling building. There is a small under ground car park but nothing else so I think our street will get more abuse and nothing done about it. Secondly why do we need another gambling premises in the high street? We already have 2 slot machines venues along side so many betting shops. Why are we in a time when there is very little money, Hayes is not an affluent area, but yet we are encouraging gambling? Thirdly I do want the type of clientele that gambling and betting shops encourage to be on the corner of my street. I have young children to be concerned about. These are my issues and concerns for the area.

What can we do to resolve this from your perspective

I totally object to the up holding of a gambling licence for these premises and given my concerns above that Hillingdon council will see fit to not grant it.

Have you contacted the Council and/or a Service area about this matter previously

No

If you have any supporting documents you can upload them here