

Denise Bastick

From: Cllr Chris Pond - Member CC <cllr.Chris.Pond@essex.gov.uk>
Sent: 06 March 2022 17:27
To: Denise Bastick
Subject: Licence review; Gardeners Arms, Loughton

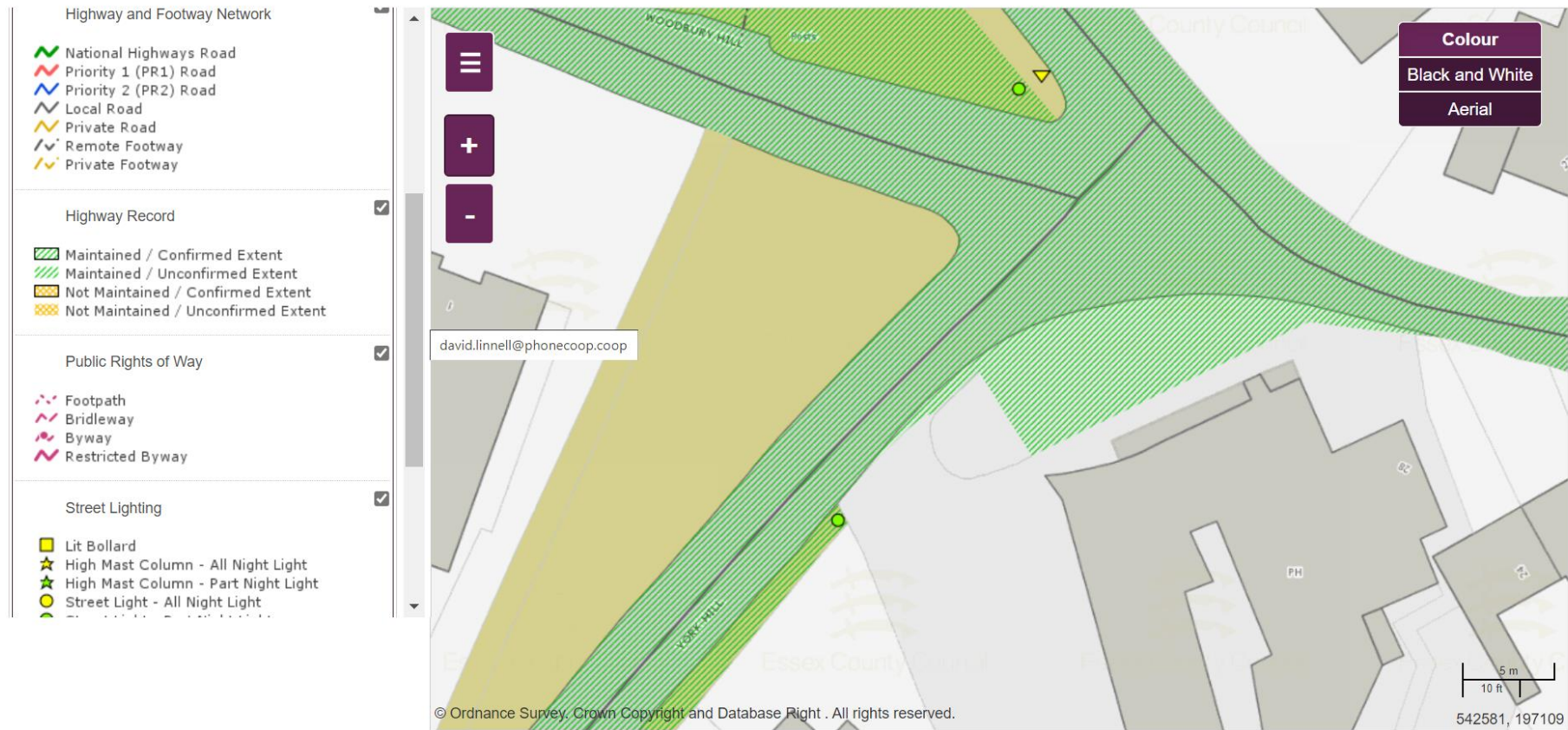
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From: Cllr Chris Pond; Essex County Council (Loughton Central)

As county councillor for Loughton (Central), since 2005, I wish to make the following representation about the above

1. Over the last four or five years, I have had numerous representations from constituents in the vicinity of this PH.
2. These have increased in frequency and number since March 2020, except during times when the PH was closed in pursuance of government Covid restrictions
3. The most frequent complaint has been of excessive noise, loud music and rowdy behaviour which either occurs inside the PH, audible outside; or in the outside drinking areas or the land opposite, often late at night.
4. There have also been instances of urination in gardens, litter, particularly glass, on the Forest land opposite, and swearing, lewd behaviour, and other anti-social acts
5. As Leader of Loughton Town Council, I am aware of acrimonious correspondence between neighbours and LTC, which has resulted in the City of London, as landowners opposite, arranging the removal of two long benches, provided by LTC as a public amenity overlooking the splendid panorama of London which unfolds behind the pub.
6. As a county councillor, I have received complaints that the area of highway in front of the PH has been enclosed as a drinking area, and the public deprived of its use as a thoroughfare. There is no footway here, so pedestrians have to walk in the road. A map is reproduced below as Annex 1; the area hatched green in front of the PH is the one in question.
7. I have been told of alleged under-age drinking and drug dealing within and adjacent to the curtilage of the PH.
8. Residents have told me any complaint made to the DPS or those assisting in the PH, have been met with contempt. One neighbour has complained of intimidation
9. There have been several meetings with the police and Licensing to which I was invited
10. I have been told of (and witnessed the debris from) clearance work to trees within and behind the car park formed on the curtilage of the former 101 York Hill (which was demolished in 1966) despite the PH being in a Conservation Area, and no TPX application having been made.
11. For the first ten years of my being county councillor here (2005-15) I received no complaints about the conduct of this PH, therefore I must conclude that the current status of this PH as being a pariah institution, so far as residents are concerned, must be a function of the conduct of the present management. **It was an asset to the community, enjoyed by all, but has since become a blight on the area for neighbours.**

CC POND 6-3-21
Annex 1



Loughton Residents Association Plans Group



Loughton
Essex
6 March 2022

Epping Forest District Council
Licensing Unit Civic Offices
High Street
Epping
Essex
CM16 4BZ

Dear Sir

Premises Licence Review for the Gardeners Arms 103 York Hill IG10 1RX

I am writing to convey the concerns of many local residents about the anti-social behaviour connected with this pub. In particular, we are aware of complaints about drug dealing, fighting, underage drinking and general anti-social behaviour, particularly during the summer when the windows remain open in neighbouring homes.

This pub has existed since 1877. It has never given any trouble over the decades and indeed has, until fairly recently, been a community asset. Under the present management, however, there appears to have been an effort to draw in a socially irresponsible client base, which indicates to us that the trouble is not with the existence of the licensed premises, but with the personnel in charge of it.

Whilst we understand some of the anti-social behaviour is not directly connected with the Gardeners Arms, this pub is making a significant contribution. It has become a magnet for young people, particularly during the pandemic. The problem has been amplified by the increase in outdoor seating which overflows onto the green space opposite.

We do not want to see the pub go out of business but unless the outdoor drinking is eradicated or greatly reduced the problem will continue. The pandemic restrictions are over and the special treatment given to pubs to expand seating outdoors must stop.

We therefore consider the council should restrict the license to either solely indoor drinking or greatly restricting the numbers of tables and chairs outside and limiting their use from 11am to 5pm only seven days a week.

The time has come to put residents first again.

Yours faithfully

A black rectangular box redacting the signature of Judith Walker.

Judith Walker
for Loughton Residents Association Plans Group

Loughton Residents Association Plans Group



Loughton
Essex
20 March 2022

Epping Forest District Council
Licensing Unit Civic Offices
High Street
Epping
Essex
CM16 4BZ

Dear Sir

Premises Licence Review for the Gardeners Arms 103 York Hill IG10 1RX

Further to my letter dated 6th March regarding the above review I have now had the opportunity to meet many of the affected residents and view the pile of evidence they have compiled detailing the problems associated with the way the Gardeners Arms is being run.

It is clear the situation has got out of hand. Local residents are being imitated and are subjected to aggressive behaviour towards them, not only by patrons who visit the pub but by those that help run it. It would appear that, with tighter restrictions on licensed premises in the High Road in recent years, youths have moved to drinking at the Gardeners Arms because it is away from the beaten track with little or no passing traffic. The outdoor area is actively used when the weather is amenable, and residents only get a rest from the noise and foul language during inclement weather.

This was once a pub mainly used by local residents and did not cause any significant problems but the use has intensified through additional outdoor seating, which at times extends to the DPS's front garden in her home next to the pub. The current management seem determined to further intensify the operation and have carried out unauthorised works to extend the capacity of the pub and attract younger patrons by installing a DJ's booth. At one time we understand the pub was restricted to over 25 year olds only but this has been scrapped by the current administration.

The personal statements from local residents will be submitted as part of the review. We consider the current operation:

- Is causing crime and disorder;
- Is risking public safety;
- Is causing harm to children – this is a family area and they are subjected to antisocial behaviour and drug dealing;
- Is causing public nuisance unless the weather is inclement.

It is apparent from the evidence we have seen which includes diaries of events and videos, the Premises License Holder and DPS are acting irresponsibly. The incidents are not isolated; they are

regular and something needs to be done as a matter of urgency. We therefore consider the only way the current incumbents can run the pub is by:

1. limiting the pub to indoor drinking only;
2. No amplified music;
3. Reinstatement of over 25 year olds only;
4. Strict closing with patrons leaving the premises by 10pm;
5. The horseshoe terrace be designated a smoking terrace to discourage patrons from wandering past homes to smoke.

Yours faithfully

A black rectangular box redacting the signature of Judith Walker.

Judith Walker
for Loughton Residents Association Plans Group

GOSSCHALKS

BY EMAIL ONLY
Licensing Team
Epping Forest District Council
Licensing Unit
Civic Offices
Epping Essex CM16 4BZ

Please ask for: Alex Green
Direct Tel: 01482 590284
Email: arg@gosschalks.co.uk
Our ref: ARG/ MJM / 098454.27896

Your ref: [REDACTED]
Date: 7th March 2021

Dear Sirs,

Re: **Licensing Act 2003 – Review Proceedings**
Gardeners Arms, 103 York Hill, Loughton, Essex IG10 1RX

We act on behalf of Ei Group Ltd. Our client is the freehold owner of these premises and we have received a copy of the application for review of the premises licence issued on behalf of Environmental Services.

We would be grateful if you would accept this letter as a formal representation on behalf of Ei Group Ltd to that review.

Ei Group Ltd owns approximately 4000 public houses in England and Wales. The vast majority of these premises are the subject of lease/tenancy agreements through which the tenant operates his/her/its own business out of our client's premises. The lease/tenancy agreement makes it clear that all operational responsibility for the premises lies with the tenant. The Gardeners Arms is the subject of a tenancy in favour of Mrs Roberts, who has been operating these premises under a tenancy dated 27th June 1991.

Please note we take a wholly neutral stance with regards to the allegations made given that our client has no operational responsibility for the operation of the premises.

Our representation is that the licensing objectives would be promoted by the imposition of some or all of the conditions detailed by Environmental Services in their application for review. We respectfully submit that attaching such conditions would be an appropriate and proportionate response to the review.

At this stage, we would be grateful if you could acknowledge receipt of this representation. It may be that our client may wish to expand upon this representation in due course. It may do so either in writing or by appearing before the Committee at the review hearing.

Queens Gardens, Hull, HU1 3DZ T 01482 324252 F 0870 600 5984 W www.gosschalks.co.uk DX 11902 – Hull

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We look forward to hearing from you.

Yours faithfully



GOSSCHALKS LLP

Denise Bastick

From: Debra Paris [REDACTED]
Sent: 09 March 2022 16:09
To: Denise Bastick; Handan Ibrahim
Cc: Jonathon Glynn
Subject: Application for the review of a premises licence or club premises certificate under the Licensing Act 2003, in respect of The Gardeners Arms, 103 York Hill, Loughton, IG10 1RX.

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Dear Denise/Handan

Please see below the comments of our Planning & Licensing Committee, following its meeting on 7 March 2022, where the above licensing applications was considered:

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003, in respect of The Gardeners Arms, 103 York Hill, Loughton, IG10 1RX.

The Committee NOTED the contents of a letter of support for the licensing authority's review of this Licence.

The Committee SUPPORTED the local licensing authority's proposals stipulated below in this review of the premises licence for The Gardeners Arms, having consideration for the following licensing objective:

3. The prevention of public nuisance.

Proposals extract from EFDC's Application for the review of a premises licence or club premises certificate under the Licensing Act 2003, in respect of The Gardeners Arms.

Seek the removal of Ms Tracey Roberts from the premises licence as Designated Premises Supervisor and the following conditions attached to the premises licence;

1. No music to be played outside.
2. Outside areas to be cleared of customers by 21:00pm.
3. After 21:00pm people only to be outside for smoking. A maximum of 6 people outside smoking at any one time.
4. A written dispersal policy shall be in place and implemented at the premises to move customers from the premises and the immediate vicinity in such a way as to cause minimum disturbance or nuisance to the neighbours.
5. The dispersal policy must be agreed in writing with Community Resilience Team and subject to regular review (minimum 6 monthly intervals).
6. Members of staff are to ask customers sat on the terraced area who are excessively loud (shouting, yelling or screaming) to be mindful of neighbouring residential properties.

7. Signage to be displayed at exits to the premises and external areas asking customers to be considerate of residents and to keep nuisance to a minimum.

The Committee was aware of the concerns of many local residents about the anti-social behaviour connected with this pub. In particular, complaints about drug dealing, fighting, underage drinking and general anti-social behaviour, particularly during the summer when the windows remain open in neighbouring homes.

Members recommended that the local authority revert the outside seating levels to pre-covid restriction levels, and that an Enforcement Officer should be engaged to oversee and enforce these conditions.

I am awaiting confirmation from Committee members as to whether they would wish to make representations or just submit this written comment, and will advise you once I receive a response.

Kind regards
Debra

Debra Paris
Planning and Licensing Committee Clerk Loughton Town Council
Loughton Library & Town Hall, Traps Hill, Loughton, IG10 1HD
Tel: 020 8508 4200
Fax: 020 8508 4400
E-mail contact@loughton-tc.gov.uk
Web: www.loughton-tc.gov.uk

The Facebook logo, consisting of the word "facebook" in white lowercase letters on a dark blue rectangular background.

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Denise Bastick

From: Melanie Marshall [REDACTED]
Sent: 14 March 2022 22:17
To: Licensing
Subject: Licence Gardners Arms York Hill Loughton- Ref:WK/202203860

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Sent from my iPad

Begin forwarded message:

From: Melanie Marshall [REDACTED]
Date: 14 March 2022 at 22:14:43 GMT
To: licencing@eppingforestdc.gov.uk
Subject: Licence Gardners Arms York Hill Loughton- Ref:WK/202203860

The Licensing Team

I would like to make representation under the Licensing Act 2003 in regards to the Gardeners Arms York Hill Loughton Essex, and submit my objections to the proposed Licence.

I live at [REDACTED] my back garden is directly connected to the back garden of the premises and the side of the house connected to the premises car park which all aspects of the pub over look into my kitchen ,living spaces and garden.

Crime and Disorder

I have on several occasion had to ring the local police due to anti social behaviour and fights which have been a direct result from patrons of the pub. I have witnessed on a number of occasions which I believe to be drug deals going on in the car park area, I have no evidence to back up this claim, although I have had gas canisters on my property which I have disposed of as I have young grandchildren who have picked them up. Most evenings especially in the summer when I am in my garden there is a strong smell of drugs being smoked very close to my home. my fear is that one day these fights and scuffles will end in serious injury or death.

Public Safety

As this area is used by young family's , cyclists and walkers and my own family my concern is the amount of cars the pub attracts as it has very limited car parking space since it has made the front of the pub which was also car parking for patrons into a seated area, this is causing vehicles who are visiting the pub to park across my private driveway and on Groats Corner which is very narrow bend and a blind spot for vehicles and pedestrians. These concerns have been raised to Essex Highways Department.

Prevention of Public Nuisance

Most weekends Friday to Sunday evening we have to put up with screaming , shouting and foul and abusive language from the some of the patrons of this pub, when they are sitting outside or leaving . This is totally unexceptionable behaviour for myself, family other local residents. Due to The noise level from the back patio area of the pub I am unable to sit comfortable in my own garden during

the summer months. I believe this will impact significantly on my health and well being and the ability to enjoy my home and garden.

Protecting Children from Harm

I have seven grandchildren ranging from the ages of 18 to 2 years old I do not feel it is right that when they come to visit me which is most weekend they should have to listen to foul language and loud music when playing in my garden and as I stated in the previous paragraph I have had to dispose of gas canisters from my property which is a danger to them and also Last summer one of the staff climbed onto the fence which looks over into my garden and was screaming and shouting at them which I find completely unacceptable behaviour and quite scary for them.

I note on the bottom of your letter you say if we make representation you will inform the applicant our names and addresses I would like to point out I believe this in breach of GDPR Article 28.

kind Regards

mrs Melanie Martin

Sent from my iPad

Denise Bastick

From: Kevin Little [REDACTED]
Sent: 16 March 2022 09:29
To: Licensing
Subject: Gardener's Arms Pub - Licence Review

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Dear Sirs

Your Ref: WK/202203860

We wish to make a representation under the Licensing Act 2003 in support of the application by EFDC Licensing Team.

Our address:
[REDACTED] Pump Hill
Loughton
Essex [REDACTED]

Kevin and Sarah Little

Our house is situated behind the Gardener's Arms Pub and our garden backs on to the "beer garden" of the pub, consequently we have suffered unacceptable noise levels and anti social behaviour from this site.

The grounds upon we wish to make a representation are as follows:

The Prevention of Crime and Disorder

We have witnessed drug-dealing on the front terrace and in the pub car park. This is common knowledge in the area and our friends are horrified that this is allowed to continue. Fights on the front occur frequently and the police have been called on numerous occasions.

Public Safety

We avoid walking past the pub when people are on the front shouting and using foul language. It is a fact that mothers collecting children from school also avoid the area for the same reasons.

The Prevention of Public Nuisance

The loss of habitat at the back of the pub creating a "beer garden" caused outrage to the local residents who live in this residential, Conservation Area. As an example, on 23 April 2021 customers arrived in the "beer garden" (which backs on to our garden) and the noise became unbearable as the afternoon went on with drunken shouting and swearing at the tops of their voices. We could no longer sit in our garden and even when inside, with all the windows and doors closed, the noise could still be heard. We called the Environmental Health Officer who attended our property and the beer garden was shut down. There was a barbecue at the front of the pub causing fumes to neighbours properties. The "Bongo Man" was booked to play at this event on the front terrace but we believe the Environmental Health Officer stopped him from doing so.

DJ Events throughout the summer have been extremely noisy on the terrace.

The increased capacity with the use of the refurbished function room will exacerbate the noise levels again and obstruct the enjoyment of rights common to all. Closing time brings about further nuisance with more people milling about and mini cabs pulling up and slamming doors.

The impact of all this unacceptable behaviour and noise is extremely detrimental to us and our private amenities.

The Protection of Children from Harm

Shouting and swearing from a neighbouring garden is not something we wish our grandchildren or any other children inside, outside or just passing by the pub to be privy to. This indicates a total lack of control from the staff and ability to take responsibility for unacceptable behaviour from their patrons. Likewise with the pub's association with drug-dealing in relation to families attending the pub is unacceptable.

We would like conditions put on the licence to restore and maintain the tranquility and safety once enjoyed, prior to the problems experienced in the last two years. The Designated Premises Supervisor to take responsibility for unacceptable behaviour from their patrons and to show respect for the local residents and laws.

Kevin & Sarah Little

Sent from my iPad

LICENCING REVIEW:
THE GARDENERS ARMS, 103 YORK HILL, LOUGHTON, IG10 1RX

I am a 65 year old single lady living alone at [REDACTED] Pump Hill, Loughton. My property is the middle property in a terrace of three Grade 2 listed cottages at the junction of Pump Hill and York Hill and is, as the crow flies, only a few feet from The Gardeners Arms. The area is described by the Hills Amenity Society as:

“One of the most picturesque and ancient areas in Loughton is the York Hill conservation area. The row of weather boarded Cottages at the corner of Pump Hill (previously Lyngs Lane) and York Hill date to 1585 and are amongst the oldest surviving buildings from Loughton's long history”.

The description goes on to say:

“The cottages still retain original features such as the carpenters numerals (from the Framyngplace where it would have originally been created), Wattle and Daub and old Laths.”

When I moved to Pump Hill in 2007, the Gardeners Arms was the most charming quintessential public house with a delightful elevated area to the south side of the building known as the terrace, where patrons could sit and enjoy our beautiful and unique part of Essex. It was a meeting place too day and night for local residents to enjoy community life.

In recent years, there has been a most dramatic change about the Gardeners Arms. The terrace to the south side being extended into the north side by the gradual introduction of seating; initially in the form of picnic tables and chairs, into an area previously for the use of the patrons to park their vehicles whilst frequenting the Gardeners Arms.

Over time, more and larger tables and chairs appeared. Now there are solid wooden tables, chairs, benches and a number of large wooden barrels at which patrons stand thus creating a space now to seat at least 100 persons; so, with those standing too, the additional seating area to the front can generate a further 300 persons, bringing the total to 400 persons at any one time. This number excludes those inside the Gardeners Arms and those drinking in the road outside the Gardeners Arms and on the grassed area opposite the Gardeners Arms known as York Hill Green, which is now commonplace. This has a discriminatory effect on the surrounding listed buildings and setting and does not meet with current safety regulations.

