

Information to support an application for the review of a Premises Licence: Bridgetown Monroe, ^ Bucklersbury, Hitchin

Premises: Bridgetown Monroe, 6 Bucklersbury, Hitchin SG5 1BB

Officer: Alan Stone

Date: 21st August 2026

I am a Senior Environmental Health Officer Environmental Protection and Housing Team of Noth Herts Council and therefore considered to be a representative of the responsible authority. I seek a review of the above premises licence as I consider that those responsible are causing a public nuisance and failing to promote one of the four licensing objectives (The Prevention of Public Nuisance). The condition requiring an agreed noise management plan to be adhered to is being breached as the agreed entertainment provision (amplified recorded music) is being exceeded leading to public nuisance and complaints of noise.

1. Location of the Premises

The premises are located on the East side of Bucklersbury in Hitchin town centre. The only access to the premises is offered from Bucklersbury. To the immediate North and South of the premises are commercial properties at ground floor level. At first floor level there are residential premises directly above and to the North and South.

2. Premises Licence Details

The original premises licence for Bridgetown Monroe was granted in 2022, to 'Good Boy Wolf'. The designated premises supervisor (DPS) was a **Mr Christopher Dodd**. A full copy of the License has provided as an attached file.

The permitted activities for this premises were: Recorded music (Indoors); Late night refreshment (indoors); the supply of alcohol (for consumption on the premises). The premises license authorised the carrying out of licensable activities between the following hours:

The opening hours of the premises were:

- Sunday to Wednesday 11.00hrs to 22.30hrs

- Thursday 11.00hrs to 23.00hrs
- Friday and Saturday 11.00hrs to 00.30hrs

Sale or Supply of Alcohol

- Sunday to Wednesday 11.00hrs to 22.30hrs
- Thursday 11.00hrs to 23.00hrs
- Friday and Saturday 11.00hrs to 00.30hrs

Recorded Music

- Sunday to Wednesday 11.00hrs to 22.30hrs
- Thursday 11.00hrs to 23.00hrs
- Friday and Saturday 11.00hrs to 00.30hrs

The Provision of late-night refreshment

- Friday and Saturday 23.00hrs to 00.30hrs

During the application process an Officer working for Environmental Health had concerns in relation to noise affecting first floor residential units. In response to this concern the applicant, Mr Dodd advised:

'The premises either side of me are shops that are closed post 5.30pm and amplified doesn't start until 9pm/10pm and will be at a controlled level because I am a lounge bar rather than a night club.....But as mentioned it is a cocktail bar so the emphasis is on talking and relaxing rather than heavy music.'

As a result of these discussions, no representation or objection was made.

In October 2023, an application was made to vary the license: to extend the hours of opening to the following:

The opening hours of the premises are:

- Monday to Thursday 11.00hrs to 23.00hrs
- Friday and Saturday 11.00hrs to 02.00hrs
- Sunday 11.00hrs to 23.00hrs

Sale or Supply of Alcohol

- Monday to Thursday 11.00hrs to 23.00hrs

- Friday and Saturday 11.00hrs to 01.30hrs
- Sunday 11.00hrs to 22.30hrs

Recorded Music

- Monday to Thursday 11.00hrs to 23.00hrs
- Friday and Saturday 11.00hrs to 02.00hrs
- Sunday 11.00hrs to 22.30hrs

The Provision of late-night refreshment

- Friday and Saturday 23.00hrs to 02.00hrs

I was the Officer in Environmental Health that was consulted on this variation application. I had concerns about noise transmission to the residential use above as the insulation had not been tested. A review of the history of the premises led me to a planning application (19/01953/FP) subdivision of the ground floor of a former department store into two flexible use commercial units (Class A1, A2, A3) and the creation of a B1 office unit. This application also sought to create 7 and retain two self-contained residential units at first floor). This application was ultimately supported (via a discharge of (noise) condition application 20/01480/DOC) by an Acoustic Design Note and details on acoustic separating floor details. This Acoustic Design Note (at Section 3.4) stated that for these details:

'...Performances (of insulation measures) are likely to be suitable where ground floor units are occupied by general retail and commercial type uses e.g. shops, offices, which are typically in use during day-time hours. They will not necessarily be adequate if ground floor units include leisure/entertainment uses which are into the evening/night-time and may include amplified music e.g. bar, gymnasium. Where these types of uses are proposed then specific guidance should be sought.'

Full details of the planning submissions for the premises in relation to noise has been provided in Appendix A.

