

CATH COLE

To whom it may concern

I am raising a grave concern about the premises licence request at the above premises. As a town centre resident, I recognise I need to put up with a certain level of noise from local bars and pubs - I have been happily living opposite The Sunrunner/Brickyard for many years without complaint - but, from experience, I know that this property is not conducive to being granted such a licence.

The premises at 107 Bancroft has caused numerous issues for myself and my neighbours over recent years and I hope you have my previous noise complaints on file. [REDACTED]

The proposal to licence these premises until 2.30am three days a week and until 11pm for the rest of the week is simply unfair to local residents and other businesses. As well as the noise, this encourages groups of people to hang around on the street after hours - causing both further noise and encouraging intoxicated fights - and, from experience, huge amount of rubbish which is simply left on the street for your Council teams to collect the next day. This doesn't even include the empty pint glasses and piles of sick that are left for us to discover the following morning.

When the premises were The Duchy Pot, doors were installed across the whole of the front of the property. Because the noise levels inside were so loud (at one point, I could feel the vibrations from the music whilst sitting on my settee) as soon as those doors were opened for people to enter or exit, that noise carried onto Bancroft, bouncing off the buildings and disturbing so many people. Also, the premises has a fire exit at the rear which staff and customers used as an unofficial smoking area - again, as soon as the door was opened, the noise was horrific.

My understanding is that this new proposal is for a takeaway food outlet and cocktail bar. I can only imagine the noise plus the crowds and rubbish on a fairly small pavement will be worse than ever. I am also concerned that people hanging around outside may gain access to our development (which is next door) and, as has happened in the past, be too drunk to find their way out and cause a further disturbance to all the neighbours.

Whilst I am a big supporter of local business, [REDACTED] I can only advise that the location is not conducive to a late night venue or one where music plays a significant role.

I would be grateful if you would acknowledge receipt of this email and advise re next steps. If you would like to attend my property for me to explain the issues in person, I would be delighted to arrange this.

Regards

Cath Cole, 1 Ransom Yard, Bancroft, Hitchin SG5 1NB [phone number redacted]

Hi Jasmine

Thanks for your prompt response. I hope you don't mind but I have copied and pasted it into our other email trail (rather than the one involving my neighbour's objection) so we have a clear e-trail.

I don't want to go back and forth forever so I will make a few final points of clarification:

- I think it is unrealistic to assume restaurant goers are going to forego their cigarette in order to enjoy their meal and therefore a smoking area is not required.

- I look forward to your feedback on the 'ambient' level of noise

- the intoxicated people I refer to are not the standard people booking an evening meal at the restaurant but the pub drinkers from other establishments who decide to use the Chicken George 'restaurant' towards the end of the night so they can still be served alcohol - albeit with a 'meal'.

- the line of people I refer to is the line for the takeaway, not for the restaurant.

In conclusion, my objection to the licence application still stands. I am very glad the new owner has a good reputation and I am generally very supportive of local business but I think the opening hours, of the restaurant in particular, are too late and should be reduced. I have provided some comparisons of other restaurants around town and feel these are more in line with the opening hours Chicken George should be granted.

Regards

Cath

On 15 Apr 2020, at 09:43, Cath Cole [email address redacted] wrote:

Hi Jasmine

Many thanks for your comprehensive response and for attaching the plan.

I write to you as I listen to the hammering and sawing that is currently going on in the proposed Chicken George premises [REDACTED] This reminds me how far noise travels in this town centre location and has renewed my passion to object to the late night licensing hours that are being proposed.

I will take your relevant points in order:

- I am glad some facilities will be put in place re: litter but I will be carefully monitoring this as don't believe one bin will suffice on a busy Friday or Saturday night. The hourly checks will certainly be needed as a minimum.

- If no location has been agreed for a smoking area, as mentioned previously, the only possible locations are the rear fire exit and the street itself - both of which will lead to the doors being left open as people ingress/egress and excessive noise from either/both location(s). Trust me, I talk from experience of previous premises.

- with regards to the doors and windows being closed at all times other than ingress/egress, I simply don't see how this will work on a balmy summer's night. The property currently has large top to bottom doors which I believe the previous owner installed and often left open in order to let diners/drinkers enjoy an 'indoor/outdoor experience'. We always knew when these were opened because the noise levels increased significantly and we saw people spilling out onto the streets (often with their drinks). What steps will be put in place to ensure this doesn't happen again?

- Your explanation of 'ambient' noise really doesn't put my mind at rest. Surely there must be some noise measure which the premises isn't able to exceed under these licensing laws?

- It's great that there has been no application for live music but, can I ask, if such an application is submitted would the neighbours who could be affected be notified so they can, again, object if needed?

These points aside, **my main objection** is that allowing a town centre, licensed 'restaurant' to be open so late will encourage late night drinkers to this part of town where many, many people live. [REDACTED]

[REDACTED]

[REDACTED]

My main concern is that people will see Chicken George as a late night drinking place where they know they only need to order a few pieces of chicken and they can continue drinking until 1am. And, given it's location, I simply don't think this is necessary for the town or fair on local residents.

