

Sharon Smith

From: [REDACTED]
Sent: 05 July 2009 09:38
To: Sharon Smith
Subject: Fw: Noise

--- On Sat, 4/7/09, [REDACTED] wrote:

> From: [REDACTED] k>
> Subject: Noise
> To: Sharon
> Date: Saturday, 4 July, 2009, 11:22 PM
> it is now
> 2306 hrs there are at the moment 18 people outside the duke at the
> front on the car park they are playing music i can hear it it is not
> as loud as last week but the shouting on the car park is as bad also
> the windows in the bar are not shut the noise out side is made worse
> by the occasional shout out we could here this noise clearly from our
> lounge at the back of our house with the TV on most of the night but
> they still have taken no notice of the letter you sent, at one stage
> earlier around 22.00 hrs there was 31 people out side drinking and
> smoking
> There is a group of 6/7 stood out side the lounge window who do
> not look old enough to drink The manager has been out side and is
> aware of thes people I have not heard him ask for any less noise also
> he stood out side by the open windows smokng so he knows they are open
> i shut my windows at 0015 the noise was still going on i also called
> the police at 23.they could not come out they switched the lights out
> at 02.40 hrs this notice failed to go out last night so i sent it
> again
> [REDACTED]
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Sharon Smith

From: [REDACTED]
Sent: 29 June 2009 11:58
To: Sharon Smith
Subject: Noise and anti social behavior

Morning Sharon the music and public nuisance was as bad this Saturday if not worse than ever i came home Saturday night at 22.hrs to hear a Young lady about 18/20 on my side of the road under the tree opposite the pub swearing every other word whilst shouting to her friends who were sat on the flower beds to the right of the main entrance she continued to swear and shout through the night whilst going in and out of the pub i saw no attempt by any of the management to stop this there was five or six beer cans thrown on to this grass area by the people at the pub

The music played very loud all night my wife says it started around 20.00hrs the windows on the right hand side (lounge) were open until 23.45 and on left hand side until (Bar) 23.50

They were very crafty i feel that they did not advertise this the advertisement on the wall and notice board were for a soul and mowtown night next weekend so that the residents could not let you know

There is a lady going to say she heard shot guns being discharged but this was from a car driving down broad street (i would think it was back firing not a shot gun) My wife heard it i did not

For the first time ever i was compelled to phone the police as a lot of what i thought was under age drinking swearing and the noise anti social behaviour i will phone you with the incident no as i am at the library as my computer is being repaired

Would it be possible to put a restriction banning them from holding Discos and having alcohol out side until the licence review has been completed as they are taking absolutely no notice of the one that is in place

I will Phone you but i am sending email to you as a part of my records as discussed

Regards [REDACTED]

Sharon Smith

From: [REDACTED]
Sent: 22 June 2009 20:44
To: Sharon Smith
Subject: fighting out side the duke of york

Evening Sharon tonight at about 20.00 hrs there was a scuffle out side the pub involving the animal that urinated up the wall a few weeks ago i am led to believe his name is "[REDACTED]" and another four including two girls this spilled out on to the road swearing and shouting the others were from what i could see were keeping these two apart i did not see the management come out and try to restore order and i did keep looking i feel that if this is to continue there will be a full scale fight

I did not call the police as i was watching and taking notes and [REDACTED] was taken away in the blue Peugeot that i said about in a previous email

This morning in the early hours i did not get home until 01.15 hrs so it would have been around 02.00 there was an ambulance called to the outside of the pub and the police i did not see the person come out of the pub but at around the same time there was some one come out from the pub and there was activity in the bar when i came home well after closing time i did not see if they were drinking after hours but i am sure they were not cleaning up as they were stood by the bar

Would you pass this message on to environmental health i did speak to rob this morning and forgot to tell him

Regards [REDACTED]

Sharon Smith

From: [REDACTED]
Sent: 20 June 2009 23:42
To: Sharon Smith
Subject: SWearing

As I type this it is 23,35 there is a lady if you can call her that swearing at the top of her voice i can hear the language quite clearly i was at work till a few minutes ago so i do not know what the noise was like my wife said two or three times tonight she did not monitor the times there was shouting and swearing going on from the smokers on the benches i have not heard any attempt to stop this woman but she has gone quiet

Regards [REDACTED]

Sharon Smith

From: [REDACTED]
Sent: 19 June 2009 13:53
To: Sharon Smith
Subject: Fw: Disco at duke of york

--- On Thu, 18/6/09, [REDACTED] wrote:

