

Bridgetown Monroe
Appendix E - Representations by other persons
Supporting the Review of the Premises Licence

1 - Amelia Rose Rampling - Apartment 5, Rear Of 4 Bucklersbury, Hitchin, Hertfordshire, SG5 1BB

I wish to make representation to be considered in the license review for Bridgetown Monroe's in Hitchin. I have lived in the property directly above the premises for more than a year and have experienced persistent problems with **noise** from the venue, particularly on Friday and Saturday evenings.

The premises frequently appears to operate beyond 2:00 am on these nights, which I understand may be beyond the hours permitted under its current licence.

The level of amplified music, and particularly the bass, has at times been excessive to the point that it has caused physical vibration within my flat. On occasions, my bed has visibly and audibly vibrated because of the bass. Following complaints made to the local council and our local councillor, the situation has improved to some extent.

However, the problem has not been resolved. I continue to experience low-frequency thudding from the premises, despite making repeated requests for the bass levels to be reduced. The ongoing noise has a significant impact on my ability to enjoy my home and, in particular, to sleep. I have had to use earplugs in an attempt to sleep and, on many weekends, I have felt that I need to spend time away from my own home because of the disruption. I do not consider this a reasonable level of noise for a residential property, particularly during the early hours of the morning. I am also concerned about the nature of the premises' operation and the impact this has on residents entering their homes. The venue appears to operate more like a nightclub, resulting in groups of customers congregating outside the entrance and in the vicinity of my front door late at night.

I have personally experienced three separate incidents in which male customers outside my front door have made objectifying and unwelcome comments to me as I have attempted to enter my home. Although I appreciate that customers leaving a licensed premises are not, in themselves, necessarily a licensing issue, these incidents have left me feeling intimidated and uncomfortable when entering my own property. On these occasions I have also been concerned that individuals could identify where I live. I am further concerned by the response to residents who have raised complaints about the premises. I am aware of identifying comments made publicly by the owner about my neighbour following a formal complaint. This has increased my concern about raising complaints and about the potential consequences for residents who experience problems with the premises. I fully appreciate the importance of local businesses and do not object to the premises operating as a licensed venue in principle. My objection is specifically based on the existing impact of the premises on nearby residents and my concern that the extended licensed activities exacerbate these problems. Given the persistent noise nuisance, the impact on my sleep and ability to enjoy my homes, and the concerns regarding customers congregating outside residential properties late at night, I respectfully ask the Licensing Authority to impose appropriate conditions to ensure that the operation of the premises does not cause further disturbance or nuisance to neighbouring residents and takes my comments into account while determining application 22165.

Received on 22/09/2026 - Apologies for the delayed response. I submitted a second more comprehensive description, but yes to points **1 and 2**. Generally the bar was open late at night, so less concern for children safeguarding. I have no evidence that they serve minors.

Sent to ARP on 15-09-2026 - Please can you confirm the licensing objective(s) your representation relates to

the **prevention of crime and disorder, public safety**, the prevention of public nuisance, the protection of children from harm

2 - Dr Ring - 2 Bucklersbury Mews, Hitchin, Herts, SG5 1BB

As a former resident of Bucklersbury Mews, I would strongly urge the Licensing Authority to consider the impact that Munroes has on people living nearby. During the time we owned our property, the level of noise from Munroes was unbearable. Extremely loud music continued into the early hours, accompanied by noise from people congregating outside. The combination of amplified music, heavy bass and customers outside made it extremely difficult to sleep and seriously affected our enjoyment of our home. In our experience, there appeared to be insufficient effective control of the noise. The impact became so significant that it was a contributing factor in our decision to sell the property and move.

The particular problem was the nature, volume and late-night operation of Munroes/ Residents in a town centre must reasonably expect some noise, but that should not mean having to tolerate amplified music and substantial disturbance into the early hours. In my experience, the present type of operation is simply not appropriate in such close proximity to residential properties. I would therefore ask the Licensing Authority to consider whether the current licence adequately protects nearby residents and whether much stronger conditions are required concerning amplified music, noise levels and operating hours. If those measures cannot satisfactorily prevent the disturbance, I believe revocation of the licence should be seriously considered. It is an objection based on our direct experience of persistent late-night disturbance and the very substantial effect it had on us as residents.

3 - Debbie Jenkins - 54 Swinburne Avenue, Hitchin, SG5 2RA

Too much noise very disturbing It is a public nuisance. Walked past 10 pm Sat 30 May 9 pm Friday 4 September and 1030 pm Friday 11 September. Noise loud, it is a public nuisance

4 - Michael Gallagher - 6 Maydencroft Gardens, Gosmore, SG4 7EJ

Having previously supported this licence I now wish to withdraw that and object instead.