I considered that in the absence of any details on the installed mitigation, activities in the premises needed to be controlled unless this was submitted. I, therefore, met with the applicant and a Licensing Officer to discuss the plans for the extension of hours. The applicant advised that they were only going to have a DJ event once a month and the rest of the time the music

would be low level (so that people could talk) through an in house 'Sonos system': essentially background music. I advised that we could secure these controls via a Noise Management Plan condition on the License which was agreed and that this should mitigate noise to acceptable levels.

Following these discussions, the premises licence was granted following the variation application in 2023 and a number of conditions relating to public nuisance were included on the license in Annex 2. The conditions included:

- Prior to the first use of the extended hours of opening, a Noise Management Plan (NMP) shall be submitted to the Licensing Authority for approval. The NMP shall stipulate measures to control noise emanating from the premises and its patrons and shall be adhered to at all times.

In pursuit of satisfying this condition, a subsequent management plan was agreed with the DPS which stipulated:

'generally you will be using the in house sound system (sonos) for low level music and that once a month you intend to have a DJ, no dance floor, ingress and egress notwithstanding that the door shall remain closed when elevated music is being played etc, asking patrons to leave quietly/signs to this effect etc.'

An email accepting these restrictions has been provided in Appendix B.

It became apparent, following the receipt of complaints about noise, that these agreed measures were not being adhered to and that DJ events, with loud amplified music, were occurring every Friday and Saturday night until 2am and essentially was operating as a night club where loud recorded music was being played. This represents a breach of the condition on the Premises License. These DJ events are still occurring every Friday and Saturday nights. Some recent advertisements/promotional posts from social media have been included at Appendix C to demonstrate this ongoing activity.

A brief history of the complaints in relation to noise is set out below.

3. Complaint History of Premises from 2025

Bridgetown Monroe has been the subject has been the subject of complaints over the recent past. Some have resulted in evidence being gathered to substantiate a problem, whilst others have been resolved with an initial contact either by the Council or the complainant and some were unsubstantiated. A brief summary of the complaints received are detailed below.

Complaint of 17th April 2025

A complaint was received alleging loud music emanating from the bar on Friday and Saturday nights from a resident living above the premises. This was investigated but evidence was sporadic and ultimately resulted in the resident moving out. Contact was made with the DPS but as the complaint was unsubstantiated at this time no further action was taken and the case was closed in July 2025.

Complaints from November 2025

Two further complaints were received in November 2025. Contact was made with the DPS and a request was made to minimise noise levels such that noise did not affect neighbouring residential premises. The DPS was also in discussions directly with the complainants at this stage and the Council was advised that some measures had been taken to control noise propagation.

The complaints were investigated using diary sheets, noise app recordings, personal visits and the Council's noise monitoring equipment. Regardless of the alleged noise mitigation measures taken, I continued to receive complaints and so gathered evidence of the impact.

Noise from amplified music from the bar, along with the raised voices of the customers could be heard clearly within the complainant's property. The noise mainly appeared to be travelling through the structure, through the party/cavity wall and /or the floor and entering the residential unit causing noise disturbance in habitable rooms in the property including the lounge and kitchen/diner and the bedroom. As it was travelling through the structure, a lot of the higher frequencies were noted to be filtered out and predominantly the bass/lower frequencies are evident. The noise appears to be noticeable around 9/10pm and tends to increase through the evening and finishing around 2am. Commonly raised voices can be heard after this time sometimes until 2.45 or 3am.

I was satisfied on the evidence gathered that the noise was materially affecting the complainants in that the noise was clearly audible and created disturbance and would prevent or affect sleep. Given the time of day and frequent nature of the noise (it was evident every weekend) I considered it to amount to a Statutory Nuisance and therefore had a duty to serve a noise abatement notice.

As a result of this investigation, a noise abatement notice was served on the DPS on 18th February 2026 requesting that the nuisance be abated. A copy of the noise abatement notice and the associated covering letter have been provided in Appendix D.

This resulted in further liaison with the DPS and ultimately the DPS offering to remove some speakers from the premises (specifically at the rear of the bar). I visited Bridgetown Monroe, along with a Licensing Officer, on 19th February 2026 where we discussed the noise, the abatement notice and the Premises License. Some other people in attendance were in the process of disconnecting some of the speakers to the rear of the premises (where the complainants residences were situated). I advised the DPS that they appeared to be operating outside of the agreed Noise Management Plan. This is something he refuted advising that he had emailed the Licensing Department outlining how he was now operating which he considered to be the new NMP. This situation has since been clarified with the Licensing Department. The Noise Management Plan is as agreed at the time of the variation application. Any new Noise Management Plan would have to be approved by Environmental Health, and this has not been done. An email was sent to the DPS confirming this and I reproduce this in Appendix E. Aside from this dispute, I proceeded to advise that if music was to be required then it may be that some further insulation works were required to the building as either the insulation in place currently was either not installed correctly or otherwise insufficient to allow for loud amplified music without deleteriously affecting the residents above. I suggested that he should contact his landlord to advise and perhaps do some exploratory investigations into the current insulation that was in place.