> From: [REDACTED]
> Subject: Disco at duke of york
> To: sharon.smith@bromsgrove.org
> Date: Thursday, 18 June, 2009, 12:22 PM
> Good arternoon Sharon
> they have just put the date of the next disco on the board it will be
> this saturday 20/06/09. If the people come to check on it i hope it
> is a nice day they will see the problems that the discos and benches
> are causing me and the man who lives opposite me at [REDACTED]
> last night the parking was on both sides of the road as they
> could not get passed Benches to park on car park also there were
> glasses left out side all night the last time this happened one was
> smashed against the tree opposite the pub i have taken Photographps of
> this as the glass is still there the noise has been a little better in
> the week but the swearing is still going on i feel that as swearing is
> a part of younger peoples language they do not realise they are doing
> it i do not know how good the pictures will be as firstly i am taking
> them with out trying to draw attention to myself and make the tensions
> worse and two i only have a cheap phone type camera with no focus or
> zoom
> i hope that this information is not to late [REDACTED]
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Sharon Smith

From: [REDACTED]
Sent: 14 June 2009 09:29
To: Sharon Smith
Subject: Noise from PH

Last night there was a disco they shut all the windows and blinds in the lounge where it was held this time but left them open in the bar one was open till after mid night in fact they no longer shut the blinds in the bar i think they may be broken whilst i have heard it a lot louder i could still hear the music and especially the DJ on more than one occasion i shut all the windows and went in to the back of my house with the benches now being out the front again at just turned 22.00 hrs i was confronted with some what might be called banter that i chose to ignore but still unacceptable whilst with my dog from them and although it was not as noisy as it has been again i could hear the people on occasions until i shut the windows i did not get home from work until 21.50 so i do not know what it was like earlier and i only monitored it for around 1/2 of an hour but again why should i have to shut my windows this weather

[REDACTED]

Sharon Smith

From: [REDACTED]
Sent: 12 June 2009 13:00
To: Sharon Smith
Subject: Benches

Afternoon Sharon i know that you are on holiday last Friday the benches were put down the side of the pub and the noise from out side stopped IE no cars peeping at customers no shouting of abuse back then on Sunday one was put back yesterday the other at 170hrs i heard the f word twice from the benches then also in between 15.25 and 16.15 (countdown was on the TV) i heard a scream from some one sat on the benches last night/this morning there was two high pitched whistles from people who i saw coming from the P/H and a peep from a taxi also at 00.15 all at the same time within 5 minutes a couple arguing whilst sat on the benches it has been quieter but we have had a lot of rain then people dont coe out side so much

[REDACTED]

Sharon Smith

From: [REDACTED]
Sent: 30 May 2009 20:40
To: Sharon Smith
Subject: RE: Swearing

Afternoon Sharon again last night there was a young man about 20 sat out the front of the pub he Urinated up the wall of the pub on the left side of the pub looking at it from my house right opposite my house when it would have taken him just a few seconds to walk in to the pub as the toilets are by the door i did inform the manager all he did was grunt at me he did not even throw a bucket of water over it this will start to stink this weather this person then was given a lift away from the pub in a blue Peugeot reg no [REDACTED] this was at about 2100 hrs then about 15 minutes later the car and the man was back and i think but i can not say for sure that he was the one swearing also i was kept awake until well after midnight with shouting and swearing form a group of four including a woman (who i could hear shouting sat out side the pub for most of the evening from about 21.30hrs The words Used were by the male was F**k him the f***king w**ker this was around 23.00hrs and later i will tell you what will happen F**k all i have emailed this to you as i have said before i am not brilliant at writing and to use as a record for your files. Not once did i hear the management ask them to pipe down think of the local residents I will contact you on Monday afternoon regards [REDACTED]

Sharon Smith

From: [REDACTED]
Sent: 27 May 2009 19:43
To: Sharon Smith
Subject: Swearing

Tonight at about 18.02hrs (the news had just come on the TV) i answered the door to a friend of mine from up the road whilst talking to him their was a person stood on the step of the "Duke" there was a tirade of half a dozen swear words to another person out side the pub i did not hear or see any one from the pub come out and say anything to stop this happening this is a regular occurrence i could not let my mother or Grand children stop at my house and have to listen to this from the front bedroom i understand that i am not the only complainant Could we please do some thing to stop this noise and nuisance

[REDACTED]

Sharon Smith

From: [REDACTED]
Sent: 26 May 2009 09:19
To: Sharon Smith
Subject: Anti social behavior at Duke of yourk public house

On Sunday evening at about 20 00 hrs i was upstairs in my house when a lady who was sat on the benches out side at the front of the pub started shouting and swearing in a group of 27 i counted them people all sat out side the language was unacceptable the words F*~!ing Bas***d Tw*T were shouted out not once did i hear any one ask her to keep her language down i should not have to listen to this nor should any of my family