I have now heard both sides of the story

The noise in question goes way beyond what was agreed when the complainant moved in, regularly going on until 5am at weekends. This establishment requires much closer investigation by the council as those who are supporting this are not aware of the full picture.

5 - Anon – Accepted as this due to concern for Personal safety.

Licence Review Statement Bucklersbury

When we moved to Hitchin town centre, we expected and accepted a certain level of noise from people and businesses. The vibrancy and bustle of Hitchin was one of the main reasons we chose to move to Bucklersbury. We have always lived in busy areas and typical street or business noise has never been an issue for us. We support local businesses and want Hitchin to remain a vibrant and lively town centre with nightlife.

However, the level, frequency and duration of noise from Monroe's is well beyond what could be considered reasonable for a premises situated amongst multiple residences. Our concerns relate specifically to the excessive noise and behaviour associated with Bridgetown Monroes, particularly late at night and in the early morning, which seriously interferes with our ability to sleep and enjoy our home. **Excessive Noise and Public Nuisance** We have experienced significant and continuing excessive noise from Bridgetown Monroes since moving into our apartment in November 2025. We initially approached the bar's management to explain the problems and the detrimental effect on our sleep and wellbeing. It quickly became apparent that the situation was unlikely to change voluntarily, so we reported the noise to the council.

We submitted our first noise complaint in November and were advised to make Noise App recordings whenever the noise was excessive. We have continued doing so ever since. Although the bar's management initially appeared willing to address the problem, proposed adjustments were either

insufficient, brief or not implemented. Any reductions in volume generally followed council intervention and last only one or two weekends before excessive level return.

Inappropriate Operational Practices It would be considerably easier to list the weekends when the bar has not caused significant disturbance than those when it has. The bar hosts DJ or live music events on most days it operates. Even when live music is not taking place, the volume of recorded music is far beyond what we would expect from a venue operating as a cocktail bar.

The frequency of music events is also evident from the bar's own advertising and online presence.

Despite being served a Noise Abatement Notice on 18 February 2026, and despite the council demonstrating during a joint visit to the premises and our apartment the volume at which music could be played without creating excessive noise, we continue to regularly experience noise levels of 40–50 decibels within our property for extended periods while the bar is operating.

As recently as August, the bar advertised four consecutive music events from Thursday 27 August to Sunday 30 August 2026, with DJs from Friday through Sunday and a closing time of 2:00am on all four nights. The owner's post described this as "four days of heavy partying".

During these events, noise levels in our property were extremely high and constant while the bar was open. Similar events have occurred regularly throughout the past 11 months. Noise is typically worst on Fridays and Saturdays, when the bar regularly hosts live DJ nights, but Thursdays and Sundays also regularly involve loud music events which cause major disturbances.

Noise Levels and Characteristics The excessive noise typically consists of constant thumping bass, heavy reverberations and audible lyrics. Customer shouting is also a constant issue and can continue for the duration of the advertised opening hours and often long afterwards. Although our apartment is not directly above the bar, high noise levels are audible in every room. The noise appears to emanate through the walls and floor, with constant vibration throughout the property when the music is loud.

While the bar is operating, noise levels throughout our home are generally around 35 decibels and regularly peak at 45–50 decibels for extended periods.

Noise usually begins increasing and becomes excessive between 8:00pm and 9:00pm, continuing to increase while the bar remains open. Music and shouting usually peak at around 2:00am. Until recently, although music would generally be turned down or switched off at around 2:00am, several loud voices would regularly remain clearly audible for an hour or more afterwards.

For several months, shouting and laughter from customers continued to prevent sleep until 3:00am or later. The noise is distinct and easily identifiable as coming from Bridgetown Monroes. We do not experience comparable problems on days when the bar is closed, despite other nearby premises remaining open.

Taken together, our experience and extensive evidence demonstrate a sustained failure to prevent public nuisance. The excessive music, bass, vibration, shouting and late-night disturbance are recurring consequences of the way the premises operates rather than isolated incidents. Despite repeated complaints, council intervention, a Noise Abatement Notice and numerous opportunities to address the problem, the nuisance continues to substantially interfere with our ability to sleep and enjoy our home. The bar's management initially appeared willing to resolve the issues, but its response became less amicable when it became clear that we would continue reporting excessive noise unless it was reduced to acceptable levels.

We no longer feel able to approach management directly, having been accused of harassment for speaking to the owner about the noise or taking noise-level readings at street level. Effects of Excessive Noise The oppressive and constant nature of the noise causes us significant distress. When the noise is loud, there is no effective respite and our only option is sometimes to leave our home or spend time away.