We waited to see whether the removal of the speakers led to improvements: it did not. Noise apps continued to be received with noise levels similar to before the works.

Further liaison with both the complainants and the DPS resulted in a further visit on 14th April 2026 during which advice on noise limits was given with a view to offering the DPS a level of music which didn't unduly intrude into the resident's dwellings above. Music was played in the venue and was observed from the flat above until it was considered excessive. A level was

advised upon where it was only just audible in the flats equating to around 75dB in the area around the speakers. It was made clear that this was just advice and that when people noise was added (from customers in the premises) it may well be too loud. Other advice including sticking to the original NMP stipulations (one DJ event per month, low level at other times) and/or finishing regulated entertainment earlier e.g. 11pm were other measures that would have a beneficial effect.

The noise did reduce for a time but, ultimately, the complaints persisted and the recordings indicate that the noise levels are still intrusive given the time of day they are occurring. I, therefore, am satisfied that the licensing objective 'The prevention of Public Nuisance' is not being promoted, and the license conditions (and associated Noise Management Plan) are being breached. and I call for a review of the license.

4. Conclusions

In seeking this review, I have had consideration of the 2003 Act and associated guidance, made judgements about what constitutes public nuisance and what is necessary to prevent it in terms of conditions attached to specific premises licences. My consideration solely relates to 'preventing public nuisance', one of the 4 licensing objectives and those specific activities which are the subject of complaint and what are deemed to be having a disproportionate and unreasonable impact on persons living in the vicinity of the premises.

Public nuisance is given a statutory meaning in many pieces of legislation. It is, however, not narrowly defined in the 2003 Act and retains its broad common law meaning. It is important to remember that the prevention of public nuisance could therefore include low level nuisance perhaps affecting a few people living locally as well as a major disturbance affecting the whole community.

It has to be remembered the disturbances noted and observed usually occur during the latter part of the evening until the early hours of the morning when residents in neighbouring properties and surrounding area may be attempting to go to sleep or are sleeping. On Saturday and Sunday mornings this noise disturbance can go on until all the patrons and staff have left at 02.00 hours and beyond.

I have also been careful in my observations to ascertain that it is in fact Bridgetown Monroe that is responsible for the aforementioned nuisances. Obviously, at times noise from people other

than those at Bridgetown Monroe may be responsible for a level of disturbance e.g. customers of other public houses or the general public walking past etc, but this was considered insignificant. The resident's property has no windows overlooking Bucklersbury as it is set back from the road with another residential unit to the west which has windows out onto Bucklersbury. Discussions with the complainants have identified that it was accepted that some noise would be characteristic of the area in which they lived. Indeed, many other noises observed are typical of a town centre environment and the complainant accepts these. However, it is the frequent and persistent impact from Bridgetown Monroe that they do not accept. I am satisfied that the noise experienced is materially affecting the residents above the bar.

The observations made by myself during visits to the complainant's home, along with recorded evidence prove the existence of a public nuisance. The noise from the music and also from the subsequent raised voices of the people in the venue is clearly audible inside the resident's home and is considered likely to be intrusive and likely to either prevent the complainants getting to sleep or lead to sleep disturbance.

In addition to this, there appears to be a blatant disregard or ignorance of the condition and associated NMP on the existing license as the DPS refuses to reduce the DJ/loud music events even though this was agreed, verbally and in writing, at the time of the variation. The agent of change here is the bar – Bridgetown Monroe. The DPS now claims that this regulated entertainment is required for the business to thrive. However, the condition was placed onto the premises license as it was considered that they were instrumental in promoting one of the four licensing objectives, in this case 'the prevention of public nuisance'.

It is important to recognise that the promotion of licensing objectives relies heavily on a partnership between licence holders, authorised persons, interested parties and responsible authorities in pursuit of common aims. As an officer, I have attempted to seek co-operation in this regard having brought the matters of concern to the attention of those responsible more than once. It is the failure to respond by those responsible to such warnings which has led to a decision to request a review.

