

## *Documented Experience of residents living near JD Wetherspoon sites*

### **Whitstable**

*Excerpts from over 60 objections made by the police, residents, and other businesses in the vicinity of the "The Peter Cushing".*

*Full set of comments available on Canterbury Planning Portal:*

<https://pa.canterbury.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=RO9VC1EAJ0E00>

### **Kent Police**

"Before this application is decided by the planning department, **I strongly advise the applicant contacts the Kent Police Licencing Team to deal with current crime and disorder issues within both the premises and the space surrounding it.** I have viewed both comments on the planning portal and existing crime reports relating to this site and have concerns on the impact of increasing opening hours before these issues are appropriately addressed. Our licencing officers will be able to provide specialist advice and guidance on practices to be implemented to reduce the opportunity for crime."

### **Mr David Robert**

There is already a great deal of antisocial behaviour associated with this pub which will only worsen with extended drinking times, plus putting the noise pollution even later into the small hours. Such behaviour includes urinating on cars and properties, the nearby Cornwallis Circle recreation area frequented by noise, swearing, rowdiness, the breaking of glasses (sometimes in children and dogs.)

**I attended the meeting for local residents held at the pub in November 2021 and despite a unanimous voice opposing the proposal, the pub has ignored local residents wishes.**

**The pub is already neglectful of putting security in place. Security is left to young bar staff who are not trained in this area and do not have time to devote to it. Thus security duties are just neglected;** for example after a certain time in the evening the back door is supposed to be closed to stop smoking adjacent to residencies. This does not happen and smoking and outdoor rowdiness continues around the back into the late hours.

### **Ms Annabel Foreman**

Elements of this application are very misleading.

**The claim that there have been no objections from local residents is simply not true. A group of residents had a meeting with the Peter Cushing management team on 29th November 2021 at the pub, at their invitation (soft drinks provided) to discuss. The management took our email addresses and vowed to keep us informed. We have received no communication since that meeting.**

The objections raised were based on the following current problems.

Aside from unacceptable noise and loitering at the front of the building there were specific matters raised about behaviour behind the pub and in the car parks, which is largely unmonitored. This primarily affects residents of Nelson Rd, Shaftesbury Road and Cornwallis Circle.

These included:

Anti-social behaviour around the premises while open and on departure. Shouting, arguing etc.

Urination (mainly male) against car park walls, behind hedges, in doorways and against the fences in the alleyways that run behind our gardens. The pub loos are a very long way from the beer garden and smoking area, they are at the front of the building and up a couple of flights of stairs. This happens when the pub is open!

**The pub says that they enforce closure of the beer garden at 9pm, but the smoking area at the back remains open all evening and customers congregate in the car park after 9pm, particularly in the summer.** This results in noise and nuisance continuing long into the night.

I assume the back door cannot be locked due to fire regulations.

**The pub managers said they can only control what happens on the premises, but what happens at the back is a direct consequence of their business.**

Concerns were also raised about underage drinking, whereby underage drinkers loiter and are supplied by their friends, via the beer garden and then in the car park (again particularly in the summer).

There are also reports of suspected dealing behind the garages opposite, with customers returning to the pub.

Broken glass and rubbish and vomit (also bottles and glasses deliberately placed under car wheels).

Late night trade is, by its very nature, potentially troublesome and messy.

As far as I understand, **there are no door staff at this pub** and, from what I have seen, the bar staff are generally very young.

Given how bad it gets in the summer already, I think it is unreasonable to expect neighbours to tolerate an extension to midnight in the week and 1am at weekends. In practice, you can add at least another half an hour for these customers to disperse. These used to be quiet roads and many of us have lived here since before Wetherspoons opened. There was no trouble from the bingo crowd.

I have little faith in the pub management to handle this potentially tricky late-night trade without a noticeable deterioration in our quality of life and sleep. Therefore, I would ask that it be turned down.

#### **Mr Aaron Neil**

I am the owner of the bar/restaurant opposite Wetherspoons and I strongly object to the extension of hours.