The heavy bass vibrations mean that, despite purchasing expensive noise-reducing earplugs, sleep is usually impossible while music is being played. We have largely stopped having relatives or friends stay at our apartment because of the disturbance. The repeated disruption to our sleep has affected almost every aspect of our lives.

We both work full time and our days off are important for recovering from the working week. Losing sleep over weekends prevents us from getting the rest we need and creates a cycle in which we may only recover towards the end of the working week before the next weekend's disturbance begins. As a result of the lack of sleep, we have missed work and important family events and are forced to spend as much time away from our home as possible. We both have jobs which can require working some weekends, meaning the loss of weekend sleep can have cascading effects on our work. The resulting stress is profound, and the disruption occurs consistently whenever the bar is operating. The predictable and ongoing nature of the excessive noise is demonstrated by regular Noise App

recordings spanning nearly a year, detailed noise logs, council attendances at our property during the bar's operating hours and multiple allocations of council noise-level and recording equipment. The bar's owner and the council identified the need to protect the amenities of current and future residents during the change of use licensing application.

The bar has nevertheless been allowed to operate in a manner that contradicts those recommendations and differs from what was described in the Planning, Design and Access Statement. Contrary to repeated statements from the bar's owner, we have also been made aware of noise reports predating our arrival in Hitchin and of other residents experiencing similar problems. These experiences demonstrate a sustained failure to prevent public nuisance. The level, frequency and duration of the noise, together with the associated customer shouting and late-night disturbance, substantially interfere with the ordinary use and enjoyment of our home.

Crime and Disorder / Anti-Social Behaviour The bar's use of the pavement as a smoking area, with seating and permanent ash trays, regularly results in rubbish, glassware and broken glass outside our entrance. A fixed ash tray approximately one metre from our doorway means customers regularly congregate in our entranceway to smoke and drink while the bar is operating. As a result, we are forced to interact with the bar's customers whenever we enter or leave our property. Although these interactions are usually pleasant, there have been occasions when they have not been.

We have witnessed aggressive behaviour from customers and, on occasion, people outside the bar have made derogatory comments to us, our guests and each other. The uncertainty of who we may encounter outside our home has made us uncomfortable entering or leaving the property late at night. We actively try to avoid doing so during the bar's opening hours to minimise unwanted interaction. We are particularly concerned that the bar's management has, in our view, exacerbated rather than prevented this behaviour. Several people have told us that the bar's owner makes derogatory and identifying comments about us to customers.

The bar's Facebook and Instagram accounts have several times singled us out and identified us by name in comments made by the owner. The owner has also liked aggressive and demeaning comments and posts made by followers about us. The owner also posted about us by name on the business's Instagram account in a temporary post stating: "all parties start and end at Monroes, sorry Bruce!" We made repeated attempts to work alongside the bar's management to find a suitable solution but no longer have confidence that meaningful changes will be made without intervention and no longer feel comfortable engaging with management directly.

The owner also appears more motivated to create and spread what we believe to be false narratives about us or the situation, in an attempt to invalidate noise nuisance reports, than to make adjustments to reduce the negative effect on neighbours. We believe the bar has instead portrayed itself as a victim online to garner public support rather than taking responsibility for the nuisance or making changes that would produce tangible results.

Aggressive Behaviour On 19 April 2026, after returning home, five men were standing in the entranceway to our flat. My younger brother and mother were staying at the property at the time. It appeared that the bar's customers had been made aware of who we were by the bar's owner. When the men were politely asked to move so that we could enter our property, they became belligerent and aggressive, and one of the men blew smoke into my mother's face. After a heated discussion, during which the five men continued to stand imposingly in our doorway, we were eventually able to enter our property. The incident was captured on camera. The bar's security staff subsequently ushered the men inside the premises. Immediately afterwards, the bar's owner exited the premises and physically encroached on my younger brother. After asking who he was and learning that he was my brother, the owner threw him onto the ground in the road, seconds after a car had passed. My brother was fortunate not to have been seriously injured or worse. The bar's security staff then restrained the owner and sat him down outside the premises. Audio of the conversations following the incident was recorded. The owner's wife and apparent co-manager apologised profusely and pleaded with us to allow the owner to apologise, clearly recognising the seriousness of what had occurred. They asked us to contact them rather than the owner because he was incapable of discussing issues without becoming upset. The security staff described what had caused the incident, and both the owner's wife and security staff acknowledged witnessing the violence and the events leading to the confrontation. While re-entering our property, rather than apologising, the owner threatened us with further physical violence. This was also recorded. The recordings of the conversations following the incident and CCTV footage were provided to the police shortly afterwards because we were concerned about further violence or escalating aggression in connection with the ongoing reporting of the noise nuisance.