5. Recommended Actions

Under normal circumstances, where a noise complaint was substantiated and the premises was operating within the conditions on the Premises License, Environmental Health may recommend that the licensing subcommittee consider the following actions (or similar):

1. That the licensable activities which give rise to these complaints, namely amplified music are suspended.
2. That within a specified time period from the date of the hearing that a noise control scheme is submitted to and agreed by the Local Licensing Authority (it is advised that any noise control scheme be informed by an acoustic survey being undertaken by a suitably qualified professional). This should consider, the suitability of the venue, its limitations and subsequent recommendations to control noise from live and/or recorded music and from people in the premises. Any mitigation and/or control measures arising from such shall be implemented before resumption maintained in perpetuity in accordance with the approved details.
3. That the terminal hours for live music and recorded music be reduced, perhaps to 23.00hrs on Friday and Saturday nights in this instance.
4. The placing of bottles into receptacles external to the premises must not take place between 19:00 and 09:00 hours.

However, in this instance, the condition placed on the Premises License to prevent public nuisance (the Noise Management Plan condition and subsequent agreed Noise Management Plan) is being breached resulting in public nuisance and noise disturbance. Given that the premises is operating outside the terms of the License, even though they have been advised of such with no strong commitment to solving the issues, other options that the sub-committee may wish to consider include:

5. Suspend the license for up to 3 months (during which time works as set out in point 2. could be agreed and take place).
6. Remove the Supervisor: The Designated Premises Supervisor is taken off the License
7. Revoke the license: The venue loses the right to sell alcohol or host entertainment completely.

I believe that action is required to Prevent Public Nuisance with a view to promoting the licensing objective and look to the sub-committee to decide a proportionate course of action in this instance.

Appendix A: Acoustic Design Note and separating Floor details from Planning Permission 20/01480/DOC

ACOUSTIC DESIGN NOTE

Ref 20050/001/pc

Date: 09 July 2020



PROJECT: 2 – 8 Bucklersbury, Hitchin

SUBJECT: Internal Floor and Wall Sound Insulation Performance

1.0 Introduction

- 1.1 It is proposed to redevelop existing commercial units at 2 to 8 Bucklersbury, Hitchin. Proposals include retaining commercial usage in the majority of ground floor spaces, with new residential dwellings created at ground, 1st and 2nd floor levels.
- 1.2 AAD completed a visit to the development site to review the existing construction of the buildings. This information in combination with proposed drawings of the development have been used to provide outline guidance on separating floor constructions to meet Building Regulations Part E requirements.
- 1.3 This review uses information set out in the following drawings and information:
- 936-DG-0001.pdf
 - 936-DG-0101.pdf
 - 936-EX-0001.pdf
 - 936-EX-0101.pdf
 - 2-8 Bucklersbury- DWG for acoustic consultant 300620.dwg
 - 37059_01-03_PES.dwg
 - First Floor Beam - joist arrangement.jpg

2.0 Existing Construction

- 2.1 AAD completed a site visit to 2 – 8 Bucklersbury, Hitchin on the 23rd June 2020 to review the existing construction of the buildings making up the site. It is noted that these appear to be a mixture of various period buildings.
- 2.2 Facades and internal walls appear to be brick constructions and supporting columns within the buildings either steel or masonry. It is understood one wall constructed with a timber frame with brick infill panels has listed status. Floors in the buildings all appear to be timber joists with timber floor boards. Significant structural and cosmetic material changes appear to have been made to the buildings over their life time e.g. structural steel beams supporting floors, plasterboard finishes, suspended ceilings etc.

3.0 Sound Insulation Performance Requirements

- 3.1 New residential dwellings proposed for the site will fall under the Approved Document E designation of “dwelling houses and flats formed by material change of use”. Under these circumstances separating floors and walls formed between the dwellings will need to meet with the on-site sound insulation performance requirements set out below.

Table 1: Approved Document E Sound Insulation Requirements

Dwelling Houses and Flats Formed by Material Change of Use – Sound Insulation Requirements for Separating Walls, Separating Floors, and stairs that have a Separating Function		
Separating Construction	Minimum Airborne Sound Insulation Performance $D_{nT,w} + C_{tr}$	Maximum Impact Sound Insulation Performance $L'_{nT,w}$
Walls	43 dB	n/a
Floors and Stairs	43 dB	64 dB

- 3.2 The sound insulation performances set out in Table 1 are indicated as appropriate for separation between areas used for normal domestic purposes. As noted, residential dwellings will also form adjacencies with commercial units at ground floor. Under these circumstances Approved Document E gives the following guidance under section 0.8:

“A higher standard of sound insulation may be required between spaces used for normal domestic purposes and communal or non-domestic purposes”