Yesterday was quiet in the evening but i was at work all day until about 19 30 hrs

[REDACTED]

Sharon Smith

From: [REDACTED]
Sent: 24 May 2009 08:19
To: Sharon Smith
Subject: Disco

Morning Sharon last night from 20 30hrs the noise was clearly audible from my house all the windows and doors at the pub were open at that time and were not shut until i phoned at 23.45 and asked him to shut them he shut the windows and the noise was no different as the doors were still open the music stopped at 23.59hrs i had a head ache caused by not sleeping the night before because of disturbances from the pub This is unacceptable and needs to be sorted sooner than later i know that the times and dates i gave in the past do not show precise times i will go through what i sent to you and give you times IE all night or for a few minutes i don't know what stopped me from going over last night and pulling the plugs out all the noise is affecting my life i was driving a 44 tonne articulated lorry yesterday with a head ache so not only is the noise and disturbance affecting my home life it is affecting my work i have had about five hours sleep last night and the night before and i have to go to work driving a lorry today i can not afford to call in sick

I hope that you got my Email in time to send environmental health round last night

What i did notice each time i went out side the music was turned down a little then when i went back in it was turned back up bit at a time over a two or three minutes i am free any time next week to speak to you give me a time and date i will let you know if i can make it 99% i will

Regaurds [REDACTED]

Sharon Smith

From: [REDACTED]
Sent: 23 May 2009 08:53
To: Sharon Smith
Subject: Noise from the Duke of York PH

Last night and early this morning i was awoken by shouting from customers of the Duke at firstly 23.48 hrs when i looked out of the window and there were people drinking and smoking & shouting sat at the tables out the front the second time i had just gone back to sleep when the same people were shouting this time it was 00.06 AM the third time that i heard it was at 01.07 the land lord was at the door locking it i did not here him ask these people to be quiet on the first two occasions i did not see any one ask them to keep the noise down at all i was also disturbed by shouting at 02.00am i am unsure if this was from the pub as it was a group of lads down the side of my house i did not see them come from the pub

I will still continue to monitor these problems i fear it will be worse to night as there is a disco
[REDACTED]

Sharon Smith

From: [REDACTED]
Sent: 05 May 2009 09:52
To: Sharon Smith
Subject: Re: Out of Office AutoReply: Noise and antisocial behaviour/RE Telephone Call

Morning Sharon i am going on holiday till Saturday afternoon in a few minutes but yesterday the police and an Ambulance was called to the pub and at 00.15 this morning a young man that i saw go in to the pub at lunch time came out with two full glasses the landlord then locked the door and wished him a goodnight the lad walked up the road and dropped one of the glasses the land lord who was stood out side smoking came round to see what had happened called this lads friend and got him to clean the mess up with a dust pan and brush this person then urinated up the wall of the house opposite mine i did ask him to stop from my window but he just carried on

I have spoken last week to the area manager but obviously this has done no good

I would like to make an appointment to see about getting the licence reviewed or something done to stop this nuisance

Sharon Smith

From: [REDACTED]
Sent: 27 April 2009 13:00
To: Sharon Smith
Subject: Fw: Noise and antisocial behaviour/RE Telephone Call

--- On Mon, 27/4/09, [REDACTED] > wrote:

> From: [REDACTED]
> Subject: Noise and antisocial behaviour/RE Telephone Call
> To: sharons.smith@bromsgrove.gov.uk
> Date: Monday, 27 April, 2009, 12:47 PM Good afternoon Sharron
> I am working backwards as i did not fill in the form as i was
> expecting a change of licensee, Saturday night
> 25/04/09 there was so much noise from a disco that i could here it
> quite clearly with all the doors and windows shut in my house this was
> also the case on Friday 24/04/09 both times the noise was unacceptable
> The Friday before 17/04/09 the noise again could be heard from the
> house
> Also the Friday before that the noise was unacceptable on Friday
> the noise comes from a karaoke and any one who has been to a karaoke
> knows if they are sober. Drunk or tipsy people think they can sing and
> some of it is hurtful to the ears without the noise
> On the 18/04 09 an electric blue [REDACTED] shape was being revved
> until the valves bounced or it hit the rev limiter on the car park
> with shouting and yahooing from three or four lads customers with
> glasses of beer screaming thing like wheel spin it give it some more I
> DID NOT SEE ANY FORM OF INTERVENTION FROM THE STAFF also last week end
> i am not sure of the day a young man dressed in dark cloths wearing a
> felt type trilby hat with a white rim was out side drinking he went
> back in to the pub then came out and threw his glass in to the road
> smashing it i waited a few minutes to See if he had gone went round
> the back of my house to get a broom as it did not look like any one
> from the pub was going to clean it up but when i came round the
> manager was sweeping it up this was as it was getting dark
> on Thursday 23/04/09 at about 19.00 hrs some one from the pub was
> Vacuuming with a little household Henry vacuum cleaner the car park
> not just by the door but all over in itself this is not a problem but
> i shows the mentality of the management this went on for about five
> minutes if some one is drunk enough to do that should they be served
> any more?
> Whilst i know that if i buy a house close to a pub i should be
> aware there will be problems but all previous problems have been
> rectified by my self talking to the manager's this has happened twice
> in ten years so i am not intolerant (i am not going over every day
> moaning) but i think that the music license should be revoked or a
> genuine enforceable noise abatement order put on
> Some times in the past there has been music from the duke box
> played loudly but this has only been for half an hour or so again i am
> prepaired to accept this but not when it goes on for hours