These experiences raise serious concerns regarding the **prevention of crime and disorder**. The repeated anti-social and aggressive behaviour of patrons, the failure to adequately control customers congregating immediately outside our home, and the incident involving the owner's physical violence towards my brother and subsequent threats have left us with genuine concerns for our safety. We do not believe the current management of patrons and security arrangements are sufficient to prevent crime and anti-social behaviour or protect public safety.

Relevant Planning and Public Documentation Planning, Design and Access Statement - Statement of Intent March 2021 "Planning permission and LBC was granted in 2020 to renovate, convert, and extend the existing buildings 2-8 Bucklersbury from a vacant department store into 8 new residential units, a small office space (B1) and a flexible commercial space (A1,2,A3) on the ground floor of 3-5, and 6-8 Bucklersbury.

This application is for a change of use of the ground floor of No6 only, in order to meet local demand for use as a bar. The applicant is the future leaseholder of No6 Bucklersbury." "The bar will be very much a bar and not a night club (which is reflected in the hours open) and will be a place to go and enjoy drinks with your friends and family and have a little dance, but all very casually and respectful of all the neighbours around the bar".

Chance of Use Decision Notice - Development & Conservation Officer Remarks Application:

21/00905/FP Proposal: Change of Use from flexible Ea, Eb and Ec to Sui Generis Use - Cocktail bar.

Location: 6a Bucklersbury, Hitchin, Hertfordshire, SG5 1BB Plan Nos: 936-CYA-A4-XX-DR-A-00200-A

936-CYA-A4-ZZ-DR-A-00201-A 936-CYA-A4-ZZ-DR-A-00202-A "3. Opening hours of the proposed

cocktail bar (sui generis use) hereby permitted shall be restricted to the following hours unless otherwise agreed in writing by the Local Planning Authority: Monday (excluding bank holidays) 11am

to 11pm • Monday (excluding bank holidays) 11am to 11pm • Tuesday 11am-11pm • Wednesday

11am-11pm • Thursday 11am -12.30am • Friday 11am- 12.30am • Saturday 11am -1am • Sunday

12pm (mid-day) until 10.30pm • Bank holidays 12.00pm (mid- day) until 10.30pm Reason: To protect the residential amenities of existing and future residents". 21/00905/FP - Change of Use from flexible

Ea, Eb and Ec to Sui Generis Use - Cocktail bar. – Consultee Comments "Noise/Nuisance Residential accommodation is proposed above this proposed development. Drawing 936-CYA-A4-ZZ-DR-A-

00202 provides details on acoustic noise mitigation measures (acoustic suspended ceiling and

secondary glazing to windows); these are acceptable. The proposed opening hours are noted -

Tuesday and Wednesday until 23.00hrs; Thursday to Saturday until 01.00hrs and Sunday until

22.30hrs. I have reviewed the opening hours of nearby Licensed premises. Due to the disturbance

associated with patrons leaving Licensed Premises I recommend slightly earlier closing times than

those proposed for Thursday, Friday and Saturday. See recommendation below. Recommendation: 1.

The class use hereby permitted shall only be permitted to open for the following hours:- Tuesday and Wednesday 11.00hrs to 23.00hrs; Thursday, Friday and Saturdays 11.00hrs to 00.00hrs and Sundays

12.00hrs to 22.30hrs". The Planning, Design and Access Statement dated March 2021 states that planning permission was granted to convert the buildings at 2–8 Bucklersbury into residential units,

office space and flexible commercial space, and that the application sought a change of use of No. 6

to a bar. The subsequent planning decision concerned the change of use to a Sui Generis cocktail bar at 6a Bucklersbury. The planning decision restricted the permitted opening hours "To protect the

residential amenities of existing and future residents". In the remarks made by the consulting officer from the environmental department they recommended further reductions in the bars operating hours

to protect the amenities of current and future residents. These documents demonstrate that both the bars owner and the council recognised the need for control limits to mitigate noise nuisance, since the

conception of the premises operating as a bar. Conclusion During this licence review, we respectfully request that the council considers our experiences and the substantial evidence we have provided

when assessing the suitability of the premises' current operation. Our experience is that Bridgetown Monroes operates more like a nightclub than the cocktail bar originally proposed, despite being

located in a building where it was always anticipated that multiple residential properties would share walls with the premises. The operator has had repeated opportunities to make meaningful changes to

the way the premises operates and to reduce its impact on neighbouring residents. Despite council intervention, a Noise Abatement Notice, repeated complaints, extensive recordings and numerous

opportunities to resolve the issues, the problems continue. This statement demonstrates: • a sustained and recurring public nuisance caused by excessive music, bass, vibration, customer shouting and

late-night disturbance; • concerns regarding crime and disorder arising from anti-social and aggressive behaviour by patrons, inadequate control of customers immediately outside our home, and the

physical violence and subsequent threats involving the bar's owner; and • concerns regarding public

safety arising from the management of patrons outside the premises and the circumstances in which confrontations have been allowed to develop. We therefore ask the council to consider whether the current operation and management of the premises adequately uphold the licensing objectives and protect the safety and amenity of neighbouring residents. Thank you for your time and consideration.