- 3.3 It is considered that floors separating dwellings from ground floor commercial use should be capable of providing an airborne sound insulation performance 10 dB better than that set out in Table 1. Note that impact sound insulation performance is not applicable between dwellings and commercial units. The recommended airborne sound insulation requirement for floors between commercial units and dwellings is as follows:

Table 2: Sound Insulation Performance for Commercial/Dwelling Adjacencies

Dwelling Houses and Flats Formed by Material Change of Use Adjacent to Commercial Units – Recommended Sound Insulation Requirements for Separating Walls, Separating Floors, and stairs that have a Separating Function	
Separating Construction	Minimum Airborne Sound Insulation Performance $D_{nT,w} + C_{tr}$
Walls	53 dB
Floors and Stairs	53 dB

- 3.4 These performances are likely to be suitable where ground floor units are occupied by general retail and commercial type uses e.g. shops, offices, which are typically in use during daytime hours. They will not necessarily be adequate if ground floor units include leisure/entertainment uses which are in use into the evening/night time and may include amplified music e.g. bar, gymnasium. Where these types of uses are proposed then specific guidance should be sought.
- 3.5 Guidance on floor and wall types likely to meet the on-site sound insulation performances set out in table 1 are provided in section 4.0 with comments on controlling flanking noise transmission set out in section 5.0. This is intended as outline guidance at this stage of the project. Design details should be submitted for further review as they are developed.

4.0 Separating Floor and Wall Constructions

4.1 Floors Separating Dwellings: Recommendations for the floors are based on using timber floor joists at least 240mm deep and adding a floating floor layer and resiliently isolated ceiling as follows

- 28mm Cellecta Screedboard with isolating strips at room perimeters to isolate from the walls and skirting board
- 15mm Floor deck using board with a density of least 600 kg/m³
- Floor joists with a minimum depth of 240mm and incorporating 100mm mineral wool quilt of minimum 36 kg/m³ density between joists.
- Resilient bars fixed to the underside and at right angles to joists at 400 mm centres
- Ceiling fixed to resilient bars consisting of two layers of 15mm Soundbloc board or equivalent

4.2 Floor Separating Dwellings and Ground Floor Commercial Units: It is recommended that the same floor construction as set out above should be used with the following addition. A ceiling formed of two layers of 12.5mm Soundbloc board or equivalent supported on a light steel grid hung at 150mm below the ceiling of the floor construction set out in 4.1. 100mm mineral wool quilt of minimum 36 kg/m³ density should be included in the cavity formed.

4.3 Existing Walls: Based on drawings of the proposed layout of dwellings it is assumed that existing brick walls will separate dwellings from each other and other spaces. It is possible for solid brick wall constructions to provide sufficient sound insulation to meet Approved Document E requirements; these would need to be at least two bricks deep and plastered on both sides. However, given the age of the buildings at 2 – 8 Bucklersbury and the level of alteration work that has occurred we recommend that independent plasterboard linings are constructed. These would need to be constructed as follows:

- Two layers of 12.5mm Soundbloc board, or equivalent,
- Supported on 50mm stud located at least 10mm off existing walls.
- 25mm mineral wool insulation layer with a density of at least 36 kg/m³ should be included in the independent stud cavity.

2 – 8 Bucklersbury, Hitchin
Internal Floor Sound Insulation Performance

4.4 New Walls and infill sections: Where new separating walls, or infill sections between existing structure, are created between dwellings then the following construction is recommended:

- Twin frame stud wall using either metal or timber studs at 600mm centres built from structural floor to structural floor.
- Frames should be arranged to achieve a minimum cavity of 200mm between the inner face of linings to each frame
- Include 50mm of mineral wool insulation with 36 kg/m³ density in the cavity between the frames
- Use two layers of 15mm Soundbloc board, or equivalent, to form linings to each frame

5.0 Flanking Noise Transmission

5.1 The sound insulation achieved in-situ across floors is also reliant on effective control of flanking noise transmission via common structures. These are likely to be façades and any other load bearing walls common to all stories. Typically, where a wall has a surface mass of 375 kg/m² then it will provide adequate control of flanking noise transmission. This is typically achieved where walls are a construction at least two bricks deep with render/plaster on both sides.

5.2 Where facades and load bearing walls do not meet with the weight requirements noted above to control flanking noise transmission then it will be necessary to add independent plasterboard linings as set out in section 4.3 for walls. These would need to be included at all floor levels to provide effective control of flanking noise transmission via common facades and load bearing internal walls.

5.3 Where new separating walls or wall infill sections are built up off floors then they should be constructed off the base floor and not from any acoustic isolated floating floor layers.

