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2020/0691/P	Lynn Whiting	17/03/2020 15:41:17	OBJ	P

Dear Camden Planning,

We are writing to raise our OBJECTIONS to the No Limit Hospitality Limited's retrospective planning application in relation to the Lord Southampton Pub for "Change of use from class A4 Public House to A4 Public House and Sui Generis (Hostel) use." ¿

Introduction:

1. We are a strong and close-knit residential community, including an Alms House housing elderly and vulnerable members of the borough, and we have all been disturbed by the nuisance from the Hostel/Pub. The residential nature of this community has been acknowledged by Camden Council, which is in the process of building a very large block of flats opposite the Lord Southampton Pub on Grafton Terrace, making the community even more residential. As residents, we are entitled to the quiet enjoyment of our properties. Many of the local residents objecting to this application are people who have enjoyed the quiet use of their properties and the area for many years (if not decades) prior to the Lord Southampton Pub becoming a hostel. The opening of a hostel is a new nuisance in our community. Loud noise and antisocial behavior within and outside the premises has characterized the way in which The Lord Southampton Pub has operated since 2016. The granting of this application will allow this to continue. Our objections, which will be developed later in this document, are summarized below:

o The granting of this application will result in the continuation of unacceptable nuisance to near neighbours and a deterioration of the quality of life and well being for the wider community.
o There are, in our view, no realistic mitigating measures which can impact on or reduce the ongoing disturbance thru this planning application or adjustments to the pub's license.
o The application is in fact an attempt by the (aptly) named "No Limit Hospitality" to legitimize the nuisance they cause. There is a clear distinction between how No Limit Hospitality frame their business in this application and how they actually operate. The reality of how they run their business must be seen in the context of their advertising, which present the core values of their business (https://www.hostelone.com/camden). "No Limit" is in stark contradiction to what they claim to be doing in their "Management Plan" and in this application.
o The application, if granted, raises the real risk of future drug related criminal activity.

Historical Background:

2. Since 2016 when No Limit Hospitality took over the lease of the Lord Southampton Pub, previously a quiet local community pub, and opened a hostel above it, the neighbours have been negatively impacted daily. Since 2016 we have had to contend with noise nuisance and antisocial behavior on a nightly basis, increases in drug purchases and use by guests of the hostel, environmental impacts such as overflowing bins, which leads to fly tipping, broken glass strewn across the pavement, cigarette butts and more. Although their application states that the pub and the hostel are "separate but closely related entities", the negative impact of the addition of a hostel to the pub has been felt by the community since it started operating in 2016, and the hostel has made no significantly effective measures to improve the situation. They have changed manager

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countless times since their inception, 3 managers in the last 18 months (just to illustrate that), managers coming and going with great regularity. The lack of continuity in management staffing means that the rules are repeatedly unenforced, since the rules set out by one manager are not enforced by another. On each occasion, a member of our local community is obliged to call the hostel/pub into account. It should not be the community's responsibility to manage the behavior of this business.

3. In order to understand the realities behind this application, one must refer to Hostel One's website. https://www.hostelone.com/camden It will be seen that the object of the applicant's business is to attract backpackers from all over the world. The website advertises that hostels are "designed and run by back packers, for backpackers" and significantly that "by night we get up to mischief in bars and clubs all over London." It would be disingenuous for applicants to claim that the "mischief" is not directed at activities within "The Lord Southampton." This is indeed the case. It is this mischief that causes the neighbours unacceptable levels of disturbance and stress on a daily basis. This includes (as advertised on their website) gathering outside for "Free nightly pub crawls lead by our nightlife professionals" and constant partying in "3 common areas designed for different moods. Work, relax and play" (it is play that occurs in the pub with drinking games run by the hostel staff).

4. A business such as this hostel implicitly encourages antisocial behavior and noise nuisance, and should not exist in our quiet residential area. To grant planning permission, which would legitimate such activities, is inappropriate and the imposition of conditions on the pub's license impractical and unenforceable.

Specific Observations in relation to the Applicant's Planning Statement:

5. We now address their application in detail:

6. Planning Statement Point 2.5. Since No Limits Hospitality have taken over the running of this establishment, the property has been allowed to deteriorate. The features of the pub that pertain to the "undesignated heritage asset on Camden's Local List" have not been well maintained on the exterior or interior.

7. Planning Statment Point 4.2. In relation to the works that the hostel did in the basement, we would like to know if the council has visited the basement to approve these works. This basement is used for drinking games organized by the pub and other antisocial and noise nuisance activities. Please see references to their Instagram (see paragraph 29, 30, and 31).

8. Planning Statement Point 6.4. "The main public house function is retained on the ground floor of the property". The applicants understate the nightly activities of the hostel that occur in the pub's ground floor. The Hostel organizes nightly free dinners for its hostel guests. This takes up half of the pub's square footage. Ordinary pub users can and do join in such events and are not subject to hostel rules or sanctions. In any event, many members of the local community find the way in which this establishment is run to be alienating and it would quite wrong to characterize The Lord Southampton under its current management as providing an asset to the community.

9. Planning Statement Point 6.12. In accordance with Criteria H: "Must not harm the balance and mix of uses in the area, local character, residential amenity, services for the local community the environment or transport

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systems." The hostel claims that because there are not many other venues that accommodate visitors in the area that it doesn't harm the balance and mix of uses in the local area, however it greatly impacts the local character and residential amenity as the neighbours have been disturbed by hostel guests daily since its opening.

10. Planning Statement Point 6.13. The hostel's claims that it has "provided local residents with opportunities to make contact in the interests of ensuring a positive relationship with the surrounding area" is misleading and has no substance. Moreover , when complaints are made by members of our community, including myself, very little, if anything, is done to abate the nuisance or antisocial behavior. Many of the residents objecting to this application have never been contacted by the Hostel, despite having made complaints directly to them, and were not invited to meetings with neighbours organized by the hostel/pub.