The following is an additional statement from the above person

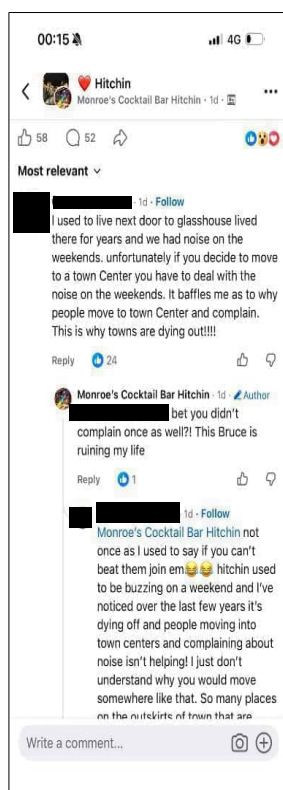
To whom it may concern, This document serves to provide supplementary evidence to my statement submitted for the license review of Bridgetown Monroe ([REDACTED])

Identifying Comments Online and Online Presence

As mentioned in our initial statement, both my partner and I feel unsafe entering and leaving our property. Our property only has one entrance and exit way, immediately next door to the entrance to Bridgetown Monroe. We are often forced to encounter the bars patrons when coming and going from our apartment, and as such, try to spend as much time away over the weekends as possible. This has been greatly exacerbated by the bars management identifying where we live and naming us on their online media accounts.

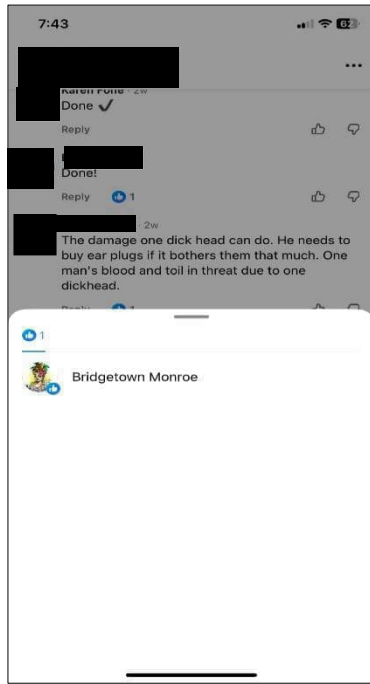
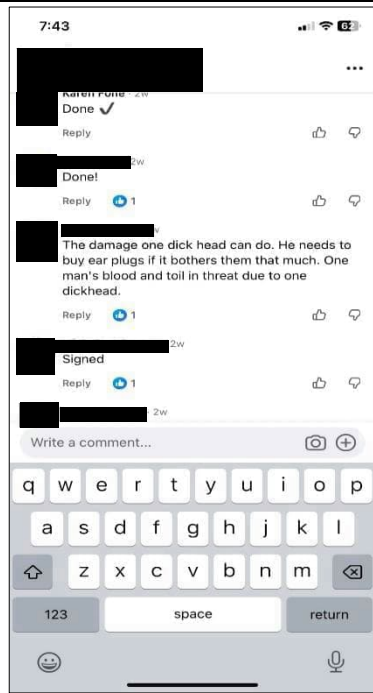


The first instance of this occurred in early May, 2026. A concerned neighbour who follows the bars Instagram account brought the post to my attention. The misspelt post reads: "ALL PARTIES START AND END AT MONTONE'S F**KIN' BANGIN PLACE SORRY BRUCE".



We already felt incredibly uncomfortable once we were told by people that they had witnessed Mr.Dodd informing his customers about our complaints, saying disparaging things about us and telling people where we lived. Knowing that so many of the bars' customers know who we are and where we live, combined with the many instances of violence which have occurred at Bridgetown Monroe has left us feeling unsafe and uneasy using the entrance to our property. We believe it is wildly inappropriate for the bars owner to publicly identify us on his business social media accounts.

More recently, Mr.Dodd has decided to launch an online campaign to garner support from the public for the license review. The posts have been shared hundreds of times across many facebook groups relating to Hitchin and the surrounding area. Several people state they would be making representation despite never visiting the premises.



In one comment a stranger refers to us as a “dickhead”. Rather than disparaging these remarks Mr. Dodd chose instead to ‘like’ the comment.