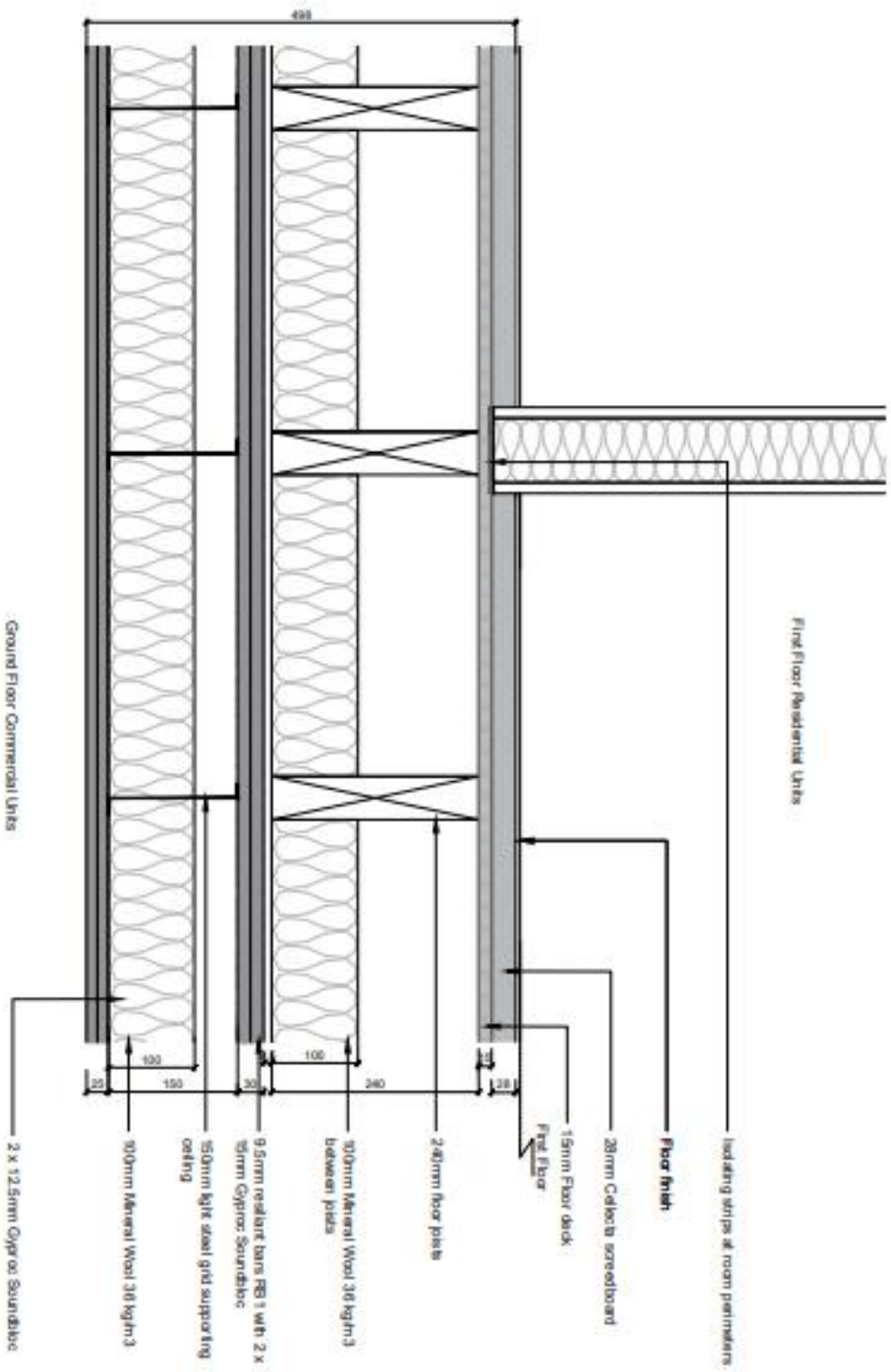
5.4 Any soil vent pipes or rain water pipes that run through the building then they should be wrapped in mineral wool with a minimum density of 36kg/m³ and boxed in with two layers of 12.5mm Soundbloc board or equivalent.

Report Ends



See notes on page 1

1. Copyright of this drawing remains the property of the client. It is not to be reproduced or used in any way without the written consent of the client.
2. This drawing is for information only and is not to be used for construction purposes without the written consent of the client.
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5. This drawing is for information only and is not to be used for construction purposes without the written consent of the client.