11. Planning Statement Point 6.15. The hostel element in the planning application completely alters and substantially undermines the operation of a properly run Public house and how it should serve our local community. It is filled nightly with hostel guests who are encouraged to eat free meals in the public house premises and then stay to play drinking games until they are led on pub crawls late in the evening and cause noise nuisance inside and outside the pub. It creates a club-like atmosphere in the pub and causes disturbances to the community every evening.

12. Planning Statement Point 6.16. The reference to the environmental sustainability ignores the fact that bins are left overflowing, that people spit in the street and leave cigarette butts outside the pub and neighbouring properties.

13. Planning Statement Point 7.8. If, which is disputed, there is acoustic insulation on the walls, it is wholly inadequate and sound levels, particularly at night are intolerable.

14. Planning Statement Point 9.3. The claim that "Hostel Use is carefully managed" is grossly inaccurate. As mentioned above, there is a fast changeover in management, few full time employees (2 full time and 1 part time at the time of this application). This necessitates complaints to the council, to the noise nuisance team and to the pub itself. It has never been managed properly, and as stated before the hostel has had so many different managers in the time it has existed that there is no consistency in management of the business. Over the Christmas period when the manager was supposedly on holiday, the issues with noise nuisance and antisocial behavior spiked to an extraordinary level, including loud partying until midnight on Christmas day and a New Years Eve raucous open event until past 2AM (considerably passed their licensing hours on a weekday). Assurances that the pub has been managed properly in the past and that procedures have been or will be put in place to protect the amenities of neighboring residents are without foundation.

Hostel Management Plan: We set out our observations on the Hostel Management Plan below.
15. "Reception Operations": The applicants refer to "reception operations" and claim that there is a receptionist covering a 24 hour period. The applicants do not deal with anti-social behavior and noise nuisance that occur nightly as drunken hostel guests return from Camden in large groups and wake neighbours on Grafton Terrace (next to the Hostel entrance), Southampton Road, and Quadrant Grove. Please see letter from Julia Robson who can provide video recordings, photos and a log specifying date and time of noise nuisance over the last few years. These problems have been constant since 2016 when the Hostel opened and despite regular complaints from neighbours, the issues remain. Our sleep is disturbed,

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there are young children who have had issues in school as a result of sleepless nights due to hostel guests being rowdy outside the hostel and no one from Hostel One manages this behavior. The hostel states that "running a constant reception allows us to better control noise". This claim deliberately ignores the reality and is easily disproved. It does not, and the applicant's claim is easily disproved by a constant stream of complaints and videos of large groups outside the hostel long after the pub has closed for the evening.

16. The business model put forward by the applicants is simply unsustainable in a quiet and long established residential area.

17. Page 3 "Keep noise down always to the minimum."
While the Hostel claims that during the hours of 10pm-8pm "peace and quiet needs to be kept outside the hostel," these are exactly the hours the neighbours have been and continue to be disturbed by large loud groups of hostel guests. Some of this disturbance is actually organized by the Hostel itself. They organize pub crawls for their guests, leading large groups of drunk guests, who have been encouraged to drink large quantities in a short amount of time in the pub (a clear violation of the pub's license, supported and encouraged by the Hostel), and then led out onto the street and marched thru the neighbourhood by members of staff to other pubs. This causes nightly disturbances to neighbours and is completely unacceptable and goes against everything "claimed" in this management plan. It follows that the management "plan" as stated by the applicant is highly misleading. Even though sent to neighbours within the last three weeks, noise and disturbance throughout the night continue.

17. "Staff Rules": The applicants claim that they impose rules in order to control noise and disturbance is undermined when at the same time promising to treat "guests like friends". In truth, the absence of rule enforcement and the confusion created by promising to treat guests as friends suggests that the rules are unenforceable.

18. Page 4: If Hostel One's "Hostels are always adapting, changing, and growing," how can we as residents every be sure than any management plan, submitted as part of their planning application for change of use, and therefore part of the decision as to whether or not they are granted change of use to a hostel, will be stuck to and not changed next week to the detriment of the neighbourhood. The Management of the hostel changes so regularly, and this is a huge contribution to the issues all the neighbours have faced since 2016.

19. Page 5: "Penalties /Fines": The Hostel claims that staff would have their contracts terminated should they break the rules of the hostel. Assuming contracts have been terminated on this basis, and no evidence has been submitted by the applicants in support of this assertion, then it has had no affect on the problems outlined above. In our view the applicant should be asked to supply details in support of their claim.

20. "Noise Mitigation": Notwithstanding, Hostel One's claim to monitor the number of people outside thru CCTV, they do not act when large groups gather on the pavement outside, nor do they intervene to stop them making noise and disturbing the peace at all hours.

21. Page 6:"Groups of costumers smoking outside are monitored by members of staff to ensure noise is kept to a minimum and to ensure that the customers do not loiter outside the entrances to neighbouring premises." The above claim is incorrect. Hostel/pub costumers are to be seen regularly loitering outside our properties; taking a seat on our railings and steps; smoke and talk loudly, drink alcohol and often smoke marijuana. We

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have had to call the hostel on every occasion and force them to come and remove them. No one from the pub ever monitors the situation and the onus of doing so falls on neighbours.

22. "Servicing Arrangements":"Barrels and other pub drinks delivered Saturday and Monday mornings around 10AM".
This isn't true. The Basement Flat at 4 Southampton Road hears the barrels delivered at 7AM every Monday morning. It is loud, wakes them every Monday morning. This after having been kept up late by the Sunday night noise. This is in clear breach of Camden's noise and neighbourhood policies.

23. "Waste Storage/Collection": These refuse collections are loud and early in the morning, yet more disruption to the neighbours. The bins are unsightly, often overflowing, and lead to fly tipping and glass strewn across the pavement.

24. The staff throw out the bottles from inside the pub into the outside bins at all hours of the night, sometimes at closing at 1:15AM. This has proved to be disruptive and causes intolerable disturbance to neighbouring properties. This is in clear breach of Camden's noise and neighbourhood policies.

25. Page 7: "Site Security": The applicant claims that "reception and bartender teams monitor people coming in and out of the property, as well as noise levels". If true, the monitoring process is entirely inadequate. In reality, noise levels are a constant issue with people from the Hostel coming in and out of the property 24 hours a day. No one from the Hostel monitors it. There are not enough staff clearly, or if there are, they do not take on the responsibility.

