

Representations relating to Licence Review Application Ref. 22/04625/REVPL

We moved into our property at [REDACTED] in April 1999. Given that it backed onto the premises of the Golden Lion Public House, we were fully aware that this would bring a degree of noise and disruption. Until the spring of 2018 the noise levels and disruption were generally acceptable and we certainly had no cause to complain.

Over the spring and summer of 2018, we started to encounter the issues laid out below on an increasingly regular basis. Raising our concerns with the landlord at the time proved to be fruitless and we involved WRS and escalated our concerns to the Chairman of Martsons PLC. These interventions only led to marginal short-term improvements. Over the past four years we have continued to experience significant noise and disruption. This is despite involving our Local Councillor, further interventions from WRS and several meetings with the local Area Manager from Marston's. All we have achieved is a succession of broken promises from Marston's who have paid lip service to our concerns. The issues we have encountered can be summarised as:

- **Entertainment** - Loud music emanating from the premises, either from regular Disco/Karaoke nights, external speakers or the outdoor television. This means during the summer months we need to close our windows on hot days and nights to avoid the noise. The changes agreed this summer regarding keeping the pubs doors and windows closed when there is entertainment have not been adhered to, with the rear doors being frequently left open. In addition, we have had to contact the pub on a number of occasions with regards to music being played outside, at the rear of the pub.
- **Anti-Social Customer Behaviour** - People shouting, singing, swearing and using threatening and abusive language in the rear beer garden and at the front of the premises. This has a significant impact on the enjoyment of our rear garden. We have heard many late-night drunken arguments and a number of fights. In addition, customers play loud music from their cars and rev their car engines loudly. The anti-social behaviour is particularly bad during the summer months, meaning we need to close our windows on hot days / nights. The changes agreed this summer regarding closing the rear beer garden at 9pm have resulted in some improvement, however outdoor noise can still regularly be heard after 9pm.
- **Children's Noise** - Children can be heard running around the premises seemingly unsupervised, shouting and screaming often egged on by their parents. The children use the car park to play football and ride on their scooters. On a number of occasions, the children have sounded overtired / distressed. Over the summer a bouncy castle was in regular use (again, seemingly unsupervised), increasing the volume of shouting and screaming. The air blower for the castle was also very noisy.
- **Drugs** - We have smelled people smoking drugs at the rear of the car park from the bottom of our garden.

These disturbances have a big impact on our quality of life. The noise levels and anti-social behaviour limit the enjoyment of our garden, particularly during the summer months. We are embarrassed by the shouting and bad language and avoid having family gatherings and visitors in the garden on fine days when we know noise levels will be higher. We have to close doors and windows on warm days and nights to keep the noise out. Instead of looking forward each year to summer and the longer, warmer days we instead get anxious around the increased noise and disruption from the pub that this will bring.

We recognise that the Golden Lion is a valuable community asset, however it is not being respectful of its location in a residential area. Activities such as late-night discos etc. are more suited to town centre locations, not residential ones and nothing has been done to

address the underlying anti-social behaviour that we and other neighbours have experienced over the last four years. This is contrary to the 'Public Nuisance' Licensing Objective and impacts on the quality of our lives.

It is worth noting that Since raising our initial concerns in 2018 there have been at least four different Designated Premises Supervisors (DPS) at the Golden Lion. Each new DPS has been given every opportunity to address our concerns, but has failed to do so. It is clear to us that the only way to resolve these issues once and for all is via a formal Licence review process and to implement the changes that have been suggested in the Application for a Licence Review.



Neighbours' Representation Supporting Review of Premises Licence

The Golden Lion Pub – 22/04625/REVPL -October 2022

We would like to support the review of Licence Conditions for the Golden Lion Pub in Charford primarily due to the lack of effort made by the Pub in upholding promises and agreements previously made, these have included:

- Noise Abatement Order
- Additional Voluntary Conditions

We live in [REDACTED] which is adjacent to the Rear Pub Garden and Car Park – separated by roughly 5 metres of Trees and Scrub Land.

Due to the proximity of the Car park/Garden we are regularly disturbed by:

- Vehicle Noise – music emanating/horns blowing/engines revving and cars screeching/wheel spinning in the available space – we have even had a car on fire on the scrub land before now.
- Customers shouting/ screaming and singing at all hours – being both adult and children. There have even been occasions when we can hear fighting and other threatening/intimidating behaviour
- DJ/Music from Inside the Pub

Our grand children live with us and they have even been subjected to children on the Pub side of our garden fence swearing and threatening them whilst our granddaughters were stood outside our Patio door at the rear of our house. Our Granddaughters are aged 8 and 13 and it is safe to say this experience terrified them and they immediately ran indoors and made us promise that all of the doors were locked – very humiliating for them.

