

Friday 26 April 2024

I wrote to the council on March 6 2024 about the application to review the licence for the Paris House, the address of which is 21 Western Road, Hove.

In addition to my letter I should like to add the following chronology of events so far as my family and I are concerned:-

2017 - I visited the pub several times to complain about the noise.

2017 (August) I emailed REDACTED direct and he replied offering to investigate the noise problem. (No reply followed). I understood he was the person in charge at the Paris House.

2018 (myself and my wife) made several noise complaints to the Council, and completed a noise diary. To the best of my recollection that was sent to the council but I do not know what action was taken.

2019 I became involved with REDACTED re the noise. I first met him as a result of him organising a meeting of residents in REDACTED. A number of residents attended and expressed concerns about disturbance caused by the noise of music and crowd noise from its customers and the poor attitude of the Paris House staff whenever they complained. I'm not sure if it ever went to mediation. I believe REDACTED and his partner moved away from REDACTED in 2020.

2022 July - after numerous more complaints I went to mediation. Met with REDACTED (the manager). I made it very clear I was not interested in harming their business or closing them down. All I wanted was the volume turned down a bit. It was made very clear to me that 'they'd never had a complaint' and that there was obviously no problem. I was made to feel like I was the guilty party by daring to challenge their business. I understood they had a licence allowing them to sell alcohol and play music but made it very plain we were very unhappy about the noise levels of both the music and their customers. I asked several times if they had a noise management policy but no answer was given. It was promised 'To provide REDACTED with a record of decibel readings from one of their

regular sound controls, preferably from this Thursday evening, or a Thursday in the near future.' This never happened and the noise continued to disturb us until the application for a review was made. Since the date of my letter the noise from the Paris House has significantly reduced.

Additional - when I was offered mediation in 2022 it turned out that one of my neighbours at REDACTED was due to go to mediation the week before. In the end she decided it was not worth the trouble. She shortly left the neighbourhood citing that the noise was too much and it was all too much hassle. Her address was on the opposite side of REDACTED to mine and nearer the Paris House.

REDACTED