26. Page 8: The applicant claims that the hostel guests must be "let into the property by a receptionist" once the pub doors are locked. The applicants do not address a continuing problem posed by large groups of hostel guests causing noise and nuisance at all hours of the night.

27. "Communication with Local Residents + Council": "Whenever we had a new manager taking up the role, we communicated it to those neighbours closer to our establishment, so they could always know first-hand of any changes that were implemented with new management."
This is inaccurate. The pub has made little to no effort to contact their nearest neighbours to inform them of new management (for example residents at number 50 Grafton Terrace, near neighbours to the pub have never been communicated with at any point since 2016). In addition, whenever we ring the Hostel, at the noisiest times, Friday and Saturday nights, the manager is never there. It appears that the manager is off duty at the hostel's busiest times.

28. Page 8: Speakers may have been removed from party walls. This may limit the amount of noise caused by loud music, but it does not impact on noise from:

o drinking games are being played in the pub, and organized by the hostel, as advertised on their social media (see below).
o When pub-crawls are about to happen, staff shout to get the attention of the large drunk group they are about to take out on the streets.
Hostel's impact on the Pub breaching the terms of their license:

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29. In regards to the ways in which the Hostel encourages activities that directly breach the terms of the Pub's license… Please see their license Annex 1, point 7, (1 and 2), (a) points i and ii: "
1. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises
(a)games or other activities which require or encourage, or are designed to require or encourage, individuals to
(i)drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
(ii)drink as much alcohol as possible (whether within a time limit or otherwise);"
As can be found on their instagram page:

https://www.instagram.com/p/BxSTRmMjBY6/?utm_source=ig_web_copy_link (Rainy days call for day drinking in the basement! Hostel One Camden knows how to have a good time ¿¿)
https://www.instagram.com/p/BtzDHqFgFFD/ ("Drinking games before heading out to some of our favourite clubs in London, every single day ¿¿")
https://www.instagram.com/p/Bn2AFKBlXYN/?utm_source=ig_web_copy_link ("Whos the most likely to..... ¿¿. Our drinking games get a little wild. Come get involved")
https://www.instagram.com/p/BxLf-lLJuu2/?utm_source=ig_web_copy_link
https://www.instagram.com/p/BwZgbP7jK2E/?utm_source=ig_web_copy_link ("rivia night games: Wednesday's all night happy hour at H1 Camden! Come have a cocktail¿¿ ¿¿ ¿¿")

30. With these Instagram posts from Hostel One itself, we would like to flag a few things. Firstly, that drinking games are encouraged and organized by the Hostel and run in the pub (particularly in the basement) which is in clear contravention of their license.

"All night Happy Hour" breaches Annex 1, point 7, (2) (d):

"(d)selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;"

31. It is very clear, from what the hostel advertises itself, that they encourage antisocial behavior, and not only is this a breach of their license, it is also a direct cause of the issues that all of the neighbors have been having with them.

Here are some instagram posts hostel guests have posted online:
https://www.instagram.com/p/Bz_8qnxg_l6/?igshid=1k75lz8iq6ml8 (This post mentions volunteering for the hostel. What are volunteer's roles as they are not stated in the management plan. How can a volunteer be held to account and keep the peace in the neighborhood.)
https://www.instagram.com/p/BytRM1rBNxy/?igshid=1u65plcbwegnf

Conclusion:

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32. We have been raising complaints about these premises since 2016 when our lovely local neighbourhood pub became a source of constant stress and distress, sleepless nights, and our homes have no longer remained peaceful places to live. Since the pub became a hostel (as opposed to the time when the pub was properly run by the previous publican) the premesis have been inundated by a daily influx of hostel guests. As stated above, the advertised nightly dinners, drinking games, preparations for pub crawls (see paragraphs 29-31 above and hostel's marketing), return of hostel guests after pub crawls, games and the like, have created intolerable disturbance which cannot be mitigated if the applicants are permitted to pursue their widely advertised business objective.

33. This has a direct impact on neighbours as nightly antisocial behaviour is encouraged by this business. This in itself breaches the pub's license and makes it an inappropriate addition to the pub's business.

34. On a quiet, leafy street, we now have a nightclub, which gets noisy from 10pm onwards and until they shut at their late licence times. This is not a business that should be allowed to operate with party walls that adjoin to residential properties. No other pub in the area does. Our daily lives are affected by lack of sleep and anxiety. This business should not have been allowed to open in the first place. It is completely unacceptable. It has completely changed the character of our community.

35. The Lord Southampton hitherto has been run as a hostel without requisite planning permission since 2016. It follows that to this extent, its activities have been unlawful. Now that this retrospective application for planning permission has been brought to our attention, we are in a position to object and we are grateful to have been provided the opportunity to do so.

36. We hope from the information we have provided that you have a more accurate picture of the type of business that is being run next to our homes. We have set out in detail our grounds of objection to this planning application, and trust that Camden will honour its political and legal obligations to ensure that this hostel use is discontinued, and that we and all other local residents can lead our normal lives without fear of disruption and all the other negative impacts that arise from the hostel use in this location.

37. It may be argued that the running of a pub/hostel is to be preserved in the interests of the community. Such arguments are entirely disingenuous. A business such as the one that is currently being run makes no contribution to the local community and positively undermines it. If a balance must be struck, it must be struck in favour of the actual community, i.e. those that live in the area. And for all the reasons above the application should be refused.

Deciding the outcome of this planning application:
38. It is submitted that this application is not a "small scale application" and should not be decided under Delegated Powers. We invite the planning officer to refer the matter to the Members Briefing Panel with a recommendation that the decision should be made by the Planning Committee.

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2020/0691/P	julia robson	15/03/2020 00:29:46	OBJ	Dear Camden Planning,

I want to strongly object to the No Limit Hospitality Limited's retrospective planning application in relation to the Lord Southampton Pub for change of use from class A4 Public House to A4 Public House and Sui Generis (Hostel) use. The application is not a "small scale application" and should not be decided under Delegated Powers. I invite the planning officer to refer the matter to the Members Briefing Panel with a recommendation that the decision should be made by the Planning Committee.