It has resulted in additional traffic being generated on the narrow roads and parking, which is already an issue, and comes at the detriment of the residents. The constant streams of traffic blighting the safety and the enjoyment of all who live in and visit The Hills Conservation Area.

The Gardeners Arms has taken on the guise of a nightclub clearly creating, a venue for undesirable characters to convene. It's commonplace for fights to break out in the outside area and on the road outside the Gardeners Arms with police regularly attending. Epping Forest District Council were involved in this matter and the EFDC Noise Abatement team I understand remain actively involved with the case.

As my property is Grade 2 listed, double glazing is not permitted, therefore I don't have this option to help protect me from the noise which can be heard inside my property. The loud

music, foul language, shouting, loud yelling and screaming coming from this extended area, which to recapitulate, is, as the crow flies, only a few feet from my property. The noise amplifies into my home in consequence of which, I have to keep all my windows and doors closed. It's a habit now for me to keep the television on and turned up loud in an endeavour to drown the outside noise.

A huge issue too is my loss of privacy. My front garden is used at night by the patrons of the Gardeners Arms as a public toilet, Males urinate over my gate into the garden and females use the area inside my gate behind my hedges to do the same. My property isn't the only one used by patrons of the Gardeners Arms. I've seen males urinating up the side of my neighbours frontage too. I'm subjected also, to patrons vomiting over my gate, actually breaking the gate whilst in the act.

I was extremely happy and had positive expectations in 2007 when I moved into my cottage, which I absolutely loved. I am sad to admit that I am no longer able to enjoy my home and garden during the day, evening and into the night. Frankly, as things stand currently, I no longer have any incentive to continue with the renovations to my home either, especially the gardens. My front garden is much larger than the back and like many of my neighbours, I too had a table and chairs in situ, where I was able to sit and relax and enjoy the ambience. This has all gone now. Gone because of the constant noise from traffic, shouting, foul language and thoughts of the misuse of my property by patrons of the Gardeners Arms.

I don't have the facility to park on my property and therefore park my car in the road in York Hill/ Woodbury Hill. However, patrons of the Gardeners Arms have vomited too, over my car and I have to pay someone for the privilege of 'cleaning up the vomit' from both my front garden and my car. The urine penetrates into the ground and because of the stench, needs regular disinfecting.

Patrons stand outside my gate on their phones shouting, blaspheming, smoking and using canisters of nitrous oxide, empty ones littering the area.

Before now, patrons have taken the bins from my garden, wheeling them to other areas of The Hills. I have confronted them in the past, once being told to 'lighten up' and another time 'we're just having a laugh and that I've got no sense of humour'. Other times met with expletives. These antics have increased with more patrons now frequenting the Gardeners Arms and I actually feel quite intimidated and no longer challenge the culprits. In fact, how I feel now, I don't even want to be in my home as I never know what's going to happen next!

Over recent months, a BBQ was positioned to the front of the Gardeners Arms immediately outside the front door of the adjacent cottage. Actually, it isn't a BBQ per se, but a cooking stand of sorts on which dishes are prepared and cooked using oil, causing swathes of smoke and noxious fumes. This is 'fired up' before midday and cooking continuous until almost 22:00hrs.

During this time, my property, which to reiterate, is just a few feet from the cooking stand, fills with fumes and smoke caused by the cooking oil, which, even though all my windows are closed, permeate the rooms of my home. Moreover, my prolonged exposure to the fumes and smoke has caused me harm by precipitating an asthma attack. As well as shortness of breath, I also have to manage an irritation of my nose and eyes.

As you are aware, an asthma attack is debilitating and causes me personally much distress, principally, because it was impossible for me to avoid the same. I understand now that I was foolish not to seek medical help in the immediacy, by way of being nebulised. I continue to experience laboured breathing for which I am prescribed, additional medication. I understand too that BBQs are to be a regular feature at the Gardeners Arms, the infliction of which will undoubtedly cause me remarkable difficulties.

Unquestionably, I am hugely 'worn down' stressed and now have high blood pressure caused by the nuisance originating from the outside area of the Gardeners Arms.

I thank you for taking the time to read the content of my statement.

Lee Saggars - 17th March 2022

The Licensing Team
Epping Forest District Council
Civic Office
High Street
Epping
Essex
CM16 4BZ

Via email to: licensing@eppingforestdc.gov.uk

22nd March 2022

Dear Licensing Team

**RE: REVIEW OF THE PREMISES LICENCE AT THE GARDENERS' ARMS, 103 YORK HILL,
LOUGHTON IG10 1RX**

Submission by the Hills Amenity Society, Loughton

We are the Hills Amenity Society.

The Hills Amenity Society was established in 1972 to preserve, protect and develop and improve features of both historic and public interest and to promote higher standards of planning design in keeping with existing amenities and the rural character of the area, aims to which the society to continue to dedicate its efforts. The society maintains a membership in excess of 100 households and keeps in contact with 500 homes in and around the three Loughton Conservation areas through regular distributed newsletters, a website, a Facebook Page "Hills watch", a village noticeboard and email contact with some 168 residents.

Gardeners Arms, 103 York Hill, Loughton IG10 1RX

The Society shares the alarm of a great many residents in the area of the top of York Hill, Pump Hill, Woodbury Hill, Wallets Hoppet and Queens Road at the continual antisocial behaviour being endured over the last few years by the Public House. Residents have experienced:

- Unacceptable levels of people noise and music noise
- Unacceptable levels of swearing
- Patrons of the pub urinating in hedges and vomiting in residents front gardens
- Parking and traffic problems giving rise to public safety concerns and;
- Intimidation and verbal abuse of local residents.

Environment

The Hills Society as with residents in the surrounding area, of course recognise that the Gardeners Arms has been in its location for longer than any of us and forms a most attractive feature at the top of York Hill. The Society also recognises that the pub is a business which needs to trade successfully. However, the Hills Society wishes to object in the strongest terms to the nature of that business being rowdy in the middle of a densely packed residential area which "crowds" the site on all sides and the rights of residents who have purchased property in good faith to live in a reasonable peace and safety and not to be unreasonably disturbed by the activities of one business.

Yours truly,

Toby Scrutton, Chairman of The Hills Amenity Society

Denise Bastick

From: vic mcdonald [REDACTED]
Sent: 22 March 2022 19:13
To: Licensing
Subject: Application WK/202203860

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Tue 22/03/2022 15:53



To:

- licensing@eppingforestdc.gov.uk

To; The Licensing Team. Application re. Gardeners Arms PH.
I would like to comment on the above.

Prevention of Public Nuisance

In my opinion the principal nuisance from the pub is Noise. The original parking area at the front of the pub has been adapted as a seating/drinking area with the number of seats increasing gradually. The result is that on pleasant days particularly at weekends the noise level from the drinkers is extremely high; with shouting, swearing and screaming plus the occasional scuffle ! For some local residents it means being unable to use their gardens. On a few occasions there has been music of a volume high enough to generate police and EFDC intervention, all documented, I'm sure.

It's worth mentioning that the pub is slightly lower than some surrounding properties so forms a sort of natural amphitheatre thus amplifying noise levels.

There is a litter problem on the Green and surrounding roads but most of this has nothing to do with the pub as most of the litter is fast-food wrappers and drinks cans from High Rd outlets, plus the inevitable gas canisters !. There are however often empty drinks glasses from the pub dumped on the Green and in local front gardens.

I would suggest that:-

- 1) the number of people allowed outside the pub and/or the hours permitted could be restricted.
- 2) the music could be restricted to a maximum decibel level and subject to strict time slots.
- 3) the proprietors be encouraged to run the pub in a manner befitting a local neighbourhood Pub.

Thank you
V McDonald
[REDACTED] Wallers Hoppet
Loughton [REDACTED]

LICENCING REVIEW:
THE GARDENERS ARMS, 103 YORK HILL, LOUGHTON, IG10 1RX

I live immediately next door to the Gardeners Arms Pub on York Hill / Pump Hill in the historic Grade 2 listed "Brittens Cottages". I moved here 9 years ago due to the cottage's stunning location in a conservation area known as "Little Cornwall", and I felt very safe in this tranquil, semi-rural, enclave. As a single female living alone, safety and security is of paramount importance to me.

I was happy to move next door to the pub as it was then a traditional, quiet, country pub where I could enjoy a civilised drink in historic surroundings with friends and meet my new neighbours. I never had any issues with noise. If an event was taking place with loud music etc, I would simply ignore it as it was rare.

Unfortunately, in recent years, the pub has declined and become unrecognisable as the quaint little pub I used to visit. It has deteriorated to the point where myself and most of my neighbours avoid it completely. It now seems to target a very young crowd who have caused countless anti-social behaviour issues and made my life a misery...

The problems began several years ago when a small seating area outside the front of the pub seemed to multiply in size with large bench tables being installed. Very young crowds started to congregate in this area of the pub (clearly not locals) who were loud and inconsiderate of the fact this is a quiet residential area. Since then, we have been exposed to loud music booming from the pub, yelling, fighting, screaming, swearing, glass-smashing, urinating outside our gates, littering, open drug dealing, silver gas canisters left in front gardens. The police have been called out countless times - as well as EFDC Noise Team.

Furthermore, the constant stream of speeding cars and deafening motorbikes flying up and down from the pub all day, every day, is unbearable - aside from the noise, this is a single lane street, and we struggle to park as it stands without the extra traffic.

In addition, smelly barbeques are held in front of the pub in summer, the smoke and food smells penetrate my home making me feel sick and unable to open my windows or enjoy the garden.

When I complained about the above issues, I was subjected to both verbal and online abuse from the pub's unsavoury customers which, as a single female, made me feel threatened and unsafe. I now utterly dread the start of Spring/Summer when customers congregate outside drinking, and I feel intimidated having to walk past them to enter my home.

In addition to the unwelcome changes at the front of the pub; last summer, a public beer garden was suddenly (and illegally) constructed behind the pub, in full view of my kitchen window where loud parties and events were held. There was no consultation whatsoever, and the pub did not have the decency to advise me that I would have to endure loss of privacy at the rear, as well as the front of my home. There was NO escape and the stress of not having any peace or privacy was overwhelming. They have absolutely no consideration for their immediate neighbours.

The issues detailed above have ruined my quality of life in for the last few years. This is simply not a suitable location for a rowdy venue. I certainly do not want this historic pub to close, just simply to be restored to a the tranquil, country pub for locals that it once was.

Thank you for taking the time to read my statement.

CA Connor

Mr and Mrs Gell

■ Pump Hill

Loughton

Essex

■

Licence review: WK/202203860

To whom it may concern

Dear Sir or Madam

We are in favour of a licence review for the Gardeners pub.

The four grounds of concern highlighted in the below letter are :

- Prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

We have been living in Pump Hill for four and a half years, but have been visitors to the Gardeners pub for many more. When we bought our house, the pub was one of the many attractions for us to buy in the area. It was a local's pub with familiar faces and home cooked food. Once we moved into the road, we became regular customers with our young children and have met a lot of our lovely neighbours and a local dog walking group there, which have all become good friends.

The pub in recent years, has had a huge shift in staff and management. The new management want a more trendy young crowd for late night drinking and loud music. Which unfortunately has brought in gangs from an outside area sitting in cars on the green at all times of the day. One sunny Friday afternoon, I took my children up for a lemonade and bag of crisps, when a huge hummer style car appeared with youths hanging out of the roof. I asked the staff what it was all about, and he said they were from Watford and they carry machetes down their trousers. Shocked, I was very quick to leave with my children and a fight broke out 10 mins later resulting in a child being pushed in a pram. This isn't really the atmosphere of a local family pub. On other occasion have witnessed people smoking marijuana outside on the green at 3.20pm, when the staples school children were walking pass.

The pub also seems to want to expand its self in to unused areas of the pub on a more permanent basis. The rear garden for one example, the rear garden was never used as a public space, so it did not raise concerns when we bought our house. They are now wanting to make the back patio garden for public use. During Covid they tested this idea out. The noise started early afternoon, and

gradually became louder and louder until 9pm . At the time we tolerated this , by closing our window and doors , even though it was hot. The pub had been closed for several months due to restrictions and we don't want the pub to fail and so we wanted to give them our support. However we could not live with this noise every weekend day throughout the spring and summer. The pub backs on to my family garden where I have young children, and we don't want cigarette smoke and swearing coming over the fence while I have children and elderly parents in the garden. A more worrying issue and likely scenario with the current clientele is if a fight broke out in that small area, glass bottles would be thrown and land in my garden, potential hitting a child.

On a Public safety issue , I believe there is no direct fire escape for the safety of customers in the case of a fire from the heaters, or cigarettes or again on the more possible scenario of a fight breaking out , there is no quick exit points.

The pub are fully aware their rear garden backs on to as many as 5 local residential homes, and they have already been refused permission to trade and use this space, but they seem to be persisting with the idea, which doesn't strike me as responsible licence holders. Having held TENS licences myself, I don't understand their lack of consideration for the local neighbours, which is something they should be upholding as licence holders. This has caused a lot of stress over the last 12 months both to myself , and my immediate neighbours, which isn't really what we signed up for when we all bought our properties in a conservation area. We all indeed enjoy a drink and trip to the pub, and we do not want to see this little pub fail, but management of the pub needs readdressing and so it goes back to a pub more suited to a conservation area.

Thank you for taking the time to read my letter.

Yours Faithfully

Mr and Mrs Gell

Denise Bastick

From: Chris Turner [REDACTED]
Sent: 23 March 2022 18:28
To: Licensing
Cc: Licensing
Subject: Premises Licence Review Gardiners Arms Public House
Attachments: Gardeners Arms Designated Areas 2015.jpg

CAUTION: This Message originated outside of Epping Forest District Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Licensing Team,

Introduction

I am responding to the Consultation process that has commenced as a consequence of the application by the Community Resilience Team, Epping Forest District Council for a review of The Gardeners Arms Public House Premises Licence ('Application').

I am the husband of Patricia Hudson with whom I live at [REDACTED] Pump Hill. I support the Application for the same reasons set out in my wife's submission and am providing some additional information that is relevant to the one or more of the licensing objectives which are the subject of this consultation.

Background

I purchased my property in July 1998, attracted by the prospect of living in a quiet residential conservation area close to the town and to the forest.

I was obviously conscious to the close proximity of the house to the Gardeners Arms and therefore went to great lengths before purchasing the property to ensure that I would not be unreasonably disturbed by its activities including:-

1. Visiting the area on a number occasions at different times of the day and night
2. Drinking at the pub to get a sense of the type of customers who were using it
3. Due diligence during the purchase process which confirmed that the car parking area immediately in front of the pub was not designated for drinking. It can be seen from the attached document that even in 2015 this area was **NOT** designated as an 'Outside Drinking Area'.

For over 20 years I regularly frequented the Gardeners. It was my local in the true sense of the word where I often met up with friends most evenings and weekends as well with neighbours who were also regulars.

Relationship with Pub

As my wife explains in her submission the relationship between the pub and residents living close by has deteriorated to such an extent that I and my friends no longer use the pub whilst under current management. The pub also now attracts a profile of customers that has significantly changed the character of the pub.

The need to keep diary sheets and to report incidents of noise nuisance and other problems to justify enforcement is laborious and has given rise to tensions. As can be seen from our diary sheet dated 10th - 23rd May 2021, I went across to the pub on Friday 14th May 2021 to ask the Manager to control the unacceptable level of noise that we had

suffered for hours. I returned a second time with my neighbour and was accused of being drunk which was completely inaccurate.

No action was taken by the pub, and the next morning, following numerous calls to my phone that I refused to answer, I was verbally abused and threatened with physical violence by the son of the DPS. This incident, which was captured on our CCTV, was reported to the police.

I was again verbally abused on 25th June 2021 when gardening at the front of my house and again in August as reported in my wife's submission where the aim of getting us to move was made abundantly clear.

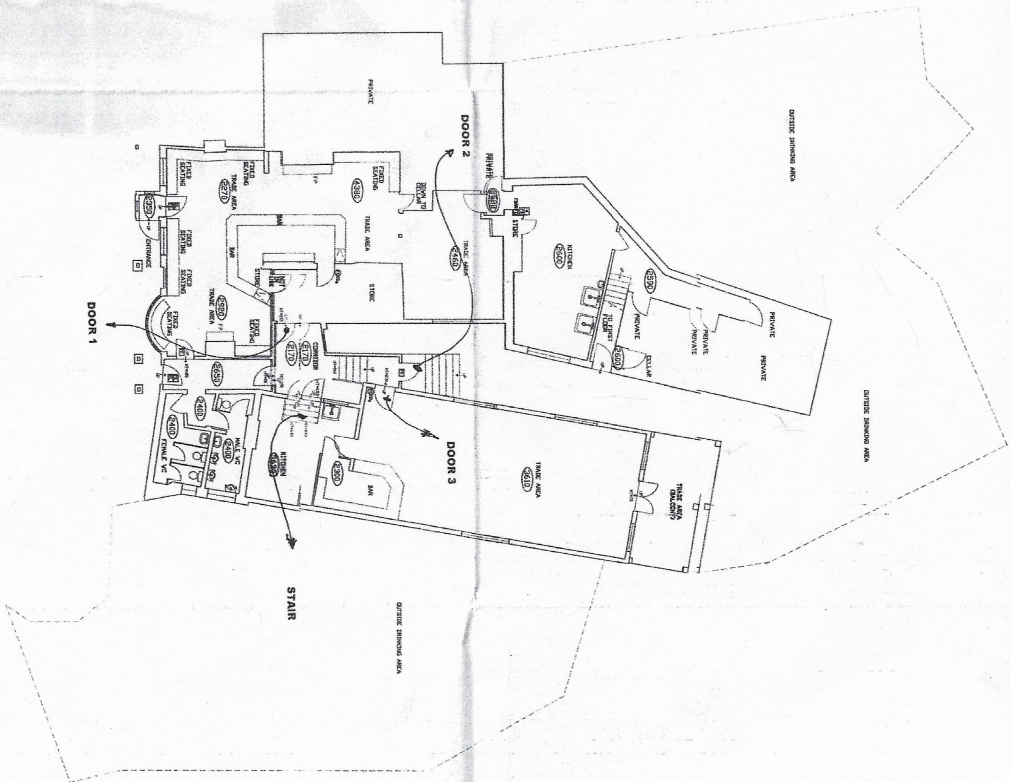
I have no desire to leave the area where I have lived for some 23 years. My respectful request to the Licence committee is to take appropriate and proportionate steps to achieve promotion of the Licensing objectives specifically in relation to public nuisance and crime and disorder so that the "peace and tranquillity" that characterises this predominantly residential conservation area can be restored and residents can once again enjoy their properties.

C.J. Turner

█ Pump Hill

Loughton

█



BUILDING SUPPORTED AREA = 2402 SQ. M
 ■ LOCATED IN CELLAR
 ■ LOCATED IN CELLAR
 SCALE 1:100
 GROUND FLOOR



SCHEDULE OF ADDITIONAL ACCOMMODATION
 1. Number of stories of building
 2. Staff accommodation
 3. Letting rooms with no bath
 4. Letting rooms with bath and boy
 5. Letting rooms without bath and boy

- LEGEND
- 1. Number of stories of building
 - 2. Staff accommodation
 - 3. Letting rooms with no bath
 - 4. Letting rooms with bath and boy
 - 5. Letting rooms without bath and boy
 - 6. Fire place
 - 7. Fire exit
 - 8. Emergency light
 - 9. Distribution board
 - 10. Smoke detector
 - 11. Heat detector
 - 12. Fire blanket
 - 13. Fire extinguisher CO2
 - 14. Fire extinguisher foam
 - 15. Fire extinguisher water
 - 16. Sprinkler ducts
 - 17. Fire alarm call point
 - 18. Boy riser
 - 19. Wet riser
 - 20. Fire alarm call point
 - 21. Stairs
 - 22. Sink unit
 - 23. Amusement with prizes
 - 24. Bar flap

| | |
|--|--|
| | |
| BERNARD E COLE & PARTNER CHARTERED BUILDING SURVEYORS 8 LOMB LANE, ROMNEY BURETON, SASSY, DORSET TEL: 01794 519119 FAX: 01794 519119 | |
| TITLE: | RETROSPECTIVE PLANNING THE GARDENERS ARMS LOUTHAM, G10 4AD |
| DRAWING NO: | 70442 |
| DATE: | OCTOBER 2015 |
| SCALE: | AS SHOWN |

30 OCT 2015

Denise Bastick

From: Urvashi Kerai [REDACTED]
Sent: 23 March 2022 21:32
To: Licensing
Subject: WK/202203860 Address of premises: The Gardner's Arms, 103 York Hill, Loughton, IG10 1RX

CAUTION: This Message originated outside of Epping Forest District Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Licensing Team

I strongly support the application for review on the following basis:

The prevention of crime and disorder, The prevention of public nuisance and the protection of children from harm.

There has been increased anti-social behaviour resulting from patrons of the pub. Often with beer and wine glasses left in the driveway and public drunkenness spilling into Queens Road. The Gardner's Arms was a traditional local pub when we first bought the house. However the increased noise and capacity of the pub means it is no longer in keeping with the quite residential Conservation Area that it is in.