In this post Mr.Dodd makes multiple false statements to portray himself as a victim and denies making any excessive noise. Additional to the misleading summary of past events, Mr.Dodd identifies us as the sole cause for the license review, despite the fact we are aware of noise complaints raised with the council as early as November 2024. In these posts he outlines when we moved into our apartment and names us in comments on shared posts.

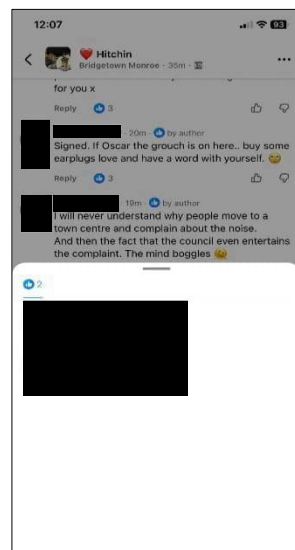
In addition to creating a space for us to be publically shamed and identifying

me by name, Mr.Dodd has also liked several disparaging comments and disgusting comments about us.

In one comment a stranger refers to us as a “dickhead”. Rather than disparaging these remarks Mr.Dodd chose instead to ‘like’ the comment.

This is not just one example of many such comments ‘liked’ by the bar’s owner & manager. A colleague of Mr.Dodd who regularly hosts loud, live music events at the premises also shared the post. As can be seen in the comments of this shared post. This person who regularly works with the bar hosting events, refers to us as identified in the shared post, and makes a disgusting sexual comment about masturbation.

This is just another example of the unwarranted scrutiny we have faced because of Mr.Dodd publicly identifying us. We are repulsed by the remarks made by the bars colleague and shocked that Mr.Dodd would like them. This is evident of the online hate campaign Mr.Dodd has launched against us, dressed up as a petition or seeking support. We don’t expect to be exposed to comments like these, for lawfully and legitimately raising our complaints with the council through the appropriate channels. We have not once publicly made disparaging remarks to or about Mr.Dodd, even after being subjected to violence by him.



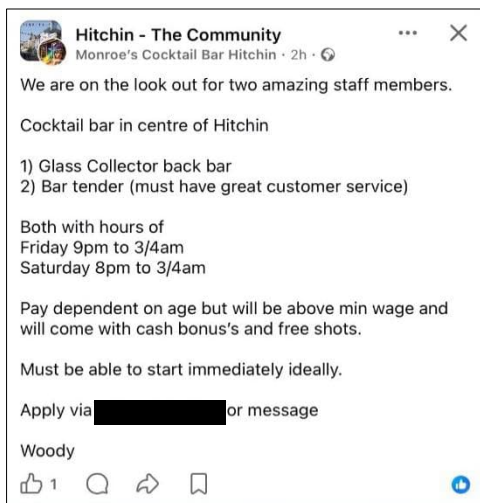
Private Messages from Mr.Dodd



Since being informed of our complaint, Mr.Dodd has repeatedly told us to move or find another flat, as can be seen in this message from 07/03/2026. Whilst publically and pively stating he wishes to work with his neighbours to resolve any issues, and outlining changes he will make to, privately and often publically, he holds us soley responsible for reporting the noise rather than accepting his responsibility to mitigate it.

We have repeatedly been told about alterations to DJ schedules, changes to the sound systems both technically and physically, but the sound level experienced in our flat has only ever marginally reduced, and always reverting to the previous levels after a short time.

Advertisement Highlighting License Breaches



One relevant post which shows Mr.Dodd's refusal to adhere to his license conditions or his licensable hours is a post on the 'Hitchin – The Community' Facebook page as recently as 27/08/26.

In the post Mr.Dodd seeks a glass collector and a bar tender to work Friday's and Saturdays until 3:00am - 4:00am. The bar's closing time is 2:00am.

As stated in my report, we regularly have experienced high levels of noise from several people still inside the bar well past closing time, despite warnings from the council to reduce late night noise preventing sleep.

Violence on 19/04/26

Whilst not included here, we are still in position of the video evidence following the incident on 19/04/26. The CCTV of the incident and audio recording of the subsequent conversations and verbal threats from Mr.Dodd can be provided upon request.

Summary

We have been hugely disappointed in Mr.Dodd inability or unwillingness to make changes substantial enough to improve the excessive noise levels in our home. Constant breaches in license conditions have worsened an already untenable situation.

Perhaps more disappointing has been Mr.Dodd's response throughout the reporting of the noise nuisance. Mr.Dodd has chosen to latch onto us as the source of his problems and seek to demonise us publicly, for being the only neighbours willing to approach him and give him the opportunity to rectify the issues before reporting to the council.

