

APP 3

WORCESTERSHIRE REGULATORY  
SERVICES

03 JUN 2015

31/5/2015

Ref Licensing Application, West One(Hagley)Ltd, 159 Worcester Road ,Hagley.

Dear Sir/Madam

I wish to object to the above alcohol licence application. I have a particular interest in this application as I live in close proximity to the premises and have experienced associated noise nuisance on numerous occasions. Additionally the management of West One appear in the past to have regularly ignored existing licensing restrictions eg to keep doors & windows closed when music is played.

My specific objections are as follows:

1. If the noise monitor is removed from the premises this will create noise nuisance. Even with the noise monitor & windows /doors closed it is still possible to hear music from the premises, this is particularly so in the summer months when we have to leave windows open in warm weather.
2. Allowing music of any kind to be played in the outside areas will create a further unwelcome noise nuisance. We have already suffered the adverse impact of music from this establishment, even with so called "ambient" Music. The bass is a particular irritant. Even if music ceases at 9.30pm young children in our front rooms will be trying to sleep & in the summer months with the necessity of open windows for ventilation, such music will be a problem.
3. Serving alcohol in outside patio areas will also add to noise nuisance. It is noticeable at the moment that as patrons consume alcohol the noise level increases, with high pitched laughter & with people becoming rowdy on occasions.
4. The premises are surrounded by residential properties, the majority of which pre date the West One business. Permitting outdoor music, alcohol consumption & removal of any noise monitors will be to the detriment of the wellbeing of all occupiers of the aforementioned residences.

I would suggest a site visit by members of the licensing committee would be valuable in gaining an appreciation of the close proximity of residential buildings to West One, & the reasonable nature of the above objections.

Finally I would like to point out that when, in the past, I have complained to the management about noise nuisance they have said "all the right things" & expressed regret, but until recently they have failed to address the problem. Can we be confident that if the licence is amended that any restrictions imposed will be adhered to?

Yours Sincerely,

Sent: 03 June 2015 13:49

Subject: West One, Hagley

Hi,

It has come to my attention that West One , Hagley have applied for changes to their licensing agreement.

I and my family would be directly impacted by these amendments if they are granted. My primary concern is with the request to be allowed to play music outside until 9.30pm. Although West One is located on the commercial high street it effectively is next door to, and backs on to residential areas.

West One. All the windows are double glazed and yet when there is a band playing inside West One it can be heard inside their bedrooms. I cannot imagine how much noisier this will be when the music is outside.

My other concern is that our garden effectively of the outside decking area. The impact on our ability to enjoy our garden during the summer months would be great. Of course we knew there would always be some impact living this close to an entertainment establishment when we bought the property. However the extension of the premises to include drinking areas to both the front and rear of the property and now a potential change to their music license is unacceptable and may have a detrimental affect on the value of our property if we ever consider selling it.

I would urge you to consider this objection (and many others I assume you will get) and do not grant the changes requested.

Kind Regards,

-----Original Message-----

Sent: 02 June 2015 21:58

To: wrs.licensing

Subject: Application for amendment to licence

Re: West One 159 Worcester Road

There is an application made to amend the licence of West One to allow recorded music until 9.30 in all outside areas. There are also further amends not mentioned and we would appreciate knowing the extent of these changes.

We have had to call on Worcestershire regulatory services in the past for repeated breach of the present licence at this premises and due to public nuisance we would object to the amends for playing of music on the front and back patio areas.

The risk of public nuisance through the playing of recorded music outside is substantial given that there are private residential properties adjoining the premises.

**Proposed Changes to Licence for West One, Hagley Ref: PL0092/5062, license appeal**

Additionally, we wish to appeal to the proposed licensing changes request from West One, for:

“a variation to our premises licence under Section B(2) of the licensing objectives, to allow all outdoor areas of the property to be included in this objective. We are currently only permitted to have alcohol inside the premises.”

