

From: Ann Sandham [REDACTED] ----- Forwarded message -----

Date: Sun, May 20, 2018 at 12:52 PM

Subject: The Coach & Horses 14 Kneesworth Street Royston (application number LC/2367)

To: [licensing@north-herts.gov.uk](mailto:licensing@north-herts.gov.uk)

To whom it may concern,

**Re. The Coach & Horses 14 Kneesworth Street Royston (application number LC/2367)**

I am writing to express serious concern about the application to extend the opening hours of the above premises.

I live opposite the Coach and Horses, at Flat 8, Croix Court, Lower King Street, SG8 5AX. Since the pub recently re-opened under new management, my quality of life has been detrimentally affected. I have contacted the Weekend Noise Call-Out Service on several occasions (the latest being last night, 19 May 2018) as well as the police on one occasion.

On a typical Friday or Saturday night in my flat in Lower King Street, I experience the following coming from the Coach and Horses: high pitched screaming, shouting, loud singing, loud karaoke, loud music, thumping bass, obscenities shouted or screamed (last night, for example, "You f\*\*\*ing b\*\*\*\*!" screamed repeatedly from a balcony on the roof).

On one occasion earlier this year, I was awoken in the early hours of the morning by "He hit my f\*\*\*ing dad!" screamed repeatedly and I watched from my bedroom window as several people ran out of the Coach and Horses and brawled and rolled around on the pavement, all the time shouting and screaming. Luckily two uniformed police officers appeared on the scene and encouraged the people to disperse. But just I was trying to fall asleep again, I was woken up by a man standing in the street, shouting up at a woman in the first floor window of the pub, I think asking for information or discussing the fight.

On another occasion I observed two men, believing they were out of sight, exchanging what I presume where drugs in the alleyway between the Coach and Horses and the public toilets.

On at least two occasions my flat has been filled with the smell of marijuana, because the pub car park is used as a place to smoke by people who, again, believe they are out of sight.

As well as contacting the council and the police, I have attempted to contact the pub itself. However, the telephone number listed online (01763 246 211) does not work. A few months ago, I visited the pub, told a member of bar staff about the smell

of marijuana and asked for the number of the pub owner/manager. But the barmaid would only give me her own mobile number, telling me that she lived in the flat above the pub and would deal with the problem herself. I have never used this number to contact her, as I am not comfortable asking a young woman to confront instances of anti-social behaviour.

I have never seen any 'bouncers' or security staff monitoring the behaviour of people entering, in or leaving the pub. The average age of customers seems to be very young i.e. teenage.

In conclusion, I have started to dread Friday and Saturday nights, knowing that I will not be able to relax and enjoy the evening, not be able to open windows if the weather is hot, and that I will either be prevented from going to sleep, or woken up in the middle of the night. The volume of shouting and screaming, the obscenities and violence are very frightening and upsetting. I have tried to stay positive and hoped that the incidents and behaviours described above were exceptions, rather than the norm. However, I have seen no improvement to the situation (hence my phone call to the council last night) and the application to extend the opening hours convinces me that the pub management has no interest in taking responsibility for the effect the pub and its customer is having on local residents.

I would appreciate very much if you would take my report seriously. Do contact me if you require further information, however could you please not give my name and contact details to the pub staff/management without my consent.

Many thanks for your time,

Ann Sandham

  
Flat 8, Croix Court, Lower King Street, Royston, SG8 5AX