

Application No:	Consultees Name:	Received:	Comment:	Response:
2023/5391/P	Andrew Darwin	05/04/2024 12:08:44	OBJNOT	<p>I am a resident of Holmes Road living close to the applicant's address. My residence faces the street and we are directly affected by road/pedestrian noise. I vehemently oppose any extension to these premises that will increase the number of students on the following grounds:</p> <ul style="list-style-type: none"> <li>- There is significant noise disruption late in the evenings (11pm-7am) from large volumes of students coming and going in small and large groups.</li> <li>- The Stay Club are incapable of managing the poor antisocial behaviour of their guests.</li> <li>- The premises are at times not used for students and have been seen as bookable on short-stay accommodation sites such as booking.com for tourists, and thus at times operates as a hotel for which it does not have permission to do so.</li> <li>- We are disturbed on a regular basis by student noise late in the evenings affecting our sleep which negatively impacts our quality of life.</li> <li>- I have made countless (over 100) complaints over the years to the Stay Club about noise issues, issues with residents smoking and congregating in large groups outside our premises late at night and issues with the way complaints are dealt with. The Stay Club do not adequately address these complaints and there has been little change over the years in their late night noise and antisocial behaviour issues affecting the quality of our lives.</li> <li>- I gave evidence at the original planning inspectorate hearing where the applicant had appealed the rejection, and the applicant gave evidence that Mary Brancker House had policies such as 'one strike and you're out'. No such similar policies have been adopted by the applicant and as such these issues continue to plague our quality of life. They have indicated to me that they cannot impose such policies on their guests.</li> <li>- The Stay Club have had coaches arrive at 3-4am to collect large groups of students (40-50) which causes a great noise disturbance in a residential area.</li> <li>- The Stay Club do not have staff that can adequately handle complaints from local residents when these issues occur, often exacerbating the issues in the poor handling of complaints through their at-times confrontational responses to complaints.</li> <li>- There is no after-hours complaints escalation to deal with serious late night issues, leaving the front of house staff to deal with hundreds of students causing noise issues on their own without any support which is totally ineffective and inadequate, and unsafe.</li> <li>- The Stay Club often indicate it is the Group Leaders responsibility to manage the behaviour of their guests. I have spoken to Group Leaders previously who have indicated that it is sometimes it is the Group Leaders themselves advocating these poor behaviours, often contributing to the noise issues. I have video evidence of this.</li> <li>- Both the initial incidence of these issues, being woken late at night, sworn at and threatened by The Stay Club students, and the subsequent poor handling of complaints by The Stay Club cause a great deal of stress and anxiety and adversely affect our quality of life living in Holmes Road.</li> <li>- The Stay Club have indicated on many occasions they are not responsible for the behaviour of their guests once they step outside the building and wash their hands of all accountability for the impact their guests have on the lives of those living around the building.</li> <li>- It is worth noting that these issues are almost non-existent with students staying at Mary Brancker House which is adjacent to The Stay Club.</li> </ul> <p>Adding more students to the facility will only further exacerbate these issues. Having a large, short stay student accommodation within a quiet residential area is totally unsuitable but we have to live with it as it is. I implore the committee to reject this planning proposal to increase the number of students living in this area which will only lead to a further degradation of quality of life through increased late night noise disturbances.</p>