

From: Ian Croll

Sent: 07 May 2019 14:46

To:

Licensing Act 2003 – Notice of objection to TEN GT-MAY2019-6

Dear Sir/Madam,

Notification has been received by Environmental Health that Guildford Harbour Hotel, 3 Alexandra Terrace, High Street, Guildford, GU1 3DA has submitted a TEN application for 04 July 2019: times 19:00 – 22:00; The provision of regulated entertainment; 50 people max in attendance; event described as "Outdoor Cinema, Evening, 6-7pm start, conclusion by 10pm".

Environmental Health object to this application on the grounds that it would undermine the licensing objective of prevention of public nuisance.

The evidence to support this objection is as follows:

1. 28/09/16 –GBC received a complaint from a resident of Dene Road, regarding rowdy people and loud music noise from the external terrace at the hotel. Customer advised that the noise had been ongoing over the summer whenever the external terrace was used. The customer had also complained directly to the hotel on 18/09/16.
2. 30/06/17 – GBC received a complaint from a resident of Dene Road, regarding noise from loud music being played on the external terrace at the hotel. A complaint was made directly to the hotel regarding 6 hours of saxophone music being played on a weekend, disturbing local neighbours. This specific complaint related to an event at the hotel the previous night, which also disturbed residents. Following this complaint Environmental Health warned the manager, Ben Samuel, to be aware of noise complaints from events on the external terrace and that it may lead to a review of the licence. It was also agreed that a staff member would patrol for noise around Dene Road during events and that the terrace would be vacated at 10pm.
3. 31/08/17 – GBC received a complaint from a resident of Dene Road, regarding noise from loud music on the terrace at the hotel.
4. 22/09/17 – GBC received a complaint from a 2nd resident of Dene Road, regarding noise from loud music and revellers during an event on 22/09/17, which was still ongoing at 10pm.
5. 23/09/17 – GBC received a complaint from a resident of Eastgate gardens, regarding noise from loud music during an event on 22/09/17. The customer rung the hotel directly during the evening and the duty manager advised the customer that the event would finish at 10pm and they had a licence. The

Duty Manager advised he would ask DJ to turn the music down a little, which occurred, but music was later turned back up at 9pm. The hotel was called a further 5 times during the evening, each time with the caller being cut off. The police were eventually called later in the evening, but would not deal with the complaint.

6. 27/05/18 – GBC received a complaint from a resident of Dene Road, regarding excessively loud music coming from the external terrace due to an event at the Hotel.
7. 30/06/18 – GBC received a complaint from a resident of Dene Road, regarding loud music coming from the external terrace due to an event at the Hotel.
8. 07/07/18 – GBC received a complaint from a resident of Eastgate Gardens, regarding loud music coming from the external terrace due to an event on the 27/05/18. Reports were that they were subjected to a barrage of loud music and bass thumping for over 7 hours. After 4 hours the customer visited the hotel to complain directly and found internal guests also complaining about the noise. The duty manager agreed to turn the music down, but they continued to be disturbed until 10pm.
9. 03/08/18 – Environmental Health visited the General Manager Steve Lewis to discuss the noise complaints on the external terrace, which this year were due to “Summer Sundowner” events. These were described by Mr Lewis as “chillout events” on the terrace, whereby the music is at a level where conversations are able to be held at a reasonable level. Mr Lewis was advised that 3 separate households had complained about the previous event and that any future events must be regulated for noise, with the DJ also being advised about the complaints. Two further events were planned for 31/08/18 and 21/09/18. Environmental Health requested that during future events the music was kept at a reasonable level and that patrols were undertaken at nearby residencies, to monitor for noise during the events.
10. 31/08/18 – GBC received a complaint from a resident of Dene Road, regarding loud music coming from the external terrace due to an event at the hotel.
11. 31/08/18 – Guildford Borough Council Out of Hours patrol visited the Harbour Hotel during the Summer Sundowner “Rumtastic” event at 9.15pm. At the rear of the hotel outside complainants’ properties in Dene Road, music lyrics of several songs could clearly be heard. At 9.29pm the duty manager was advised that the music was too loud. The out of hours officers requested that the volume was turned down and this was done for the remaining half hour of the event.
12. 14/09/19 – Environmental Health met with the Food & Beverage manager at Guildford Harbour hotel to discuss the event on 31/08/18, which was clearly not a “Chillout event” as described, but rather a “disco” on the terrace. The F&B manager was advised that music at future events needed to be at a low volume so as not to cause a nuisance. In addition it was reiterated that there

must be monitoring to ensure that these issues do not recur. The final summer sundowner event on 21/09/18 did not take place.

Issues surrounding noise from events on the external Terrace at the Guildford Harbour Hotel have been ongoing for several years, and despite attempts by Environmental Health to minimise the noise and therefore the risk of complaints from these events, and despite meetings held with management at the hotel, Environmental Health have continued to receive complaints from nearby residents when events are held on the external terrace. It is my opinion that an outdoor cinema event on the terrace would also give rise to noise complaints if held on the Terrace.

For these reasons, Environmental Health are satisfied that the granting of this TEN would undermine the licensing objective of preventing public nuisance. This objection is also served on Surrey Police Licensing, in accordance with the legislation.

Yours faithfully,

Ian Croll
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Guildford Borough Council UNCLASSIFIED INTERNAL