

Response to Conciliation from Rep 9A

I have received the replies from Mr Ford relating to my representation and have seen the comments made by the other representations.

I would like to continue my representation to a formal hearing please so that the issues can be discussed. I have the following comments I'd like to make regarding Mr Ford's replies to all the representations including mine:

1. Live Music (Responses 8a, 9a, 10a) - Mr Ford has stated that music will be unamplified. However if he gets the license change to allow "live music" this does not stop him from having amplified music in the future, thus will increase noise levels. There is no guarantee that he will stick to only having unamplified music without having this formally agreed.

2. Later Opening Hours (Responses 9a, 10a) - Mr Ford has stated that opening later will spread out people leaving and reduce noise. This may be the case but people having longer to drink may increase noise of people leaving if they are more intoxicated when they leave. It still means over the weekend that people will be leaving at or after midnight, possibly waiting for transport (taxis) which we don't have this late at the moment. His reason for doing this was to make more money, not to allow people to disperse.

3. Parking (Response 8a - off-topic) - In relation to parking issues, I agree that "legally" there is nothing we can do to stop people parking in front of our houses. It is a matter of consideration - people park here stopping residents parking even if the car park for Steptoos is empty. Sometimes cars are left all night or over the entire weekend.

4. Other noise & litter (Response 11a) - In relation to other noise issues (from "the Colin") Diane Kraus has acted on the complaint I made about "the Colin's" excessive noise. Over the last few weeks there has been much less noise although there are still issues after 11pm. I will continue to monitor this and take further action if needed. We do not want a similar situation happening with Steptoos causing more noise - only time will tell if the changes he's asked for cause more nuisance. In terms of the litter, bottles etc - I am not sure how much of an impact Steptoos itself has had on this, some of the increase will have come from "the Colin" pub opening again recently so it is unfair to blame just Steptoos.

5. Extractor fan noise (Response 10a) - When the premises license was granted 3 years ago, my and my mum's representations were discussed informally with Mr Ford at his bar rather than going to a formal hearing. I was particularly keen to make sure there would be no nuisance noise from any extractor fans on the side of the building. There was one air-con/heating unit outlet in the plans, in our first chat with Mr Ford, this increased to two outlets he said he needed. In our second chat with Mr Ford to finalise what we had agreed, he stated he needed a third unit on the outside for beer cooling. The other two air-con units had already been running and had not caused too much noise. He stated this new outlet would not cause any additional noise and this was what was signed off without a formal hearing.

I have not been fully happy with the noise levels since the bar opened but there has to be a little "give and take". The noise from the extractors had gradually gotten worse and become more noticeable over time. I did not expect the units to be running 24/7 at the same level of constant noise. I am unsure how many of these are turned on during the night when the bar is closed, but it is now an almighty drone of noise from across the road that I can hear. I would not be able to sleep in the front bedrooms of my house as a result of the buzzing - even with all the windows closed, there

is still a low hum through and is much louder if I even have the windows open "on vent". This is not what was agreed 3 years ago - Mr Ford said there would be no nuisance from the units.

For residential noise during night hours (11pm-7am) there is the "Noise Act 1996" governing volume levels. This is 34 decibels or 10 decibels above ambient background noise for the area. For commercial properties the "Environmental Health Act 1990" governs nuisance noise. The limits for these are similar to those in the "Noise Act" during night hours, but vary from council to council. I expect that the noise from the extractors droning all night at the same volume will be breaching these. I would like something to be done about this as well as Dave Worthington (168 High Street - response 10a). If this is not something that can be dealt with by licensing, I will make a complaint on the council website under Environmental Health noise complaints.

I am happy for my above observations regarding Mr Ford's replies to be sent to him.

If you require any further information from me, please do not hesitate to get in touch with me.

Response to Conciliation from Rep 10A

Having read the response from Stuart Ford about later opening hours and having un-amplified music.

He says it was in the advertiser which we don't buy so wouldn't have seen it anyway. Just by chance a resident found it on the floor where Mr Ford has blamed school children for pulling it off the post.

He also says over 50 of his customers leave the bar at closing time because the bar closes too early. By having an extra hour he assumes people will not all leave together.

The longer the bar is open the longer his customers will drink and will still leave together at closing time not a smaller influx as he states in his letter.

The extractor fans seem to have got noisier over time, he's not listening to them 24/7 like we are living right next door.

We can't have the bedroom window open at night where it's at it's loudest because of the droning noise, maybe because it's quiet, no traffic going past and it's more noticeable which is unacceptable it's us that's suffering not Mr Ford