I list my objections below and have put Planning Statement Points in italics:
1. Anti-social behavior in the early hours of the morning from guests of the hostel.
I own a maisonette flat two doors down (60a) from the Hostel and since 2016 have been consistently woken up by drunken guests returning from pub crawls and nights out at various times of the early morning.
Some of this is the result of irresponsible promotions that take place in the pub aimed entirely at hostel guests that have become a culture of round the clock heavy drinking. This culminates in day/nightly drinking games and bar crawls that mean young people are getting drunk and returning to the pub in the early hours shouting and fighting. This is way beyond regular pub drinking hours and Monday to Sunday making the premises resemble a night club. Guests regularly loiter outside the pub and my flat sitting down sometimes especially when the weather is warmer. Smoking drugs and taking legal highs.
I have a log specifying events that date back to 2016. I have been in touch with Camden about this. I can also provide video recordings, photos and times of noise nuisance over the last few years.
Since 2016 my sleep has become so disrupted and inconsistent that I have had to go on Citalopram anti-depressants to encourage me to sleep and be less anxious. My teenage son has had issues at school as a result of sleepless nights due to hostel guests being rowdy outside the hostel. The hostel states that "running a constant reception allows us to better control noise". This claim deliberately ignores the reality of complaints from the community and videos of large groups outside the hostel long after the pub has closed for the evening. Guests arrive at all hours and there is no respite from noise.
I am aware that the backpackers and young people returning back to the hostel in the early hours wake up most of my neighbours and I am not alone in this complaint.
This is such a common occurrence that our community are becoming resolved to the nuisance. Just last night there were guests causing noise at 2am (Please refer to noise complaint reference 268767 on Camden website).

Since the hostel opened there has been noise nuisance in our community. Loud noise and antisocial behavior within and outside the premises characterizes the way in which The Lord Southampton Pub has operated since 2016. The granting of this application will allow this to continue.

This hostel encourages antisocial behavior and noise nuisance. It should not exist in a quiet residential area. To grant planning permission, which would legitimate such activities, is inappropriate and the imposition of conditions on the pub's license impractical and unenforceable.
2. Management have failed to manage their guests/hostel/pub for two years
Planning Statement Point 9.3. The claim that "Hostel Use is carefully managed" is inaccurate. There are 2 full time and 1 part time employees at the time of this application. The manager is not on the premises at weekends. There are over 40 guests at any time. These spill out onto pavement during the day and come back drunkenly at hours of the morning.

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Despite various meetings with the local community and neighbours, including an Alms House of elderly and less abled people, the owner and managers have failed to address issues of noise, shouting, drunkenness, pavement parties in the summer and drinking outdoors during the early hours and over summer months.

Guests arrive 24/7. The noise from the hostel is more than a local pub. Certainly more than it was before it became a hostel. This was done overnight with no consideration or explanation to the community. The pub manager at the time was extremely rude when the community began to complain.
Noise complaints from neighbours since 2016 have consistently been reported to the council, the Metropolitan police, the Met Volunteer Neighbourhood Watch team,
the Camden Council noise nuisance team, Camden and Haverstock Ward councillors and MPs - as well as to the pub itself.
The hostel has never shown signs of being managed properly, and as stated before the hostel has had so many different managers in the time it has existed that there is no consistency in management of the business. Over the 2019 Christmas period when the manager was supposedly on holiday, the issues with noise nuisance and antisocial behavior spiked to an extraordinary level, including loud partying until midnight on Christmas day and a New Year's Eve raucous open event until past 2AM (considerably passed their licensing hours on a weekday).

Assurances that the pub has been managed properly in the past and that procedures have been or will be put in place to protect the amenities of neighbouring residents remain without foundation.

There is a constant change of managers. The lack of continuity in management staffing means that rules are repeatedly not enforced. When a member of our local community is obliged to call the hostel/pub into account there is no consistency in the outcome. It has become the community's responsibility to get the pub and hostel to clear up their mess and manage the anti-social behavior of their guests.
This morning (14.3.20) when I called the manager (Maria) to complain about last night's 2am noise from the pavement directly outside my flat, Maria told me she would check on the CCTV and get back to me (she did not).
Claims that the management communicate with local residents is not true. The pub has made little to no effort to contact their nearest neighbours to inform them of new management (for example residents at number 50 Grafton Terrace, near neighbours to the pub have never been communicated with at any point since 2016).

3. Change in the nature of the area negatively
Planning Statement Point 6.12. In accordance with Criteria H: "Must not harm the balance and mix of uses in the area, local character, residential amenity, services for the local community the environment or transport systems." The hostel claims that because there are not many other venues that accommodate visitors in the area that it doesn't harm the balance and mix of uses in the local area, however it greatly impacts the local character and residential amenity as the neighbours have been disturbed by hostel guests daily since its opening.
The constant nuisance from the Hostel/Pub and having people on the pavement smoking during the day has attracted drug dealers, including very young men who use push bikes or motor bikes to sell drugs or the legal highs. Camden are in the process of building social housing opposite the Lord Southampton pub on Grafton Terrace on the footprint of what was garages and a community centre. This will be residential with a proposed community centre. This is an area of rejuvenation and as a community we are very excited that this area is having investment. The guests at the hostel are passers-by who do not benefit our community in any shape or

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form. You can tell this by the way they make noise, drop litter and bottles.
Some of the elderly residents who live in Grafton Terrace have told me they are frightened to go near the pub because of the young people who hang around it day and night.
There are 8 rooms used by up to 43 guests. The density of people in the small building means the guests spill out onto the pavement, often still in pyjamas.

There is a clear distinction between how No Limit Hospitality frame their business in this application and how they actually operate. The application, if granted, raises the real risk of future drug related criminal activity.

