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**From:** [REDACTED]  
**Sent:** 20 March 2020 13:42  
**To:** Planning  
**Subject:** objecting to Planning Application 2020/0691/P No Limits Hospitality Ltd

date: 20 March 2020

to: Camden Planning

from: [REDACTED]

re: planning application 2020/0691/P

Our residential neighbourhood is disturbed by the hostel business No Limits Hospitality. This business should not exist in our neighbourhood. The decision regarding this planning application must be decided by Planning Committee not by a lone Case Officer and residents must be present to speak.

In 2016 the leasehold of our neighbourhood pub, the Lord Southampton, was bought by a chain of hostels called No Limits Hospitality Ltd. No Limits established a hostel in the upper 2 floors of the building which had formerly been the publican's residence, and kept the pub on the ground floor. The hostel affects it's neighbours with loud crowd noise and anti social behavior by hostel guests within and outside the building especially at night.

The nature of the hostel's business does not allow it to co-exist with a residential neighborhood which wants quiet at night and orderly behavior. The hostel promotes drinking games, pub crawls, and a loud party night life. It attracts drugs. It's management turns over quickly and is instructed to behave like the guests. Any restrictions which Camden might impose on the hostel to accommodate the neighbourhood are only bandages.

For the 3 years we have been disturbed by excessive loud noise and anti social behaviour late at night even after the pub's closing hours, which are 12:30am Monday – Thursday and 1:30am on Friday and Saturday, unusually late hours for a pub in a residential area. No Limits Hostel is open 24/7. Nights are disturbed by loud crowd voices on the streets in the early morning hours, 1, 2, 3am, when hostel guests return to the hostel from pub crawls organized by No Limits. During the heat of summer, pub clientele are out on the sidewalks talking, drinking, partying, the doors are open, our windows are also open, and the noise of voices and music is extreme. The crowds on the sidewalk can be intimidating. When the music volume in the pub disturbs the peaceful enjoyment of our homes, we phone and ask to have it turned down. Sometimes there has been no one in charge to respond. Sometimes the replies have been rude. We have seen drug dealing on the sidewalks and dealers enter the pub/hostel. It is not safe for families with young children and uncomfortable for older people.

Camden and the local Met police are aware of problems with No Limits. In 2018 neighbours, the Met Police and the No Limits management met to see if differences could be bridged. The only lasting benefit from this meeting has been that garbage is picked up more frequently. Since then the dossier of reports of nuisance noise disturbing our sleep with the Met police and Camden Noise Pollution Emergency Complaints has grown. This past winter Camden had 3 meetings in Kings Cross chaired by William Sasu and then Jamie Akinola with departments of Camden Planning, Noise Pollution and Nuisance Issues, and Licensing Enforcement and concerned neighbours represented. Our Councillor Alison Kelly attended and has been very supportive. We have the active support of our neighbour Chris Sallon QC. There continue to be

ongoing issues of extremely loud music until 3am (including mid week days), and we have been awakened by loud drunken fighting on the street.

The nature of No Limit's business is evident on their website where they advertise to find their clientele. No Limits writes:

"The Lord Southampton is one of the oldest pubs in the area. But don't fret, there's now a party hostel above us that's filled with fun-loving travellers from all over. It's a great mix of new and old! Be sure to join us for your favourite game, a round of pool or darts, or a pint or three.' They say the hostel is "designed and run by back packers, for backpackers" "by night we get up to mischief in bars and clubs all over London." Mischief includes gathering outside for "free nightly pub crawls lead by our nightlife professionals". Drinking games are run by the hostel staff.

Trip Advisor posts comments by guests:

'Staff are friendly and invite you to join the fun. Joined the drinking games and pub crawl to Camden and had a really great time meeting new people.. ...Drinking games were always fun, and there was a great variety of activities, bars and clubs on offer. .... If you're looking for peace and quiet, you've come to the wrong place. This is a party hostel, and they mean "party". Every day there are staff guided excursions into the city (and beyond) and each night there are outings for the guests to popular night spots. Also the staff take turns cooking dinner, which is always vegetarian or vegan. The hostel is attached to a pub, where drinking games take place after dinner. It's a guaranteed fun time and it helps you mingle better with your fellow travellers.... The nights out were always so exciting as the hostel is located in a great location for nightlife options.

Guests have noted approvingly that the staff act like customers. In guidelines to their staff included in the Management Plan submitted with the planning application, No Limits tells staff that customer service is about treating guests like friends.

It is clear that the business model of this hostel encourages anti social behaviour and noise nuisance. On site managers who are encouraged to treat guests as friends will never self regulate to suit the opposite needs of neighbours, who want quiet and safety and order in their homes and on their streets.

Granting planning permission would legitimate these activities and is inappropriate. Imposing limits on the Hostel/pub have not worked during the last 3 years and there is no reason why they should work in the future. For example, in 2018 No Limits suggested it would not allow outdoors drinking, would not allow furniture on the sidewalk, has put up signage asking guests to be respectfully quiet for the neighbours. These impositions have not been enforced by the on-site management nor can they be enforced by management who act like friends to the guests. Only with constant manpower monitoring would Camden be able to enforce these restrictions. Do we need to keep phoning Camden with complaints, do they need to keep visiting? No Limits has placed video cameras outdoors but these serve no purpose if pub management does not confront clients who are disturbing the peace on the sidewalks in the middle of the night. A recently installed music limiter will do nothing for the shouts coming from the basement where the drinking games are held. Voices rise through the plexi roof to the outdoors. Drunk clients do not read signage asking them to be politely quiet.

No Limits has been operating for 3 years without planning permission. Camden is eager to preserve neighbourhood pubs. We liked our old neighbourhood pub. This is a hostelier business now, not a pub. The old ground floor pub has become an extended livingroom dinningroom for the hostel guests albeit open to the public. Granting planning permission would legitimatise its activities, and is inappropriate for it's location. We know from experience that assurances that procedures will be put in place to protect the amenities of neighbouring residents are without foundation.

This is not a small scale planning application and should not be decided by a lone designated Case Officer.

We would like to know that the decision will be made by Planning Committee and that neighbours can be present and allowed to speak for their interests. We would also like to have the right to appeal a decision.

Thank you for your time and attention