There are additional points to be considered here to the noise nuisance noted under the appeal to the Planning Permission listed above:

1. West One currently use the front of their property for customers to drink, where they also have positioned a large TV screen and parasols to encourage customers to use this outside space. From the application it would seem that they 'are currently only permitted to have alcohol on the premises.' Additionally, the West One licence does not allow for 'open bottles and glasses to be allowed off the premises' and yet customers are drinking in the outside area at the front of their property clearly in use on the property, and additionally there is often glass to be heard smashing outside of the premises during the evening and particularly at the end of the trade.

There would seem to be violation of their current licence.

2. Their licence states that doors and windows should be shut and we have been monitoring that this is often not the case causing disruption and discomfort, as noted above, in our home.

3. We are concerned that through these proposed changes that West One are attempting to achieve licensing for alcohol to be allowed in 'all outdoor areas of the property' and therefore in this new application are covering themselves for both *existing front* and new rear outside areas to their property.

4. I have not witnessed any signs to ask patrons to leave quietly and respect their neighbours at exits in past months.

Additional comment to proposed changes to the Licensing Application:

4. We live in a quiet residential area with shops, with the exception of West One, no trading after 18:00 in the upper part of Hagley high street. The application is for extension of times for the showing of films in the week and Sundays until 00:00 and on Friday and Saturday night until 00:30 and Bank Holidays. Adults may go to sleep any time reasonably from 22:00, however young children are more likely to go to bed from 20:00 and disruption past 23:00 seems an unreasonable extension.

5. There is an application 'to play low level ambient music in the outdoors *areas*' again this seems to relate both front and rear areas of the property and does not seem to relate just to the new rear beer garden. We are concerned as to what stipulates 'low level music' as West One does not adhere to their current licensing requirements on noise nuisance.

6. The request for the removal of the condition D(13) a noise monitor in the restaurant on the first floor would seem to indicate a lack of concern for the residential area in which West One operate. It should be the case that they would wish to maintain the noise monitor in order to help them manage the noise from their property and work with the local neighbourhood and demonstrate their concern for residents. It would seem that an additional noise monitor should be fitted rather than one removed.

7. I have not witnessed door staff on duty at West One and as bottles and glasses are often smashed during the evening and at the end of trade. I would enquire what action is taken by the door staff to prevent this unsociable behaviour.

#### Summary of key concerns

1. Current breaches of existing licence; noise nuisance from recorded and live music and customers; unsociable behaviour; open windows and doors on property whilst playing live and recorded music.
2. Use of front area of West One property to serve alcohol and have open bottles and glasses off the indoor premises
3. Extension of licence to playing music at the front of the property and the rear as application states 'all outdoor areas'
4. Removal of noise monitor

Thank you for taking this into consideration in both the planning permission and licence application for West One.

Kind regards,

**Re: Planning Permission for West One, Hagley Ref: 14/1004**

**Proposed Changes to Licence for West One, Hagley Ref: PL0092/5062**

**Planning Permission for West One, Hagley Ref: 14/1004, Planning Permission Appeal**

We are writing to express our ongoing concern that the planning permission granted does not grant permission to create a noise nuisance to nearby residents under the Environmental Protection Act 1990 and yet West One continue to breach this condition.

West One and have endured ongoing noise nuisance from West One which we have been diarising for several months recently, although this has been endured for several years. Records of noise nuisance from residents of Worcester Road are currently being logged with you. We have and are experiencing loud music, recorded and live, clearly heard in rooms at the front of our property and additionally disruption from West One customers.

This ongoing noise nuisance has disrupted our young children, aged 9 and 11, both getting to sleep and also staying asleep, which has resulted them in often having to sleep in our bedroom at the rear of the house. We have recently moved one of our children permanently from her bedroom at the front of the house that is nearest to West One, as a result of this continued disturbance, into a bedroom at the rear of our property. The noise from West One has disrupted her sleep and made her feel unsafe, as we have also ensured extensive noise from their clientele during the evenings and glass being smashed late into the evening.

Further, there is no chance, of course, in hot weather of us having our windows open in the evenings, as noise from West One has been clearly heard not only in the rooms at the front of the house but also at the rear. We have bought electric fans over the years for when the weather is hot to help us to sleep, as we cannot open the windows when West One are playing music and/or have customers additionally behaving unsociably. The licence requires for 'no windows and doors to be propped open during regulated entertainment', although this has been witnessed to be often breached.