This area (Gospel Oak and Haverstock Ward) is designated by Camden to be under rejuvenation. Camden are talking about a “long term plan that sets out a ‘Community Vision’. New much needed social houses are being built. There are currently initiatives taking place such as the Neighbourhood Assembly and Sortition Foundation to get the community engaged with improving their neighbourhood and yet this hostel which is deeply unpopular with the local community has been allowed to remain in operation. Camden must not allow the retrospective planning application to succeed. It is ill judged and badly run. It is ruining our community.

4. The hostel is not conducive to a residential area
This has been acknowledged by Camden Council. The proposed block of flats opposite the Lord Southampton Pub on Grafton Terrace will make this vicinity even more residential. As residents, we are entitled to the quiet enjoyment of our properties.
Other local residents who and I also object to this application are people who have enjoyed the quiet use of their properties and the area for many years (if not decades) prior to the Lord Southampton Pub becoming a hostel.
The reality of how One Hostel is run as a ‘nightclub-like’ business can be seen in the context of the website and advertising https://www.hostelone.com/camden The premises are seen as somewhere to party and drink using The Lord Southampton pub. The website advertises that hostels are “designed and run by back packers, for backpackers” and significantly that “by night we get up to mischief in bars and clubs all over London.” This is the noise that wakes me up and is unacceptable.
Guests from the hostel use the pavement outside the premises as an extended part of the hostel. It took over one year to get the hostel to remove large pieces of furniture, including a large sofa, a table with drinks on, that was placed on the street and that forced members of the general public, including mobility scooters and young children coming to the nearby nursery to use the road.

I have no faith in their hurried together ‘Management Plan’. They have made little attempt to do this prior to the application. It is insulting they are putting this in now.

5. The Lord Southampton and Hostel One are one and the same and this exasperates the anti-social behavior. Meanwhile it is no longer a community pub
The pub is being used almost solely by guests from the hostel and it has become out of bounds and uninviting for members of the community. There is no longer a sense that this gives back anything to the community. It may be argued that the running of a pub/hostel is to be preserved in the interests of the community. Such arguments are entirely disingenuous. A business such as the one that is currently being run makes no contribution to the local community and positively undermines it.
Planning Statement Point 6.4. The pub is now set up to accommodate the hostel guests. “The main public

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house function is retained on the ground floor of the property". The applicants understate the nightly activities of the hostel that occur in the pub's ground floor. The Hostel organizes nightly free dinners for its hostel guests. This takes up half of the pub's square footage. Many members of the local community find the way in which this establishment is run to be alienating and it would quite wrong to characterize The Lord Southampton under its current management as providing an asset to the community.
Planning Statement Point 6.13. The hostel's claims that it has "provided local residents with opportunities to make contact in the interests of ensuring a positive relationship with the surrounding area" is misleading and not true. When complaints are made by members of our community, including myself, the nuisance or antisocial behavior does not stop.

6. Lord Southampton is no longer a community pub and has been allowed to deteriorate
What used to be a visually pretty London pub has become a shack to entice backpackers seeking some fun, somewhere to smoke drugs and drink all day.
Planning Statement Point 2.5. Since No Limits Hospitality have taken over the running of this establishment, the property by design deteriorated. The features of the pub that pertain to the "undesignated heritage asset on Camden's Local List" have not been maintained on the exterior or interior.
This pub can claim that the philosopher, Karl Marx, drank here. Since the hostel took over the running of the pub has deteriorated. It is dirty outside. The paint is peeling off the outside. Planning Statement Point 6.16. The reference to the environmental sustainability ignores the fact that bins are left overflowing, that people spit in the street, cigarette containers are not emptied and butts spill onto the pavement. There are cars parked on the pavement by the pub and commercial bins are not contained in a designated area encouraging rats.
Planning Statement Point 4.2. The hostel did some works in the basement which I would like to understand. The doors to the basement were left open which is very dangerous to passers-by. You could see multitudes of beds in the basement which we know is used for drinking games and other antisocial and noise nuisance activities. Please see references to their Instagram (see paragraph 29, 30, and 31).

https://www.instagram.com/p/BxSTRmMjBY6/?utm_source=ig_web_copy_link (Rainy days call for day drinking in the basement! Hostel One Camden knows how to have a good time ¿¿)
https://www.instagram.com/p/BtzDHqFgFFD/ ("Drinking games before heading out to some of our favourite clubs in London, every single day ¿¿")
https://www.instagram.com/p/Bn2AFKBlXYN/?utm_source=ig_web_copy_link ("Whos the most likely to..... ¿¿. Our drinking games get a little wild. Come get involved")
https://www.instagram.com/p/BxLf-lLJuu2/?utm_source=ig_web_copy_link
https://www.instagram.com/p/BwZgbP7jK2E/?utm_source=ig_web_copy_link ("rivia night games: Wednesday's all-night happy hour at H1 Camden! Come have a cocktail¿¿ ¿¿ ¿¿")

Planning Statement Point 6.15. The hostel element in the planning application completely alters and substantially undermines the operation of a properly run Public house and how it should serve our local community. It creates a club-like atmosphere in the pub and causes disturbances to the community every evening.
To summarize the granting of this application will result in the continuation of unacceptable nuisance to near neighbours and a deterioration of the quality of life and well-being for the wider community.

7. The business model put forward by the applicant is not sustainable in a quiet and long-established

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residential area.
Page 3 “Keep noise down always to the minimum.” While the Hostel claims that during the hours of 10pm-8pm “peace and quiet needs to be kept outside the hostel,” these are exactly the hours my neighbours and myself have been disturbed by large, loud groups of hostel guests. The Hostel business model has a culture that encourages round the clock drinking including pub crawls. The guests returning to the hostel creates noise that is unacceptable. Even though the management plan was sent to neighbours in February 2020 prior to the application, within the last three weeks, noise and disturbance have continued.
The turnaround of managers creates a chaotic management and there is a consistent lack of rule enforcement of rules.
Page 4: states that Hostel One’s “Hostels are always adapting, changing, and growing.” How will this affect a management plan that cannot be enforced presently?