Mr.Dodd has responded in turn; by telling us to move, with violence, and starting an online petition where he promotes degrading and disgusting commentary about us. We certainly don't feel Mr.Dodd has any concern for our safety and that he seems more interested in appearing to make substantial changes than making any. We hope the information and images assist in providing useful contextual background to our experiences dealing with Mr.Dodd, and demonstrate the

profoundly distressing effect his actions have had on myself and my partner. We don't feel this public ousting is an appropriate response, to us exercising our right to accurately and correctly report the several ways the operations of Bridgetown Monroe continue to negatively affect us as neighbours and members of the public.

Thank you for your time and consideration,

The residents of [REDACTED]

6 - Anon 2 – Accepted as this due to concern for Personal safety

Resident Statement Regarding Bridgetown Monroe Resident of [REDACTED]. Hitchin I have lived at [REDACTED] for approximately one and a half years. I am providing this statement to describe the continuing effect that the operation of Bridgetown Monroe, located at 6 Bucklersbury, has had on my home, my ability to sleep, and my sense of safety. I want to make clear that the issues described in this statement relate specifically to Bridgetown Monroe.

My property is on the same side of Bucklersbury as the bar. Although there is another pub on the opposite side of the street, I can distinguish much of the disturbance caused by Bridgetown Monroe. In particular, whenever the entrance door of Bridgetown Monroe opens, there is an immediate and noticeable increase in the volume of music, bass, voices and other noise coming from inside. The noise decreases again when the door closes. This repeated and recognisable change makes the source of the disturbance clear. Music from Bridgetown Monroe is regularly audible inside my home. I can hear the bass in my bedroom, and at times it appears to be transmitted through or felt within the walls. My home is approximately 20 metres from the bar, and the properties on this side of the street form part of a connected building structure. The disturbance is significantly worse during the summer because we need to keep our windows open. However, the music, bass and customer noise remain audible even when our windows are closed.

During the time I have lived at [REDACTED] I have noticed that this problem has become progressively worse. Initially, the loudest music generally began during the late evening, at approximately 10:00pm or 11:00pm. The music has since become louder and is now also clearly audible during the daytime. Noise from customers has increased as well, including loud conversations, raised voices and shouting. Over the last year there has been increasingly louder music, disturbances over a longer part of the day, and increasingly loud customer noise. Recently, Loud DJ events take place more regularly taking place every Friday and Saturday.

There is also a considerable amount of noise from people leaving Bridgetown Monroe at 2:00am or later. This includes loud conversations, raised voices, shouting and groups remaining outside rather than leaving the area quietly. Large groups of people regularly gather outside Bridgetown Monroe. They often talk loudly, shout and remain in the area for extended periods. This is particularly disruptive late at night and during the early hours of the morning. The shouting and raised voices can be clearly heard from inside my home and contribute to interrupted sleep and the loss of peaceful enjoyment of my property. People leaving the bar regularly enter, or attempt to enter, our private courtyard despite the presence of a gate separating it from the public street. There have also been incidents in which individuals have forced their way past or climbed over the gate to gain access to the courtyard. This is a private residential space and is not part of the bar or the public highway. These incidents are particularly concerning because they occur during the early hours of the morning, when residents should be able to feel secure in their homes.

Drinking glasses are regularly left standing around outside and close to our property. On multiple occasions, people leaving the bar have thrown glasses or other items into our private courtyard. Glasses have also been dropped or smashed, leaving broken glass on the ground and around the entrance to the property. This creates a safety hazard for residents and anyone entering or leaving the building. Rubbish is frequently left in the area as well. On several occasions, people have vomited inside our courtyard or directly onto the courtyard gate. Residents are then left with the consequences of this behaviour outside their own homes. The combination of loud music, structural bass, shouting, groups gathering outside, people entering our private courtyard, broken glass, rubbish and vomit has created an uncomfortable and intimidating environment immediately outside my home. I do not feel safe or comfortable leaving or returning to my home late at night, particularly when groups of intoxicated people are gathered outside. This concern is especially significant for my girlfriend when entering or leaving the property alone. These problems have materially affected my ability to sleep, enjoy my home and feel

secure at my own property. They are not isolated incidents but form a recurring pattern, particularly at weekends and during the early hours of the morning. In my experience, the operation of Bridgetown Monroe causes a public nuisance, and the prevention of public nuisance is not being adequately promoted or enforced.