We also regularly find bottles/cans/cigarette butts on our drive and even sometimes on our cars – where they have been thrown over the hedge rather than the effort be made to try and find a bin/ashtray.

We are regularly awoken by one or a mixture of the above disturbance /behaviours, 2 or 3 nights a week at least and this causes almost a fear of opening a window or door when the behaviour is going on. Admittedly it is rather scary to think about approaching some of the pub customers and requesting they are less noisy, threatening or intimidating as I would worry what might happen to us or our property/cars as a form of retribution. I have to admit to being a little apprehensive in submitting this letter of support as I hope that this does not cause an unwanted reaction.

I understand that people are entitled to enjoy themselves but am also well aware that we are entitled to a safe, peaceful home too. Unfortunately the behaviour and incidents that have happened over the past few years – severely contravene that. Requests and constraints have been made previously and upheld for very short terms – very few of them exist now! It is not just the actual disturbances but can also be the mere thought of what may happen. I would not consider having outside parties/functions in our own back garden for fear of what this may instigate from the pub's customers.

We would like to politely request/plead with the Licensing Sub-Committee to review the activities and current Licence held by the Golden Lion to include changes which would seriously improve ours and our families quality of life.

[REDACTED]

From: [REDACTED]

Sent: 02 October 2022 18:36

To: WRS Enquiries <enquiries@worcsregservices.gov.uk>

Subject: External Email : Re: The Golden Lion, Austin Road Ref: 22/04625/REVPL

This email originated from outside of the organisation

STOP : Were you expecting this email? Does it look genuine?

THINK : Before you **CLICK** on any links or **OPEN** any attachments.

Your Ref: 22/04625/REVPL

The Golden Lion Pub

We live directly behind the pub at [REDACTED]

Over the last 3 or 4 years or so the noise and generally anti-social behaviour at the pub has increased to unbearable levels.

We have lived here for nearly 33 years and for 27 of those the pub has not been a problem. We are not concerned with the "Normal" activities or noise from a well managed pub. General chatter and kids playing... the occasional special event is fine.

However we have been subject to loud music emanating from the pub during afternoons and on quite late into the evenings.

However our main issue is with a group of customers who regularly sit at the rear of the pub on several evenings of the week and are extremely loud (unable to speak in a controlled manner).... swear a lot and as the evenings progress become almost out of control... screaming... whooping and singing.

The "Smoking area" at the rear of the pub seems to be unmonitored and a "Free for all" area where anything goes.

Surely a responsible landlord should take action to ensure the pubs neighbours are respected ??

We also get loud music from customers cars in the car park and the smell of "Weed" drifting into our garden is not uncommon.

Children are heard screaming, crying and kicking footballs around way into the late evenings.

Often there are loud disturbances in the early hours of the morning... Including arguments and fights.

I reiterate... we are not against a well managed and friendly family pub. We suspect the the recent landlords are actually scared to tackle some of the behaviour as the people responsible may be unsavoury in nature and there is a fear of a backlash... this has always been a worry for us as revealing our identity may leave us open to some sort of negative / violent / destructive response !!

We have many audio recordings to back up our comments above.

Yours



18 Sept 2022

Representation for The Golden Lion Licence Review

Ref Number : 22/04625/REVPL

Dear Sir/Madam

The Golden Lion has failed to comply with its licensing objectives, including prevention of public nuisance. We live in our house and back garden are next to the back of the Golden Lion. In our experience we have endured loud music from inside the pub until late at night, which we can hear inside the house and affect people sleeping at the back of our house. We have had people and children screaming, shouting, singing and swearing in the beer garden throughout the day and night, which we can hear in our back garden. We have had people playing football and prolonged noise from generators for bouncy castles. These are not isolated incidents; they happen often and have occurred over a prolonged period of time. With other neighbours and councillor Harrison Rone-Clarke's help we have more recently been recording and reporting incidents and noise abatement orders have been issued. In the past we had a period of noise monitoring equipment in our home and had discussions with representatives from Marstons. These have had some short-term effects. Landlords come and go, things sometimes improve for a short time, but the problem has remained.

As part of the licence review, I would like to see more monitoring and enforcement of The Golden Lion's licensing objectives by the licensing authorities. I would also like to see changes to the licensing objectives, along the lines of

- No Live Music
- No music, TV, radio etc outside
- Recorded music inside only at background level and finish at 11pm
- Closure of the beer gardens
- No ball games, bouncy castles, play areas etc

These are to help ensure a need for people outside the pub act in a non-antisocial manner at all times of the day/evening and for music in the pub to either cease or remain inside the pub.

Yours faithfully

[Redacted signature]