1 Acoustic Separating Floor between Commercial and Residential

Coolley Architects

021 46 46464
1 021 379 4481
info@coolleyarchitects.ie
www.coolleyarchitects.ie

Sargat Ltd
2-8 Buckersbury
Hitchin

Acoustic Separating Floor Details

Rev	Description	Date	By	Check
1.0	Issue for construction	15/05/2024	AA	AA
1.1	Revised	15/05/2024	AA	AA

906 - DG-XX12

A

Appendix B – Email Accepting Noise Management Plan Requirements

From: Mr Monroe [REDACTED]

Sent: 12 November 2023 13:35

To: Alan Stone [REDACTED]

Cc: [REDACTED] Licensing [REDACTED]
[REDACTED]

Subject: Re: Variation of Premises License application

Hello Alan

Apologies for the slow reply.

I am happy to accept your conditions you have outlined.

Thank you

Chris

[REDACTED]



On 3 Nov 2023, at 11:26, Alan Stone [REDACTED] wrote:

Hi Chris,

Further to meeting with you on Tuesday we discussed noise briefly and the need to ensure there are some controls in place.

You verbally agreed to accepting a Noise Management Plan condition requirement. I have drafted such a condition below for your consideration. Please reply to all on this message accepting this condition so it can be included on the license.

It is my intention for you to put in the measures you have already stipulated in your application plus a few other measures e.g. that generally you will be using the in house sound system (sonos) for low level music and that once a month you intend to have a DJ, no dance floor, ingress and egress notwithstanding that the door shall remain closed when elevated music is being played etc, asking patrons to leave quietly/signs to this effect etc.

Prior to the first use of the extended hours of opening, a Noise Management Plan (NMP) shall be submitted to the Licensing Authority for approval. The NMP shall stipulate measures to control noise emanating from the premises and its patrons and shall be adhered to at all times.

If you have any queries, then please do not hesitate to contact me.

Regards

Alan Stone

Appendix C: Social media posts for DJ events in August 2026



Appendix D – Copy of Covering letter and associated Noise Abatement Notice



www.north-herts.gov.uk

Mr Christopher Dodd



Our Ref: 35262
Contact: Mr Alan Stone
Direct Dial [REDACTED]
No: [REDACTED]
E-mail: [REDACTED]
Date: 18th February 2026

Dear Mr Dodd,

Environmental Protection Act 1990 – Abatement Notice

Noise from amplified music at Bridgetown Monroe, 6 Bucklersbury, Hitchin, Herts SG5 1BB

The Environmental Protection & Housing Team has continued to receive complaints relating to noise from amplified music at Bridgetown Monroe, 6 Bucklersbury, Hitchin, Herts, SG5 1BB.

We have received diary record sheets and recordings of the noise from complainants that live in the vicinity, and I have witnessed the noise firsthand from their home. It would appear that noise from music is travelling through the structure and affecting the residents properties on the first floor. I consider the noise levels to be materially affecting the use and enjoyment of their properties. I am therefore satisfied of the existence of a statutory noise nuisance.

As a result, please find enclosed an abatement notice served pursuant to Section 80 of the Environmental Protection Act 1990. I must draw to your attention your right to appeal against the notice in a Magistrates' Court within 21 days of the date of service of the notice. The grounds for an appeal are outlined on the back of the Abatement Notice. The enclosed notice requires you to abate the nuisance and prohibit the recurrence. To this end, you may wish to consider the measures that we have already discussed, including:

- Only have a DJ event (with elevated noise levels) once a month as per your license agreed at the time of the variation application. Please note that even if you restrict the DJ events to once a month, the volume and bass levels need to be such that there is not undue intrusion into the resident's properties above. This is something that perhaps I could advise upon, following the investigations.
- Ensuring the volume and bass levels of amplified music at other times is at low levels such that it doesn't unduly affect any neighbours.

- You may prefer to carry out structural works to mitigate the noise nuisance and comply with the abatement notice. However, I am not convinced that structural works will successfully abate the noise given the volume you play the music at and the structure of the building. This is obviously something which you would need to talk to your landlord about prior to any works commencing, and I would suggest obtaining professional advice from a qualified acoustics company. Furthermore, the property is a listed building, and any structural or physical measures/works may require planning permission. You would need to discuss any proposed measures with the owner of the building and the Conservation team at North Herts Council for advice on this. Some information on such matters can be found on North Herts Council Website at: <https://www.north-herts.gov.uk/apply-consent-work-listed-building>.

It is also apparent from my investigations, and, indeed, by your own admission, that you are having DJ's every Friday and Saturday nights (until 2am and sometimes beyond this time as indicated by the recordings). This is in contravention of the noise management plan agreement made at the time of your variation application (12th November 2023) and, therefore, represents a breach of the condition on your license. I have discussed this matter with the Licensing Team who have confirmed that this is the case.