The increased noise emanating from the Gardner's Arms makes it impossible to sit in our garden individually or as a family. The music is also very loud and is played until late. Even the music from inside can still be heard if all our windows are closed. Most weekends when there is music, we are unable to keep our windows open. There has also been increase litter on our road from pub users that has been left over night. The increased number of patrons has also resulted IN an increased number of taxis coming up our road. During the night, we can hear the disruptive slamming of car doors and loud voices. It is not suitable or desirable to have such an environment in a residential area especially with children still living at home. They are unable to enjoy the garden due to the very loud voices, swearing and aggressive language that can be heard through out the evening and during the day in warmer weather. Before there was no tables at the rear of the pub. This has greatly impacted our use of our garden. The increased capacity at the front with more tables and chairs and the barrels for vertical drinking has had an effect on what once was a quite residential area. Patrons spill over onto the road and the public green and still linger on the corner of Queens Road after the pub has closed.

The Gardner's Arms, in recent years has had an adverse impact on our neighbourhood due to the increased noise, anti-social behaviour and traffic.

Kind regards
Urvashi Kerai

The Licensing Team
Epping Forest District Council
Civic Office
High Street
Epping
Essex
CM16 4BZ

Via email to: licensing@eppingforestdc.gov.uk

23 March 2022

Dear Licensing Team

RE: REVIEW OF THE PREMISES LICENCE AT THE GARDENERS ARMS, 103 YORK HILL,
LOUGHTON IG10 1RX

Introduction

1. I am a resident of [REDACTED] York Hill, Loughton and so a very near neighbour to The Gardeners Arms pub at 103 York Hill. I write in support of the review application instigated by the Council's Environmental Enforcement Officer. My representation also proposes, for the consideration of the licensing sub-committee, some further steps designed to promote the licensing objectives in an appropriate and proportionate manner that go beyond those already helpfully proposed by the applicant for the review.
2. For several years until today my home life has been severely disrupted by the intensification of activities at The Gardeners Arms and its mismanagement by the current operators.
3. Since I moved into my home in 2012 the pub has transformed from a quiet village-style pub - which was a pleasure to live next to - into an increasingly noisy, rowdy, heavy-drinking and, on some occasions, loud party venue. The pub's activities have created

considerable anti-social behaviour and public nuisance. As it currently operates, it has become a blight in our neighbourhood.

4. I wish to make it clear at the outset that I am not a resident who has moved in close to a pub that has been there for many years and now wishes to see it closed to suit my own tastes. I do not want to see the pub closed. My intention is that the Council takes appropriate and proportionate steps to reinstate the pleasant pub I moved near to and ends the current activities – primarily outdoors - that have created a real public nuisance to the residents who live closest to the pub (in contrast to people who live further away and are customers of the pub but are not otherwise impacted by it).
5. I respectfully ask for the Council's help so that that my fellow near neighbours and I can finally reclaim our peaceful lives back and our locality be restored to some form of harmony again.
6. My representation will cover these principal areas:
 - a) Background
 - b) Changes to the pub's operating model since 2013
 - c) Public Nuisance and anti-social behaviour recorded incidents from 2017-2022
 - d) Engagement with the authorities
 - e) Intimidation of local residents by people associated with the pub's management
 - f) Proposals to promote the licensing objectives.
7. I also attach as Appendices:
 - a) Appendix 1: Continual intensification of use of outside space
 - b) Appendix 2: Photographs of activities on the outside space.
 - c) Appendix 3: Video compilation of external noise and anti-social behaviour uploaded to Youtube – click here to login and view (prior to review hearing):
<https://www.youtube.com/watch?v=iWdZ9M5W67A>
 - d) Appendix 4: My noise diaries from April –October 2021.

e) Appendix 5: Other relevant documents.

Background

8. My home is a Grade II listed property and I live here alone. We are in a residential area within a designated Conservation Area subject to an Article 4 planning direction. The Character Appraisal and Management Plan, published by the Council in its role as the Planning Authority, states that the area should be "*a place of peace and tranquillity*" (see attached). This is an area the Council has recognised is worthy of particular protection from overly noisy and intrusive activities.
9. My house is situated at the very top of the hill above and across a narrow road from the Gardeners Arms pub which is also Grade II listed. I believe the pub was converted from cottages in c.1900. The pub is surrounded by noise sensitive dwellings with historic single glazed windows that have been people's homes for centuries. (Given the listed building status of many of these properties it is often not possible for modern sound reducing glazing to be installed by residents).
10. I moved to the area because of the traditional, country feel (lack of pavements, just lanes and narrow roads), the proximity to the beautiful forest, and the very well-maintained historic houses and well-kept hedgerows. It seemed to me somewhere I would feel safe and secure. At that time the local pub was peaceful and friendly and was somewhere I took visiting friends and family for Sunday lunch and after a hard day's work. It previously advertised itself as "*a traditional Old English pub. Situated in the heart of the conservation area*" offering "*excellent home cooked dishes*".

Change from 2013

11. However, the pub started to change, slowly at first. Picnic tables and chairs started to appear in 2013 on the outside area which had previously been used as a car park for as long as locals could remember.

12. Slowly but surely, I could hear increasing numbers of people outside drinking for hours on end. The number of tables and chairs kept being added to and, with this intensification of use, the character of the pub started to change.

13. I attach as Appendix 1 to this letter various images which show the continual intensification of use of the outside space:

- i) Dated Google Maps street view photographs showing the previous use of the forecourt (at the front-left of the photos) for parking alongside the pre-existing beer terrace to the right (November 2008, July 2011 and August 2012);
- ii) Google Maps street view photographs showing tables and chairs on the forecourt (July 2014);
- iii) Google Maps street view photographs respectively showing at least 13 table plus benches and chairs (April 2018) on the forecourt area; and 12 long rectangular tables plus benches (2021);
- iv) Photographs taken by my neighbour Patricia Hudson on 17 April 2021 (which show the addition of barrels for vertical drinking) and 5 November 2021. Both photographs show the forecourt area packed with patrons.

Public Nuisance and Anti- Social Behaviour between 2017 -2022

2017 – 2019

14. Loud music, noise and partying outside started in force in 2017. The Council served a Noise Abatement Notice on the pub's operators after a spate of incidents left residents exhausted after being repeatedly disturbed by noise from both the pub's customers outside and live music being played on the forecourt.

15. However, even after the Abatement Notice had been served, the noise continued and I became increasingly distressed by how it was interfering with, indeed dictating, how I was living my life. I was effectively forced to close my doors and windows when people were sitting outside the pub because I could hear people's conversations in my home and the shouting and swearing became unbearable.
16. During the summer of 2019 the police were called to the pub several times. I clearly remember myself and neighbours being scared by the volume of rowdy people when partying took place on the forecourt and by the throngs of drunken people as they eventually dispersed from the pub.
17. Even with the door and windows closed I could clearly hear the noise inside my house. There was no respite.
18. By December 2019, I found myself becoming more and more distressed by the impact of the pub on my everyday life. The repeated noise disturbances from the pub were affecting my health. I was medically prescribed blood pressure tablets for the stress and anxiety I was suffering as a result of these disturbances. It was impacting on my daytime hours and my sleep. I am not an overly sensitive person and, having spoken to some of my near neighbours, I know that some of them were also suffering considerable distress as a result of the pub's activities.
19. Neighbours who previously only recognised each other by face to say hello to, were starting to stop and talk about the noise and antisocial behaviour, wondering what to do and how it could be stopped. Some neighbours were calling 101 and others 999 if there was fighting.

2020-2022

20. Incidents of anti-social behaviour continued to rise over 2020 until 2022. I really began to dread dry weather and especially dry and warm weather because I knew I wouldn't

be able to sit in my garden or open the doors and windows in my house because all I would hear was loud and rowdy behaviour from the pub.

21. A number of my fellow residents were also really fed up with the noise and antisocial behaviour emanating from the pub over this period which included:

- unacceptable levels of people noise and music noise;
- patrons of the pub urinating in hedges and vomiting in residents' front gardens;
- drug dealing and drug taking;
- intimidation and harassment of residents putting us in fear for our personal safety;
- fighting;
- unacceptable levels of swearing; and
- contempt for police officers called out to incidents.

22. I mentioned the problems to someone who knew the Designated Premises Supervisor ("DPS") of the pub quite well. She was told by the DPS that *"if they're bothered by all the noise, they shouldn't live near a pub"*. I knew at that stage that any possible chance of resolving this amicably and in a spirit of partnership with the pub's management was going to be challenging.

23. Several residents got in touch with the Hills Amenity Society, and it was recommended that people got in touch with the Council's noise team so that they could investigate the issues.

24. On 13 August 2020 several residents met with Ms Nicki Glasscock to share our frustration at the on-going noise issues. A Community Protection Warning had been served on the pub and we were advised that Ms Glasscock was trying to obtain evidence from the police attending the subsequent incidents in order to serve a Community Protection Notice ("CPN"). Despite significant efforts by Ms Glasscock it appears that the police evidence was no longer available and therefore the CPN could not be served. This was incredibly frustrating for Ms Glasscock and for residents.

25. The Council's Environmental Health team recommended the use of the "Noise App" on our mobile phones during the Covid pandemic as they were not very easily able to visit residents' properties and fellow neighbours made dozens of recordings of the people noise emanating from the outside areas. It seems the Council did review many of the recordings but unfortunately once the Council's contract with the Noise App provider lapsed in August 2021, it appears that all the hours of recordings made by residents were destroyed.

Images & Video

26. I started to record videos and take images of some of the disturbances because it seemed to be the only other way to capture evidence of what was going on and when the Council could not attend. Sometimes this was at some personal danger.

27. I attach these images as Appendix 2. A compilation video of footage I have taken is at Appendix 3. It shows the sort of noisy, rowdy, behaviour at the pub that I have to put up with on a near constant basis, particularly during the warmer months when customers are outside.

Meeting with the Council

28. After updating Councillors of the issues, in February 2021, a Zoom meeting was attended by residents and the local police Inspector Mitchell, Martin Newnham (Forest Keeper), City of London Corporation, Councillors Chris Pond, Caroline Pond and Bob Jennings, along with all the relevant council officers from various departments. The purpose of this meeting was so that they could come together to understand the extent of the issues with the pub's new operating model in the hope of finding a solution that remedied the long-standing issues for residents. Following on from the meeting it was then suggested that residents keep diary sheets of the noise and disturbances. I did this from April 2021.

Noise diaries

29. I attach the Noise Diaries I kept in full as Appendix 4. To give a taste of what we have been suffering, I have extracted some entries below (with minor typos corrected below):

30. Friday 14 May 2021

*Living room: Really loud again this evening with people noise and music. I ask Chris next door to come with me as I decide I'm going to ask them to keep it down as it's so loud in my house. We went over and were told to f**k off" by people sat on the terrace as I complained about the noise and then the bouncers told me it wasn't too loud and the manager suggested Chris was drunk and that it wasn't loud and that I should 'f**k off". This will be my last attempt to try and reason with people from the pub. It is completely clear from this evening that they have no intention of managing the nuisance.*

31. 25 June 2021

All over house: I have family over for a birthday dinner. They are shocked by the level of noise and the swearing they can hear inside the house and tell me they don't want me living in a place like this. My sister goes to take a look from the front living room window at the people outside - she's really upset by the swearing she can hear. She asks whether they're allowed to have music like that. I take photos of it all and report people drinking at 10.25pm on the front area again. Very sad that a birthday gathering is ruined by all the noise and bad language from the pub.

32. 3 August 2021 (8:45pm)

*I'm in my kitchen and I hear swearing from the pub and it's been going for hours. I can't take it anymore. I go to ask the group of men to kindly keep the noise and the swearing down. They respond "f**k off you bitch, just f**k off, you shouldn't live near a pub you f*****g c**t". I go to my bedroom shaking and sobbing.*

33. 21 August 2021 (2.40pm – 11.47 pm)

*Friends arrive at mine (2:40pm) They're met by a pub patron sitting on the front area swearing violently "f*****g idiot", "f*****g c**t", over and over at a DPD driver who has asked him to move his car which is parked badly and blocking the road. I hear all the commotion from inside and go outside. One of my friends is shaking and teary and the other goes to ask this patron to stop swearing. I apologise for this patron's behaviour and I'm so upset. People have come to my house and this is what they're met with!!*

10.15pm - 10.50pm: A group of people sitting outside drinking witnessed by bar staff and for steward. NO attempt to ask them to move inside.

11.47pm - About 8 people on the front area drinking and chatting and making lots of noise. How am I expected to relax and to go to bed??

34. 1 October 2021

Living room: the noise from the pub is completely unbearable. I keep hearing boom, boom, boom and it's going through my chest from the music and the yelling and swearing its unbearable - I just can't stand it anymore. I call the council's out of office at 20.19, 20.39, 21.10 but I'm not getting any call back from the out of hours service Council team. I tell the people manning the phones that I'm desperate because the noise is unbearable.

At 21.16 I hear a lot of people noise outside screaming and crying in distress. I go outside and start to video a motorbike and someone driving off at speed having apparently hit

someone who's standing on the pub's forecourt. The barmaid goes over to the DPS cottage and I hear her say "she's videoing it..yeh. ok Tracy Roberts (DPS) comes outside and to my gate and says, "it's nothing to do with the pub, it's a bloke with mental health issues".

21:23. The police arrive outside, and I see them talking to the DPS. A police officer knocks on my door asking to see the footage on my phone. I call my neighbour Kevin who comes over to talk to the police. We tell them that the pub is out of control, and something needs to be done.

22:07 I call back my neighbour Trisha who is in Canada and tell her what has happened. I'm distraught and completely exhausted.

at 22.24 I call the council's out of hours service and speak to Asha. She explains that none of the calls that I made had been logged as call back requests.

22.36 Richard from the council calls. He says he understands how distressed I am and suggests that I email Nicki to complain about the service.

Summary

35. My noise diary sheets don't capture all the times I was absent from my home or when the weather was so bad you couldn't even be outside. However, my records suggest between 17 April 2001 – 9 October 2021, over 53% of my days at home were adversely impacted by the outdoor activities at The Gardeners Arms. In other words, over half of the days I was at home were either significantly disrupted or ruined.

Intimidation of residents by people with close relationships to the pub

36. I have been intimidated on three occasions by the son of the DPS, Joseph Weekes who works at the pub and is the son of the DPS Tracy Roberts. The most recent was on

2/11/2021 as reported to police with a crime reference number (42/252289/21):
"harassment course of conduct" and crime reference (42/252336/21) recorded as
section 4A Public Order Act 1986 offence of causing intentional harassment, alarm or
distress.

37. I understand Mr Weekes was interviewed by police and although he was captured on
the pub's CCTV, the police were unable to take action as the words that he said to me
were inaudible.

38. I understand other residents have sadly experienced similar issues with Joseph Weekes
and with others closely associated with the pub.

Proposals to restore a peaceful environment

39. The evidence in the application form (which echoes my own experiences) suggests a
licence holder, DPS and management team who are either unwilling or unable to abide
by the existing conditions of their premises licence, or to honour noise abatement
notices or improve the pub's operation after warnings or even formal enforcement steps
are taken by the Council. Every time they are instructed by the Council to adhere to a set
of rules, they break them.

40. For example, in an attempt to avoid a review application in 2020 the licence holder
agreed to a series of conditions being added to their premises licence in October 2020.
Yet from January to December 2021 the Council recorded a further 81 noise complaints.
Ms Glasscock's application then sets out a number of breaches of these conditions by
the licence holder in 2021.

41. Therefore, there are strong reasons for believing that any conditions that may be
imposed by this licensing sub-committee at the review hearing will be treated with a
similar contempt by the pub's current operators: conditions are only as effective as the
willingness and ability of the operators to abide by them. However, it appears clear that
the pub's operators are only really interested in their commercial profits and do not care

at all about the impact of their business on neighbouring residents. Once the spotlight of these review proceedings has moved on, it is inevitable these operators will return to their bad old ways.

42. If the premises licence were to be revoked then it would give the pub's landlords (Stonegate) the opportunity to install new responsible publicans into the pub who can run it so much better and more in keeping with the locality. I would welcome such a change as would many of my neighbours.

43. I can understand why Ms Glasscock has suggested the removal of the current DPS. After all, the DPS has:

- been served a noise abatement notice in 2017;
- been cautioned for a subsequent breach of it;
- issued with a Community Protection Warning;
- conditions have been added to the licence;
- been summoned to a PACE interview; and
- the pub is now undergoing a licence review.

44. But I do not believe the removal of the DPS, Ms Tracy Roberts, is the answer. The DPS is answerable to the Premises Licence Holder, Mrs Patricia Roberts (who is her mother). The licence holder is as much at fault here as the DPS. It is the licence holder who is legally responsible for the pub and promoting the licensing objectives. She is also responsible for hiring and firing the DPS and sets the corporate culture. Any responsible licence holder would have replaced the DPS voluntarily many years ago given the extent of the issues. The licence holder has had 5 years to stop the rot, but the noise and antisocial behaviour has got much worse under her watch, not any better. Changing the subordinate staff member is unlikely to achieve the level of change required.

45. Given the repeated failures by both the licence holder and DPS over several years, I have very little confidence that a mere change of DPS or additional conditions will achieve the necessary changes.

46. Nevertheless, if this sub-committee is minded to leave the licence intact with the current licence holder in place, then the following conditions (if respected by the licence holder) are, I respectfully suggest, more likely to achieve the reduction in public nuisance and anti-social behaviour that local residents need to get on with our lives:

- a. Customers are not permitted to take drinks outside the pub or to consume alcohol in any external area.
- b. No music shall be played in any external area (and under s.177A of the Licensing Act 2003 this condition shall apply during the de-regulated hours for regulated entertainment).
- c. A noise limiter must be fitted to the musical amplification system and maintained in accordance with the following criteria:
 - i. the limiter must be set at a level determined by and to the satisfaction of an authorised Environmental Health Officer, so as to ensure that no noise nuisance is caused to local residents or businesses,
 - ii. The operational panel of the noise limiter shall then be secured by key or password to the satisfaction of the authorised Environmental Health Officer and access shall only be by persons authorised by the Premises Licence holder,
 - iii. The limiter shall not be altered without prior written agreement from the Environmental Health Consultation Team,
 - iv. No alteration or modification to any existing sound system(s) should be affected without prior knowledge of the Environmental Health Consultation Team, and
 - v. No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device.

- d. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- e. Loudspeakers shall not be located in the entrance and exit of the premises or outside the building.
- f. The premises shall install and maintain a comprehensive CCTV system where:
 - i. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition.
 - ii. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises and will include the external area immediately outside the premises entrance. The external cameras shall record audio as well as video.
 - iii. All recordings shall be stored for a minimum period of 31 days with date and time stamping.
 - iv. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.
- g. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
- h. Customers permitted to temporarily leave and then re-enter the premises to smoke shall be restricted to a designated smoking area in a location agreed with the licensing authority and marked on a plan. The designated smoking area shall be monitored by staff or SIA door supervisors at all times customers are using

this area. No more than 6 customers are permitted in the smoking area at any one time.

