

Bridgetown Monroe
Appendix F - Representations by other persons
Opposing the Review of the Premises Licence

1 - Cathy Ransby - 29, Woodcote House, Queen Street, Hitchin, Hertfordshire, SG4 9TL

[REDACTED]
[REDACTED] It positively supports the licensing objectives, particularly the **prevention of crime & disorder, public safety & prevention of public nuisance**.

It is a responsible, well-managed venue where staff take responsibility for customers & the premises. [REDACTED]
[REDACTED]

I understand the review concerns noise. Genuine concerns should be taken seriously but addressed fairly & proportionately. If there have been exceedances, I support Woody working with Environmental Health & the Council to reduce any impact on neighbours. [REDACTED]
[REDACTED]

[REDACTED] I respectfully ask that the Council considers the wider community value of Bridgetown Monroe & allows Woody the opportunity to address any genuine noise concerns through reasonable measures, rather than closure or unnecessary restrictions. [REDACTED]
[REDACTED]

Please allow it to continue!

2 - Coni Moloney - 56 Chepstow Close, Stevenage, Herts, SG1 5TT

I would like to express my support for Bridgetown Monroe remaining open under its current licence. In my experience, Bridgetown Monroe is a welcoming and respectful venue with a genuine community feel. Woody has created a space where people feel comfortable and safe, and the venue has become somewhere that many customers regard as their local. [REDACTED]
[REDACTED]

Whenever I have visited, the atmosphere has been friendly and relaxed. I have not witnessed antisocial behaviour or anything that has made me feel unsafe, and I believe the venue makes a positive contribution towards the licensing objectives concerning **public safety and the prevention of crime and disorder**. I appreciate that concerns regarding noise and the **prevention of public nuisance** need to be taken seriously.

However, I would hope that any specific noise concerns can be addressed through appropriate and proportionate measures, allowing the venue to continue operating under its current licence. [REDACTED]
[REDACTED]

I would strongly support it remaining open.

3 - Gary Wilson - 24 Bayworth, Letchworth Garden City, Hertfordshire, SG6 2LD

I have been visiting BRIDGETOWN MONROE for a considerable amount of time over the past few years and have always been made to feel welcome by the staff and proprietor from day 1 and the community of people that visit this establishment are also of a very friendly nature. [REDACTED]
[REDACTED]
[REDACTED]

Everyone who knows BRIDGETOWN will agree that this establishment is made for the community and that any problems that may have arisen to do with the music and sound have been understood and compiled with accordingly. Everyone has noticed changes within BRIDGETOWN and has accepted the differences and kept the support.

I have seen a number of situations where intimidation has come into play from a resident above Monroe's and with these intimidations and Woody has not lowered himself to be provoked except on one occasion whereby this one person who I believe was a relation of the tenant had put himself directly into Woody's face causing concern for threat where he and I and others felt a need for defence and to diffuse the situation immediately without anyone being physically hurt at the time.

Also since then I have also seen further nature's of intimidation where the same tenant has been outside Monroe's within a group taking photos and video recordings of Monroe's and making a scene by way singing and dancing outside and chanting which to me seemed strange at the time only to realise it was another moment of what seemed to be intimidating. For what reason is still not certain.

The compliance and support for Woody and MONROE remains of a very high standard and any requests to keep Monroe's going will always be adhered to by the establishment and the community. Monroe's is greatly needed as the community will surely agree as it has the reputation for a warm and comforting and friendly environment to sing and dance and make friends. In all the times I have attended Monroe's I have never witnessed any scale of violence and I'm sure this will remain the case for the future. I give my full support and any help needed to keep Monroe's and support to any tenants that may feel reasoning is also needed.

4 - Nicola Butler - 121 Bursland, Letchworth Garden City, Hertfordshire, SG6 4UY

To: North Hertfordshire Licensing Authority Re: Representation in Support of Monroe's, Hitchin
Dear Sir/Madam, I am writing to make a representation in strong support of Monroe's and its existing premises licence. I understand that the licence is currently being reviewed following noise complaints from a neighbouring resident. I fully appreciate that residents have the right to raise concerns and that licensed premises have responsibilities towards those living nearby. However, I strongly believe that the circumstances surrounding Monroe's need to be considered fairly, proportionately and in the context of the venue's history within Hitchin. Monroe's has been operating for approximately 34 months. The neighbour making the complaints moved into the area approximately 10 months ago, meaning Monroe's had already been an established and successful business for around two years before that resident moved into the property. This is not a case of a new bar suddenly opening next to an unsuspecting resident. Monroe's was already an established part of Hitchin's town-centre evening economy.