Page 5: “Penalties /Fines”: The Hostel claims that staff would have their contracts terminated should they break the rules of the hostel. Assuming contracts have been terminated on this basis, and no evidence has been submitted by the applicants in support of this assertion, then it has had no effect on the problems outlined above.

Yours sincerely,

Julia Robson and Kasim Rana
60a Grafton Terrace
London
NW5 4HY

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2020/0691/P	Mathew Arccher	13/03/2020 17:22:39	OBJ	We are writing to raise our OBJECTIONS to the No Limit Hospitality Limited's retrospective planning application in relation to the Lord Southampton Pub for "Change of use from class A4 Public House to A4 Public House and Sui Generis (Hostel) use." ¿ Introduction: 1. We are a strong and close-knit residential community, including an Alms House housing elderly and vulnerable members of the borough, and we have all been disturbed by the nuisance from the Hostel/Pub. The residential nature of this community has been acknowledged by Camden Council, which is in the process of building a very large block of flats opposite the Lord Southampton Pub on Grafton Terrace, making the community even more residential. As residents, we are entitled to the quiet enjoyment of our properties. Many of the local residents objecting to this application are people who have enjoyed the quiet use of their properties and the area for many years (if not decades) prior to the Lord Southampton Pub becoming a hostel. The opening of a hostel is a new nuisance in our community. Loud noise and antisocial behavior within and outside the premises has characterized the way in which The Lord Southampton Pub has operated since 2016. The granting of this application will allow this to continue. Our objections, which will be developed later in this document, are summarized below: o The granting of this application will result in the continuation of unacceptable nuisance to near neighbours and a deterioration of the quality of life and well being for the wider community. o There are, in our view, no realistic mitigating measures which can impact on or reduce the ongoing disturbance thru this planning application or adjustments to the pub's license. o The application is in fact an attempt by the (aptly) named "No Limit Hospitality" to legitimize the nuisance they cause. There is a clear distinction between how No Limit Hospitality frame their business in this application and how they actually operate. The reality of how they run their business must be seen in the context of their advertising, which present the core values of their business (https://www.hostelone.com/camden). "No Limit" is in stark contradiction to what they claim to be doing in their "Management Plan" and in this application. o The application, if granted, raises the real risk of future drug related criminal activity. Historical Background: 2. Since 2016 when No Limit Hospitality took over the lease of the Lord Southampton Pub, previously a quiet local community pub, and opened a hostel above it, the neighbours have been negatively impacted daily. Since 2016 we have had to contend with noise nuisance and antisocial behavior on a nightly basis, increases in drug purchases and use by guests of the hostel, environmental impacts such as overflowing bins, which leads to fly tipping, broken glass strewn across the pavement, cigarette butts and more. Although their application states that the pub and the hostel are "separate but closely related entities", the negative impact of the addition of a hostel to the pub has been felt by the community since it started operating in 2016, and the hostel has made no significantly effective measures to improve the situation. They have changed manager countless times since their inception, 3 managers in the last 18 months (just to illustrate that), managers coming and going with great regularity. The lack of continuity in management staffing means that the rules are repeatedly unenforced, since the rules set out by one manager are not enforced by another. On each occasion, a member of our local community is obliged to call the hostel/pub into account. It should not be the community's responsibility to manage the behavior of this business. 3. In order to understand the realities behind this application, one must refer to Hostel One's website. https://www.hostelone.com/camden It will be seen that the object of the applicant's business is to attract backpackers from all over the world. The website advertises that hostels are "designed and run by back packers, for backpackers" and significantly that "by night we get up to mischief in bars and clubs all over

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London." It would be disingenuous for applicants to claim that the "mischief" is not directed at activities within "The Lord Southampton." This is indeed the case. It is this mischief that causes the neighbours unacceptable levels of disturbance and stress on a daily basis. This includes (as advertised on their website) gathering outside for "Free nightly pub crawls lead by our nightlife professionals" and constant partying in "3 common areas designed for different moods. Work, relax and play" (it is play that occurs in the pub with drinking games run by the hostel staff).

4. A business such as this hostel implicitly encourages antisocial behavior and noise nuisance, and should not exist in our quiet residential area. To grant planning permission, which would legitimate such activities, is inappropriate and the imposition of conditions on the pub's license impractical and unenforceable.

Specific Observations in relation to the Applicant's Planning Statement:

5. We now address their application in detail:

6. Planning Statement Point 2.5. Since No Limits Hospitality have taken over the running of this establishment, the property has been allowed to deteriorate. The features of the pub that pertain to the "undesignated heritage asset on Camden's Local List" have not been well maintained on the exterior or interior.

7. Planning Statment Point 4.2. In relation to the works that the hostel did in the basement, we would like to know if the council has visited the basement to approve these works. This basement is used for drinking games organized by the pub and other antisocial and noise nuisance activities. Please see references to their Instagram (see paragraph 29, 30, and 31).

8. Planning Statement Point 6.4. "The main public house function is retained on the ground floor of the property". The applicants understate the nightly activities of the hostel that occur in the pub's ground floor. The Hostel organizes nightly free dinners for its hostel guests. This takes up half of the pub's square footage. Ordinary pub users can and do join in such events and are not subject to hostel rules or sanctions. In any event, many members of the local community find the way in which this establishment is run to be alienating and it would quite wrong to characterize The Lord Southampton under its current management as providing an asset to the community.

9. Planning Statement Point 6.12. In accordance with Criteria H: "Must not harm the balance and mix of uses in the area, local character, residential amenity, services for the local community the environment or transport systems." The hostel claims that because there are not many other venues that accommodate visitors in the area that it doesn't harm the balance and mix of uses in the local area, however it greatly impacts the local character and residential amenity as the neighbours have been disturbed by hostel guests daily since its opening.

10. Planning Statement Point 6.13. The hostel's claims that it has "provided local residents with opportunities to make contact in the interests of ensuring a positive relationship with the surrounding area" is misleading and has no substance. Moreover , when complaints are made by members of our community, including myself, very little, if anything, is done to abate the nuisance or antisocial behavior. Many of the residents objecting to this application have never been contacted by the Hostel, despite having made complaints directly to them, and were not invited to meetings with neighbours organized by the hostel/pub.