Dee Wood

York Hill, Loughton

Appendix 1: The continual intensification of use of the outside space

Google: Street View Nov 2008





Google: Street View July 2011



Google: Street View August 2012

Google: Street View August 2012



Google: Street View July 2014

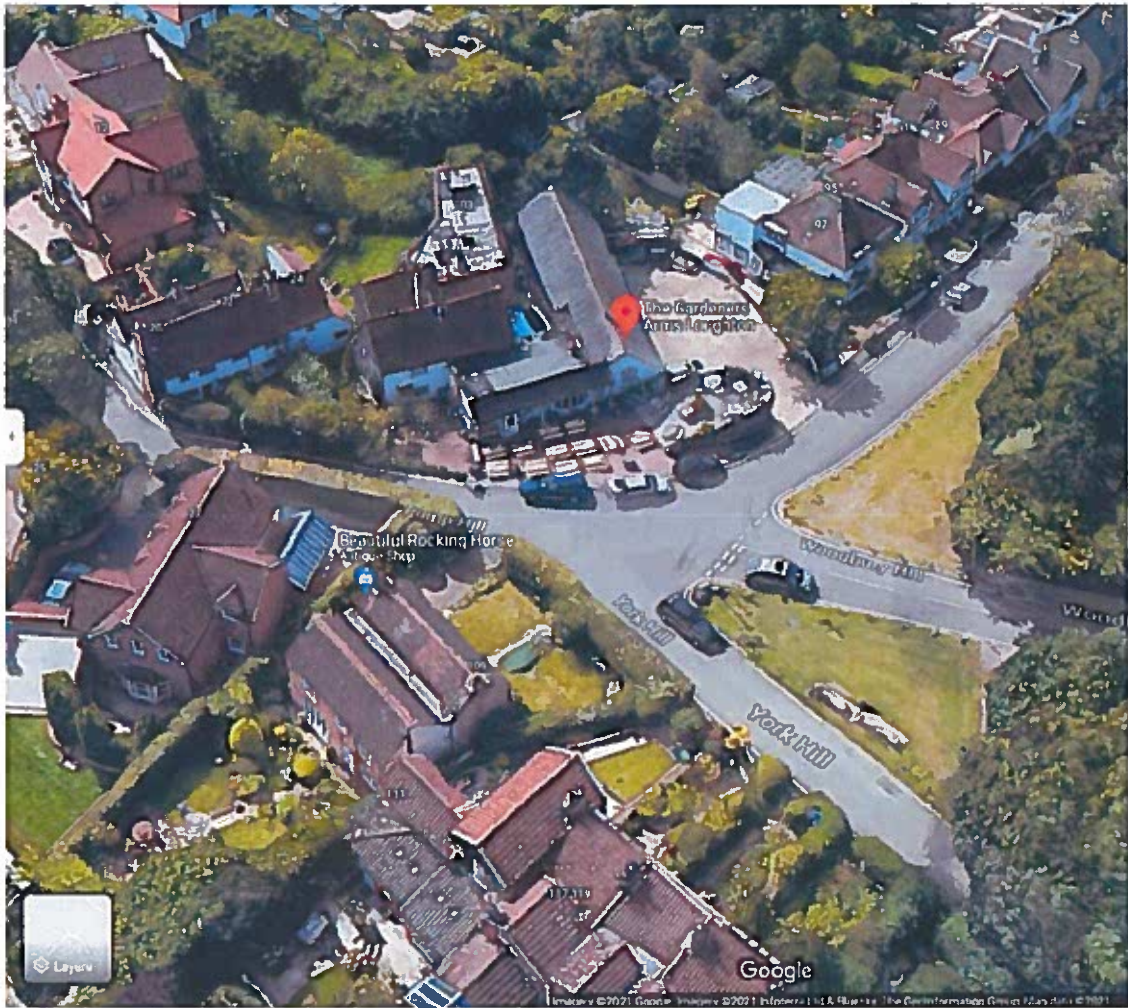




Google: Street View July 2014



Google: Street View April 2018



Goggle: Street View 2021



April 17, 2021



November 5, 2021

Appendix 2: Photographs of activities on the outside space









**Appendix 3: Video compilation of external noise and anti-social behaviour
uploaded to Youtube: <https://www.youtube.com/watch?v=iWdZ9M5W67A>**

Appendix 4: My noise diaries from April – October 2021

Sheet

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Dee Wood..... Address: York Hill Loughton

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|---------------|----------|--|---|---|
| 16 April 2021 | Friday | 8pm | 10pm | Living room:A really noisy evening.. Hopefully its a one-off... |
| 17 April | Saturday | 5pm | 10pm | Living room;Live music is back - unbelievable! There is a guitar duo and the music is being amplified across the area. Because its so loud people are yelling to speak! I can't go outside as its too loud in my back garden and I have to put the TV on loud to try and mask the noise. I want to scream with frustration at the noise!! Send another noise app recording and call EFDC. |
| 18 April | Sunday | | | |
| 19 April | Monday | | | No report |
| 20 April | Tuesday | | | No report |

| | | | | |
|----------|-----------|------|------|--|
| 21 April | Wednesday | 8:15 | 9pm | Living room and back garden: Quiz night - you can hear all the questions from my living room and back garden. I've nowhere to go and hide from it! |
| 22 April | Thursday | | | No report |
| 23 April | Friday | 8:15 | 10pm | Living room: The noise from the front keeps getting louder and louder. I can hear lots of swearing (REALLY unpleasant). Do people not realise I can hear their conversations and their ugly, violent language? |

| | | | | |
|----------|-----------|--------|--------|--|
| 24 April | Saturday | 1:15pm | 10pm | <p>Living room; More live music again and its the same guitar duo. have they not been told by the Council to stop?? To top it off they have erected a massive industrial sized BBQ to cook and it stinks, disgusting smell of burning and it makes me gag. i have to shut all the windows to stop the smell and bringing the washing in and wash it all again.</p> <p>By 8:30pm the level of noise is unbearable - i'm tearing my hair out, its really upsetting because I can't escape the noise anywhere in my house, it is literally everywhere. Duncan from EFDC says they are coming out to take a look. Duncan came and monitored inside. He said that the noise "is clearly audible" and "there is nowhere in the house you can go to get away from it". He said he would speak to his manager on Monday.</p> |
| 25 April | Sunday | | | |
| 26 April | Monday | | | |
| 27 April | Tuesday | 8pm | 9:30pm | Living room: lots of noisy rowdy people outside until gone 9:30pm |
| 28 April | Wednesday | | | |
| 29 April | Thursday | 7pm | 8:45pm | Living room: lots of swearing and yelling going on, really unpleasant. why should i have to hear this in my home?? |
| 30 April | Friday | 8pm | 10pm | Loud male voices and his pitched female voices - its all rowdy and very, very annoying. I just can't relax anywhere...!! |

Signed Date:

Sheet

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name:Dee Wood..... Address: York Hill Loughton,
1RX.....

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|------------|-----------|--|---|--|
| 1 May 2021 | Saturday | 6pm | 10pm | Living room: Yet more live music - this time a saxophone - could they have got an instrument that's any louder than this?? Its so bad that people at the front can't sit anywhere near it. Its so loud in the house that its given me a headache so I go out for a walk to try and escape. Another evening ruined. Called EFDC. |
| 2 May | Sunday | 9pm | 10pm | Living room: really rowdy behaviour from the front again this evening. No-one seems to be asking patrons to keep the noise level down - why? |
| 3 May | Monday | | | Weather not great, no report |
| 4 | Tuesday | | | Weather not great, no report |
| 5 | Wednesday | | | Weather not great, no report |

| | | | | |
|----|-----------|------|--------|---|
| 6 | Thursday | 7pm | 9:50pm | Living room:Noise, yelling, swearing - the same issues from the same source- Im getting really down with it all. |
| 7 | Friday | 7pm | 9:30pm | Living room:Noise, yelling and swearing going on with music on top of all of that! |
| 8 | Saturday | 5pm | 8pm | Chris (EFDC) attends my house as instagram suggested there would be a hog roast at the pub but the weather is not very good so not busy.. That said, he witnessed noise from every room of the house. We heard people in the front talking about how nice the engagement ring was .. it looked like a party was going on under a gazebo. As Chris said - if the pub was in the middle of Debden town centre then there wouldn't be an issue. Sadly it isn't and there is. |
| 9 | Sunday | 3pm | 9:15 | Living room:lots of noisy, swearing men on the front area. They're swearing a lot "fxxx cxxx" , "cxxx" over and over again. Really upsetting to have to hear this language. |
| 10 | Monday | 5:45 | 7:30pm | A group of men have been sitting, drinking on the corner of the outside area near my house for hours. Their conversation and banter is really loud. |
| 11 | Tuesday | | | Weather poor |
| 12 | Wednesday | | | Weather not great, no report |
| 13 | Thursday | | | Weather not great, no report |

| | | | | | |
|--------|-----------|-------|-------|--|--|
| 14 | Friday | | | | Living room: Really loud again this evening with people noise and music. I ask Chris next door to come with me as I decide I'm going to ask them to keep it down as its so loud in my house. We went over and were told to fxxc off" by people sat on the terrace as I complained about the noise and then the bouncers told me it wasn't too loud and the manager suggested Chris was drunk and that it wasn't loud and that I should 'fxxx off". This will be my last attempt to try and reason with people from the pub. It is completely clear from this evening that they have no intention of managing the nuisance. |
| 15 | Saturday | | | | Weather not great, no report |
| 16 | Sunday | | | | Weather not great, no report |
| 17 | Monday | | | | Weather not great, no report |
| 18 May | Tuesday | | | | |
| 19 | Wednesday | | | | |
| 20 | Thursday | | | | Weather not great |
| 21 | Friday | 23.00 | 23.29 | | Disturbed at 23.15 until 11.30pm |
| 22 | Saturday | | | | Weather not great. |
| 23 | Sunday | | | | Weather poor |
| 24 | Monday | | | | Weather not great |
| 25 | Tuesday | | | | Weather poor |
| 26 | Wednesday | | | | Weather not great. |

| | | | | |
|-------|------------------|---------|---------|--|
| 27 | Thursday | | | |
| 28/29 | Friday/ Saturday | 12.20am | 12.23am | Bunch of 5 males sat on the front outside making a lot of noise. i ask them politely to move on.They call me a cxxx and i'm told to fxxx off. they leave and get in a car parked on woodbury hill. i call the police. i'm shaking and scared - |
| 29 | Saturday | 7pm | 10pm | Loud voices, people noise. have to close all the windows |
| 30 | Sunday | | | |
| 31 | Monday | 1pm | 10pm | Rowdy on the front area and its and a bank holiday..i can't even sit in my own back garden because of it. |

Signed Date

Sheet

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name:Dee Wood..... Address: York Hill, Loughton
1RX.....

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|-------------|-----------|--|---|--|
| 1 June 2021 | Tuesday | | | Back garden and living room:I can hear continual swearing from people sitting on the front. I can't sit in my garden and I have some inside and close all the doors and window to try and dampen the sound but nothing works - there is literally no escaping it!! |
| 2 | Wednesday | | | |

| | | | | |
|----|-----------|--------|---------|--|
| 3 | Thursday | 10pm | 11.25pm | Living room:I had to call the police (incident 1725) as there was a commotion on the terrace. One guy was bragging that he'd" floored someone"and "banged him in the face" saying he's a "fxxx cxxx". I'm scared living somewhere with violent people like this. Reported to EFDC as well. |
| 4 | Friday | | | |
| 5 | Saturday | 2pm | 10:25pm | It's about 2Pm when i get home and its really noisy already.i go to my neighbours house for dinner and Duncan is called who attends to witness the noise. He says he has recorded a high level of decibel noise. At 10.15pm there are still about 25 people drinking in the front outside area. The noise is unbearable. |
| 6 | Sunday | 3pm | 10pm | All over house:Noise, noise and more noise including swearing and shouting from the front area. No-one from the pub is doing anything about it. I have to keep all my windows closed but I can still hear it!! |
| 7 | Monday | | | |
| 8 | Tuesday | 9:20pm | 10.45pm | Living room:Loud, swearing people on the front area. People standing around and chatting and laughing.Don't they realise people live here?! |
| 9 | Wednesday | | | |
| 10 | Thursday | | | Weather not good |
| 11 | Friday | | | |

| | | | | |
|----|-----------|--------|--------|---|
| 12 | Saturday | 4pm | 11pm | Loud people noise, swearing, yelling and music. I can't sit outside and enjoy my garden and i can't be inside in peace without hearing their noise - horrible! |
| 13 | Sunday | | | Football supporter noise. |
| 14 | Monday | | | |
| 15 | Tuesday | | | |
| 16 | Wednesday | 5:30pm | 8pm | Living room: Group of loud men sitting at the table nearest to my house - They're yelling and shouting at passing people at the top of their voices . Its amazing how one table of people outside can generate so much noise in your house. This noise can't go on. |
| 17 | Thursday | 6pm | 9:20pm | Living room: Weather not good. I can still I hear people outside on and off throughout the evening. |
| 18 | Friday | | | Weather not good |
| 19 | Saturday | 2pm | 5pm | Living room:A group of women celebrating are noisy with drink and they're swearing and screeching in high pitched tones. |
| 20 | Sunday | | | Weather not good |
| 21 | Monday | | | as above |
| 22 | Tuesday | | | as above |
| 23 | Wednesday | 8pm | 9pm | Quiz night and i can hear all the questions from inside my house and inside my shed a the back of my garden!Surely this can't be allowed to continue? |

| | | | | |
|----|----------|-------|------------------|---|
| 24 | Thursday | 23.00 | 00.34 on 25 June | <p>Bedroom: There is a lot of noise outside and lights shining in my bedroom. there is a film crew on the front area with actors making loads of noise. I see one of the actors come out of the pub in a 'scene shot'. I'm gobsmacked that they're doing this and at this hour! I call the EFDC out of hours and speak to Louise and explain what is being done. Its goes on until about twenty to one in the morning of the 25 June - appalling that they are doing this. Another example of how they have no consideration for the neighbours. The council need to take action on this pub - its now beyond a joke.</p> |
| 25 | Friday | 6pm | 10:30pm | <p>All over house: I have family over for a birthday dinner. They are shocked by the level of noise and the swearing they can hear from inside the house and tell me they don't want me living in a place like this. My sister goes to take a look from the front living room window at the people outside - she's really upset by the swearing she can hear. She asks whether they're allowed to have music like that. I take photos of it all and report people drinking at 10.25pm on he front area again. Very sad thata birthday gathering is ruined by all the noise and bad language from the pub.</p> |
| 26 | Saturday | 7pm | 9:40pm | <p>Living room: I can hear lots of swearing from the front area of the pub again . I can't go outside .This is driving me senseless - when will it STOP!!</p> |
| 27 | Sunday | 2pm | 5pm | <p>Back garden: I can't sit outside because of the noise from the front area of the pub. I can't bear it anymore so I go out for a walk.</p> |

| | | | | | |
|---------|-----------|--------|-----|--|---|
| 28 | Monday | | | | Weather not great, no report |
| 29 | Tuesday | | | | Weather not good, no report |
| 30 June | Wednesday | 8:15pm | 9pm | | Living room: Quiz night and more questions are being broadcast in the area because of the MC and the speakers. Please stop this!! |

Signed Date:

Sheet

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name:Dee Wood..... Address: York Hill Loughton,

1RX.....

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|-------------|-----------|--|---|---|
| 1 July 2021 | Thursday | | | Weather not great, no report |
| 2 | Friday | | | |
| 3 | Saturday | 6pm | 10.20pm | Back garden: can hear lots of rowdy men so I have to come inside and close all the windows. People are still outside at gone 10.15pm - this isn't fair!! |
| 4 | Sunday | | | |
| 5 | Monday | 8:40pm | 9:05pm | Some noise at about 9pm but weather not great so thankfully short-live dtonight. |
| 6 | Tuesday | | | |
| 7 | Wednesday | | | |

| | | | | | |
|----|-----------|--------|---------|--|---------------------------|
| 8 | Thursday | | | | |
| 9 | Friday | 1pm | 10pm | Groups of men being really noisy for hours on end and rowdy so I can't go outside and I have to close all the windows - why do I have to endure all of this!! | |
| 10 | Saturday | | | | |
| 11 | Sunday | | | | |
| 12 | Monday | | | | Weather is poor no report |
| 13 | Tuesday | | | | |
| 14 | Wednesday | 6.30pm | 10.30pm | Living room: Noisy people on the front seated area - staff have seen it all but do nothing about it! | |
| 15 | Thursday | 7.30pm | 10.30pm | Living room: More noise again and no attempt by anyone to ask people to go inside when they're drinking after 10pm - the pub is really taking advantage and should be stopped. I have to turn the TV up on mega loud. This can not go on and on. | |
| 16 | Friday | 6pm | 23.35 | Living room: Lots of noise from early drinkers. Two men drinking outside and make lots of noise. Group of boys on the horseshoe terrace making lots of noise are handed over something from a pub patron and they then leave. | |
| 17 | Saturday | 8pm | 11.05 | Living room: Loud voices and swearing all evening. I sit with my ipod on and my headphone in. I've had enough - am I not allowed to have some peace ,ever.. | |

| | | | | |
|---------|-----------|--------|-------|--|
| 18 | Sunday | 1pm | 10pm | Living room:Loud voices all day and evening. A group of men are sitting with their tops off sunbathing and drinking. It's really noisy from the volume of people! I CAN'T GO OUTSIDE AND SIT IN MY OWN GARDEN AND ENJOY THE WEATHER AND RELAX BECAUSE OF ALL THE NOISE- ITS JUST NOT FAIR!!! |
| 19 | Monday | | 22.53 | Living room:Pub people outside on the front area laughing and shouting at 22.53. Photo taken. |
| 20 July | Tuesday | 7:30pm | 23.51 | Living room:Noisy people outside on the front area - 3 photos taken, |
| 21 July | Wednesday | 7:45pm | 9pm | All over house: Its Wednesday so its quiz night. Another evening ruined - I can hear every single question at the back of my house, shocking. |
| 22 | Thursday | | | |
| 23 | Friday | 6pm | 23.31 | All over house:Unbearable noise pretty much all day. Photo taken at 23.21 of at least 18 people outside on the front area being watched by the door steward who doesn't nothing to stop all their noise. |
| 24 | Saturday | | | |
| 25 | Sunday | 9pm | 10pm | Living room: Amazed that there's still noise from outside periodically because its been raining a lot but it must be people chatting when they go out of the front to have a cigarette. Maybe the rain amplifies it - or are people just shouting because of it - don't know? |
| 26 | Monday | | | Weather not great, no report |

| | | | | | |
|----|-----------|--------|----------|--|--|
| 27 | Tuesday | | | | Weather not great, no report |
| 28 | Wednesday | | | | Weather not great, no report |
| 29 | Thursday | 6:30PM | 10:30pm | | Lots of horrible noise from raucous people with yelling and swearing. I can hear them even with the tv on a really loud volume. No-one at the pub is doing anything at all to control the noise in the slightest. This noise from the front area is beyond ridiculous – its just unfair to have to endure it all this time. Yet another evening ruined..!!! |
| 30 | Friday | | | | no report |
| 31 | Saturday | 7PM | Midnight | | All over house: Shouting swearing, screaming. It is really, really unpleasant hearing all the swearing - 'xxx cxxx, fxxx txxx etc. Rowdy groups of people outside drinking until gone 11.55PM (photo). I cannot go anywhere in my home to relax. There was no attempt by anyone employed by the pub to move people inside it stop the noise which I can hear in every single room in my house. |

Signed Date

Sheet

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: ...Dee Wood..... Address: York Hill Loughton
1Rx.....

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|---------------|---------|--|---|--|
| 1 August 2021 | Sunday | 7.45pm | 8.30pm | Living room: Yelping women on the front area, not pleasant so had to get up and shut the back door again and turn up the tv to loud and leave the living room and sit in the back of the kitchen |
| 2 August | Monday | | | weather not great, no report |
| 3 August | Tuesday | 8.45pm | | I'm in my kitchen and I hear swearing from the pub and its been going for hours. I can't take it anymore . I go to the window and ask the group of men to kindly keep the noise and the swearing down. They respond "fxx off you bxxx just fxxx off, you shouldn't live near a pub you fxxx cxxx" . I go to my bedroom shaking and sobbing. |

| | | | | |
|-----------|-----------|---------|--------|--|
| 4 August | Wednesday | 7:30pm | 9:30pm | It's quiz night again and yet again I can hear all the questions from the back of my garden. At least I can't hear any swearing but I shouldn't have to listen to this either! |
| 5 August | Thursday | 10.25pm | | Living room: people still outside and drinking, I've called EFDC and spoken to Chris and told him I've taken some photos. |
| 6 August | Friday | 6:30pm | 9:45pm | Living room: Noise again (what's new) another evening ruined. I am reaching a desperate point of exasperation with it all. |
| 7 August | Saturday | | | weather not great, no report |
| 8 August | Sunday | | | No report. |
| 9 August | Monday | | | weather not great, no report |
| 10 August | Tuesday | | | weather not great, no report |
| 11 August | Wednesday | 7pm | 9:30pm | Living room: Quiz night and another night of questions I have to listen to. I can't sit outside but I can still hear everything inside the house too. The only way to get any relief is to put the tv on loud. |
| 12 August | Thursday | 6pm | | Living room: Rowdy people on the front area right near my house. |
| 13 August | Friday | | | |
| 14 August | Saturday | | | |
| 15 August | Sunday | | | |

| | | | | | |
|-----------|-----------|--------|--|---------|--|
| 16 August | Monday | | | | |
| 17 August | Tuesday | 7:40pm | | | Living room: There are 8 people outside on the front area swearing and shouting. One of them is a pub employee. its not very warm but I've had the back door open to air the house. I've had to close it because if the noise coming down the side and into the living room. |
| 18 August | Wednesday | | | | Weather not great, no report |
| 19 August | Thursday | 6:40PM | | 10.25pm | Living room: I've been snoozing but get woken up at 6:40pm by c30 people outside on the front being noisy and swearing. until about 9:30pm. Really irritated - its affecting my health for sure. 10.25pm people still on the horseshoe terrace being noisy and drinking (photo) |
| 20 August | Friday | | | | no report |

| | | | | |
|-----------|-----------|--------|----------|---|
| 21 August | Saturday | 2.40pm | 23.47 | <p>Friends arrive at mine (2:40pm) They're met by a pub patron sitting on the front area swearing violently" fxxx idiot. fxxx cxxx, over and over at a DPD driver who has asked him to move his car which is parked badly and blocking the road. I hear all the commotion and go outside. One of my friends is shaking and teary and the other goes to ask this patron to stop swearing. I apologise for this patron's behaviour and I'm so upset. People have come to my house and this is what they're met with!!.</p> <p>10.15 - 10.50pm A group of people sitting outside drinking witnessed by bar staff and for steward. NO attempt to ask them to move inside.</p> <p>23.47 About 8 people on the front area drinking and chatting and making lots of noise. How am I expected to relax and be able to go to bed??</p> |
| 22 August | Sunday | | | No report. |
| 23 August | Monday | | 10.15 pm | Living room: Noisy outside with barmaid chatting to a guy who is drinking a bottle of beer. I'm in the process of calling EFDC when they go inside. |
| 24 August | Tuesday | | | |
| 25 August | Wednesday | | | |
| 26 August | Thursday | | | |

| | | | | |
|-----------|----------|-----|-------|--|
| 27 August | Friday | 7pm | 23.29 | Louise (efdc) attended at my house and witnessed music and loud people and drinking outside at 10.59pm, 11.03pm and four girls outside on the front area drinking at 23.29 |
| 28 August | Saturday | | | |
| 29 August | Sunday | | | |
| 30 August | Monday | | | Weather not great, no report |
| 31 August | Tuesday | | | Weather not great, no report |

Signed Date

Sheet

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name:Dee Wood..... Address:York Hill, Loughton,

1RX.....