I also understand that Monroe's has already taken significant steps to address concerns about noise, including removing speakers, introducing music restrictors and stopping DJ nights. These are substantial changes to a business that has built its reputation around music, atmosphere and providing people with somewhere enjoyable to socialise. It is therefore concerning that, despite these efforts, the business is now potentially facing significantly reduced hours or even closure.

1. Prevention of Public Nuisance I recognise that this is the licensing objective most relevant to the current complaint. However, there must be a distinction between unreasonable public nuisance and the ordinary activity associated with a successful town-centre bar. Monroe's is a bar. It is not reasonable to expect a venue of this nature to operate in complete silence or without any audible music or customer activity. Importantly, Monroe's has not simply ignored complaints. It has actively tried to reduce its impact by making significant changes to its operation. The fact that the venue has already removed speakers, introduced music restrictions and stopped DJ nights demonstrates a willingness to compromise and work constructively with the authorities. I believe the Licensing Authority should therefore consider whether further restrictions would actually be necessary and proportionate, particularly given the measures already implemented. Closing or substantially restricting the hours of an established and successful business would be an enormous step to take and, in my opinion, would be disproportionate if less restrictive measures can adequately address any genuine nuisance.

2. Prevention of Crime and Disorder Monroe's provides a properly managed environment where people can socialise and enjoy an evening out. A thriving licensed venue can make a

positive contribution to the safety and vitality of a town centre by providing customers with a controlled environment, trained staff and responsible management. I have seen Monroe's as a welcoming and well-managed establishment, and I do not believe that its continued operation undermines the objective of preventing crime and disorder. On the contrary, I believe venues such as Monroe's are an important part of a healthy town-centre night-time economy.

3. Public Safety Monroe's provides a safe environment for its customers and is an established business that has been operating successfully for almost three years. Its continued popularity demonstrates the important role it plays within Hitchin's hospitality and social scene. There is nothing about the venue's continued operation that I believe presents a disproportionate risk to public safety. I would urge the Licensing Authority to consider the substantial difference between a busy, successful venue and a venue that is genuinely unsafe or poorly managed. Popularity and customer numbers should not, in themselves, be regarded as evidence of a failure to meet the licensing objectives.

4. Protection of Children from Harm I have no reason to believe that Monroe's fails to uphold this licensing objective. The premises are a licensed and managed establishment and should, of course, continue to comply with all applicable licensing requirements relating to the protection of children. I therefore do not believe that restricting or removing the licence would be justified under this objective. [REDACTED] There is also a wider issue that I respectfully ask the Licensing Authority to consider. Monroe's is much more than simply another bar. It has become part of the fabric of Hitchin. It provides somewhere for people to meet, celebrate birthdays, enjoy music, socialise with friends and have a safe and enjoyable night out. It contributes to the local economy, provides employment and helps create the vibrant town-centre atmosphere that people expect from Hitchin. [REDACTED]

[REDACTED] Of course, the interests of residents must be taken seriously. But the interests of the wider community and the economic and social value of an established business must also be considered. One person's objection should not automatically outweigh the interests of a successful business, its employees, its customers and the wider community — particularly where the business has already taken considerable steps to address the concerns raised.

A proportionate approach I respectfully ask the Licensing Authority to consider the principle of proportionality. Monroe's has already demonstrated a willingness to work with the council and make meaningful changes to its operation. It has not simply refused to engage. It has made sacrifices to try to find a balance between operating a successful bar and respecting its neighbours. I therefore strongly urge the Licensing Authority to consider whether there are any further reasonable and proportionate measures that could address specific evidenced concerns before considering drastic measures such as substantially reducing the operating hours or revoking the licence. The loss of Monroe's would have a significant impact on Hitchin's evening economy, its employees, customers and the wider community. For many people, Monroe's represents exactly what a thriving town-centre venue should be: somewhere welcoming, social, safe and enjoyable.