[REDACTED]

Can you please explain where these people (who will likely be intoxicated) will queue? Outside the nearby residential properties causing a nuisance, I have no doubt.

I'm sorry if you think I am being a bore by labouring my objections but, from bitter experience, I really think these operating hours are too late and need to be addressed - alongside the other points raised above.

If you need clarification on anything, please let me know.

Regards

Cath

From: Cath Cole [email address redacted]

Sent: 07 April 2020 16:31

To: Jasmine Jennings [REDACTED]

Subject: Re: Licence Application - Revisions (Chicken George)

Hi Jasmine

*Many thanks for your email. I would like to confirm that I am **not withdrawing** my objection to the licence application. This is mainly based on the following points:*

- the opening hours are still too late for a licensed premises in a town centre location*
- no provision has been made for the litter that will inevitably be generated by a takeaway*
- the location of the smoking area is unclear (see below)*

[REDACTED]

I would also like to point out the following:

- [REDACTED]
- reading the table of proposed opening/closing times, it appears the restaurant is proposed to be open later than the takeaway. Is that correct?*
 - I notice the opening hours have been extended since the original notification from 11pm on Monday to Wednesday to 11.30pm. Can I ask why this is necessary so early in the week?*
 - the majority of the proposed actions your have mentioned are the standard requirements of any DPS and so are not adding any value*
 - I notice the actions suggest all windows and doors will be closed at all times other than ingress and egress. From experience, I know this is impossible with the bifold doors at the front of the premises and the fire exit at the rear and nothing in this list suggests this situation has changed.*
 - I would like to know where the smoking area will be located. If it can't be located on the street (where it will disturb neighbours) it can only be at the back (where it will also disturb neighbours).*
 - you mention in point 8 that music will be kept to an 'ambient' level. Who measures 'ambient'?*
 - Are you also confirming no live music will be allowed on the premises?*
 - points 17 and 18 make it clear alcohol can only be served to those eating a meal in the restaurant. Can you confirm there will be no separate bar area for customers to sit at?*

I look forward to receiving your response.

Regards

Cath

SARAH CANNON

To who it may concern,

I have noted that there has been a late night application for a new bar on Bancroft next to Pilates Pod. I am a resident of Ransoms yard which is directly behind this property.

I am very happy that the property should be let and developed as a business however the hours Thurs, Fri and Sat to 2.30am would be a disaster to the residents. Currently I can hear the Brickyard late at weekend but that is the other side of the road. Having the noise of drunk revellers to the early hours would be extremely disruptive. I have 2 small boys and we always sleep with our windows open slightly for ventilation as this is a warm house. Without windows open it would be unbearable in the summer and with them open we are likely to not get enough sleep.

Please can I request that this is not signed off to the early hours but they have the normal licensing hours.

Thanks
Sarah Cannon
3 Ransoms Yard
SG5 1NB

Yes we are very concerned about the proposed hours of opening and don't think having somewhere open that late on the doorstep of residential properties is on at all. I do not support the licensing at all.

*Thanks
Sent from my iPhone*

*It still looks to be open until 1 am at weekends which is far too late! I still contest
Sent from my iPhone*

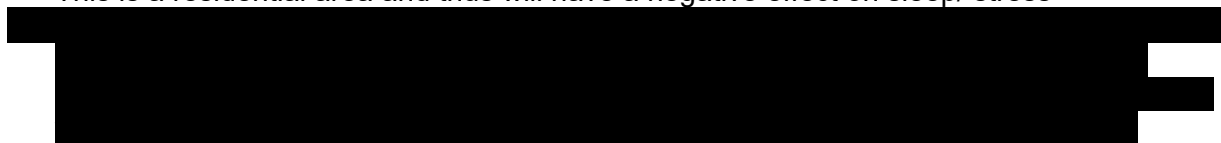
LIAM JORDAN

Hello

I am writing to register my objections to the proposed 2.30AM finish time to the entertainment licencing of 107 Bancroft (Thursday-Saturday).

The reasons are as follows

- This is a residential area and thus will have a negative effect on sleep/ stress



- The fire exit to the rear of the property when kept open [redacted] meant that the noise directly impacted residential properties
- We had no issues with the owners before the previous owners as they respected their neighbours and kept the noise to a minimum/ kept the fire exit closed

thanks for your understanding

Liam Jordan
10 Ransom Yard
SG5 1NB

Hi thanks for taking the time to respond. However this does still not alleviate my concerns

TOBY, ANNA AND ELLIS WELLER

Good morning,

Having read the Premises Licence displayed on the premises of 107 Bancroft, Hitchin, SG5 we are writing to object to the proposed hours of trading - specifically focused on Thursday through to Saturday. Remaining open after 11pm on these 3 days will have a detrimental effect on the well being of myself, my family and the neighbours who live within Ransom Yard, Bancroft, Hitchin, SG5.

Our objection is made on the basis of:

- 1) Excessive noise from within the premises; from customers entering and leaving the premises; from customers loitering by the taxi rank outside the entrance gates to our residential development
- 2) Littering and anti-social behaviour - which from experience will include discarded glasses, food packaging, unwanted food, cigarette butts, altercations and vomit

We already suffer from discarded food outside our gates and this will increase as a result of this premises regardless of the opening hours but more so late at night when patrons are waiting at the taxi rank and need to dispose of items before getting into vehicles.