We live in a quiet residential area, with small retail and service units that are closed during the evening such as a dentist, bank, wedding shop and a butchers, with West One being the exception in the upper part of Hagley High Street.

We are therefore appealing for the extension of planning permission for a rear beer garden to be reconsidered, as West One is currently creating a noise nuisance under their current planning permission, which they do not seem to be able to effectively manage and complaints are in hand at this time from residents.

Worcester Regulatory Services  
Wyre Forest House  
Finepoint Way  
Kidderminster  
DY11 7WF  
Dear Sir/Madam

I wish to object to the licence application by West One (Hagley) Ltd, 159 Worcester Road, Hagley, Stourbridge, West Midlands, DY9 ONW

I have an interest in the application as I live at the West One (Hagley) Ltd and have current noise problems with this establishment.

I object to the application based on the licensing objectives and the licence application forwarded to the Bromsgrove District Council Licensing.

- 1. *The Prevention of Public Nuisance*** If the noise monitor (condition D13) from the upstairs of West one is removed this will increase the noise coming from the premises, we have problems currently ongoing with Community Environmental Health Team and Regulatory services with this problem. We are in a residential area and the noise of very loud music, base and vibration is a constant nuisance to us and we have to close our windows to try to get away from the noise. The windows and doors of the premises, according to a condition of the existing license state that they must be close if recorded or live music is being played. This they seem to ignore or do not regulate. Even with the widows shut the base vibrations from the 'function room' upstairs till late hours is unacceptable as per the above. Again removal of this monitor will make the problem worse.
- 2. *The Prevention of Public Nuisance*** The premises already has speakers in the outside walls of the front area, I feel that if the playing of music is allowed outside it will become an added nuisance to the residents. Allowing this will also add to the number of customers sitting outside and being loud. At this present time the customer noise levels are very loud and it feels like there is a big crowd of people shouting and talking till late into the night. This again caused us distress and we have to close our windows to reduce the noise, during the summer months this is especially bad and we have to have fans in our bedrooms as we cannot have the windows open.
- 3. *The Prevention of Public Nuisance*** The serving of alcohol to customers outside will add to the current situation of customer noise, as the evening progresses the more people drink and the more the noise increases, West One do not to manage this problem, it would be better if a curfew time was placed on all outside areas as this is such a problem at the moment along with the music, and also Taxi companies beeping horns at late hours. Hagley is a mainly residential area and West One is a noise problem.
- 4. *The Prevention of Crime and Disorder*** We have had many incidents of people leaving West One under the influence of too much alcohol who then cause further nuisance by shouting, kicking over bins, smashing bottles and glasses. This is unacceptable as the following day glass is found, including unbroken ones, close to West One. The areas that these are found are close to where children go to play school and also to the park. This I feel is dangerous to the public who have no connection to West One.

5. *The Prevention of Crime and disorder West One*, I feel as local resident, does not take its responsibility of a DPS to monitor or even regulate customer behaviour. At times the noise level is so bad that you may as well go over to West One and join in, as sleeping is not possible.

I personally have many, many times had to go to the door staff and bar staff to complain about the problems of music and customer noise, but I have found that this seems to fall on deaf ears, this is why we have now contacted the Regulatory service along with the Community Environmental Health Team to try to stop this on going problem. I along with other concerned neighbours have been asked by the regulatory services to fill out the diary noise packs that they supplied us to keep an ongoing record of the noise problem.

Licensing and Community Environmental Health Team have visited West One to discuss these matters and I have included copies of the emails along with copies of our diary sheets.

I feel that the application for alcohol outside is acceptable for the beer garden, but the outside areas need to be controlled with a time curfew as this is as stated above a major nuisance for local residents with customer noise and disturbance.

The noise monitor fitted to the 1<sup>st</sup> floor is essential to keep the volume which is already another major problem under control. All previous condition must be kept in place, these included all windows and doors to be kept shut when music is playing and also for a DPS to monitor customer behaviour and music noise. I feel that additional noise monitors would be required on the ground floor areas as to monitor the ground floor area. At time we wonder if the current monitor is connected and functioning.