I therefore respectfully ask the Licensing Authority to allow Monroe's to retain its existing licence and operating hours, subject to reasonable and proportionate measures where these can be demonstrated to be necessary. Monroe's has shown that it is willing to listen, adapt and work with the authorities. I hope the Licensing Committee will recognise that commitment and allow this much-loved Hitchin business to continue to be part of the town's community. I strongly support Monroe's remaining open and retaining its current licence.

5 - Tuulikki Parker - 22 Bedford Road, Ickleford, Hitchin, Herts, SG5 3XH

I support Monroe's keeping its current licence. It's a long-established bar in a central part of town, on a street full of pubs and restaurants, and it's unreasonable for one neighbour who moved in long after it opened to jeopardise its future. Monroe's has worked closely with the council and invested heavily in noise reduction, showing clear commitment to preventing nuisance and running a safe, well-managed venue. It's an important part of Hitchin's nightlife, economy and community. Restricting or closing Monroe's would be disproportionate and damaging to the town. It should remain open under its current licence.

6 - Nigel Appleton - 1 Bethell court, Hitchin, SG4 9FN

I am writing in support of Monroe's and ask that the committee does not reduce its hours or revoke its licence or alter its music license. I live in Hitchin and have visited Monroe's regularly since it opened. In my experience it is a well-run venue. The staff are friendly and the door staff do a good job. It is one of the places in town where I feel comfortable taking friends for a night out.

On the **prevention of public nuisance**, I understand the premises has already made substantial changes in response to the complaint: ending DJ nights, removing speakers and fitting noise limiters, working with the council throughout. That is what a responsible operator should do, and it suggests the proper route is to continue that cooperation with proportionate conditions if needed, rather than cutting hours or closing the business or removing music altogether. I also ask the committee to note that the bar was trading for around two years before the complainant moved in. I don't dismiss anyone's concerns about noise, but the character of a town-centre location with an established late venue was known at the time, and the venue has since gone to considerable lengths to reduce its impact.

On crime and disorder and public safety, I have seen nothing to suggest Monroe's causes problems. It has a reputation as a safe, well-managed venue,

Given the steps already taken, reducing its hours or removing its licence would be disproportionate. I respectfully ask the committee to leave the licence as it stands. There are precious few venues that have music and I fully support this bar.

7 - Carli-louan Foster - 5 Wedgewood Road, Hitchin, Hertfordshire, SG4 0EX

I am writing in support of Bridgetown Monroe's continuing to trade under its current premises licence. I've known Mr Dodd personally and professionally for several years. He has built Monroe's from the ground up into a genuinely unique venue, and he goes above and beyond to look after his customers and to create somewhere people feel safe and welcome.

I understand this review has been brought about by noise complaints from one neighbouring property, who moved in around ten months ago, roughly two years after Monroe's opened. Since the complaints began, he has worked to bring noise levels down: dropping DJ nights, removing speakers, and fitting music restrictors to keep sound within limits.

On the licensing objectives the review must consider, my experience of Monroe's is that it is run properly. I have never seen or heard of any issue around **crime and disorder, public safety, or the protection of children** there.

It has a genuine, loyal following of people for whom it is somewhere they feel at home, not just somewhere they drink. None of that excuses a genuine breach of the noise limit, but I would ask that the review be weighed against the steps already taken to fix the specific issue raised, and the exemplary record of the bar since opening.

8 - Leanne Duggan - 19 The Tene, Baldock, Hertfordshire, SG7 6DG

I am writing as a local resident to formally support Bridgetown Monroe during its current licence review. I strongly urge the committee to maintain the venue's current licence and allow it to continue operating.

I believe the venue actively upholds the four licensing objectives in the following ways:

Prevention of Crime and Disorder: The management team and door staff are consistently professional, proactive, and highly visible. They effectively manage entry and ensure that the venue remains a safe environment for patrons.

Public Safety: The interior is well-regulated, capacity limits are respected, and staff are thoroughly trained to handle safety protocols and look after vulnerable patrons.

Prevention of Public Nuisance: Bridgetown Monroe takes its position within the town seriously. Staff diligently monitor the dispersal of customers at closing time, ensuring guests leave quietly and respectfully to minimize any disruption to nearby residents.