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|---------------------|-----------|--|---|---|
| 1 September 2021 | Wednesday | 7:30pm | 9:30pm | Living room:Quiz night which i can hear is going on in the pub. |
| 2 September | Thursday | | | |
| 3 September | Friday | | | no report |
| 4 September | Saturday | | | no report |
| 5 September | Sunday | 7pm | 11pm | Living room: A noisy evening. The pub is busy with men and women being rowdy . |
| 6 September | Monday | | | |
| 7 September | Tuesday | | | |

| | | | | |
|--------------|-----------|--------|-------|--|
| 8 September | Wednesday | 7pm | 22.45 | Back garden and living room: Take pictures at 22.20 of noisy people still outside and drinking. Neighbours have been here for dinner and they took pictures of the MC on quiz night standing on the terrace dictating the questions |
| 9 September | Thursday | 8:30pm | 11pm | Bedroom and living room: Group of 9 young boys sitting at a table and take a recording of how their conversation sounds from my bedroom window. Its awful. Call out of hours as I can't bear it and the language is horrible. I take photos when its just gone 10pm. 22.40pm I get disturbed by the noise of two women sitting chatting on the terrace for about 25minutes. I hear One of the women, The DPS Tracy Roberts saying "it goes in their wages...I know they're nicking stuff..they're fxxing cxxxts" |
| 10 September | Friday | 7pm | 22.40 | Living room:8PM rowdiness really reaches a peak as the rain stops. Call out of hours at 21.22 as the music is now really loud. I record it as I can't quite believe they've been told to keep the music down and they don't. Its 22.35 and I'm still disturbed by loud people outside |
| 11 September | Saturday | | | Absent |
| 12 September | Sunday | | | Absent |
| 13 September | Monday | | | Absent |
| 14 September | Tuesday | | | No report, bad weather |
| 15 September | Wednesday | | | |

| | | | | | |
|--------------|-----------|--------|---------|--|--|
| 16 September | Thursday | | | | |
| 17 September | Friday | | | | |
| 18 September | Saturday | | | | |
| 19 September | Sunday | | | | |
| 24 September | Friday | 9:30pm | 10:30pm | Barmaid (with long dark hair) is being restrained by someone she's trying to have a fight with - she's yelling and screaming. This is a bad night with three issues of asb -when, when, when, is it going to Stop!!! | |
| 29 September | Wednesday | | 10pm | Living room: Intermittent noise from people outside. I'm feeling exhausted and anxious all the time. This is impacting my health. | |
| 30 September | Thursday | | | Emergency appointment with my GP as my blood pressure is very high. I have an ECG and my medication is altered. The stress of it all is making me ill. | |

Signed Date

Sheet

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Dee Wood..... Address: York Hill Loughton,

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|------|-----|--|---|---|
|------|-----|--|---|---|

| | | | | |
|----------------|--------|--------|---------|---|
| 1 October 2021 | Friday | 7:30pm | 10:36pm | <p>Living room: the noise from the pub is completely unbearable. I keep hearing boom, boom, boom and its going through my chest from the music and the yelling and swearing its unbearable - I just can't stand it anymore. I call the council's out of office at 20.19, 20.39, 21.10 but I'm not getting any call back from the out of hours service.council team I tell the people manning the phones that I'm desperate because the noise is unbearable.</p> <p>At 21.16 I hear a lot of people noise outside screaming and crying in distress. I go outside and start to video a motorbike and someone driving off at speed having hit someone who's standing on the pub's forecourt . The barmaid goes over to the DPS' cottage and I hear her say "she's videoing it..yeh. ok " Tracy Roberts (DPS)comes outside and to my gate and says "its nothing to do with the pub, its a bloke with mental health issues".</p> |
|----------------|--------|--------|---------|---|

| | | | | |
|--|--|--|--|--|
| | | | | <p>21:23. The police arrive outside and I see them talking to the DPS. A police officer knocks on my door asking to see the footage on my phone. I call my neighbour Kevin who comes over to talk to the police. We tell them that the pub is out of control, and that there is constant drug dealing going on.</p> <p>22:07 I call back my neighbour Trisha who is in Canada and tell her what has happened. I'm distraught and completely exhausted.</p> <p>at 22.24 I call the council's out of hours service and speak to Asha. She explains that none of the calls that I made had been logged as call back requests.</p> <p>22.36 Richard from the council calls. He says he understands how distressed I am and suggests that I email Nicki to complain about the service</p> |
|--|--|--|--|--|

| | | | | |
|----------------|----------|----------|--------|--|
| 3 October 2021 | Sunday | 14: 30pm | 5:45pm | Living room:Music has started up at the pub and I call the out of hours service at 16:42. It's boom, boOm, boOm. I go out for walk to get away from the house. Richard arrives c6pm but by this time the noise has stopped. |
| 7 October 2021 | Thursday | 8:30pm | | Living room:A dry evening and so people outside using the forecourt and tables and chairs. One male is on his phone walking up and down and I hear" she knows, fxxxing stupid cxxx... no fxxxing money for...tell her to fxxx off she's a cxxx... no he's my brother in law ... no cxxxx. shut up" |
| 9 October | Saturday | 11:42am | | Back garden: It's sunny and there are two men sitting outside on the forecourt . 1. "Fxxxing great here isn't it...pints are good...just need a couple of birds lap dancing now.." 2. " They can probably do that" |

Signed Date:

Appendix 5 :Other relevant documents



York Hill Conservation Area

Character Appraisal and Management Plan



Epping Forest District Council

www.eppingforestdc.gov.uk

York Hill Conservation Area – Character Appraisal and Management Plan April 2014

Summary of Special Interest

3.1 Definition of special architectural and historic interest

The special architectural and historic interest of York Hill Conservation Area derives from the large number of historic buildings found within it, many of which are statutory or locally listed. These include houses, cottages and public buildings and date from between the 17th and 19th centuries. The main elements contributing to the special architectural and historic interest of York Hill Conservation Area are set out below:

3.2 Definition of the character of York Hill Conservation Area

The character of a conservation area can derive from a range of different elements. These might include physical features such as architecture, open spaces, hedges and trees, landmarks, and boundary treatments; or intangible associations such as an area's relationship with people through time or its links a specific historic event. It is the mixture of these elements that combine to create a unique sense of place.

Factors contributing to the character of the conservation area

- **Peace and tranquillity in narrow lanes.**
- Tall hedges, often holly, and noticeable lack of pavements.
- Proximity to the forest.
- A number of triangular greens which remain as forest land, including Kings Green, School Green and York Hill Green.
- The steep and dramatic hills.
- Shape and size of house plots.
- Victorian and 20th century houses, many with unique designs for the area.
- The number of older buildings, some dating back to the 17th century.

Epping Forest District Council – Directorate of Governance

Denise Bastick

From: Mike Jarvis [REDACTED]
Sent: 24 March 2022 13:42
To: Handan Ibrahim; Denise Bastick
Subject: RE: REF The Gardeners Arms, Ref WK/202203860 / Appeal 3293752,

CAUTION: This Message originated outside of Epping Forest District Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Mrs Ibrahim

Thanks for calling me earlier today and your further explanations are appreciated as to the process. As discussed on the telephone, we would wish to include our original comments/representation.

Kind Regards
Mr M and Mrs R Jarvis

Denise Bastick

From: Mike Jarvis [REDACTED]
Sent: 21 March 2022 13:46
To: Licensing
Cc: Contact DC Enforcement
Subject: REF The Gardeners Arms, Ref WK/202203860 / Appeal 3293752,

CAUTION: This Message originated outside of Epping Forest District Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sirs / Madam

We have recently moved to York Hill, and thank-you for your Notification of consultation so that we have recently become aware of the public consultation regards the Gardeners Arms Public House. We have always been very aware of this peaceful Conservation area (set within the small lanes of the Forest), living relatively locally for many years and therefore were so happy to move here now toward the end of our working days and for a peaceful future retirement.

In the past, the Pub has always co-existed nicely as a quiet small local Pub incidental to and in keeping with this primarily residential area, serving the local residents and community as such, in this setting and context only. Its use being sensitive to the needs and concerns of local residents, families and community.

It has in the past therefore fittingly been a discreet small local Pub serving food and as the pub's prime use in keeping with the characteristics of a Village Pub, but has not therefore been a Large Public House utilising the hitherto unused large side building as a more night-club focussed type venue, thereby attracting a much wider and larger clientele generally, which is totally inappropriate to this primarily *small* residential conservation area.

So on the basis of Public Nuisance and Safety, I feel the Council has a duty of care to ensure York Hill / Pump Hill/ and Queens road residents and family life are of prime concern, because it is clear expansion plans to the use of the Pub will cause increasing issues on both these aspects of Licence objectives, and have impact on the prime purpose of the area being a conservation and residential area.. for both residents and discreet visitors.

The Lanes in the area around the location of the Pub are very small and adjoin at the top of the Hill, and parking at weekends is already showing signs of increased congestion at such times and clearly impact on residential access and parking at and around these small roads close to the Pub, so obviously any further development and increased base of customers at the Pub is only going to make this worse with safety implications too; for residents and families living in the immediate area. The Pub in its prior established use, had reasonable parking for its local and reasonable visitor use, but further development of the building and Land at side and Rear and change in use will clearly not facilitate safe residential local use and parking on these small residential roads, and can only encourage Public Nuisance too, it is not the appropriate area or infrastructure for a larger use Public House / nightclub themed venue with increased volume of visitors, and on noise levels too.

Because of the fundamental characteristics of this residential area and neighbouring residential buildings in situ, many local residents' gardens are in very close proximity to the back of the Pub and the large building adjacent to the Car Park, and so this proposed change of use and a busy beer garden will unavoidably impact on those properties and residential / family life, as well as potentially the surrounding unique nature of the Forest area, that should inherently be protected too, causing unavoidable noise/ nuisance and disturbance to an already established peaceful residential and conservation setting.

Thank-you for your notice of public consultation and therefore the opportunity for us to state our strong views as local residents.

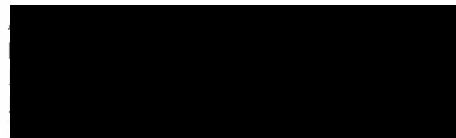
Because we have only just moved to York Hill I would appreciate and feel it may be appropriate to keep our confidentiality in this matter and regards our representation.

Kind Regards

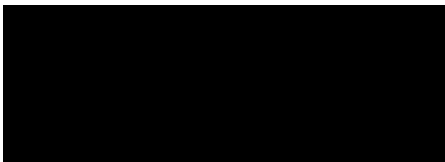
Mr M and Mrs R Jarvis

York Hill

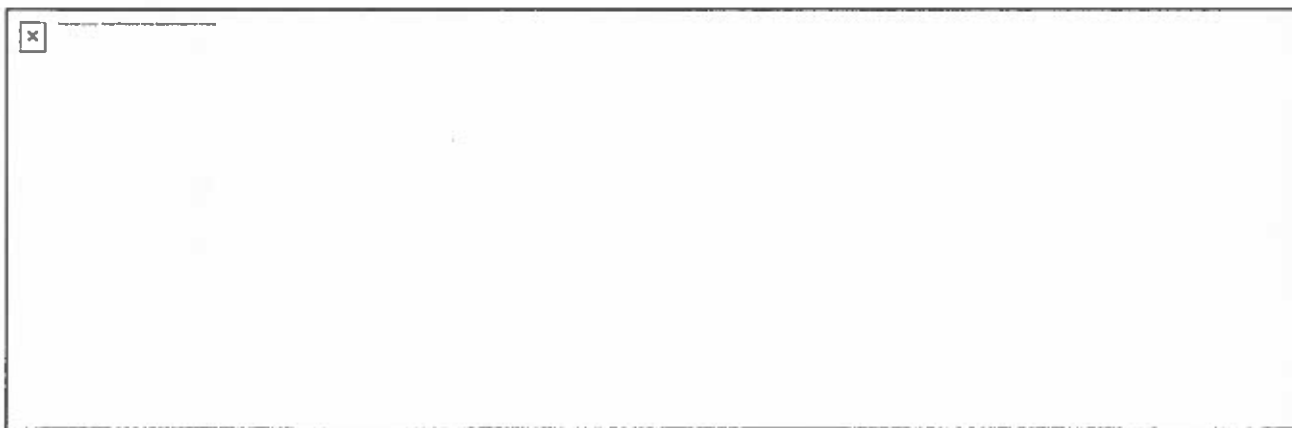
Mike Jarvis



Address



Tel
Fax



Denise Bastick

From: Patricia Hudson [REDACTED]
Sent: 24 March 2022 11:14
To: Handan Ibrahim
Cc: Denise Bastick
Subject: Gardeners Arms Licence Review
Attachments: Licence Review Response 230322PDF.pdf

CAUTION: This Message originated outside of Epping Forest District Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Please find attached a PDF version of my representations. Please destroy the previous version I sent. I am send the following documents individually and would ask for confirmation that they have all been received and are accessible.

1. Representations submission
2. Attachment 1
3. Attachment 2
4. Attachment 3
5. 11 x diary sheets

Thanks
Patricia

Gardeners Arms Public House – Review of Premises Licence

Summary

This submission:-

1. Confirms **support for the licence review** (Section 1)
2. Contains representations, supported by evidence in the form of diary sheets and an email extract with photographs and video, recording the many complaints and calls made to the Out of Hours Team/101 (Section 4 and Attachments)
3. Describes how the lives of my husband and I have been severely disturbed in recent years by the pub's activities and notes the enormous amount of work and effort needed by affected residents and EFDC to justify a licence review which has been draining and, at times very stressful. I therefore welcome this opportunity to make representations (Sections 5)
4. Comments on the constructive proposals made by the Resilience Team for dealing with the problems that have been experienced and makes suggestions, including potentially disallowing outside drinking, to counteract management deficiencies (See Section 6)
5. Raises concerns, based on prior experience, about the adverse impacts likely to result from use of the Function Room once the remedial works have been completed (Section 6)
6. Respectfully asks the Licensing Committee to take appropriate and proportionate steps to promote the licensing conditions so residents can once again enjoy their properties (Section 7)

1. Introduction

I am responding to the Consultation process that has commenced as a consequence of the application by the Community Resilience Team, Epping Forest District Council for a review of The Gardeners Arms Public House Premises Licence ('Application').

I support the Application given:-

1. The repeated noise nuisance and other disruptions I have experienced in recent years and the failure to comply with an existing Noise Abatement Notice served on the Designated Premises Supervisor ('DPS') in 2017
2. Repeated breaches of new licence conditions added in 2020, requiring the closure and non-availability of the area outside the front of the pub for drinking from 22.00 hours, including after meetings with and warnings from EFDC.
3. Other matters referred to below which point to a failure to promote one or more of the four licensing objectives.
4. Breaches of planning requirements and Covid regulations which indicate a disregard for compliance with legal and regulatory requirements

2. Location of Property Relative to the Gardeners Arms

I live with my husband at ■■■ Pump Hill which is located at the confluence of York and Pump Hill at top of the York Hill Conservation Area.

Our home and most used outdoor space to the side of the house, are directly across the narrow 4 metre wide lane from the cottage adjoining the Gardeners Arms at ■■■ Pump Hill, which is occupied by the DPS and her partner. I have been unable to confirm whether the cottage is part of the licensable area but note that it is shown within the red lined area in planning site location plans. The relevance of this, specifically in relation to noise and other disturbances, is referred to below.

Our property occupies an elevated position relative to, and sits behind a high hedge that obscures the pub. The hedge affords no dampening of noise and commotion coming from the outside front space that runs the length of the pub, including the garden of the adjoining cottage where drinking and other pub related activities also frequently take place, being some 6 meters in total.

Attachment 1 shows the location of our property and its close proximity to the pub making it very sensitive to noise and other disturbances emanating from the front outside area. The erection and location of seating next to a picket fence in 2020 had the unfortunate effect of bringing customers and associated noise in closer proximity to our home.

3. Changes at the Gardeners Arms

I have lived in ■■■■■■■■■■ for over 20 years and had regarded the Grade II listed Gardeners as a quaint traditional 'country type' pub in keeping with what is predominately a residential

conservation area. It was a friendly, comfortable and safe place to live, close to the forest and local amenities and somewhere I enjoyed living.

My husband was a regular at the Gardeners, frequently enjoying quiet evening and weekend drinks with friends and neighbours and also enjoyed by myself on occasion including for a typical pub lunch. However, the character of the pub has been completely changed and now caters to a very different demographic of customer. Neither my husband nor I would patronise the pub under its current management.

When I moved into [REDACTED] the space in front of the pub, with the exception of a terrace to the right of the premises, was used for car parking. This remained the case until sometime in 2013 when the pub began to allow drinking in this area eliminating the parking spaces despite the significant car parking deficit in the area.

4. History of Noise Nuisance and Other Disturbances

The progressive intensification of pub activities outside the front of the pub has resulted in increased noise and other disturbances including anti-social behaviour problems for neighbouring residents. DJ music nights held inside the pub have given rise to similar disruptions as a result of customers repeatedly moving in and out of the pub to socialise and smoke.

Attachment 2 contains before and now photographs showing the former car parking area and the number of tables, amount of seating and people now using this area.

2020

2020 was a particularly difficult and stressful time for residents in close proximity to the pub. Complaints and calls about noise, disturbances and anti-social behaviour made to EFDC for weeks and months eventually leading to the measures set out in the Application being taken to prevent future problems.

It was recognised that in the event of ongoing noise nuisance and other disturbances that a Community Protection Notice and/or Licence Review may be required. Unfortunately, EFDC was unable to access potentially relevant Police body cam footage from incidences they attended.

2021 and Beyond

In early 2021 my husband and I together with other residents, concerned about a repetition of the relentless noise and other disturbances experienced in 2020, once again engaged with EFDC.

We were told that further evidence would be needed before additional enforcement measures could be considered/taken. We would therefore need to continue to:-

- Record complaints on diary sheets to be submitted to the Environmental Noise Team

- Use 'The Noise App', although this was subsequently abandoned by EDFC with the loss of all recordings taken by residents
- Report and/or request a member of the 'Out of Hours' team to attend to collect first-hand evidence of problems being experienced by residents
- Report serious incidents to the police/101

The attached Diary Sheets were sent to Ms Nicki Glasscock at EDFC covering the period from mid-April, when lockdown restrictions on outdoor venues were lifted, to end of December 2021. Supporting photographs are not attached due to their size. Attachment 3 contains an extract from an email to Ms Glasscock in February this year together with photographs and a video relating to a disturbing incident. Together they highlight that:-

1. The major problem experienced was noise nuisance coming from outside the front of the pub, often in breach of the new conditions added to the licence, with disturbances not limited to Fridays and weekends and despite voluntary employment of door stewards on Fridays and Saturdays during much of 2021. This was also the case when 'club type' music events were held inside the pub as described further below.
2. Although the outside noise nuisance generally started early evening and persisted until closing, despite the new licence conditions, it could start around noon at weekends and continue beyond closing as a consequence of a failure to manage customers exiting the premises. In fact, there were occasions when the pub closed without the outside front space being cleared of customers with some remaining until midnight making it difficult to settle for the night and get to sleep
3. Noise nuisance took differing forms including:-
 - i. Customers shouting and yelling often using expletives (including whilst on their mobile phones) and being generally rowdy for hours on end
 - ii. Live and amplified music played at irritatingly high levels sometimes encouraging loud singing by customers
 - iii. Playing of amplified music outside from 11am to closing even when there were no customers outside
 - iv. Uncontrolled music and loud voices coming from the inside of the pub when 'club type' DJ music events were taking place which resonated loudly outside as a consequence of doors being open with customers repeatedly moving between the inside and outside of the pub to socialise and smoke. Two such incidents form part of the grounds for the Application following requests for a member of the Out of Hours Team to attend
 - v. Slamming of vehicles doors and shouting goodbyes etc at closing time causing noise nuisance at a time when the conservation area is very quiet

4. Noise nuisance and other disturbances occurred primarily when the weather was fine but also between showers on rainy evenings confirming that the trigger for noise nuisance is use of the outside space at the front of the pub.

5. There were also incidences of anti-social behaviour (ASB) including:-

- i. May 2021. A loud raucous commotion could be clearly heard inside our home that not only disturbed our evening but caused us to feel so concerned about what was happening at the pub that the incident was reported to the Police. It was confirmed the following morning by a section of the picket fence being broken and flattened to the ground.
- ii. In October 2021 when I was away I became aware of another serious incident of anti-social behaviour when I was contacted by my distraught neighbour who had witnessed fighting. I was shocked to learn from a video sent to me, the lack of respect for the Police who attended the incident, as the following conversation shows:-

'Who the f_ck do you think you're talking to?'

Followed by

'I have told you, you could be arrested'

'Who the f_ck'

And

'We know what you guys are about, you're dirty, you're dirty,'

'You're dirty cops leave them alone'

Despite being cautioned twice no arrests were made.

- iii. Saturday February 19th 2022 when shouting, screaming, expletives and violent language could be heard coming from customers on the outside area and clearly audible inside our home severely disrupting our evening.

The noise disturbance and commotion became so loud, intense and ferocious with customers moving frantically in and out of the pub that I was certain fighting was about to break out and that someone would get hurt. The Out of Hours Team was called and, when the situation escalated, the Police. Incident No. 1411.

I understand the explanation given to the Police when they attended the pub was that someone had slipped over. This is not consistent with either the duration of the incident nor what I witnessed.

6. The front outside area has also been used as a multi-functional space which has given rise to disturbances and other issues including:-

- i. Regular quiz nights where the level of the amplified voice of the quiz master, often standing outside the front of the pub, is designed so customers both in and outside the pub can hear the questions even when there are only a few customers outside.
- ii. Filming, after the pub had closed late into the night/early morning causing noise and light pollution and making sleep difficult
- iii. An outdoor kitchen in front of 28 Pump Hill to sell barbequed food to customers that caused noise disturbances and imposed the smell of food cooking on residents within the vicinity from 1pm throughout the afternoon and into the evening.