If the noise and disturbance continues unabated, Environmental Health may look to take enforcement action or seek a review of your premises license. The Licensing department may also pursue enforcement action in regard to the license conditions. I, along with Licensing colleagues, are happy to meet to discuss this matter. Should you wish to do so then please advise and we can arrange a time to visit.

I hope this letter is self-explanatory, but should you have any queries or wish to discuss the matter please contact me on the telephone number or email address above.

Yours sincerely,

Alan Stone
Senior Environmental Health Officer



**North
Herts
Council**

I HEREBY CERTIFY THAT
THIS IS A TRUE AND
EXACT COPY OF A
NOTICE SERVED BY
FIRST CLASS MAIL ON 18/2/26

Environmental Protection & Housing Team
North Herts Council
Council Offices
Gernon Road
Letchworth Garden City
SG6 3JF

Notice Environmental Protection Act 1990, Section 80
Abatement Notice in Respect of Statutory Nuisance

Recipient Mr Christopher Dodd
[REDACTED]

Statutory Nuisance Take notice that, under the provisions of the above-mentioned legislation, North Herts Council 'the council', being satisfied of the existence of a statutory nuisance as defined under Section 79(1)(g) of the act at:

Bridgetown Monroe, 6 Bucklersbury, Hitchin, Herts, SG5 1BB

arising from amplified music, so as to cause unreasonable and exceptional intrusion of noise to occupiers of nearby dwellings.

Abatement

As the person responsible for the premises, the council requires you within 7 days from the service of this notice to abate the nuisance and prohibit the recurrence of the same.

Penalties

If, without reasonable excuse, you contravene or fail to comply with any requirement of this notice you will be guilty of an offence under Section 80(4) of the Environmental Protection Act 1990 and on summary conviction will be liable to a fine together with a further fine of an amount equal to one-tenth of the greater of £5000 or level 4 on the standard scale for each day on which the offence continues after conviction. The council may also take proceedings in the High Court for securing the abatement, prohibition or restriction of the nuisance. Further, if you fail to execute all or any of the works in accordance with this notice, the council may execute the works and recover from you the necessary expenditure incurred.

Appeals

You may appeal against the notice to a Magistrates' Court within 21 days beginning with the date of service of the notice. See the notes for information on appeals.

Officer

Signature: [REDACTED]

Name:
Mr Alan Stone

Title:
Senior Environmental Health Officer

Date: 18th February 2026

Contact address:

North Herts Council, Council Offices, Gernon Road,
Letchworth Garden City, SG6 3JF

Email: [REDACTED]

Telephone: [REDACTED]

Appendix E: Email from Licensing to the DPS setting out the position in relation to the Noise Management Plan Condition

From: Jasmine Jennings [REDACTED]
Sent: 09 June 2026 10:21
To: Bridgetown Monroe [REDACTED]
Subject: Bridgetown Monroe - Licence
Importance: High

Good morning,

It has been brought to my attention that you have not yet had a Noise Management Plan approved for Bridgetown Monroe, despite my e-mail to you in May last year.

For clarity, the email I sent to you 1st May 2025 was to inform you that the agreed condition was missing from your copy on site and to let you know that I had attached the current copy for you.

The condition raised was

‘Prior to the first use of the extended hours of opening, a Noise Management Plan (NMP) shall be submitted to the Licensing Authority for approval. The NMP shall stipulate measures to control noise emanating from the premises and its patrons and shall be adhered to at all times.’

The email was to establish what licence you had on site, and if you required a replacement copy; neither of those questions were answered. You did mention some steps you were taking with regard to noise, however in my opinion this was not a plan, and it was not for my personal assessment. As a result, I did not reply to the email, and I sent it on to the noise team to assess.

This week I been informed that you have mistaken the absence of a response from me, as ‘approval’ for your email which you suggest is a ‘noise management plan’.

For the avoidance of doubt, I must make it clear that the email you sent to me was not sent to the Licensing Authority as laid out in the abovementioned condition, nor was it approved.

In continuing to operate the extended hours of opening, without an approved NMP, you will be in breach of your licence, and this could lead to a review. We always strive to support our licensees, and as this seems to be an honest misunderstanding, I won't be recommending any action at this stage. However, please note that you must submit your plan and have it approved prior to any further use of those extended hours of opening.

Please acknowledge receipt of this e-mail at your earliest convenience.

Kind regards,



**North
Herts**
Council

Jasmine Jennings
Licensing Team Leader



Celebrating 50 years