Protection of Children from Harm: The venue operates a strict age-verification policy at the door and bar, ensuring it remains an appropriately regulated adult environment. Losing Bridgetown Monroe would be a significant blow to Hitchin's cultural diversity and independent business community. It provides a safe space for people to gather and significantly contributes to the economic vitality of our town centre. I request that the committee takes these positive contributions into account and allows Bridgetown Monroe to remain open.

9 - Joel Kirstein - 6 Cranborne Avenue, Hitchin, Hertfordshire, SG5 2BS

I am writing as a local resident/patron to formally register my support for Bridgetown Monroe maintaining its current premises licence and operating hours.

The premises has consistently demonstrated a responsible approach to the four licensing objectives under the Licensing Act 2003:

Prevention of Public Nuisance: The bar is located in a commercial town-centre zone where an ambient level of evening activity is expected. Crucially, the management has already implemented proactive, sensible mitigation measures to accommodate neighbours, including managed dispersal, monitoring outdoor areas, and sound management. The recent complaints originate from a resident who chose to move into an active town centre two years after the bar was already established and operating. While the bar continues to be a considerate neighbour, unreasonable restrictions should not be imposed on an established, compliant business due to expectations incompatible with living in a town centre.

Prevention of Crime and Disorder: Bridgetown Monroe operates professionally, maintaining trained staff, effective door management, and strong incident-prevention policies, ensuring the surrounding area remains orderly.

Public Safety: The operators diligently adhere to health, fire, and venue safety standards, ensuring a well-regulated, safe environment for both customers and the public.

Protection of Children from Harm: The venue operates a strict age-verification policy (Challenge 25) to ensure age-appropriate operations at all times.

Curtailing the operating hours or licence of a well-run venue would set a concerning precedent, damage the character of our town centre, and unnecessarily harm a responsible local business. I strongly urge the committee to maintain Bridgetown Monroe's licence and current hours in full.

10 - Wayne Clancy - 58 Beatrice Place, Hitchin, SG5 4RZ

I object to application 22165 for the review of premises licence 14160, and I support Bridgetown Monroe retaining its premises licence and existing operating hours.

My representation relates to the **prevention of public nuisance, public safety, and the prevention of crime and disorder.**

I have visited Bridgetown Monroe on numerous occasions and have consistently found it to be a well-run, friendly and welcoming bar. The staff are excellent, professional and attentive, and I have never witnessed violence, disorder, threatening behaviour or any public-safety concerns associated with the venue, its staff or its customers. Bridgetown Monroe has become a genuine social hub within Hitchin. It provides a safe and welcoming place for people to meet and socialise and makes a positive contribution to the town's night-time economy. The venue does play music and it can be loud inside as part of the atmosphere. However, I am not in a position to comment on the precise sound levels experienced within any neighbouring property. Any noise concerns

should therefore be assessed using complete and properly gathered evidence, considering the level, duration and frequency of any disturbance. If further noise mitigation is genuinely required, I believe proportionate measures such as a calibrated sound limiter, speaker isolation, acoustic improvements or additional monitoring should be considered before reducing the licensed hours or taking action that could threaten an otherwise well-managed and valued local business. Based on my personal experience, Bridgetown Monroe operates responsibly and does not undermine the licensing objectives. I therefore object to the review application and respectfully ask that the existing licence and operating hours are retained, subject to any reasonable and evidence-based noise-control measures considered necessary.

11 - Toby Marshall - 38 Watersmeet, Hitchin, SG4 0AF

Please continue to support this venue, they are trying to addresss the concerns, I have personally witnessed them using sound monitors and older adults need a place to relax and dance and listen to music after a hard week at work, we don't all want to go to bed at 10 pm

12 - Ian Roberts - 5 Wratten Close, Hitchin, Herts, SG5 2BL

I strongly support the license renewal for Bridgetown Monroe. In an economic climate where rising operating costs are forcing many local venues to close, this establishment stands out as a unique, irreplaceable asset to Hitchin's nighttime economy. The venue offers a safe, welcoming atmosphere, excellent music, and professional staff that truly cannot be found anywhere else in town. Furthermore, management has proven to be highly responsible neighbours by investing in expensive acoustic adjustments to proactively reduce sound and consistently monitoring noise levels with the comfort of close residents in mind. Losing the option for a later drink and quality music in such a well-run, distinct setting would be a massive disappointment to myself and the community, and I urge the council to approve this renewal.