11. Planning Statement Point 6.15. The hostel element in the planning application completely alters and substantially undermines the operation of a properly run Public house and how it should serve our local community. It is filled nightly with hostel guests who are encouraged to eat free meals in the public house premises and then stay to play drinking games until they are led on pub crawls late in the evening and cause noise nuisance inside and outside the pub. It creates a club-like atmosphere in the pub and causes disturbances to the community every evening.

12. Planning Statement Point 6.16. The reference to the environmental sustainability ignores the fact that bins

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are left overflowing, that people spit in the street and leave cigarette butts outside the pub and neighbouring properties.
13. Planning Statement Point 7.8. If, which is disputed, there is acoustic insulation on the walls, it is wholly inadequate and sound levels, particularly at night are intolerable.
14. Planning Statement Point 9.3. The claim that "Hostel Use is carefully managed" is grossly inaccurate. As mentioned above, there is a fast changeover in management, few full time employees (2 full time and 1 part time at the time of this application). This necessitates complaints to the council, to the noise nuisance team and to the pub itself. It has never been managed properly, and as stated before the hostel has had so many different managers in the time it has existed that there is no consistency in management of the business. Over the Christmas period when the manager was supposedly on holiday, the issues with noise nuisance and antisocial behavior spiked to an extraordinary level, including loud partying until midnight on Christmas day and a New Years Eve raucous open event until past 2AM (considerably passed their licensing hours on a weekday). Assurances that the pub has been managed properly in the past and that procedures have been or will be put in place to protect the amenities of neighboring residents are without foundation.
Hostel Management Plan: We set out our observations on the Hostel Management Plan below.
15. "Reception Operations": The applicants refer to "reception operations" and claim that there is a receptionist covering a 24 hour period. The applicants do not deal with anti-social behavior and noise nuisance that occur nightly as drunken hostel guests return from Camden in large groups and wake neighbours on Grafton Terrace (next to the Hostel entrance), Southampton Road, and Quadrant Grove. Please see letter from Julia Robson who can provide video recordings, photos and a log specifying date and time of noise nuisance over the last few years. These problems have been constant since 2016 when the Hostel opened and despite regular complaints from neighbours, the issues remain. Our sleep is disturbed, there are young children who have had issues in school as a result of sleepless nights due to hostel guests being rowdy outside the hostel and no one from Hostel One manages this behavior. The hostel states that "running a constant reception allows us to better control noise". This claim deliberately ignores the reality and is easily disproved. It does not, and the applicant's claim is easily disproved by a constant stream of complaints and videos of large groups outside the hostel long after the pub has closed for the evening.
16. The business model put forward by the applicants is simply unsustainable in a quiet and long established residential area.
17. Page 3 "Keep noise down always to the minimum."
While the Hostel claims that during the hours of 10pm-8pm "peace and quiet needs to be kept outside the hostel," these are exactly the hours the neighbours have been and continue to be disturbed by large loud groups of hostel guests. Some of this disturbance is actually organized by the Hostel itself. They organize pub crawls for their guests, leading large groups of drunk guests, who have been encouraged to drink large quantities in a short amount of time in the pub (a clear violation of the pub's license, supported and encouraged by the Hostel), and then led out onto the street and marched thru the neighbourhood by members of staff to other pubs. This causes nightly disturbances to neighbours and is completely unacceptable and goes against everything "claimed" in this management plan. It follows that the management "plan" as stated by the applicant is highly misleading. Even though sent to neighbours within the last three weeks, noise and disturbance throughout the night continue.
17. "Staff Rules": The applicants claim that they impose rules in order to control noise and disturbance is undermined when at the same time promising to treat "guests like friends". In truth, the absence of rule enforcement and the confusion created by promising to treat guests as friends suggests that the rules are unenforceable.
18. Page 4: If Hostel One's "Hostels are always adapting, changing, and growing," how can we as residents

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every be sure than any management plan, submitted as part of their planning application for change of use, and therefore part of the decision as to whether or not they are granted change of use to a hostel, will be stuck to and not changed next week to the detriment of the neighbourhood. The Management of the hostel changes so regularly, and this is a huge contribution to the issues all the neighbours have faced since 2016.
19. Page 5: “Penalties /Fines”: The Hostel claims that staff would have their contracts terminated should they break the rules of the hostel. Assuming contracts have been terminated on this basis, and no evidence has been submitted by the applicants in support of this assertion, then it has had no affect on the problems outlined above. In our view the applicant should be asked to supply details in support of their claim.
20. “Noise Mitigation”: Notwithstanding, Hostel One’s claim to monitor the number of people outside thru CCTV, they do not act when large groups gather on the pavement outside, nor do they intervene to stop them making noise and disturbing the peace at all hours.
21. Page 6:“Groups of costumers smoking outside are monitored by members of staff to ensure noise is kept to a minimum and to ensure that the customers do not loiter outside the entrances to neighbouring premises.” The above claim is incorrect. Hostel/pub costumers are to be seen regularly loitering outside our properties; taking a seat on our railings and steps; smoke and talk loudly, drink alcohol and often smoke marijuana. We have had to call the hostel on every occasion and force them to come and remove them. No one from the pub ever monitors the situation and the onus of doing so falls on neighbours.
22. “Servicing Arrangements”:“Barrels and other pub drinks delivered Saturday and Monday mornings around 10AM”.
This isn’t true. The Basement Flat at 4 Southampton Road hears the barrels delivered at 7AM every Monday morning. It is loud, wakes them every Monday morning. This after having been kept up late by the Sunday night noise. This is in clear breach of Camden’s noise and neighbourhood policies.
23. “Waste Storage/Collection”: These refuse collections are loud and early in the morning, yet more disruption to the neighbours. The bins are unsightly, often overflowing, and lead to fly tipping and glass strewn across the pavement.
24. The staff throw out the bottles from inside the pub into the outside bins at all hours of the night, sometimes at closing at 1:15AM. This has proved to be disruptive and causes intolerable disturbance to neighbouring properties. This is in clear breach of Camden’s noise and neighbourhood policies.
25. Page 7: “Site Security”: The applicant claims that “reception and bartender teams monitor people coming in and out of the property, as well as noise levels”. If true, the monitoring process is entirely inadequate. In reality, noise levels are a constant issue with people from the Hostel coming in and out of the property 24 hours a day. No one from the Hostel monitors it. There are not enough staff clearly, or if there are, they do not take on the responsibility.
26. Page 8: The applicant claims that the hostel guests must be “let into the property by a receptionist” once the pub doors are locked. The applicants do not address a continuing problem posed by large groups of hostel guests causing noise and nuisance at all hours of the night.
27. “Communication with Local Residents + Council”: “Whenever we had a new manager taking up the role, we communicated it to those neighbours closer to our establishment, so they could always know first-hand of any changes that were implemented with new management.”
This is inaccurate. The pub has made little to no effort to contact their nearest neighbours to inform them of new management (for example residents at number 50 Grafton Terrace, near neighbours to the pub have never been communicated with at any point since 2016). In addition, whenever we ring the Hostel, at the noisiest times, Friday and Saturday nights, the manager is never there. It appears that the manager is off duty at the hostel’s busiest times.
28. Page 8: Speakers may have been removed from party walls. This may limit the amount of noise caused