However, the key issue for us will be the resulting noise levels both from the premises themselves and from outside the premises. Our small development is built around a long yard bordered by high walls which basically acts as a sound funnel for any noise emanating from Bancroft. Choosing to live in the centre of a town means you have to accept a certain amount of noise but when that noise persists past 11pm it has a greater impact on residents' lives. In this respect the channelling nature of our development not only allows the noise to travel further but it also increases the volume rather like the workings of a megaphone. We are at the furthest point from the front gates but this channelling effect means we get to hear anything beyond normal conversation level. The windows in our 16th century building don't help the situation but inevitably the increased noise levels will keep us awake at night and with the proposed hours of operation this will be beyond what is reasonable for town centre living. We speak from experience having had to live through a very similar situation with the REMIX nightclub that previously occupied what is now the much quieter and respectful Hermitage Road Bar & Restaurant.

Should you require further information please feel free to contact us,

Best wishes

Toby, Anna & Ellis Weller - 6 Ransom Yard, Bancroft, Hitchin, SG51NG

Hello Jasmine and apologies for not responding earlier. Thank you for the telephone prompt!

So I have read through the agreement outlined below [REDACTED] I would like to reiterate my earlier objection. This is on the basis of:

- 1) *Littering - food debris, food packaging, bottles, glasses and cigarette butts. Particularly notable first thing on a Sunday morning*
- 2) *Pavement Parking - with patrons parking up on the pavement to pick up takeaways or pulling up in between the taxi rank markings blocking the entrance to our development*
- 3) *Noise and Antisocial behaviour - at the entrance way to our property centred on the taxi rank outside of the entrance to our development. This obviously cannot be attributed directly to the application below but with people gathering in groups to secure a taxi it becomes a location for people to gather having excited the*

takeaway. Gatherings that the owners will be unable to govern because patrons have moved away from the entrance to the venue.

4) Noise levels - travelling down our development to reach our property which sits at the very end of the development. This is exacerbated by the sound channelling / reflecting effect of the walls of our yard and specifically in our case the poor sound blocking qualities of our historic casement windows!

It is also worth noting that from our perspective and experience:

1) There is no suitable location for a smoking area either in front or behind the venue which will not generate noise.

3) With my own school age child and other families with young children in our development the majority of points raised above have a direct correlation with the hours of business that you have detailed below.

I do not object to New Year Eve hours of operation.

Thanks very much,

Toby Weller
6 Ransom Yard, Bancroft, Hitchin, SG5 1NB

LAURA JORDAN

Hi

I would like to express my concerns regarding the late license application for 107 Bancroft.

230 am is simply not necessary for a restaurant/takeaway. Please can an earlier cut - off be applied or the alcohol licence be refused and the premises function as a takeaway.

Laura Jordan
10 Ransom Yard
SG5 1NB

On 11 Apr 2020, at 08:39, Laura Jordan [email address redacted] wrote:

Hi Jasmine,

I wish to continue to object.

The opening hours are excessive for a restaurant. Given it is a restaurant I do not see why the music has to be above ambient at anytime - it is not a bar or club.

Laura

STEPHEN BODDEY

Dear Sir/Madam

We wish to make an objection to and hence a representation to the application above for an extended license for alcohol.

[REDACTED] The area is residential as well as commercial and I believe notice should be taken of those of us who live there.

[REDACTED]
Extra street lighting has been installed but appears ineffectual.

[REDACTED]
I am willing to attend a council meeting. Could you please advise if this representation has to be made in hard copy.

Kind regards

Stephen Boddey
Merchant House, 22 Bancroft, Hitchin, Herts SG5 1 JW

From: Stephen Boddey [email address redacted]
Sent: 07 April 2020 10:59
To: Jasmine Jennings [REDACTED]
Subject: RE: Licence Application - Revisions (Chicken George)

Dear Ms Jennings,

Thank you for your reply and alterations to the proposed licensing hours and conditions. Is it possible to forward a copy of the plan you refer to in the conditions as this was not included with your email, is the designated smoking area marked on this drawing?

[REDACTED]
Exiting customers at 1-1.30am into an area [REDACTED] can only make things worse, obviously we would not object to the reasonable time of 23.00

With regards the conditions:

I would be interested to know where the designated smoking area will be such that it will not cause a nuisance. There is a door to the rooms above in the centre of the building which requires access and, whilst office use, are occupied by sensitive professional businesses who do not work standard hours. (a counsellor, noise engineers)

The entrance door is also directly in front of the taxi rank queuing point, already a bottle neck in the early hours.

A condition that deals with litter from the takeaway element should also be included. This is an ongoing problem and there are no waste bins in the area.

As a last point, the Chicken George web site is already advertising a 'Cocktail Bar' at their new Hitchin restaurant as well as a sit down restaurant and takeaway, I'm not sure what this means and how it fits within the guide lines below.