13 - Alex Thompson - Downings Farm, Rede, Bury St Edmunds, Suffolk, IP29 4BE

My representation relates to the licensing objectives of the **prevention of public nuisance and the prevention of crime and disorder**.

I have been a regular customer of the Bridgetown Monroe for approximately three years. I live in Suffolk and visit Hitchin regularly, specifically because of the Bridgetown (I estimate about 30–40 occasions over the past three years) including staying until closing time regularly. The venue has made Hitchin a destination that I regularly choose to visit, rather than simply somewhere I happen to visit while in the area.

Prevention of public nuisance Over the three years that I have been visiting the Bridgetown, I have personally observed the management and staff taking their licensing responsibilities seriously, particularly in relation to controlling noise. For example, I have seen customers attempt to persuade staff to turn up the volume or continue playing music at the end of the permitted time. In my experience, the staff have not given in to that pressure and have instead stopped the music and/or service when required. This has given me the clear impression that compliance with the premises licence is taken seriously, even where doing so may be unpopular with customers! I have also regularly observed the door staff managing the entrance and exit of customers. In particular, I have seen the doorman make a deliberate effort to ensure that the entrance door is closed again as quickly as reasonably possible when customers enter or leave the premises. From my observations, this appears to be a conscious measure to limit the escape of music and noise from inside the venue. Over the period I have been visiting, I have also seen the Bridgetown make adjustments to its music setup in response to external feedback, with the aim of reducing the amount of sound escaping from the premises. To me, this demonstrates a willingness by the management to respond to concerns and make practical changes rather than simply disregarding them. I recognise that anyone living close to a licensed premises may experience noise differently from a customer and I would not seek to dismiss any individual's

experience. However, my own repeated observations over a period of approximately three years have been of a business actively taking measures to control noise and minimise its impact outside the premises.

Prevention of crime and disorder My experience of a responsibly managed venue above extends into wider licensing objectives. The presence of door staff and the management of customers entering and leaving the premises have contributed to the prevention of crime and disorder. I have personally seen staff maintain calm and measured control of rowdy customers to enforce its rules, including keeping them calm on leaving when the customer would have preferred not to be asked to leave. My experience of the premises I appreciate that the purpose of a licence review is to consider the evidence relating to the licensing objectives and to determine what measures, if any, are appropriate. My experience has been of a venue where management and staff understand that operating a late-night premises carries responsibilities and where those responsibilities are taken seriously.

I therefore ask the Licensing Sub-Committee to take into account my experience as a regular customer who has visited the Bridgetown approximately once a month over a period of three years. My observations have not been based on a single visit. Over that extended period, I have personally witnessed measures intended to minimise noise, staff adhering to closing requirements despite pressure from customers, door staff actively managing the entrance to limit noise escaping, and changes being made to the music setup in response to feedback. Based on those repeated first-hand observations, my experience is that the Bridgetown take their licensing responsibilities seriously and make active efforts to promote the licensing objectives. I respectfully ask that my representation and these first-hand experiences are taken into account when the Sub-Committee determines the review.

14 - Anna Fekete - 4 Garden walk, Stevenage, Hertfordshire, SG1 1JL

I am a regular customer at Bridgetown Monroe, and I am providing this statement based on my own experiences of visiting the premises. I have always found Bridgetown Monroe to be a professionally run venue and a positive part of Hitchin's evening and social scene which I hope stays open for a long time.

Prevention of crime and disorder There is always security present at the entrance when I visit. The security staff help control the number of people entering the venue so it is never overly crowded, and also are very vigilant in who they allow enter. The security also do a great job managing the people waiting outside to make sure they are not causing any issues while waiting for entry and as like most places conform to Challenge 25 checks. The manager is also regularly present and takes an active role in running the venue and dealing with any issues that may arise with staff or customers. I have noticed CCTV at the premises as well, which I understand provides an additional level of security for both customers and the business.