Amplified music and patron noise were seriously affects us as nearby residents. From my perspective, the situation has worsened rather than improved. Music that was previously most noticeable from approximately 10:00pm or 11:00pm is now also audible during the daytime and later at night. Bass is audible in my bedroom and stops us from sleeping at normal times. Customers leaving the premises cause a great deal of noise and leave rubbish, vomit and broken glass in our property entrance, causing a danger to our health. Strangers entering our private entranceway and the atmosphere that exists outside the bar leaves us feeling unsafe and uncomfortable whilst the bar is operating, particularly in the early hours of the morning. I therefore support proportionate action being taken to prevent further public nuisance and to protect the safety, security and quality of life for residents living near Bridgetown Monroe. Also, please do not publish my name or address, as I am afraid this could lead to threats or even more vandalism.

7 - Sam Burford-Eyre - Ground Floor Flat 85 Tilehouse Street, Hitchin, Herts, SG5 2DY

I was the tenant living in Apartment 6, Rear of 4, Bucklersbury, Hitchin, SG5 1BB, between the months of October 2024 - August 2025.

This apartment is situated directly above the Bridgetown Monroe bar and the access entrance to the apartment is directly to the left of the Bar's entrance.

Throughout my time living at the apartment, I was regularly disturbed by the loud music from the bar. This was consistently between the hours of 9pm-2am on Friday & Saturday evenings as the bar hosted club nights with loud music where the bass would travel through my floor and keep both me and my partner awake, directly in contrast to the licensing objective of preventing a public nuisance.

The noise was so bad that I decided to move out of the flat to my current address before my tenancy contract had ended which had a significant impact on my finances. Before moving in, during my viewing of the flat, I asked about Bridgetown Monroe and whether it was a disturbance and was reassured that it was a quite speak-easy bar that only had small speakers and chill music. I would not have started my tenancy at this property if I knew the truth.

These properties were built prior to the initial licensing application for Bridgetown Monroe. During my tenancy I contacted the council to initiate a noise complaint and was in direct contact with Alan Stone to initiate an investigation. However, I moved out of the property before this was resolved. As the entrance to access my property was directly to the left of the bar entrance, I would routinely come back during the late hours and have to pass close to the entrance. It was common that I would have to push passed drunk customers spilling out into the street in order to get to my door, which was particularly uncomfortable. As the entrance to my property was in an alcove, customers would regularly use this area as a place to urinate. I would frequently leave my property in a morning to find broken glass, vomit and urine directly outside my door.

I believe there was little to no effort from the Bridgetown Monroe establishment to prevent this behaviour which is in direct contrast to the licensing objectives of **protection of public safety & prevention of crime and disorder**.

8 - Aisling Dunn - Ground Floor Flat 85 Tilehouse Street, Hitchin, Hertfordshire, SG5 2DY

My partner previously lived at Apartment 6, Rear of 4 Bucklersbury, Hitchin, SG5 1BB from October 2024 with a lease signed until October 2025.

I object to the license based on them not suitably acting on the **prevention of public nuisance (excessive noise into the early hours beyond their current license agreement)**, crime and disorder (guests from the venue drinking on the street outside would regularly publicly urinate in the doorway next door which was the entrance way to the property and it would be left for residents to clean up and was never cleaned up by the venue, along with vomit and cigarette butts), and public safety (drunken guests loitering outside the venue and in the doorway to my partners flat could be aggressive at times, would cat call me and make me feel unsafe when entering the property at night).

When my partner was living in the property, we prioritised him coming to stay at mine on weekends as the noise levels were intolerable into the early hours of the morning, often beyond 2am on both Fridays and Saturdays.

On bank holiday weekends Sunday nights were also a significant issue. I then moved to Hitchin in August 2025 but we leased somewhere else whilst still paying rent on this property as our inability to sleep became intolerable.

Prior to this we did try to address the issue directly with the owner, which made little to no material difference, and he was aggressive and rude to my partner who often times would go down to the venue to complain.

We also raised an objection with the council which should be logged. The level of noise was completely unacceptable for the time of night and even with earplugs the bass coming from the speakers would shake through the whole bed, there was simply no escaping it.

I appreciate that this is a town centre street and that some noise should be expected, however the frequency with which they would continue playing outrageously loud music into the early hours went beyond being a **public nuisance**. My understanding is that the flats to the rear and above the venue were built prior to the opening of Bridgetown Monroe, and I therefore strongly believe they should take precedent over the licensing of the venue which has only been there for approximately two years. I am also aware that the level of noise and frequency of noise was actually in breach of the license. Should the venue have been operating within the guidelines set by the council I don't believe it would have been an issue as it would not have been as late or as frequent, and as said previously some noise is to be expected living on a town centre street. I don't however believe the venue owner trustworthy enough to follow regulations, or capable of running a venue with respect towards his neighbours given how long he has been in breach of his license for. His online victimisation of the residents which moved in after my partner moved out on public Facebook pages is not in the interest of public safety, nor is the behaviour of the people frequenting the venue.