To my knowledge the original property was a house that later converted to a café, later it was to become a Chinese Restaurant (The Rickshaw), after that West One Wine Bar and Restaurant. It be fair to say that this building was never intended to hold loud recorder music and live music upstairs and in the bar as I would expect that during modifications no soundproofing was added , thus making the building unfit for purpose.

The property is the last in the so called retail area of the Village , but this area consist of Dentist , Bridal Shop , Bank , Funeral Directors Opticians , two Office Buildings all which cease trading around 6 pm , West one however is open until late with all the above problems. The other licensed business is The Station Inn which does not cause problems with the local community as they adhere to their conditions. My contact details and address are as follows.

Yours sincerely



Worcestershire Regulatory Services – Diary Sheet

To be completed by complainant:

Concerning: WEST ONE / MINIT'S RESTAURANT.  
DY9 ONW.  
Ref: MUSIC NOISE LEVELS / CUSTOMER NOISE OUTSIDE FRONT / WINDOWS / DOORS.

DATE	TIME (From - To)	DURATION	DESCRIPTION OF INCIDENT e.g. (Nature/type of incident and severity)
27/3/15	APPROX 9-30 10-00	APPROX 1/2 HR	AFTER INCREASED NOISE, MUSIC, HAD TO GO OVER AND ASK THEM TO CLOSE THE WINDOWS AND DOORS. TRIED TO PHONE NO ANSWER.
27/3/15	10-12	2 HRS	LOUD MUSIC, BASE, CUSTOMER NOISE. TOO LOUD. WINDOWS SHUT AS REQUESTED BUT CUSTOMERS OUT ON THE FRONT TERRACE WERE VERY LOUD, HAD TO CLOSE WINDOWS TO REDUCE NOISE AS TOO LOUD TO SLEEP. ANNOYING AND UNFAIR. TWICE IN ONE NIGHT!! TOO LOUD.
3/4/15	10-30 11-25	55 MINS	WINDOWS OPEN AGAIN, LOUD BASE MUSIC AND OUTSIDE NOISE, HAD TO GO OVER TO ASK FOR THE WINDOWS AND SIDE DOOR TO BE CLOSED. DID TRY TO PHONE FIRST. (POINTLESS) STILL TOO LOUD.
4/4/15	10-10 9-30	40 mins	WINDOWS AND SIDE DOOR OPEN AGAIN, SO MUSIC VERY LOUD. WENT OVER AND ASKED <del>THE</del> DOOR STAFF TO CLOSE THEM. STILL TOO LOUD AFTER THEY ARE CLOSED.

This information is true to the best of my knowledge and belief. I have not wilfully stated in it anything which I know to be false or do not believe to be true and understand this may be used as evidence in a Court of Law.

DATE: 20/4/15 SIGNED \_\_\_\_\_

Page Number ...1. of 2.

DATE	TIME (From - To)	DURATION	DESCRIPTION OF INCIDENT e.g. (Nature/type of incident and severity)
11/4/15	10-00 ISH GONE 12	2hrs +	DJ MUSIC TOO LOUD, WOKE UP GRANDAUGHTER, AND OTHERS IN HOUSE, WINDOWS OPEN AGAIN!!! ROOM KIRSTY ROOM CANNOT SLEEP.
18/4/15	10-12		LOUD MUSIC AGAIN HAD TO HAVE SIDE DOOR CLOSED BY DOOR STAFF AFTER GOING OVER TO SEE THEM. STILL TOO MUCH NOISE EVEN WHEN SHUT.

This information is true to the best of my knowledge and belief. I have not wilfully stated in it anything which I know to be false or do not believe to be true and understand this may be used as evidence in a Court of Law.

DATE: 20/4/15 ..... SIGNED: .....

Page Number 2 of 2

Worcestershire Regulatory Services – Diary Sheet

To be completed by complainant:

Concerning: WEST ONE BAR  
MINA'S RESTAURANT,  
ITAGLEY  
DY9 0NW.