At no time does consideration seem to be given to the effect of pub activities on neighbouring residents.

- 7. No effective management of noise coming from the outside front area before or after 10pm when it should only have been used for smoking, including when customers exit the premises and/or are waiting outside for taxis at the end of the evening.

5. Impacts

As can be seen from the diary sheets noise nuisance and other disturbances persisted throughout 2021 and into 2022. They were clearly audible outside and inside our home. Consequently:-

- 1. Our evenings, and often days from lunchtime, were regularly and often consecutively disturbed. To reduce the noise, we had to stay inside with our double/tripled glazed doors and windows closed denying us ventilation even on the warmest days and ruling out inviting friends and family round to visit.
- 2. The television had to be turned up in our living room to drown out the din to a level I found uncomfortable and draining. It was not possible to simply read.
- 3. Spoiling and/or denying use of our outside space including for entertaining and socialising at home with friends and family.
- 4. Unable to go to bed and sleep when we wanted as noise from the front outside space can be clearly heard in the bedroom even with the windows closed.
- 5. Where, when and how we enjoyed our property was unacceptably affected by the pub's activities.

The cumulative effect of hours and sometimes consecutive days week after week of unacceptable levels and types of noise, as described above, coupled with anxiety that a disorderly situation could get out of hand, was draining to say the least and prejudicial to my health and wellbeing. This excessive loss of amenity per se constitutes a public nuisance.

The keeping of a diary and reporting complaints is a laborious task and, given its nature, a very distasteful necessity for demonstrating non-compliance with licensing objectives and one I dread having to continue with in 2022. I would respectfully ask the Licensing Sub-Committee to consider a licence condition that would give The Resilience Team the right to access the pub's CCTV footage to mitigate the burden placed on residents to collect evidence.

Conscious of not wanting to waste EFDC time and money, yet knowing that evidence had to be collected first hand, made it difficult to decide whether, and if so when, to request a member of the Out of Hours Team to attend. Uncertainty about the duration of noise nuisance and other disturbances, the time of occurrence, relatively to the 22.00 hour ban and EFDC response times all had to be considered. As such these judgements could preoccupy our whole evening.

I now feel uncomfortable walking past the pub by myself when there are people using the outside area in part due to the distrust that has built up between the pub/some customers and certain of its close neighbours. This unease is evident from the introductory wording to a petition, set up by the pub after the EFDC Planning Sub-Committee meeting which was considering a listed building consent application in early December, where it was made public that a licence review was impending.

The pub alleges that the licence review and possible loss of licence was a result of having 'been subjected to a damaging smear campaign by a select few local residents'. It is completely inaccurate and misleading. There seems to be no recognition by the Premises Licence holder, DPS and staff, including door stewards employed by the pub, of a need to operate in a manner that promotes the licensing conditions, prevents noise nuisance and other disturbances from negatively affecting neighbouring residents and so rendering the need to record and submit details of disturbances to EFDC unnecessary.

Also, on the morning of Sunday 29th August when standing talking to a neighbour after a walk in the forest, a man kept trying to catch my attention. Having done so he was verbally abusive shouting 'Have you got your house up for sale.... Its time, you need to f_cking move'. I did not recognise him as the son of DPS and was completely taken aback and distressed by this unprovoked aggression which I reported to the police Reference No. 42/182629/21.

6. Proposed Changes to Licensing Arrangements & Conditions

Removal of DPS and ban on being outside and/or drinking

I am aware of the helpful changes and steps being proposed by The Resilience Team but am doubtful that the removal of the DPS and introduction of an earlier ban on being and drinking outside will actually prevent recurrence of the disturbances my husband and I have suffered.

Given that the DPS is the daughter of the Premises Licence holder, effective management control of the premises is likely to remain unchanged in the absence of an independent experienced DPS being appointed. An earlier ban on being and drinking outside cannot of itself give rise to compliance with a condition which has been repeatedly breached including after meetings between EFDC and management as set out in the Application. Nor would it

ensure that noise nuisance and other disturbances will properly be controlled in the preceding hours.

There are no measures that can be used to physically mitigate the noise and other disturbances that emanate from the front outside area of the pub. The self-evident inability to control pub activities outside in a manner that is consistent with the promotion of the licensing objectives suggests there should no drinking outside. As can be seen from the diary sheets, when the weather is bad and the front area is not used, noise nuisance and other problems do not arise.

Function Room

I am also concerned that once the function room has been refurbished that the music events that gave rise to the noise breaches witnessed by the EFDC Resilience Team will start up again. Being within a listed building, the function room will have no air conditioning and limited sound insulation. With the possibility of the 5 large windows and/or door of this raised building being opened for ventilation, the sound of voices and music are likely to cause noise nuisance as well as the potential for increased incidents of anti-social behaviour. If the DPS is removed the Noise Abatement Notice will not be effective until such time as another notice is served.

I am aware that issues of a planning nature cannot be taken into account by the licensing committee. However, I believe comments made at the planning meeting on 1st December 2021 where the installation of the permanent raised DJ booth in the function room at the pub was discussed are relevant.

Concerns were raised by a number of Councillors about the future operation of the function room following remedial works. One commented that it would *'likely give rise to all sorts of trouble with residents whose concerns I entirely share'*. Another that he was *'very concerned'* and another that it was *'a concern on a number of issues'*. Councillors were advised by Planning Officials that anticipated problems, including on live and amplified music and hours of use etc, would be dealt with through the licensing process and conditions.

The Application is perhaps understandably silent on this matter as the function room is not yet in operation. However, I would respectfully draw the attention of the Licensing Sub-Committee to the fact that the problems likely to arise from use of the function room are the very same ones given as grounds for this licence review. Installation of a noise limiter may be an appropriate and proportionate response to promoting the licensing conditions in this regard.

Outside Smoking

I would ask if the wording of this condition could make it clear that only customers actually smoking can be outside after 22.00 hours. This exemption has frequently been used by non-smoking customers to justify being outside and socialising with others who were smoking thereby defeating the intent of the condition. It may also be helpful to consider a dedicated smoking area say on the terrace to the right of the pub.

Request to be Mindful of Neighbouring Residential Properties

I would also ask the Licensing Committee to consider whether the proposed condition of asking customers who are excessively loud to be mindful of neighbouring residential properties will be effective in the absence of some other action being required e.g. asking the customer to go inside or to leave the premises if they fail to comply.

7. Conclusion

As mentioned above, the process residents in close proximity to the pub, and indeed The Resilience Team, have had to go through over past couple of years to get to the point where there are sufficient grounds for an application to be made to the Licensing Committee for a review of the Premises is long, arduous and unpleasant. I am very uncomfortable about the distrust it has caused between residents and the pub who have to live in such close proximity.

The progressive intensification of pub activities have seriously disturbed the enjoyment of our property, curtailing its use both inside and outside, and having a negative impact on my wellbeing. I love living in the beautiful characterful York Hill conservation area with its close proximity to the forest and local amenities.

My respectful request to the Licensing Committee is to take appropriate and proportionate steps to achieve promotion of the licensing objectives specifically in relation to both Public Nuisance and Crime and Disorder so that the 'peace and tranquillity' that characterises this predominately residential conservation can be restored and residents can once again enjoy their properties.

Mrs Patricia Hudson

■ Pump Hill,
Loughton,
■

23rd March 2022

Attachment 1 – Proximity of Home and Gardeners Arms



Proximity of Residents' Homes to Gardeners Arms



Attachment 2

Before - Front Car Parking Area



Now - Drinking Area



Attachment 3

Extract from email dated 20th April to Nicki Glasscock

'Nicki,

I attach some photos and a short video taken from my home during a very disturbing and volatile situation that occurred at the Gardeners Arms on Saturday night 19th February 2022.

Voices could be heard in our living room from around 9pm getting louder and at around 21.45 I went upstairs to see what was causing the commotion which was clearly coming from the outside area at the front of the pub. A man and woman were shouting and screaming very loudly at each other - I thought they must be arguing. She (woman in white trouser suit) was extremely agitated and he (man in short sleeve black tee shirt) was shouting and swearing angrily. They were joined outside by others (see photo 1 timed 21.50) where it looks as if someone is trying to restrain the man in the black tee shirt. The shouting, swearing and commotion intensified and eventually Tracy Roberts emerged from the cottage (see photo 2 timed 21.52). There was a lull then the angry shouting, screaming and swearing began again and you can see from photo 3 timed 22.10 the woman pushing the man. Tracy Roberts reappeared and more people came out of the pub. See video

The abusive language, shouting and screaming and commotion was so bad that I were seriously concerned for the safety of those involved. It felt as if the situation could turn very violent.very concerned about the volatile situation that seemed to be emerging both in and outside the pub as well in the road outside her house.'

Attached photos and video







Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Mr & Mrs Hudson-Turner Address: Pump Hill, Loughton, Essex. [REDACTED]

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|---------------|-----------|--|---|---|
| 12 April 2021 | Monday | | | Very busy, Noisy, allowance given for first day re- opening, but noise app not used |
| 13 April | Tuesday | | | As Above |
| 14 April | Wednesday | | | As Above |
| 15 April | Thursday | | | As Above |
| 16 April | Friday | 7.30pm | 10pm | Noise increasing from 7.30pm till closing. Two recordings with Noise App submitted, Very Large number of pub customers on terrace and subsequent volume of noise generated, clearly audible in our living room with all double glazed windows shut and TV on at a high volume to mitigate irritating noise from pub. Speeding Cars to and from Pub with loud music during this period. At pub closing 5 males leaving pulled over Wheeler Bins on my driveway into the road, see attached police report for detail, incident number BOS-14478-21-4242-B20. I went to speak with the Pub Manager (Joe Weeks) who was absent and instead talked with the 3 security staff and as I now understand the new pub manager Maxine, who told me she had called the police to attend. After waiting a while and no police attending, I called 101 to be informed there had been no call from the Pub, hence the above incident report attached. The security staff offered to stand in my driveway on pub closing to |

| | | | | |
|----------|-----------|--------|--------|---|
| | | | | <p>prevent repetition of this occurrence which although appreciated is inappropriate on my personal property. Our whole evening was disturbed resulting in us both feeling agitated and stressed at a time we should be relaxing ready for sleep.</p> <p>Even with security staff at the Pub, which we feel is totally inappropriate in a residential conservation area, and potentially suggests an expectation of disturbance and problem behaviour, problems have occurred.</p> |
| 17 April | Saturday | 4.30pm | 10pm | <p>Made 1st recording with noise App at 4.30pm, when could no longer sit in my garden due to loud voices coming from pub. My wife and I are unhappy and frustrated that we are unable to enjoy our garden patio due to the unacceptable level of noise from the pub. The noise increased over the evening in conjunction with the live music performance of a Guitar duo accompanied by customer clapping, whistling and bench slapping in time with the music. No alternative for us except to close all windows and doors and turn TV volume to a high level to try and mitigate pub noise disturbance. Submitted noise App recording at 20.33. Further irritation and stress caused by pub noise remaining audible despite high TV volume over a number of hours.</p> |
| 18 April | Sunday | 12pm | 10pm | <p>Sitting on our garden patio, continual low volume level bass beat from music being played from pub outside speakers in addition to relentless chatter from large number of pub customers. This resulted in us having to retreat indoors, closing all doors and windows in an attempt to gain respite from the noise.</p> |
| 21 April | Wednesday | 8.30pm | 9.30pm | <p>Quiz night competition, with participants on pub terrace and Quizmaster inside pub using PA system at high volume so customers could hear the questions outside. This was clearly audible with all double glazed window shut in our house and above TV volume. Annoyed that Pub management seems to feel that their commercial interest take precedence over residents right to enjoy their evening relaxing in their property.</p> |
| 23 April | Friday | 7pm | 10pm | <p>Customer voices on terrace increased as evening progressed, noise App recordings at 21.03, 21.29, 21.42. Consistent undesirable background voice level with intermittent louder shouts and raucous laughter,</p> |

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| | | | | audible above TV in our living room with all double glazed windows shut. Generally irritating making it difficult to concentrate, causing disturbance to another evening at home. Feels like there is no escape from this, which is soul destroying as have enjoyed our home and living in a conservation area characterized by "peace and tranquillity" for some 23 years. |
| 24 April | Saturday | 1pm | 10pm | BBQ set up in front garden of cottage adjoining pub by 3 rd party supplier to sell food to customers. Outside speaker music at unacceptable level. Had to leave our garden patio at 3pm due to loud voices, swearing, bad language and go inside close all doors and windows despite it being a warm sunny day. Frustrated and annoyed that the pub management makes no attempt to manage customers behaviour and noise level, also that it is acceptable to operate a commercial BBQ producing smoke and smell through the afternoon and late evening. Between 8pm and 9pm noise was accentuated by boisterous male voices with intermittent squealing female voices, feels like we are living in Costa del Loughton! With windows and doors closed clearly hear noise which is consistent and with unexpected shouting disturbing us causing stress and irritation. Noise App recordings at 14.52, 17.16, 20.06, 21.03, 21.17. |
| 25 April | Sunday | 2pm | 5pm | Cannot use our garden patio due to loud voices from pub terrace, retreat inside our home, close all doors and windows to try and get respite. Frustrated at being prevented from enjoying our outside space as those on the pub terrace were able to do, or even using our inside space with doors or windows open. Noise app used at 15.54 |
| 27 April | Tuesday | 7pm | Unsure | Unacceptable level of noise from pub terrace, loud voices clearly audible inside with all windows and doors shut. Noise app recording 19.44. Both of us have continued level of irritation and stress by being subjected to this persistent nuisance noise. |

Signed Date:

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Mr & Mrs Hudson-Turner

Address: Pump Hill, Loughton, Essex.

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|----------|-----------|--|---|---|
| 28 April | Wednesday | 10.30pm | 11pm | After pub closed group of 5 young males used Pub terrace creating disturbance to my wife and I with their noise. Trojan security vehicle in attendance with amber flashing lights, youngsters on terrace completely ignored the security presence and continued with disturbance. Trojan vehicle left before youngsters moved on at 11pm. |
| 29 April | Thursday | 6pm | 9pm | Loud customer voices using bad language on terrace, made noise app recording in my garden in attempt to capture bad language at 18.09, unsure if successful. Voices clearly audible with all windows and doors shut. Ongoing frustration and irritation felt by both of us. |
| 30 April | Friday | 7.30pm | 10pm | Noise increasing and audible inside house with doors and windows closed and TV volume at high level. Loud male and female voices and squeals. Its difficult to find a balance where we can listen to TV at a volume to mitigate pub noise and not cause irritation at being at such a high volume level. Noise app recordings at 19.29, 19.49, 20.34, 20.42, 21.24. |
| 1 May | Saturday | 6.30pm | 10pm | Live Saxophone player started at 6.30pm. Noise had already been increasing before this, windows and doors shut, sound of sax not loud enough to be heard as music but audible above television volume. Called Noise officer who attended, but only arrived just before Saxophone stopped at 8pm, whether noise officer was spotted by pub not known. Noise officer attended our property to assess pub noise from various rooms. Unhappy that we have endured another disturbed |

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| | | | | evening. Frustrated that we have no choice but to put up with music, especially Live music being forced upon us. If we were customers, we could choose to leave, this option is not available to us. Noise app used 18.38, 19.42, 21.41, 21.46. |
| 2 May | Sunday | 2pm | 10pm | Continuous noise, loud voices increasing throughout the day, culminating in call to noise officer (Mike Richardson) at about 6.30pm. After discussing situation respecting limited resources of EFDC and it would take him an hour to attend, I took the decision for him not to attend as the noise level seemed to be reducing. This was a mistake as by 8.45pm noise was louder and getting rowdier till closing at 10pm. Despite being very tired, going to bed before this time was not an option. Bad weather, minimal disturbance |
| 3 May | Monday | | | Bad weather, minimal disturbance |
| 4 May | Tuesday | | | Bad weather, minimal disturbance |
| 5 May | Wednesday | | | Bad weather, minimal disturbance |
| 6 May | Thursday | 5.45pm | 10pm | Noise increasing from 5.45pm, recordings made 18.46, 19.45, 19.57, 20.57, 21.30. recordings made to confirm noise increase throughout evening with music playing from pub outside speakers in background. Had to close all doors and windows to subdue loud noise from some customers seated only 6m from our property. No attempt by pub manager to reduce or control noise level. Frustrated that another evening disturbed for many hours by pub noise. |
| 7 May | Friday | 6pm | 9pm | Noise started from 6pm onwards at annoying level, resulting windows being closed and upping TV volume to mitigate pub noise. Recordings made at 19:30, 20:22, 20:49, 21:38, 21:50. Called EFDC at 9pm to report noise nuisance from pub music volume level and customers voices with intermittent shouts and whoops, continued to 10pm. Ongoing frustration and irritation at situation. |
| 8 May | Saturday | 4.15pm | 8.40pm | Private party in makeshift covered gazebo on pub terrace only 6m from our property, very noisy and outside music turned up to facilitate partygoers singing along. Turned up our television to high volume to drown out pub noise which resulted in a headache to myself. |

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| 9 May | Sunday | 1pm | 9.30pm | <p>and both my wife and I feeling stressed by persistent noise. Noise recordings submitted at 18:15, 20:11.</p> <p>Noise increasing from 1pm onwards, outside from pub playing at irritating volume, resulting in having to close all our windows on a warm afternoon when fresh air would have been welcome. Annoyed that we have to move elsewhere in our house to concentrate on some work that needed to be done, Recording submitted 14:18. Noise continued and at 18:30 called EFDC to complain about pub noise, particularly from group of males who had been drinking at the same table from 1pm. These loud voices peaked at 9pm with shouting. It sounded like an altercation had occurred, subsequently observed from our bedroom window that about an 8 foot length of the roadside picket fence where the group of males had been seated had been broken and was laying on the ground. This supported our suspicion that there had been some sort of altercation. I would question the sense of continuing to serve alcohol to this group of males over such a long period of time.</p> <p>Completed an incident report with the Essex police online service, report number bos-14478-21-4242-b20. Picture and report to be attached. Recordings submitted 15:15, 18:36, 19:11.</p> |
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Signed Date

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Chris & Patricia Hudson Turner Address: [REDACTED] Pump Hill, Loughton, [REDACTED]

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|--------|-----------|--|---|--|
| 10 May | Monday | 6pm | 7.55pm | Group of 6 males seated at closest point to our property, with loud voices, one voice in particular was strident, no attempt by pub management to moderate Noise. Noise recording made 19:47. Ongoing frustration at noise situation from pub, meaning we have to keep all our double glazed windows shut to mitigate disturbance from pub and annoyed we are unable to sit on our patio. |
| 11 May | Tuesday | | | Bad weather day |
| 12 May | Wednesday | | | Inclement weather day |
| 13 May | Thursday | | | Inclement weather day |
| 14 May | Friday | 8pm | 10pm | Noisy loud customers on Pub Terrace, causing us frustration and irritation that Pub manager does nothing to control noisy customers. Customers are a younger crowd who do not live near the pub, have no respect for surrounding neighbours, swearing can be heard through double glazed windows of our house. At around 9.30pm called EFDC out of hours, music was very loud with customers on terrace singing along. Went from my house to Pub entrance and asked security doormen to get the pub manager. Pub Manager Maxine has quit, Young woman came out (Lauren) shouting swearing at me, accused me of being drunk then claimed I threatened her, all complete nonsense. Music was turned down. Returned home then was asked by |

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| | | | | <p>neighbour Dee Wood to accompany her to Pub as she wanted to speak with the manager and video film the terrace. At this time we were both verbally abused by customers seated outside. Returned home. By now my mobile phone had 2 missed calls from Joe Weeks (Tracey Roberts son), which I ignored.</p> <p>Sound recordings submitted with comments at, 20.21, 20.36, 20.44, 20.45, 20.46, 21.12, 21.53. This type of ASB is now typical of the pub customers. Living with this uncontrolled nuisance noise and harassment is clearly unacceptable.</p> |
| 15 May | Saturday | 7.45am | 11.30am | <p>Joe weeks called my phone 7 times between 7.45am and 8am. None were answered. At approx 11.15am Joe Weeks came to my house, I answered the front door and he wanted me to walk with him, I refused, obviously he wanted to be out of CCTV with me. He then approached me and stood toe to toe with me and threatened me with physical harm / violence for apparent threatening a member of his staff (Lauren – also Joe Weeks Girlfriend) This wall captured on my CCTV and witnessed by my wife. Joe weeks left and 999 called, incident number 388 15/05/2021. Received letter from Police (scanned copy attached), police investigating under section 4a POA Causing intentional harassment, alarm or distress on crime reference number 42/92354/21.</p> <p>Weather inclement so no pub noise disturbance to report.</p> |
| 16 May | Sunday | | | Inclement weather |
| 17 May | Monday | | | Inclement weather, no customers on pub terrace in early afternoon, but pub plays music outside which is clearly audible in my living room with windows shut and TV on. There is no respect for the neighbours, they persist in doing whatever they legally can to cause disturbance. |
| 18 May | Tuesday | 10pm | 1010pm | Group of men outside on terrace drinking and loud voices. Photograph taken as evidence. No pub management to stop outside drinking after 10pm. Pub has taken to switching outside lights off after 10pm to hide the outside drinking. |