Public safety Although Bridgetown Monroe is a relatively small venue, I have never personally found it to be overcrowded to the point where I felt unsafe or uncomfortable. The number of people inside is well controlled. I have always found the staff to be polite and professional when dealing with customers, and I always feel comfortable and safe when visiting the venue.

Prevention of public nuisance I have never personally found the music at Bridgetown Monroe to be excessively loud for the size of the venue. In fact, I would say it is one of the quieter venues in Hitchin from an outside perspective. I generally don't hear much from the premises until I am directly outside.

Ive found Bridgetown Monroe causing an unreasonable level of noise or disturbance, either while visiting the venue or when I have been in the surrounding area and am aware of the premises putting in extra effort to control these issues. The premises operates a Challenge 25 policy. I have personally been asked for identification by several different members of staff when visiting, so I know from my own experience that the policy is actively being followed. I think this is important as it helps prevent underage people from purchasing or consuming alcohol at the premises.

Overall, As a regular customer, my experience of Bridgetown Monroe has been a positive one. I have found it to be a well-managed venue with security at the door, management present, CCTV, controlled entry and staff who actively check customers' ages. I have always felt safe when visiting and have never experienced the venue as excessively crowded, excessively noisy or

disruptive. I am therefore happy to provide this statement in support of Bridgetown Monroe and hope that my experiences as a regular customer can be taken into consideration when looking at the four licensing objectives. Thank you Anna

15 - Josef Young – 14 Hilton Close, Stevenage, Hertfordshire, SG1 2SU

I am writing to strongly support Bridgetown Monroe and to ask the Council to consider the wider impact of any decision regarding its licence. I completely understand the importance of the licensing objective of **preventing public nuisance**, and I appreciate that residents' concerns must be taken seriously. However, I believe any action taken should be proportionate to the actual impact and the evidence available.

From my own experience, Bridgetown Monroe is a venue that adds character and vibrancy to Hitchin. It provides a safe, social environment where people can meet, celebrate and enjoy an evening in the town. It has created a genuine community around the business and has become somewhere that people are proud to have in Hitchin.

[REDACTED]

I also understand that the business has already taken significant steps to address concerns around noise. That willingness to adapt should be recognised and, where possible, further practical measures should be considered before imposing restrictions that could seriously threaten the viability of the business. I simply hope the Council will take a proportionate and balanced approach, considering the evidence and the overwhelmingly positive contribution Bridgetown Monroe makes to Hitchin, rather than allowing one isolated complaint to jeopardise an otherwise excellent local business. Best regards, Josef Young

16 - Paul Watts - WPG Studio 8 Royal Quarter 98 Ickleford Road, Hitchin, Herts, SG51TF

I am a local customer and I am writing in support of Bridgetown Monroe's. I ask the licensing sub-committee to take no action that would reduce the permitted hours, add further restrictive conditions, or revoke the licence.

Prevention of public nuisance. I have visited Monroe's on Friday and Saturday evenings, most recently on several occasions over the last year. It is a small cocktail bar in a town-centre street that already has licensed premises. On the occasions I have been there, music inside was at a level you would expect in a bar of this size, not a nightclub. Outside, people were talking at a normal level and leaving in small groups. I have not seen or heard anything that I would describe as a public nuisance in Bucklersbury when arriving or leaving. I understand the premises have already worked with the council, dropped DJ nights, removed speakers and fitted music restrictors. From what I have seen as a customer, those changes are reflected in how the bar now operates. Further cuts to hours, or closure, would be disproportionate to the issue as I have experienced it, particularly given that this is an established town-centre venue and the complaint appears to come from one resident who moved in after the bar had already been open for some time. Prevention of crime and disorder, and public safety On my visits the bar has been well supervised. Staff have been present, attentive and in control of the room. I have not seen drunken disorder, arguments, or poor dispersal. Customers leave in a calm and orderly way. It feels like a managed cocktail bar rather than a high-volume late-night venue, and I have always felt safe there.

Protection of children from harm This is an adult venue. I have not seen anything that would put children at risk, and the style of operation is not aimed at a younger crowd. [REDACTED]

[REDACTED] I support the existing licence remaining in place, with the steps the premises have already taken left to do the work of managing noise. I do not believe a reduction in hours or revocation is necessary to promote the licensing objectives.

17 – Hitchin Bid – See Appendix C Statement