Ref: NOISE / CUSTOMER / MUSIC

DATE	TIME (From - To)	DURATION	DESCRIPTION OF INCIDENT e.g. (Nature/type of incident and severity)
16/5/15	9-10		DOORS (BI-FOLD) HALF OPEN. CUSTOMERS TALKING LOUDLY OUTSIDE, (RAISED VOICES) MUSIC WAS ON SO HAD TO CLOSE WINDOWS, AS UP EARLY AND COULD NOT SLEEP. WARMER NIGHTS MEAN MORE CUSTOMERS OUT THE FRONT OF THE PROPERTY - TOO MUCH NOISE.
23/5/15	9-00 12-00 APPROX		DOOR OPEN - MUSIC PLAYING, ALSO CUSTOMER NOISE OUTSIDE TOO LOUD FOR THE TIME OF NIGHT. SHRIKING VOICES SHOOTING. CLOSE WINDOW WOULD <del>HELP</del> . PRIVATE PARTY. TAXI HORNS LATE
28/5/15	8-10-30 APPROX		LOUD BASE DNE UPSTAIRS, ONE WINDOW OPEN - PRIVATE PARTY. TOO LOUD. TAXI HORNS LATE AGAIN.
30/5/15	8-10 APPROX.		LOUD CUSTOMER NOISE AFTER FOOTBALL OUTSIDE.

This information is true to the best of my knowledge and belief. I have not wilfully stated in it anything which I know to be false or do not believe to be true and understand this may be used as evidence in a Court of Law.

DATE: 8/6/15..... SIGNED \_\_\_\_\_

Page Number ...1... of ...2...

DATE	TIME (From - To)	DURATION	DESCRIPTION OF INCIDENT e.g. (Nature/type of incident and severity)
8/6/15	9-12 <del>approx</del>		LOUD BASS TONE UPSTAIRS EVEN WITH THE WINDOWS CLOSED, TILL LATE. <del>LOW</del> LOWLY CUSTOMERS OUTSIDE SHOUTING ETC - HAD TO CLOSE ALL WINDOWS. TAXI HORNS SOUNDING.

This information is true to the best of my knowledge and belief. I have not wilfully stated in it anything which I know to be false or do not believe to be true and understand this may be used as evidence in a Court of Law.

DATE: 8/6/15 ..... SIGNED: \_\_\_\_\_

13Jun15

Licensing  
Worcestershire Regulatory Services  
PO Box 866  
WORCESTER  
WR1 9DP

Dear Sir or Madam

**OBJECTION TO LICENSING APPLICATION, WEST ONE (HAGLEY) LTD  
159 WORCESTER ROAD, HAGLEY**

We are writing to object to the License application alteration at the above premises:

1. For the playing of ambient recorded music in all outside areas until 9.30pm
2. Removal of noise monitor on upper floor which is currently being used for functions
3. Removal of restriction for glasses & bottles to be taken away from the establishment

We understand that you have already granted the beer garden license under the provision of encouraging economic development in order to promote economic growth. Exactly how does this promote economic growth?

Your consent under 14/1004 states that the proposal "should not adversely impact on residential amenity" – we would ask what exactly this means because from a resident point of view this application would greatly impact on us in terms of:

1. Noise nuisance:
  - From music. The licensee talks about this being ambient in nature; we are frequently disturbed by loud music with a heavy bass line, which on occasion has actually made it feel as if the windows are moving. What exactly is meant by ambient? Currently live bands play at the premises which are required to keep doors and windows closed but this is frequently ignored by the Licensee and we along with our neighbours have made many complaints about the noise nuisance
  - From West One clientele arriving & leaving premises talking and shouting (on occasion) very loudly
  - From vehicles moving away from the site
  - From taxi drivers (who frequently sound their horn when collecting customers)

2. We also understand West One have requested the removal of the noise monitor. We fail to see what benefit there is to West One of the removal of this monitor but of course we as local residents will be greatly affected by its removal because currently this is one method of restricting the levels of volume and bass, which is allowed to be played. If the monitor is removed exactly how will the ambience of the music be measured?