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| 19 May | Wednesday | 3pm | 345pm | Loud voices on pub terrace, resulting in having to close our windows to minimise disturbance to us. No control exercised by pub manager. Recording submitted 15.35 |
| 20 May | Thursday | | | Inclement Weather |
| 21 May | Friday | 9pm | 10pm | Pub terrace very noisy intermittently during this period due to heavy rain showers. No attempt by pub manager to control or reduce rowdy behaviour. Bad language swearing all clearly audible in our house with double glazed windows closed and above television volume. Frustrated as there is no management of rowdy customer noise on terrace, the only way we get respite is with bad weather stopping use of the pub terrace. Recording submitted 21.55. |
| 22 May | Saturday | 930pm | 945pm | Very noisy between these times due to break in heavy rain showers meaning customers going outside on pub terrace. We both hope the weather continues to be inclement as it affords us some peace and quiet. Normal conversation level noise would not cause us a problem, the evening crowd the pub attracts cannot talk at normal levels. Since the front car park was converted to a drinking terrace with the capacity of nearly 100 people seated closest of which is only 6m from our property, this is clearly unacceptable from our side. When I purchased this house in 1998 the pub terrace was a car park. There was no consultation with nearby properties to assess the impact this would have on living here. |
| 23 May | Sunday | | | Inclement Weather, no disturbance. |
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Signed: Chris Turner & Patricia Hudson

Date: 23 May 2021

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Chris & Patricia Hudson Turner

Address: Pump Hill, Loughton, [REDACTED]

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|------------------------|-----------|--|---|--|
| 24 May | Monday | | | Bad weather – Police Officer attended my house investigating Threatening behaviour by Joe Weeks. |
| 25 May | Tuesday | | | Bad weather |
| 26 May | Wednesday | | | Bad weather |
| 27 May | Thursday | 6pm | 7pm | Loud voices from pub terrace. Had to close our windows. So no ventilation, to mitigate the noise. |
| 28 May | Friday | 8pm | 10pm | Loud voices and music being played from outside speakers from pub. Noise app Recording submitted 21.47. Even with all windows closed voices and music from pub clearly audible over the television volume. Constant noise is very aggravating, along with no escape from the music being played outside. |
| 29 May | Saturday | 8pm | 10pm | Usual unacceptable level of noise from pub terrace, meaning we had to close our windows despite warm weather to mitigate the noise, frustrated that we have no ventilation unless we suffer the noise from pub with windows open. |
| 30 May | Sunday | 10pm | Pub closing | Customers noisy leaving pub, no attempt by pub manager to advise customers to leave quietly. |
| 31 May Bank Holiday | Monday | 6pm | 7.30pm Recording submitted at 18.06 | Pub customers seated 6m from our patio, talking loudly, swearing with other background customer noise. This type of customer behaviour makes it not possible to use our patio. Had to close doors and windows during warm weather to mitigate noise. Feel upset that us residents have to suffer indoors when everybody else at the pub is having a nice time in the warm weather. |

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| 1 June | Tuesday | 4pm | 10pm | Loud boozy customers all afternoon. Had to come in from patio and shut doors and windows during warm weather as fed up with bad language, loud voices and raucous laughter. Early evening until closing and crowd resulted in further disturbance until closing and leaving pub. No attempt by pub manager to control / reduce customer noise or behaviour of offensive language. Recordings submitted 16.20, 17.33, 17.48, 20.34, 21.23. |
| 2 June | Wednesday | 5pm | 7pm | Loud male voices occasional swearing. Boisterous behaviour. Had to close doors and windows during warm weather to mitigate pub customer noise. Pub manager make no attempt to manage this type of customer noise and behaviour. Recording submitted 17.08. |
| 3 June | Thursday | 9pm | 10pm | Noise from pub terrace. No monitoring by pub staff on terrace of the loud screaming coming from mixed group of young people. Frustrated having to constantly be alert to have phone at hand to use the noise app, take pictures etc to provide evidence for EFDC to take action. We are unable to relax in our home with the responsibility of having to monitor the pub, this would not be necessary if the pub was being actively managed correctly. |
| 4 June | Friday | 9pm | 10pm | Unruly behaviour of woman and child on terrace, screaming. Completely inappropriate to bring child to pub and allow shouting outside (standing, breach of covid) |

Signed Chris & Patricia Hudson Turner Date: ...6th June 2021.....

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Chris & Patricia Hudson Turner

Address: Pump Hill, Loughton, [REDACTED]

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|--------|----------|--|---|--|
| 5 June | Saturday | 1pm | 11pm | Noise started at 1pm and gradually increased. Had to close doors and windows during warm weather to try and mitigate noise. Unable to use our own garden patio due to unacceptable, almost unbearable continual noise . EFDC out of hours called, EFDC Duncan duty officer attended and made recordings. Photographs taken of terrace at 10.05, lots of customers no sign of movement inside, no pub staff clearing the terrace. 10.30 young drunk customers outside smoking very noisy, outside music still playing, pub security staff do nothing. Another evening disturbed and plans to dine on our patio cancelled due to pub noise. Recording submitted 22.33. |
| 6 June | Sunday | 4.30pm | 10pm pub closing | Absent from our house. Returned at 4.30pm to be confronted with loud voices and shouts from pub terrace. No attempt by pub staff to quieten pub terrace and control noise. Noise peaks and troughs throughout period, but at 8.45pm peaked again. Getting fed up with using noise app, having to take copious notes not being able to relax, again all window s and doors shut to mitigate noise, warm and stuffy in our house while watching television, always with disturbance in the background from low level audible noise from pub. |
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Signed Date

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Chris & Patricia Hudson Turner

Address: Pump Hill Loughton

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|---------|-----------|--|---|---|
| 7 June | Monday | 5.30pm | 6.20pm | Loud voices from pub causing disturbance while reading in Living room, even with windows and doors shut. |
| 8 June | Tuesday | 7pm | 10.44 pm | Closed windows and doors to mitigate loud voices from front of pub, At 10.45pm people on front of pub loud voices disturbance heard from bedroom while trying to sleep, Photo attached to email taken at 10.45pm showing customers standing around, not very clear. |
| 9 June | Wednesday | | | Nothing to report as absent for the whole evening. |
| 10 June | Thursday | | | Noise recording equipment from EFDC in place, Noise sheets for recording equipment filled in. Weather not good so front of pub not busy, but music playing outside can be heard in our house. |
| 11 June | Friday | 5pm | 10.45pm | Noise recording equipment from EFDC in place, No attempt to clear pub terrace at 10 pm, several photos taken after 10pm attached to email. Basically pub realises to clear terrace at 1016pm, but 4 men continue to drink and remain outside drinking by picket fence for next 30 minutes, door staff do nothing to move men inside. Music playing outside pub till late. |
| 12 June | Saturday | 3pm | 11.20pm | Unable to sit on our garden patio from 3pm due to loud voices and music from pub causing disturbance, so afternoon ruined during very warm weather. 4 young men outside pub loud voices just socialising at 11.14pm, photo attached, door staff do nothing. |
| 13 June | Sunday | 11am | 10pm | Music playing outside from 11am (no customers present). Noise from front of pub all afternoon resulting in us having to close doors and windows and stay inside |

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| 14 June | Monday | 6pm | 8.30pm | to mitigate noise. Early evening noise reduced during Euro football game, but ramped up later evening. Absent from house until 6pm, but greeted with usual loud voices from front of pub on our return, EFDC noise recordings submitted, please refer to noise sheets. |
| 15 June | Tuesday | 530pm | 10pm | Lots of raucous laughter and shots of loud voices both male and female, not enough for continuous recording, but on and off causing great irritation. Check EFDC recordings. Noise reduced at 8pm but still loud enough for disturbance inside our house with doors and windows shut. |
| 16 June | Wednesday | 6pm | 9.25pm | Usual group of men loud voices and laughter at irritating level with windows and doors shut sitting at table closest to our house, group dispersed at 8pm but at 9.25pm shouting coming from pub despite raining. |
| 17 June | Thursday | 6pm | | Despite raining loud voices from customers outside pub heard with windows and doors shut. 8.45pm one customer outside pub but talking very loudly so person inside pub could hear. 2 women joined man outside also very loud and sounded intoxicated. Photo attached with drinkers on pub front at 10.10pm. |
| 18 June | Friday | 8.45pm | 10.15pm | Weather raining. Loud Voices clearly heard outside pub with our windows and doors shut. 4 customers after 10pm sitting undercover outside socialising loud voices clearly heard with our windows and doors shut, Door staff do nothing to advise customers that only allowance to be outside is to smoke. |

Signed Date:

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Chris & Patricia Hudson Turner

Address: [REDACTED] Pump Hill Loughton, [REDACTED]

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|---------|-----------|--|---|---|
| 19 June | Saturday | 1.45pm | 9.15pm | 6 women seated outside, increasingly noisy with amount of drink consumed, raucous voices, singing, swearing until 5pm, 3 recordings submitted via the noise app 16.11, 16.15, 18.51. from 7.15pm group of raucous youngsters sitting and standing at front of pub until 9.15pm, no attempt from pub staff or door security to calm the situation. Photo taken at 7.34pm of group. Photo taken of couple staying outside drinking after front was cleared at 10pm. |
| 20 June | Sunday | | | Weather inclement |
| 21 June | Monday | | | Weather inclement |
| 22 June | Tuesday | | | Weather inclement |
| 23 June | Wednesday | 4.30pm | 9.30pm | Group of loud males seated close to our house, cannot sit on our garden patio due to bad language and male conversation, which is offensive to my wife. Had to close windows and doors on a warm afternoon to mitigate noise. Noise app submitted 16.36, 16.46. 7.30pm Quiz night at pub with participants seated outside. Quizmaster using radio microphone to PA system inside pub, Loud enough for us to clearly hear the questions inside our house with windows and doors shut. Called EFDC after hours spoke with Louise, but she was unable to attend before quiz finished. Took photo of quizmaster with Mic on terrace. |
| 24 June | Thursday | 10.30pm | 11.50pm ongoing | Professional film crew with actors at front of pub with |

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|---------|----------|-----|--------|--|
| 25 June | Friday | 5pm | 10pm | <p>flood light from 10.30pm, Photos taken 10.59pm and 11.31pm. Closed bedroom windows to reduce noise disturbance, but were affected by floodlight reflecting off bedroom ceiling. Unsure what time filming finished due to wearing earplugs and eyeshade to enable sleep.</p> <p>Verbally abused and Harassed by Joe Weeks (Tracey Roberts son) at 4.50pm, reported to police 101, case # 909 25621. 5pm unacceptable loud voice noise from group young males seated close to our property, constant use of 'F' & 'C' swear words, meaning having to retreat from our patio and close doors and windows. Noise app submitted in attempt to capture the swearing 17.57 and at 18.55. At 9pm even with rain falling group of young male and female loud voices and raucous behaviour, noise app recording at 21.11, no intervention by door security or pub staff to reduce noise. Music very loud from pub. After clearing terrace at 10pm, within 10 minutes 5 people returned outside smoking, loud voices. 2 Photos taken showing one of the group red T shirt remains outside to gone 10.50pm, not out for smoke but to socialise.</p> |
| 26 June | Saturday | 6pm | 9.30pm | <p>Cannot sit on our garden patio where we planned to eat dinner due to loud male voices and conversation (swearing) from tables closest to our property. Shut doors and windows and eat inside during warm weather. Noise app recorded and submitted 18.33.</p> |
| 27 June | Sunday | 2pm | 6pm | <p>Music playing outside pub from 11am, no customers present. Pub busy and noisy from 2pm onwards until 6pm. Again, had to eat Sunday lunch inside with doors and windows shut on a warm afternoon.</p> |
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Signed Date

Epping Forest District Council – Environmental Protection Act 1990**Nuisance Record Sheet**

Name: Chris & Patricia Hudson Turner Address: [REDACTED] Pump Hill, Loughton.

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|---------|-----------|--|---|--|
| 28 June | Monday | | | Bad weather nothing to report |
| 29 June | Tuesday | 11 a.m. | | 11 am music playing outside pub with no customers. Poor weather and Euro football pub closes early |
| 30 June | Wednesday | 7.30pm | 10pm | Quiz night at pub, Quiz master outside with radio microphone with PA speakers inside pub at high volume to facilitate quiz participants able to hear the questions, was able to hear the quiz from our living room with windows and doors shut. Picture of Quiz master attached to email. Picture of outside drinking at 10.18pm attached. |
| 1 July | Thursday | | | Bad weather, nothing to report |
| 2 July | Friday | 5pm | 7pm | Girls squealing intermittently. No supervision of noise control from either security or pub staff. |
| 3 July | Saturday | 4pm | 10.30pm | Boisterous male voices and conversation, had to close doors and windows to mitigate disturbance, though still clearly audible inside our house. Failed to clear terrace at 10pm, people sitting outside socialising and engaging in conversation with security staff. Photo taken at 10.18pm and attached. Photo taken at 11.45pm with people seated socialising attached. |
| 4 July | Sunday | 1.30pm | 4pm | Loud male conversation clearly audible inside house with windows and doors shut. |
| 5 July | Monday | 8.30pm | 10pm | Despite raining, people gathering outside loud conversation clearly heard inside our house windows and doors shut |
| 6 July | Tuesday | 10pm | 10.30pm | Outside drinking after 10pm, picture taken 10.23pm |

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| 7 July | Wednesday | 8.30pm | | attached. Disrupted at 8.30pm by Euro halftime, customers come out to pub front, shouting, swearing raucous behaviour, repeated behaviour after extra time with customers causing disturbance after 10pm. |
| 8 July | Thursday | | | Nothing to report |
| 9 July | Friday | 1.30pm | 10pm | From 1.30pm loud male voices seated close to our house and conversation making use of our patio not possible. Evening young crowd become increasingly noisy coupled with music palying inside and outside pub resulted in a call to EFDC out of hours to complain, opened door to patio and held phone so EFDC agent could hear, made a recording with noise app at 21.10pm. People standing outside drinking in breach of Covid rules, no supervision by either security staff or pub staff. Photos taken and attached. |

Signed Date:

Nuisance Record Sheet

Name: Chris & Patricia Hudson Turner Address: Pump Hill, Loughton.

[illegible]

Signed Date

Epping Forest District Council – Environmental Protection Act 1990**Nuisance Record Sheet**

Name: Chris & Patricia Hudson Turner

Address: [REDACTED] Pump Hill Loughton, [REDACTED]

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|---------|-----------|--|---|---|
| 12 July | Monday | | | Poor Weather, heavy rain |
| 13 July | Tuesday | 6.15pm | 7.15pm | Loud male voices conversation, had to close doors and windows to garden to mitigate disturbance, not good due to warm weather |
| 14 July | Wednesday | 7pm ongoing | | Loud voices causing disturbance, photo taken 22.21pm people outside drinking / socialising, attached to email. |
| 15 July | Thursday | 7pm | 10.45pm | People outside seated drinking / socialising at 10.30pm no supervision by pub staff to stop breach of licensing condition. |
| 16 July | Friday | 5pm | 11pm | Usual disturbance loud voices, security or pub staff do nothing to mitigate customer noise level, photo taken at 10.59pm people drinking outside, attached to email. |
| 17 July | Saturday | 1pm | | Loud males voices, swearing, cannot use our garden patio, frustrated at complete lack of pub management to control unacceptable customer behaviour, music palying outside pub also causing annoyance. Noise app recordings at 1.34pm and 4.06pm. Drinking outside after 10pm, people socialising at front of pub, photos taken at 10.19pm and 11.30pm |
| 18 July | Sunday | 12pm | 10pm | Music playing outside all day, loud males seated with shirts off, not acceptable in a residential area. Disturbance all afternoon. 6pm onwards group with loud female, shouting using speakerphone at 8.47pm, see photo, tone of voice suggested / indicated too much to drink. Had to close doors and windows to our garden for all of Sunday to mitigate disturbance. No control by pub management to limit disturbance to neighbours. |

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| 19 July | Monday | 7pm | 10.30pm | People outside still drinking after 10pm, photo taken at 10.13pm and 10.20pm attached |
| 20 July | Tuesday | 7pm | 11.45pm | Usual disturbance all evening, can be clearly heard inside our house with windows and doors shut. People outside drinking after 10pm, outside lights at pub switched off at 10pm in attempt to conceal drinking outside, photo taken at 11.34pm drinking. |
| 21 July | Wednesday | 7.30pm | 10pm | Quiz night commenced at 7.30pm, quiz master outside with radio microphone with speakers inside pub at high volume so quiz participants seated outside pub can hear along with all the residents, made noise app recording at 8.07pm, called EFDC at 8.40pm to report disturbance. 9.30pm quiz master announces will be returning following Wednesday at 7.30pm, whole evening spoilt for us yet again. |
| 22 July | Thursday | 6.30pm | 10pm | Loud voices from outside pub causing us to close doors and windows to mitigate disturbance. |
| 23 July | Friday | 5pm | 11.50pm | <p>Group of males seated in front of cottage attached to the pub being served drinks and paying for them, is this a licensable area? Had to close doors and windows to mitigate noise. Fed up at having to do this, we cannot let the outside in due to noise from the pub. When I bought this house 23 years back there was no seating terrace at pub front.</p> <p>Noise increased from 5pm, noise app recorded at 7.27pm. Several further recordings submitted including at 11.14pm due to large group at front of Pub, called 101 who advised it would be dealt with by Police licensing . Called EFDC to complain at music pumping out from the pub, Saw the DJ removing Equipment (large speakers) at 11.20pm. Security staff completely ineffective at moving people off premises at closing. Called 101 again at 11.45pm due to large group still at front of pub, pub management and security staff ineffective, Another ruined evening causing harassment, disturbance to ourselves. Picture taken at 11.35pm attached.</p> |

Signed Date:

Nuisance Record Sheet

Address: [REDACTED] Pump Hill Loughton, [REDACTED]

[illegible]

[illegible]

Signed Date

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Chris & Patricia Hudson Turner

Address: Pump Hill, Loughton

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|-----------|-----------|--|---|--|
| 26 July | Monday | | | Raining, only occasional disturbance Loud voices |
| 27 July | Tuesday | 7pm | 11pm | Raining, only occasional disturbance Loud voices. |
| 28 July | Wednesday | 7pm | 10.30pm | Raining, only occasional disturbance Loud voices |
| 29 July | Thursday | 6.30pm | 11pm | Noisy loud voices clearly heard with windows and doors shut and TV volume at high level. Endured until 9.30pm and called EFDC out of hours to report disturbance and that pub staff do nothing to control unacceptable noise outside the pub. It seems to us that while inside the pub customer noise is controlled, whereas as soon as customers use the outside pub front, they along with pub management, consider it acceptable to shout and generally behave in a loud raucous manner, oblivious to the disturbance they cause the residents. Photo taken at 10.17pm people drinking and socialising outside. |
| 30 July | Friday | 7pm | 11pm | only occasional disturbance Loud voices |
| 31 July | Saturday | 8pm | 12pm | Noisy loud males, customers outside after 10pm socialising and drinking. No implementation of Licence conditions, security staff do nothing except join customers to smoke and socialise and add to the disturbance of already loud customers. Photo taken at 10.53pm outside drinking. At this point we went to bed with earplugs to sleep, though could still hear people outside approaching midnight. |
| 01 August | Sunday | 6.30pm | 8.30pm | Group of men and women, loud noisy shouting gave impression of having had too much drink, peaked at |

| 01 August | Sunday | 6.30pm | 8.30pm | 8.10pm while saying their goodbyes and waiting for taxi. |
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Signed Date: 3 August 2021

Sheet

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Chris & Patricia Hudson Turner

Address: ■ Pump Hill, Loughton, ■

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
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Signed Date 3 August 2021

Epping Forest District Council – Environmental Protection Act 1990**Nuisance Record Sheet**

Name: Chris & Patricia Hudson Turner

Address: ■■■ Pump Hill, Loughton, ■■■■

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|----------|-----------|--|---|--|
| 2 August | Monday | | | Bad Weather |
| 3 August | Tuesday | 5pm | 930pm | Music on outside pub, so we could not use our patio without disturbance from pub music, so inside with doors and windows shut. As soon as weather improves intermittent disturbance with loud voices from front of pub. We are sure customers would be told to quieten down inside the pub, but pub management makes no attempt to moderate raucous customers outside the pub. |
| 4 | Wednesday | 6pm | 10pm | Loud group of male customers at front of pub. Again no management by pub to moderate their behaviour. Quiz night started 730pm, a few quiz participants seated outside with quiz questions from inside the pub at high volume to accommodate them, this disturbance meant us having to sit inside with doors and windows shut, but quiz questions were still audible even with our TV volume turned up. Picture taken to show how few quiz people at front of pub and the disturbance caused to the detriment of residents. Called EFDC out of hours to log complaint at 9.25pm. |
| 5 | Thursday | 7pm | 10pm | Music playing outside pub clearly audible in our house with doors and windows shut. Rain showers meant people coming outside pub between showers loud voices, plus the music causing disturbance. Called EFDC out of hours about music noise. Picture taken with 4 customers outside drinking at 10.24pm. |
| 6 | Friday | 7pm | 10pm | Loud customers raucous almost hysterical laughter. |

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| 7 | Saturday | | | | Bad weather | |
| 8 | Sunday | 11.30am | 7pm | | Music playing outside pub from 11.30am. unacceptable Loud voices outside between rain showers causing disturbance in conjunction with the music. Another Sunday afternoon spoilt in our own home. | |
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Signed Date:

Nuisance Record Sheet

Name: Chris & Patricia Hudson Turner

Address: [REDACTED] Pump Hill, Loughton, [REDACTED]

[illegible]

Signed Date

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Chris & Patricia Hudson Turner