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by loud music, but it does not impact on noise from:
o drinking games are being played in the pub, and organized by the hostel, as advertised on their social media (see below).
o When pub-crawls are about to happen, staff shout to get the attention of the large drunk group they are about to take out on the streets.
Hostel's impact on the Pub breaching the terms of their license:

29. In regards to the ways in which the Hostel encourages activities that directly breach the terms of the Pub's license… Please see their license Annex 1, point 7, (1 and 2), (a) points i and ii: "
1. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises
(a)games or other activities which require or encourage, or are designed to require or encourage, individuals to
(i)drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
(ii)drink as much alcohol as possible (whether within a time limit or otherwise);"
As can be found on their instagram page:

https://www.instagram.com/p/BxSTRmMjBY6/?utm_source=ig_web_copy_link (Rainy days call for day drinking in the basement! Hostel One Camden knows how to have a good time ¿¿)
https://www.instagram.com/p/BtzDHqFgFFD/ ("Drinking games before heading out to some of our favourite clubs in London, every single day ¿¿")
https://www.instagram.com/p/Bn2AFKBlXYN/?utm_source=ig_web_copy_link ("Whos the most likely to..... ¿¿. Our drinking games get a little wild. Come get involved")
https://www.instagram.com/p/BxLf-lLJuu2/?utm_source=ig_web_copy_link
https://www.instagram.com/p/BwZgbP7jK2E/?utm_source=ig_web_copy_link ("rivia night games: Wednesday's all night happy hour at H1 Camden! Come have a cocktail¿¿ ¿¿ ¿¿")

30. With these Instagram posts from Hostel One itself, we would like to flag a few things. Firstly, that drinking games are encouraged and organized by the Hostel and run in the pub (particularly in the basement) which is in clear contravention of their license.

"All night Happy Hour" breaches Annex 1, point 7, (2) (d):

"(d)selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;"

31. It is very clear, from what the hostel advertises itself, that they encourage antisocial behavior, and not only is this a breach of their license, it is also a direct cause of the issues that all of the neighbors have been having with them.

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Here are some instagram posts hostel guests have posted online:
https://www.instagram.com/p/Bz_8qnxg_l6/?igshid=1k75lz8iq6ml8 (This post mentions volunteering for the hostel. What are volunteer's roles as they are not stated in the management plan. How can a volunteer be held to account and keep the peace in the neighborhood.)
https://www.instagram.com/p/BytRM1rBNxy/?igshid=1u65plcbwegnf

Conclusion:
32. We have been raising complaints about these premises since 2016 when our lovely local neighbourhood pub became a source of constant stress and distress, sleepless nights, and our homes have no longer remained peaceful places to live. Since the pub became a hostel (as opposed to the time when the pub was properly run by the previous publican) the premesis have been inundated by a daily influx of hostel guests. As stated above, the advertised nightly dinners, drinking games, preparations for pub crawls (see paragraphs 29-31 above and hostel's marketing), return of hostel guests after pub crawls, games and the like, have created intolerable disturbance which cannot be mitigated if the applicants are permitted to pursue their widely advertised business objective.

33. This has a direct impact on neighbours as nightly antisocial behaviour is encouraged by this business. This in itself breaches the pub's license and makes it an inappropriate addition to the pub's business.

34. On a quiet, leafy street, we now have a nightclub, which gets noisy from 10pm onwards and until they shut at their late licence times. This is not a business that should be allowed to operate with party walls that adjoin to residential properties. No other pub in the area does. Our daily lives are affected by lack of sleep and anxiety. This business should not have been allowed to open in the first place. It is completely unacceptable. It has completely changed the character of our community.

35. The Lord Southampton hitherto has been run as a hostel without requisite planning permission since 2016. It follows that to this extent, its activities have been unlawful. Now that this retrospective application for planning permission has been brought to our attention, we are in a position to object and we are grateful to have been provided the opportunity to do so.

36. We hope from the information we have provided that you have a more accurate picture of the type of business that is being run next to our homes. We have set out in detail our grounds of objection to this planning application, and trust that Camden will honour its political and legal obligations to ensure that this hostel use is discontinued, and that we and all other local residents can lead our normal lives without fear of disruption and all the other negative impacts that arise from the hostel use in this location.

37. It may be argued that the running of a pub/hostel is to be preserved in the interests of the community. Such arguments are entirely disingenuous. A business such as the one that is currently being run makes no contribution to the local community and positively undermines it. If a balance must be struck, it must be struck in favour of the actual community, i.e. those that live in the area. And for all the reasons above the application should be refused.

Deciding the outcome of this planning application:

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				38. It is submitted that this application is not a “small scale application” and should not be decided under Delegated Powers. We invite the planning officer to refer the matter to the Members Briefing Panel with a recommendation that the decision should be made by the Planning Committee.