3. West One has also requested the removal of the condition of no open bottles or glasses off the premises. We are very much against allowing this condition to be removed on the grounds of:

- Bottles & glasses could potentially be used as weapons; during occasions of anti-social behaviour as a consequence of drunkenness; if allowed to be taken off the premises
- The problem of broken glass caused by people dropping bottles/glasses which could cause injury to adults and children
- The problem of broken glass caused by people dropping bottles/glasses which could cause injury to dogs

The situation of West One Wine bar is very much in a predominantly residential area, which is already greatly affected by the current business. We very much hope that the Licensing Department will take note of the concerns of local residents to any alteration or extension as requested by the Licensee.

Yours faithfully

Worcestershire Regulatory Services  
PO Box 866  
Worcester  
WR1 9DP

14<sup>th</sup> June 2015

Dear Sir/Madam

I am writing to object to the licence application by West One (Hagley) Ltd, 159 Worcester Road, Hagley, Stourbridge, West Midlands, DY9 0NW.

I have an interest in this application because I live with my family on West One, and we are already experiencing continual problems with this establishment, problems which are currently being investigated and monitored by the Community Environmental Health Team. These problems relate to late night noise nuisance caused by very loud music, customers outside talking very loudly (sometimes even shouting) to each other, and doors and windows being left open. The staff and management do little to prevent this noise nuisance, despite their claims in their application that they are "following all the conditions set out in their premises licence".

The request to remove the noise monitor from the upstairs floor of the premises is quite frankly beyond comprehension. As numerous private functions (birthday parties, weddings, christenings, etc) are held upstairs, this is where a good deal of the noise occurs. Surely the sole purpose of the noise monitor is to monitor the level of noise?? What possible justification can there be for removing a piece of equipment such as this? Could it be because it regularly indicates that the level of noise inside the premises is way higher than it should be?

The request to allow music to be played outside in either the front or back area is totally unacceptable. We have experienced on many previous occasions the level of so-called 'ambient' music – sometimes so loud that customers outside have to shout above it to be heard, thus adding even further to the noise disturbance.

Any serving of alcohol to customers outside and the use of both outside areas **MUST** be subject to a reasonable curfew. The Planning Permission itself states that the new rear area must not be used after 10pm Monday to Saturday, in order to "Protect the residential amenity of nearby occupiers in accordance with Bromsgrove District Policy". This curfew **MUST** be applied to the front area as well. Currently at weekends it is a regular occurrence for customers to be drinking and talking loudly on the front area well after midnight. This is completely unacceptable to the families who live close by, many with young children, who simply cannot have their windows open on hot evenings because of the noise created by these inconsiderate people. If the Planning Approval stipulates that the rear area has to close at 10pm, the front area must also close at the same time, otherwise at 10pm the noise nuisance will simply re-locate from the rear to the front as customers continue drinking and shouting until after midnight. I must add that staff appear to do precious little to address or

even monitor this noise nuisance, despite their insistence that "staff carry out regular checks outside their neighbours' properties".

I would like to summarise by pointing out that this letter of objection is not simply a token moan from a grumpy local resident. There are in fact many families in the immediate vicinity of West One who have simply had enough of their lives being blighted by the constant disturbance caused by this establishment, and the inability or reluctance of its management and staff to address the problems. This is the reason that we have had to request the assistance of the Environmental Health Team, because at this time of year the problems become increasingly worse as the warm summer evenings arrive.

I am more than happy to discuss my concerns with your department by telephone or indeed in person. My contact details are as follows:

Many thanks.

Yours faithfully



WORCESTERSHIRE REGULATORY  
SERVICES  
22 JUN 2015

Post Room  
17 JUN 2015  
Received

Worcester Regulatory Services  
Wyre Forest House  
Finepoint House  
Kidderminster  
DY11 7WF

11<sup>th</sup> June 2015

Dear Sir/Madam

**Re: Planning permission for West One, Hagley Ref: 14/10014 – Appeal**

We are writing to strongly object to the licence application made by West One Ltd, 159 Worcester Road, Hagley, West Midlands, DY9 0NW since this will cause a noise nuisance to the nearby residents under the Environmental Protection Act 1990.