There are already problems virtually every weekend at Wetherspoons with underage drinkers, fights, shouting etc, there is no security staff and **the management are completely unable, or choose not to deal the problems.**

This already impacts on our business and if the hours were extended, it would have a significant adverse effect. **We have met on several occasions with the management at Wetherspoons and whilst they have acknowledged the problem, we are told that their Head Office will not agree to the money for security staff to deal with it. The local authority and police have also been made aware of the problems, but nothing has been done to improve matters,** as you can see from all the other objections.

I was not invited to the consultation with nearby properties as Wetherspoons state, even though we are directly opposite.

Other local bars in Oxford Street act responsibly, Wetherspoons simply do not. As such, the

application must be refused or it will have an adverse impact not just on our business, but also local residents

**Mrs Caroline Tremelling**

We live a couple of doors away from Wetherspoons Pub and we of course expect and accept a certain amount of noise because we live centrally. Unfortunately, the levels of drunken noise, and anti social behaviour that already unfolds when Wetherspoons closes is completely unreasonable.

As it stands with closing hours at midnight at weekend, crowds (and therefore noise) do not disperse until 1am, as people congregate outside the kebab shop and the bus stops outside st. Alphege infant school. The level of noise makes it impossible to go to sleep. If closing time became 1am then the prospect of sleep would be pushed even later to 2am. Just as a closing time of 12.30am on a weekdays would be incredibly detrimental to my young children's ability to sleep.

**I have lost count how many times my young children have been woken up by late night fights that needed ambulances, how many times the police have requested our door bell footage due to incidents. The police had to come a few months ago, late at night, when a very drunk man tried to gain access to our back gate at the rear of Wetherspoons.**

If drinking hours are extended further, alcohol fuelled disturbances will surely increase and last longer into the early morning. Later opening hours will have real and negative consequences for many families and individuals who live close by.

Other than financial greed I cannot see any any justification for extending their opening hours.

**Mr John McAuley**

I would like to object to this application on the grounds that it is contrary to Policy TCL12 of the Canterbury District Council local plan, in that this change to planning application will:

- Likely lead to a significant increase in anti-social behaviour in the area, as evidenced by feedback from multiple local residents in response to this application
- Will have an unacceptable impact on residential amenity.

Initially Canterbury City Council refused the planning application from Wetherspoons in 2010 on the grounds above, and when planning was granted in February 2011 it was on condition that opening hours were restricted to Sunday to Wednesday 9am-11.30pm and Thursday to Saturday 8am - 12 midnight, for the protection of the amenities of nearby dwellings. Nothing has changed since Canterbury City Council made that decision, and therefore I would ask the council to refuse this extension and continue to protect the residential amenity for local residents.

The application fails to demonstrate an effective plan to manage and contain disturbance of customers leaving the premises during the early hours of the morning, when there is no police presence or public transport available. At the rear of the pub there is a residential area of quiet roads and the impact of people leaving the pub in the early hours will have a significant negative impact.

The management plan presented contains a number of factual errors -

- **It states that consultation has been held with local residents and no objections were received. This is incorrect. One consultation meeting was held in November 2021, and all who attended objected strongly to any extension of opening hours. Wetherspoons management promised us that they would act on concerns we raised about anti-social behaviour including urination against our boundary fence on a regular basis, vandalism and fighting, and that they would consult further before any application to extend opening hours, but no further communication or consultation took place.**

- **It states that it is company policy to operate in a way to not negatively impact on local residents. However the premises is currently being operated in such a way that it causes local residents**

**disturbance and distress.**

- It states that the smoking area is only at the front of the property, but there is a smoking area at the rear, with leads to noise and disturbance, and overspill into the car parks to the rear.
- **It states that door staff are employed when necessary, but I have never seen any door staff at this Wetherspoons and management told us in November that they couldn't do anything about residents behaviour as they leave the premises.**

Please do not approve this request to extend the opening hours, as the size of the venue and a customer base of young clientele attracted by cheap drinks, and no security in place will necessarily impact negatively on the local community, in particular the residential area to the rear of the pub.

