

Application No:	Consultees Name:	Received:	Comment:	Response:
2020/0691/P		21/03/2020 18:20:43	COMMNT	<p>I am writing to object to this retrospective planning application made by The Lord Southampton pub and hostel.</p> <p>Since the Lord Southampton changed hands and reopened with a hostel in 2016 it has been an ongoing and escalating problem for myself, many other residents and the local community as a whole.</p> <p>Issues occurred pretty much as soon as the business was turned into a hostel and pub – since 2016 residents have been liaising with and trying to get help from Camden Council (originally Toby Daynes was assisting), local Metropolitan Police staff and over two years ago I have personally written to Sir Keir Starmer to express my concerns. We have also had ongoing support and communication with Councillor Alison Kelly to ask for assistance and support regarding the matter as it has been a continued source of extreme stress, disruption, intimidation and environmental health concerns for myself and many others for multiple years now.</p> <p>I urge you to take the comments from residents seriously and to take action – we have already been forced to live with this for far too long and all our issues and concerns with the pub and hostel have progressively gotten worse in this time.</p> <p>The reasons for my objection are considerable but primarily stem from the following:</p> <ul style="list-style-type: none"> - Extremely loud music, shouting/chanting/singing, banging on tables etc that can be heard loudly and clearly through the walls until early hours of the morning making it impossible to enjoy time in my own home or even get to sleep at night. I lost count long ago the number of times I have had to call /text staff or management from the pub begging them to turn the music off as I was unable to sleep. On many occasions I had to ask multiple times before they made any attempt to reduce the noise and disruption. Having to contact them late at night has become a regular occurrence as has the anxiety of worrying about whether you will get peace and quiet when you get home from work in the evening. The existence of this hostel and pub has unquestionably ruined my ability to enjoy time in my own home and has turned this once quiet local pub into a business that is first and foremost a hostel with the added bonus of a pub for their guests to enjoy loud drunken nights with drinking games (organised by management) and cheap booze deals all designed to appeal to their young customer base and to encourage irresponsible drinking. - A noisy 24/7 business in a quiet residential neighbourhood – This pub and hostel operates extremely anti-social hours given the proximity to residential homes. Guests are able to check in 24/7 so you will hear arrivals and departures at all hours of the early morning and night. The pub also operates ridiculous licensing hours that all residents remain baffled by. They are able to serve alcohol until 1.30am on weekends and 12.30 throughout the week (guests and noise regularly continues long after this time). Given their location in a quiet residential area and the fact it shares a party wall with homeowners it is without question a huge disruption and cause of stress and exhaustion for many residents including myself and remains questionable why such hours were ever granted. - Lack of effort to police their own guests and manage on street drinking and drug taking – Since becoming a hostel the guests are transient with most guests being young people from all over the world on holiday in London for a few days. They are visiting the city to have a good time, not to make a positive difference to the community they are staying in. The hostel markets itself as being 'Camden' so guests come with the mentality that they are residing in Camden Town as opposed to a quiet residential street quite a distance from Camden Town itself. On my way to work in the morning I have regularly witnessed guests sat on the pavement in their pyjamas openly rolling joints or smoking marijuana with no effort to be discreet. The same thing happens in the

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evenings – groups of guests sitting on the street blocking the way for passing pedestrians and brazenly smoking drugs and drinking alcohol. On multiple occasions I have also had guests from the pub sitting on the steps to my own home smoking drugs, drinking or making loud facetime calls. They also throw discarded beer bottles into out front garden as this is directly next door to the pub. Never once have I seen a member of staff reprimand guests for this type of behaviour – I have never even seen staff patrolling the street outside their establishment. I see other local pubs such as The Stag operating strict door policies with security staff but the Lord Southampton and Hostel One have nothing whatsoever even though they are open later than any other public house in the neighbourhood.

- Poor levels of staff and management and high staff turnover leaving the community vulnerable. Since this business opened in 2016 I have felt considerably less safe in my own home and neighbourhood. Large groups of drunk, high, rowdy young people congregating on the street and outside my home are now a regular occurrence and contrary to what their planning application suggests, the staff do nothing to try and improve the situation. Staff are very young and the turnover of staff and management is immense. We are never made aware of who the point of contact is and no management are on site in the evenings. I have heard from elderly residents and those with young children that they now avoid walking past the pub because they feel intimidated, uncomfortable and unsafe so will instead take a detour. How can this be right or fair?

Personally I have made ongoing attempts to build a relationship with management but it became impossible due to the staff turnover but also their consistently empty promises. There was talk of sound proofing between our party wall but that never happened, there were promises to only play music until 10.30pm but that never happened, they promised to share their 'Hostel house rules' with local residents but that was never circulated. The list goes on and ultimately it became an exhausting and pointless exercise trying to build a relationship with this business as they simply do not respect their neighbours and community.

- Environmental health concerns – Since 2016 the pub have failed to keep the street clean and tidy outside their pub and hostel. Their management had told residents over two years ago that they would be cordoning off and locking the bins to stop the ongoing issue of fly tipping and overflowing bins (that were not collected regularly and often were only collected after I complained). This never happened and the on-street bins remain an eye sore and continue to be left unlocked regularly therefore attracting fly tipping. They leave broken glass on street, piles of legal high silver cannisters regularly litter the streets outside the pub and a few months ago they dumped one of their sofas on Quadrant Grove instead of following the required Camden Council procedures.

- Failure to maintain the building – Since taking over this pub the building has fallen into disrepair with no effort to protect the building's heritage. The building has large visible cracks, peeling paintwork, the interior is extremely run down and the red signage on the exterior is an eyesore as only half of it was ever completed and the poor paintwork was undertaken by the then manager as opposed to any professional tradesmen.

- No longer exists to serve the community – this is no longer a business that exists for the community. Is it a way to make quick money from young party loving backpackers who have no regard or respect for the neighbourhood they are in and only want a good time. Locals do not feel welcome in this establishment – every night you can see the whole pub taken over with hostel guests having their shared meals at most of the tables – how can this possibly be operating primarily as a pub when the hostel guests and their friends are the primary customer base of the pub?

The Hostel One Camden social media pages (primarily Facebook and Instagram) openly promotes their alcohol fuelled pub crawls and night clubbing as a key attraction of the hostel – this results in hostel guests coming back in the early hours of the morning intoxicated so shouting and waking up residents late at night. I have never witnessed staff from the hostel making any efforts to manage guests or order to minimise disruption. Instead it is left to local residents to confront hostel guests which is extremely intimidating.

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2020/0691/P		20/03/2020 15:25:54	OBJ	<p>The type of establishment they are running may well fit in perfectly if it were on Camden High Street but this is a quiet respectful residential neighbourhood that they have singlehandedly ruined with their presence.</p> <p>We've read our neighbours (Southampton Road) objection letter and fully agree and support their objections.</p>