We live West One and have endured ongoing noise nuisance for several years, yet it is now getting worse than ever and I have recently started to diarise the problems that we are facing.

This ongoing noise has disrupted all of our sleep and rowdy singing and chanting along with glasses being smashed and taxi's coming and going throughout the evening has caused a great deal of distress. We now sleep with our windows closed throughout the summer months choosing instead to endure stuffy rooms.

Hagley is a quiet residential area. The village itself comprises village shops (butchers, bank, dentist, florist, post office etc.) West One is the exception. It is situated in the upper part of Hagley where most the main residential area is to be found and has extended opening hours. When we moved to Hagley in 1997 the area was quiet and peaceful. Over the years the however noise and trouble have been mounting and I feel it has now come to a head with West One's proposed licence changes. We simply cannot tolerate this any longer and we are therefore appealing for the extension of planning permission to be refused under the following grounds:

#### **The Prevention of Public Nuisance – Noise Monitor**

West One currently has a noise monitor on the upper floor of the building; one of the proposed changes is to remove this monitor. If this happens the noise will increase. We already have ongoing problems with loud music which is a constant nuisance to us and we have to close our windows to try to minimise the noise. According to the current conditions, the windows and doors of the premises must be closed if music is being played, however this is not regulated. I stress that removal of this monitor will make the problem worse.

### **The Prevention of Public Nuisance – Outside Music**

Proposed changes to the current licence include “being able to play low level ambient music in the outdoor areas to be turned off by 9.30pm” I am very concerned that if the playing of music is allowed outside it will become an added nuisance to the residents, it will also add to the number of customers sitting outside drinking and being loud. Customer noise is a huge problem at the moment with people laughing, screaming, shouting and talking loudly until late. During the summer months this is a huge problem for us and again, we have to sleep with our windows firmly closed.

### **Prevention of Public Nuisance – Alcohol in Outside areas**

West One are “currently only permitted to have alcohol inside the premises” yet this is not policed and people take their alcoholic drinks to the seating area at the front of the premises. We are concerned that these proposed changes “to allow alcohol in all outdoor areas of the property” will increase the problems we currently face.

### **The Prevention of Crime and Disorder**

Bottles and glasses are often left about or smashed during evening and at the close of business. This type of antisocial behaviour is not fitting to Hagley; furthermore broken glass is a danger to dogs and young children.

There would seem to be a violation of the current licence terms since doors and windows are not shut in the evenings. The sound monitor does not seem to be on and customers drink in the front outside area. Furthermore I have not witnessed any signs anywhere on the premises to ask customers to leave quietly and respect their neighbours.

We feel that the above problems are escalating and the proposed changes will only make matters worse for residents.

I understand that the Licensing and Community Environmental Health Team have visited West One to discuss these matters and as residents we have been asked to keep diary sheets of disturbances (which I have forwarded to Worcestershire Regulatory Services).

We urge the Licensing authority refuse the application.

Yours faithfully

From: Hagley Dental Practice [mailto:hagleydentalpractice@kdsconnect.com]

Sent: 17 June 2015 13:33

To: wrs.licensing

Subject: West One Hagley licence

Dear Sir/Madam,

We write to object to the proposed change to the Premises Alcohol Licence at West One Hagley.

We regularly have empty/broken beer bottles & glasses left around our premises, which are a nuisance & public safety issue, especially to children, of which there are many in the vicinity. Children are often left unsupervised playing football to the rear of West One while their parents are inside the bar.

If the clause that restricts open bottles & glasses are taken off the premises is removed, this will only worsen the problem.

As we work on patients at the rear of the building until 7pm some evenings, loud noise would be a nuisance. (it is already a nuisance with the loud music from the builders working on the extension).

Yours faithfully,

Hagley Dental Practice  
157 Worcester Rd  
Hagley  
DY9 0NW

Sent: 17 June 2015 14:32

To: wrs.licensing

Subject: West One Bar changes in licence

We are concerned about the proposed changes in the licence for West One. We occupy the building next door with a dentist's surgery on the ground floor and offices above. The idea of recorded music played outside during the day is quite unacceptable as we operate our businesses. If the noise monitor is removed from inside the premises there will be no control over noise at all. Opened bottles & glasses need to be kept inside the premises of West One and not left on pavements, frontages, carpark & gardens of adjoining properties as at present.