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## **Kendal**

*Excerpts from 20 objections made by residents in the vicinity of the "The Miles Thompson".*

[https://documents.southlakeland.gov.uk/PublicAccess\\_Live/SearchResult/RunThirdPartySearch?FileSystemId=DC&folder1\\_ref=SL/2022/1146](https://documents.southlakeland.gov.uk/PublicAccess_Live/SearchResult/RunThirdPartySearch?FileSystemId=DC&folder1_ref=SL/2022/1146)

### **Ms Chloe Atkinson**

I wish to strongly object to application numbers SL/2022/1146 and 1147. Since this temporary beer garden was set up during covid it has been intolerable to live next to. My garden and bedroom window look on to it and not only is it noisy and rowdy especially at weekends when I would normally enjoy relaxing in my garden, it also looks horrendous and is totally not in keeping with our beautiful conservation area. We have brightly coloured plastic chairs and tables, cheap gazebos and building site fencing.

**My main issue however is the lack of supervision due to its distance away from the main building. It is only supervised when a member of staff brings food or drink to a table and quite frankly is a 'free for all' and surely a breach of the premises license. On several occasions I have witnessed vomiting, urinating, shouting, swearing, fighting and even drug taking.**

I understand that during covid it helped Wetherspoons continue to operate, we have been more than patient and it needs to be removed as soon as possible please. I cannot stand another summer of this and want to be able to sit in my garden without listening to this racket and have people staring at me. It is a complete invasion of my privacy.

### **Mr Derrick Goold**

(abbreviated)

What needs to be borne in mind is that customers using beer gardens behave differently to ones using indoor facilities: they shout, scream, sing, chant, and so forth, either individually or in unison.

The effect of using the large beer garden was to convert outrageous noise into intolerable noise pervading the first and second floors of my house, by bringing the noise much closer to it, as close as it was possible to bring it. This was particularly true during the two summer seasons. Women arrived with their children in the morning and stayed until late afternoon. The children would chase each other, shouting and screaming as they went by. Staff at Wetherspoons were aware when things became wild in the beer garden: they responded by closing it at 9pm instead of 10pm.

### **Ms Tilly Bell**

(abbreviated)

I am objecting due to the fact through covid when they first extended the beer garden, **I lived in fear in my own house after being attacked by Wetherspoon's customers by throwing bottles through my open balcony door the police were contacted on these incidents if you need proof I have many emails with the police and council regarding sveral horrible moments that Wetherspoons put me through.**

**The noise levels produced from that beer garden is unbearable and can sometimes go on till 11oclock at night not to mention the many mornings I have woke up to vomit and urine all over my stair case** up to my house and not just on one occasion. I have come home from work to be met by people sitting on my stairs to my house giving me abuse if I asked to move, Wetherspoons have never took responsibility for the abuse and harassment I have encountered over the time since the beer garden was put in place.

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## Hitchin

*Excerpts from representations made by residents living near "The Angel Vaults".*

<https://pa2.north-herts.gov.uk/online-applications/applicationDetails.do?activeTab=neighbourComments&keyVal=R9GK1WLKIH00>

### Anthony Cole

I am a resident of Malthouse Court and our bedroom windows face towards the rear garden of the Angel Inn.

Since 2014, when Wetherspoons first opened, we have been disturbed by:

- o night-time noise from customers congregating in the garden area and in the area outside the bar doors,
- o noise from customers leaving at closing times,
- o noisy vehicles accelerating from Sun Street at closing times.

**This disturbance is particularly disturbing in the summer months when our windows are open for ventilation and the garden is busy'**

Since Wetherspoons opened they have followed a step-by-step strategy to extend their opening hours and the use of the rear garden:

- o 2015 application for variation of the Premises Licence,
- o 2017 application for variation of the Premises Licence,
- o Sep 2020 application to extend the opening time for the rear garden to 10pm on a 12-month temporary basis. (we assume that an application will soon be made to make this extension permanent),
- o March 2022 the current application to extend the weekend opening hours on Fridays and Saturdays from 00.30 hours to 01.30 hours.