- > I could not let my grand children stop at my house whilst this is
- > going on as the behaviour both inside and out of the pub is quite
- > intimidating and unacceptable
- > The windows in the bar have been open during all this noise and
- > when there are often as many as twenty people out side often swearing
- > and the doors opening and shutting the noise is worse as they stand
- > holding the doors open and smoke in the Foyer especially when it rains
- > this in its self is illegal smoking should be done out side
- > Although i can not prove the age of the people there has been
- > occasions when i have seen children going to school then going to the
- > pub on a week end evening I HAVE NOT SEEN THESE CHILDREN DRINKING as i
- > do not use the pub since i have tried to stop the noise i feel that it
- > would be inappropriate under the circumstances
- > reagaurds [REDACTED]

Sharon Smith

From: [REDACTED]
Sent: 11 April 2009 12:04
To: Sharon Smith
Subject: RE: Noise and swearing from "The Duke Of York" Public House

Helo Sharon i am sorry but i feel that i must go down the road of having restrictions put on the license of the Duke Of York it is getting out of hand at 23.45hrs there was what sounded like a dispturbanc out side and at midnight the music was as loud as ever and the windows were open and about a dozen people wer out side shouting

Sharon Smith

From: [REDACTED]
Sent: 06 April 2009 12:45
To: Sharon Smith
Subject: RE: Noise and swearing from "The Duke Of York" Public House

Morning Sharon the windows were open last night whilst the music was playing from the juke box, the main problems have been with disco,s and karaoke when people come out side and use the car park as an extension to the premises where people smoke and drink and open the windows to hear the music

Also with the car park front being by the exit / entrance from York rd it is dangerous and this is another reason for having smokers down the side where there is plenty of room also the noise would be less as customers would not be shouting to others through the windows and door as happens now.

Is it a new manager or a complete new team as is the brother of the licensee is the manager?

If the side is unsafe then something needs doing to protect people who use that side of the car park including children as it is not cordoned off if you meant behind the fence the gate is open most of the time anyway

I feel that the side of the building would be a better idea for smoking not out the back as suggested by your officer

When you say the back is unsafe do you mean behind the fence? as i meant this side of the fence but to the left hand side of the pub looking from the front still on the car park would be the best place for a shelter or the benches

I do not want to be a killjoy and understand that if you buy a house by a public house then a certain amount of noise is inevitable but there has been so much noise and disturbance since this team moved in. I feel that the windows could be left open until sunset or 22.00 hrs as with the benches but after that time our peace should be taken in to consideration this is a residential area after all

Regards [REDACTED]

Sharon Smith

From: [REDACTED]
Sent: 30 March 2009 14:02
To: Sharon Smith
Subject: Noise and swearing from "The Duke Of York" Public House

Follow Up Flag: Follow up
Flag Status: Completed

Afternoon Sharon on Friday last 27/03/09 one of the employees from the "Duke Of York" went from the car park with a woman in his silver Rover car S289 MAB 21.30 hrs approx his language was colourfully to say the least. This on its own proves to me that they have taken very little notice of your previous warnings. Also at about the same time some one from the pub in a group of about 12 who were out side drinking and smoking was throwing something towards the electricity sub station opposite i am unsure what he was throwing but i saw this twice and their was a slight whistle to it like a fire work sounds THIS WAS NOT A FIRE WORK as there was no smoke and the noise was hardly audible the noise from the Karaoke would have been acceptable if the windows and doors were kept shut i think the answer to be stop people coming out side with there drinks i know they have to smoke out doors and keep the windows shut this would then mean that large groups of this size would not be hanging around being rowdy they would smoke there cigarette and go back in

I have never had so much trouble with rowdiness and noise in the ten years that i have lived here on the two other occasions i have been able to sort it out with the managers i have invited this man to talk to me but the manager says he will not meet me

[REDACTED] (would you please aknowledge this email so i know it has arrived) thanks