Pilvale Limited  
157B Worcester Road  
West Hagley  
Stourbridge  
DY9 0NW

Fl.

Sent: 16 June 2015 20:32

To: wrsenquiries

Subject: Objection to change of licence at West One, Hagley

I am writing to object to the change of licensing at West One, Hagley.

I live close to West One and object to the request to allow loud music to be played outside until 9.30pm. I have two small children living next door to the pub and the noise that late will disturb their sleep. West One are currently building a beer garden at the rear of the property so the noise from customers and music will already be increased without extending the hours. You can already hear a lot of noise especially at weekends in the summer.

I also object to the clause that 'no open bottles and glasses be taken off the premises has also been requested to be removed' - there is already a break in this condition. When walking alongside the pub via the village car park there are often glasses and bottles on the pavements and I have had to remove broken glass on more than one occasion. This is an access to the community centre playgroup and library and is very dangerous, especially with small children walking every day along here. Public safety and the protection of children is being compromised already, if the clause is lifted the situation will only get worse.

Since the introduction of the large TV in the front of West One the anti social behaviour has got worse with aggressive behaviour being witnessed and the noise is louder, especially at weekends in the day and night. It is often intimidating to walk past.

I do not want to prevent their business from growing but I think the changes are unnecessary and will effect the village in a detrimental way. This is a village not a large city.

I hope you take the above points into consideration.

Regards

Sent: 17 June 2015 00:01

To: wrs.licensing

Subject: West One (Hagley) Ltd, 159 Worcester Road, Hagley, DY9 0NW

To Worcester Regulatory Services,

I am writing in response to the recent application for a premises license at The West One, Hagley. I the West One and therefore have a special interest in the application.

I have no objection to the beer garden in principle but I do have concerns and objections to some of the alterations and amendments of the License. The West One has not been able to control noise levels and there is recorded history of noise disturbance from the West One and this should be considered by the Licensing Authority.

The Operating Schedule Part F requests low level ambient music in the outdoor areas to be turned off by 9:30PM. How low level will this be and would noise levels creep up? I would object as I consider this would exacerbate noise nuisance from the West One. I would also consider 9:30PM too late as we have two young kids who will be trying to sleep at this time.

The license application requests the removal of Condition D(13) - "A noise monitor is fitted to the restaurant on the first floor". What does this actually do and does the licensing authority monitor this. With the history of noise disturbance I would object to this amendment and ask that this is not removed. I would suggest that the noise be monitored on the ground and first floor.

I would like it clarified that the alteration of condition B(2) would allow open bottles and glasses on the premises to include the beer garden (the whole freehold) but not off the whole premises/freehold. i.e Not on to the street.

My contact details are

Yours sincerely

From: wrsenquiries  
Sent: 18 June 2015 09:05  
To: Sayful Alom  
Subject: FW: Licensing of West One in Hagley

FYI

Sent: 18 June 2015 08:47  
To: wrs.licensing  
Subject: Licensing of West One in Hagley

Having just returned from holiday may I make the following comments on proposals for changes to licensing of West One:

.West One have chosen to set up their business in a residential area, and should be subject to noise etc restrictions appropriate to such an area.

.They should be required to keep all music etc noise within closed doors and windows, and that noise kept down to a level that does not disturb neighbours.

.They should not be licensed to allow opened bottles and glasses to be taken beyond existing boundaries. The noise of voices in the existing open area at the front of the premises is sometimes very loud.

.If West One wish to operate in the way their application suggests they should be encouraged to relocate to a town centre such as Stourbridge where such noise and nuisance levels are the norm.

They cannot be held responsible for the behaviour of their customers when they have left the premises, but the revving of car engines and loud acceleration of motor vehicles late at night are objectionable in a residential area.

May I therefore request that you review the issue of the licensing of West One accordingly.

Thank you