On a recent visit to the garden, I noted that the seating capacity of the has been enormously increased by comparison with the original layout, now it's absolutely packed with seating and these customers will congregate outside the bar doors when the garden closes.

The original planning application limited the hours and the use of the premises to limit impact on the amenity of adjoining residents and since then our amenity has been eroded by the succession of applications. Detailed acoustic modelling of the spread of noise was submitted with the original planning application and the stage has been reached when the applicant should update this modelling to reflect the increased usage and extended hours.

I strongly object to this application.

**Mrs Andrea Hughes**

I note you are the case officer for this application and wish to object strongly to the variation of this condition increasing the opening hours from 00:30 to 1:30.

I am a part owner of a flat in the adjacent Malthouse Court which has already been subject to the erosion of residential amenity caused by these premises since opening in 2014.

The source of this erosion being loud and obnoxious noise and language from users frequenting and leaving the premises late into the evening.

Please uphold the spirit of the original permission which sought to allow the site use whilst protecting adjacent residents and the character of the area.

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**Muswell Hill (London)**

*Excerpts from EHO records recovered through FOI*

EHO record 17/9/21: "Screaming and shouting from the Mossy Well pub in Muswell Hill from 9pm until 1am from their beer garden every night"

EHO record 21/8/22: "Glass disposal every morning around 7/7.30am (including weekends). **Please can disposal be in permitted hours** (after 8am, later on weekends.)"

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**Garforth (Leeds)**

*Comments from local residents relating to request to extend hours at JD Wetherspoon site in Garforth.*

<https://publicaccess.leeds.gov.uk/online-applications/applicationDetails.do?activeTab=summary&keyVal=R4275FJBHLF00>

**Mr Steve Middleton**

It is enough to have to endure the noise levels since the opening of said Bar, but to have further conditions placed on our peace as residents near Garforth Main Street is unacceptable.

I have encountered many nights where I myself have been unable to get to sleep because of the noise made by the customers.

My children should also be allowed to get a minimum of 8 hours sleep and this proposal is definitely not going to allow this to happen.

**Mrs Kelly Zarins-Brown**

Since this pub was opened, there has been an increase in anti-social noise levels on Main Street and the local streets nearby as customers leave the pub upon closing. I think that this would be even more difficult to control if there was a customer presence in the beer garden until 12 midnight.

Instances of smashed glass in the surrounding area have also increased, especially on a weekend. On Saturday and Sunday mornings it is unfortunately usual for local residents to find smashed glass and piles of vomit, immediately outside the pub, on Main Street and the streets surrounding. There is also a nuisance noise level associated with both customers leaving the pub with elevated voices and the sound of their deliveries and emptying of their bottle bins. For their neighbouring

residents to be subjected to this further and during even more unacceptable hours is unreasonable and unfair.

It was unreasonable to allow for such a large public house to be redeveloped in a high density residential area in the first place.

**My family (including my young step-daughter) have been kept awake by anti-social noise from this pub, well into the early hours of the morning as customers remain on the streets nearby after the pub closes.** This proposed extension of the beer garden hours would mean an increase of occurrences of local residents being woken by anti-social noise levels.

**We are also often woken early on a Saturday/Sunday morning by the bottle bin of the pub being emptied. The morning deliveries are very already very loud, as the kegs smash onto the pavement from the lorry.** This is all audible from our house (approx 50 meters away from the pub itself)."

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## Saffron Walden

*Abbreviated comments from planning representations relating to "The Temeraire".*

#### Mr James

**"The pub staff do not manage the existing customers outside. Staffing is insufficient in number and skills to maintain control of a large number of outdoor customers many of whom are not behaving as they do when sober."**

#### Mr Wild

**"Curfews are rarely enforced by the Temeraire staff."**

**Mr Tindley**

"Based on past experience over a number of years, **we have no confidence that the staff will be able to enforce this requirement** with the proposed greater number of diners and drinkers."

**Name with-held**

"Noise from early morning / late night deliveries, bin-lorry bottle collections, and bin emptying by Wetherspoons own staff have been an issue"