Address: [REDACTED]

Pump Hill, Loughton, [REDACTED]

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|-----------|-----------|--|---|---|
| 9 August | Monday | | | Raining |
| 10 August | Tuesday | | | Raining |
| 11 August | Wednesday | 6pm | 10pm | Quiz night, surprised how much volume of noise from so few people participating outside the pub. Photo attached to email. Had to keep doors and windows shut to mitigate the disturbance, Frustrated at how the pub is allowed to have the questions at such high volume to facilitate so few customers to the detriment of the resident neighbours, Also at 2a.m. woken by group of youngsters using the pub outside seating area shouting etc. |
| 12 August | Thursday | 7pm | 10.45pm | Music from pub clearly audible from inside our house with windows and doors shut. People outside pub noisy, clearly heard from inside our house due to their proximity where they were seated / standing to our property. Called EFDC out of hours to report unacceptable level of noise, and also reported the incident highlighted yellow above. 10.45pm lots of noise as people socialised at front of pub while dispersing and leaving, Could still hear this noise even while wearing headphones, no attempt by pub staff to manage this situation, customers have no respect for residents. |
| 13 August | Friday | 6pm | 11pm | Noise from pub front, squeals shouting loud voices swearing all clearly audible from inside our house with windows and doors shut. Tried to use the noise app to record noise, unsure if these were successful as |

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| | | | | | appeared to be some problem with the app. Called EFDC at 9.49pm to report noise, informed that noise app no longer in use. Noted high level of noise from inebriated women shouting outside pub accompanied by 3 men. |
| 14 August | Saturday | | | | Absent from house |
| 15 August | Sunday | | | | Absent from house |
| 16 August | Monday | 10pm | | 11pm | People drinking outside, photo attached |
| 17 August | Tuesday | | | | Bad weather |
| 18 August | Wednesday | | | | Bad weather |
| 19 August | Thursday | 9.15pm | | 11pm | Music playing at pub clearly audible inside our house. People socialising & drinking outside at 10.46pm, photo attached. Woken at 11.30pm by large group of youngsters shouting etc, positioned on the Green opposite the pub, disturbance until 1a.m. A neighbour called EFDC out of hours to report incident. |
| 20 August | Friday | 7pm | | 11pm | Usual noise from front of pub, people drinking outside after 10pm but did not have camera to hand to photograph. |

Signed Date:

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Chris & Patricia Hudson Turner

Address: Pump Hill, Loughton,

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|--------------------------|-----------------------|--|---|--|
| 21 August | Saturday | 3pm | 11.55pm | Noise most of the day, some loud shouting causing disturbance with all windows and doors shut. Security man or pub staff do nothing to control customer noisy behaviour. Photos taken of customers failing to clear the pub at 11.30pm until 11.55pm causing disturbance. Pub had closed with staff gone at 11.30pm. |
| 22 August | Sunday | | | Nothing to report |
| 23 August | Monday | | | Nothing to report |
| 24 August - 27 August | Tue, Wed, Thu, Fri | | | Absent from House |
| 28 August | Saturday | | | Arrived back to house after our absence 9.45pm, so unaware of any disturbance. |
| 29 August | Sunday | 11.40am | | While talking with a neighbour opposite the Gardeners pub, My wife and I were harassed and verbally abused by Joseph Weeks (Tracey Roberts son). Matter reported to police, letters attached. Assume this was caused by the noise complaints at the Pub on Friday 27 th when EFDC noise officer attended while we were away from our house. |
| 30 August | Monday | | | Nothing to report due to inclement weather causing pub to be quiet outside. |
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Signed Date

Epping Forest District Council – Environmental Protection Act 1990**Nuisance Record Sheet**Name: Chris & Patricia Hudson Turner Address: [REDACTED] Pump Hill, Loughton, Essex.

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
|-------------|-----------|--|---|--|
| 31 August | Tuesday | | | Bad weather, no report |
| 1 September | Wednesday | 7.30pm | 10pm | Quiz night commenced at 7.30pm, no participants seated outside, but volume of quiz masters amplified voice from inside the pub could be clearly heard with all double glazed windows and doors shut at our house over the volume of the TV programme we were watching. Disturbance continued for the duration of the quiz. |
| 2 September | Thursday | | | No report |
| 3 September | Friday | | | Pub eerily quiet, is this due to having been served letter from council. Pub closed early. |
| 4 September | Saturday | | | Absent from house until 10pm, again pub closed early shortly after arriving home. |
| 5 September | Sunday | 6pm | 9.30pm 11.30pm | People outside pub getting progressively louder from 6pm onwards. Loud male & female group particularly noisy. Later noisy group outside pub with drinks at 10.45pm, see photo attached Taken at 10.57pm, woke us from sleep, had to put on headphones to meditate to drown out voices / noise from these people. |
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Sheet

Epping Forest District Council – Environmental Protection Act 1990

Nuisance Record Sheet

Name: Address:

| Date | Day | Precise time nuisance started state am or pm | Precise time nuisance ended, state am or pm | Description of Nuisance: Please try to put into words the nuisance you actually notice and anything else that you think would help the Officer dealing with your complaint, specifically relating to how the nuisance interferes with what you are doing. |
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Signed Date

Name: Chris Turner & Patricia Hudson

Address:  Pump Hill. Loughton.

[illegible]

Signed Date:

Denise Bastick

From: Stephen Hand [REDACTED]
Sent: 24 March 2022 15:42
To: Licensing
Subject: Licensing Review, The Gardener's Arms Public House, York Hill, Loughton

CAUTION: This Message originated outside of Epping Forest District Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Attention Of Senior Licensing Officer

With reference to your letter to me dated 25 February I have lived in Woodbury Hill for 20 years and unfortunately have witnessed the steady decline in the management of this pub in recent years. This has been especially noticeable since their former and excellent long-term manager quit last year. Apparently this was as a result of being told to serve minors by the pub landlord. The current management have no regard for local residents. They have created large beer gardens at the front (formerly car parking) and rear (formerly cottage gardens) without Conservation Area consent. These beer gardens get very busy in the summer especially on warm evenings and at weekends and cause huge nuisance to the local residents due to the noise and general lack of order. There is often foul and abusive language, shouting and screaming, piped music externally and general anti social behaviour around the pub and on the green with no visible attempt to manage it by the pub landlord. Many of the customers appear to be of a very young age and can get very rowdy. Also cars often park badly outside the pub and block the road junction again with no apparent attempt to control this by the pub management. They have also used the function room as a nightclub with live DJs which we could clearly hear from our house even with the TV on and the windows closed. There has been a marked increase in apparent drug dealing and drug use in the roads close to the pub. Many residents have made multiple representations to the Police and to the Council about anti-social behaviour, crime, public nuisance, and under age drinking.

The way that the pub is being run and used is just totally inappropriate for this quiet residential setting in a Conservation Area. I just can't understand how anyone thought that it was a good idea.

Stephen Hand FRICS
[REDACTED] Woodbury Hill

✉ [REDACTED]

From: martinmargrie [REDACTED]
Sent: 17 March 2022 16:01
To: Licensing
Subject: Fwd: Representation against the application made by The Gardeners Arms (Reference: WK/202203860)
Attachments: Capture 2000.jpg; Capture 2008.PNG; Capture 2011.PNG; Capture 2012.PNG; Capture 2014.PNG; Capture 2017.PNG; Capture 2018.PNG

CAUTION: This Message originated outside of Epping Forest District Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sir or Madam

I am email following receipt of your letter dated 25 February 2022, regarding the notification of consultation in respect of The Gardeners Arms public house.

This email contains my representation supporting the Community Resilience Team's application for a Review of the Premises License more specifically on the grounds detailed in this email and having regard to the following licensing objectives:

- The prevention of public nuisance
- Public safety
- The prevention of crime and disorder

Prevention of Public Nuisance

When I moved into my property in 2010, the front area of the Gardeners Arms was predominantly for vehicle parking, with the small upper terrace (to the right of the building) reserved for seating. The location of my property to the Gardeners Arms is approximately 30 metres opposite. This meant that the front area of the pub only had the capacity for approximately 20 to 30 people at any one time (photographic attachments from Google Street Map) and meant there was limited noise or public and residential nuisance. In the summer of 2013, the pub removed the opportunity for customers to park their vehicles at the front and made this outside space available for customers (photographic attachments from Google Street Map). This means that with the additional seating added over a period of time from 2013 until the present time along with the introduction of beer barrels in 2020, where people can stand with their drinks, the front area now has the capacity for up to approximately 100 people. This has unreasonably increased the noise level, which includes, continuous loud speaking, shouting, terrible swearing and includes anti social behaviour, for example fighting on the terrace and the public highway which is all at an unacceptable level so significantly that it is now a public nuisance. This is not helped by the location of the pub, which sits lower down to many of the surrounding properties so the noise emanating from the front area of the pub (even when it is not at full capacity) is now a constant noise nuisance to the public using the area and local residents.

Again, when I first moved into my property in 2010, the Gardeners Arms would close after lunchtime serving and would re-open in the evening at about 7.00pm. The pub not being open all day not only meant there wasn't the opportunity for longer periods of public and residential nuisance but also reduced the opportunity for the potential of all-day drinking and the issues that can bring, for example and as already stated, continuous loud speaking, shouting, terrible swearing and fighting. It also provided a welcome respite to local residents and allowed us 'the right to peaceful enjoyment to our possessions and our properties' when the pub was closed. With the pub now being open from the morning (11am) to closing

time (11pm), 7 days a week (has been for probably 10 or 11 years) means that when the front area is occupied, whether fully or not, there is continual noise disruption from the front of the pub for nearly 12 hours a day and for local residents the right to peaceful enjoyment of our homes, including the use of our front gardens, no longer exists. It is not uncommon for me to have to close the windows at the front of the house during pub opening hours and also means I have not been able to sit, work or enjoy my front garden due to the level of noise and public nuisance. This is all caused by the volume of people on the terrace and for the reasons I have already mentioned. I am also unable to sit in my front living room on occasion due to the noise level, even when the window is closed and the TV is turned up louder than it should be and I would want it to be.

It has to be remembered that for many properties surrounding the Gardeners Arms, they, like the pub, are restricted to what they cannot do to their properties and this does include the option of sound-proofing that modern-day properties afford and enjoy. This means that again, with the number of people now being able to sit outside the front area of the pub, the volume is not easily preventable to the properties in close proximity and therefore to those residents means the front areas inside and outside of their properties cannot be used and enjoyed, this is of a particular nuisance during the evening and late at night.

During the summer of 2020, I was liaising with Nicki Glasscock, who has been fully supportive of my concerns and amongst other things encouraged me to record the noise from the pub on the noise app, which I did. There were some occasions when it was necessary to contact Nicki 'out of hours' which illustrates the need for me to make a call to the 'out of hours' service due to the unacceptable noise coming from the front area of the pub.

Public Safety

The additional capacity outside the front area of the pub, has naturally increased the number of vehicles pulling up and parking outside the pub and the surrounding properties. This is not only a public and residential nuisance due to the noise and disruption this brings with doors banging and people entering and leaving the pub for nearly 12 hours a day but also causes concern over public safety. Given the pub has reduced its vehicle parking capacity for people using the pub means that it is not uncommon for double parking and bearing in mind there are no foot paths around the pub and the 'tightness' of the roads along parts of York Hill and Pump Hill, this is a considerable concern of mine as a resident and in relation to public safety for the families with children and dog walkers as well as those who do not know the area as well as the residents. I understand this objective is more to do with safety of customers at pub except for the point about parking as it relates to access for emergency services.

Prevention of Crime and Disorder

The following hyperlink is from the Hills Amenity Society dated September 2020 and clearly details the concerns from local residents relating to the Gardeners Arms regarding the numerous occasions when it was necessary to contact Essex police. This related to drug dealing, fighting, anti-social behaviour and underage drinking. This clearly helps illustrate the overall concerns I have from a crime and disorder perspective, given the number of times Essex police were contacted and attended and the Hills Amenity Society were acting on behalf of and supporting local residents with their concerns about the increase in crime associated with the pub <http://hillsamenitysociety.co.uk/social-disruption-on-york-hill>

This response is provided in good faith. Given the nature of the contents which details the reasons I find myself in the position to confirm I support the application and that I know the applicant as not only local residents but as a neighbour, I request that the Senior Licensing Officer be made aware that whilst making representations in support of the application being submitted, I wish to remain anonymous.

Yours sincerely,

Martin Margrie (York Hill)





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Image capture 1

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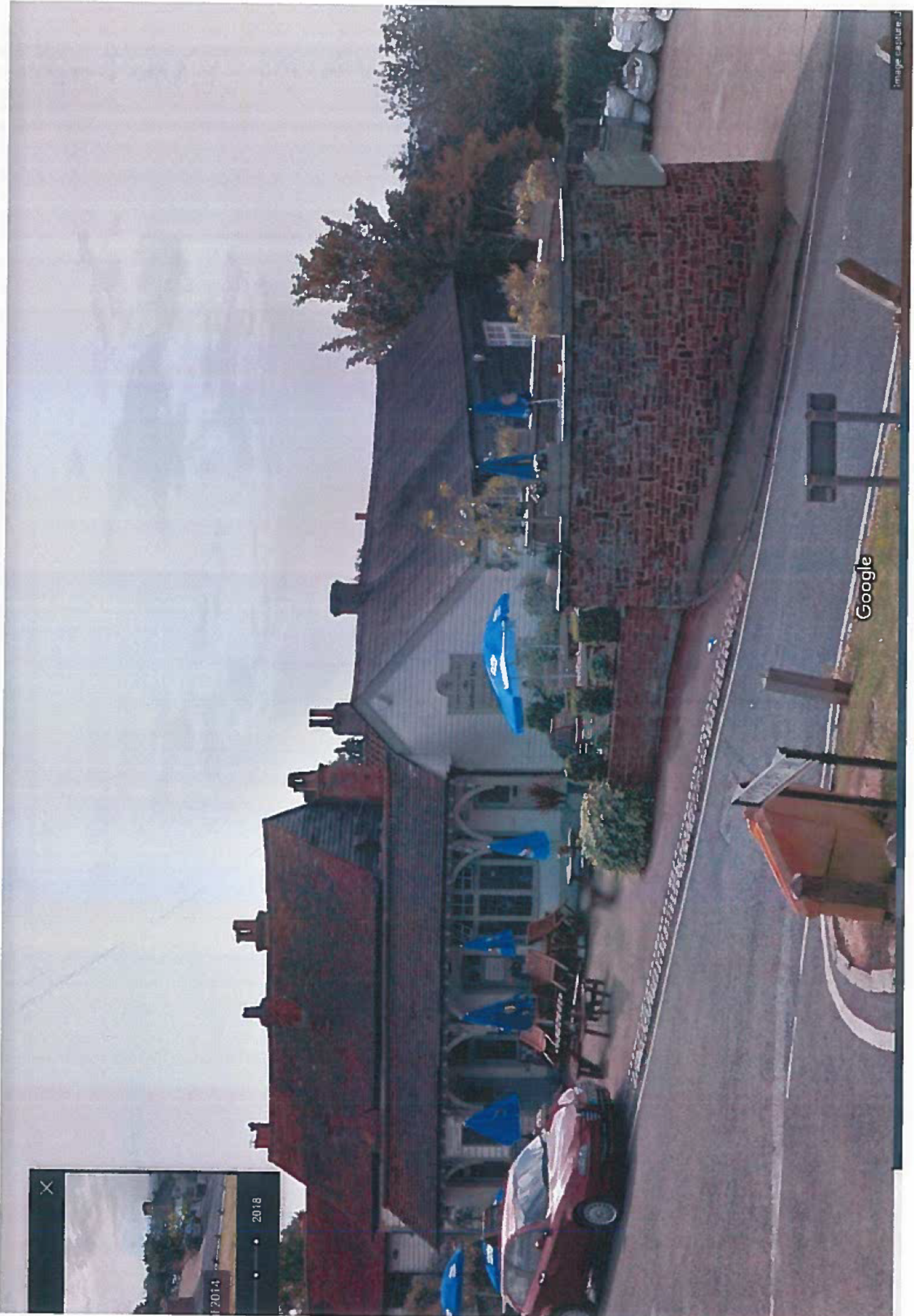
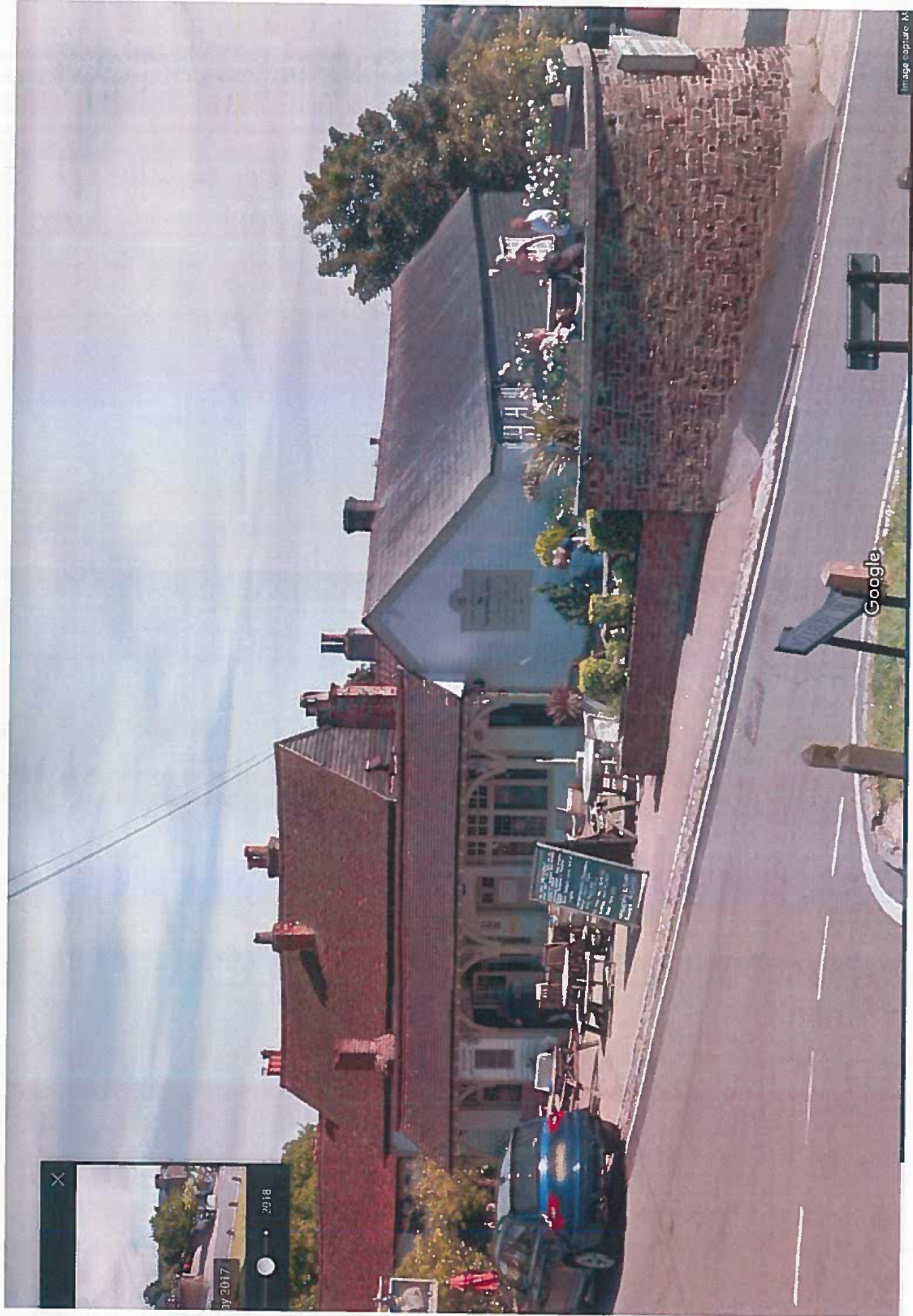


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From: lawtin [REDACTED]
Sent: 17 March 2022 15:55
To: Licensing
Subject: Representation against the application made by The Gardeners Arms (Reference: WK202203860)
Attachments: Capture 2000.jpg; Capture 2008.PNG; Capture 2011.PNG; Capture 2012.PNG; Capture 2014.PNG; Capture 2017.PNG; Capture 2018.PNG

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Again, when I first moved into my property in 2010, the Gardeners Arms would close after lunchtime serving and would re-open in the evening at about 7.00pm. The pub not being open all day not only meant there wasn't the opportunity for longer periods of public and residential nuisance but also reduced the opportunity for the potential of all-day drinking and the issues that can bring, for example and as already stated, continuous loud speaking, shouting, terrible swearing and fighting. It also provided a welcome respite to local residents and allowed us 'the right to peaceful enjoyment to our possessions and our properties' when the pub was closed. With the pub now being open from the morning (11am) to closing time (11pm), 7 days a week (has been for probably 10 or 11 years) means that when the front area is occupied, whether fully or not, there is continual noise disruption from the front of the pub for nearly 12 hours a day and for local residents the right to peaceful enjoyment of our homes, including the use of our

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Yours sincerely,

Lawrence Gray ([REDACTED] York Hill)





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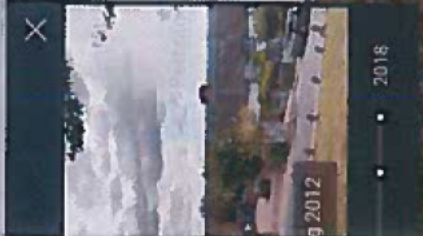




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