

My name is REDACTED and I sent a letter to Brighton and Hove City Council licensing department on the 1st of March 2024 about an application which I understand is being made to review the licence for the Paris House pub on Western Road in Hove.

I should like to add the following detail to my letter:-

1. I am now 25 years old and work as a project manager for a large firm in the financial services industry. My partner and I moved to our present home which is a flat in a building REDACTED. I have not provided my address in my letter for reasons which I made clear to the council officers but they are aware of where I live. I do not wish the licensee or anyone involved on behalf of the Pub in these proceedings to know my address for reasons given in my letter and which are mentioned below.
2. We moved into our flat a few days before Christmas 2020. REDACTED.
3. We had no noise problems for roughly the first year after we moved in. They started about a year or so later when licensed premises began to reopen in 2020 - 2021 after Covid. The source of our noise disturbance was the Paris House and was the sound of loud music being played inside the premises and the noise of customers both inside and outside them. This became much worse in about May 2022 and particularly when the weather got better.
4. Since then there has been a steady increase in noise. There have been periods when the pub has been quieter but the noise always starts up again sooner or later. It is difficult to detect a pattern to it and I do know they change their schedule of events on a monthly basis.
5. We have found the noise to be worse on most evenings of the week and especially on Thursdays, Fridays and Saturdays with noise also on Monday afternoon and occasionally Tuesdays. There have been other occasions where we've been disturbed by noise from these premises on different days and times. Their "club nights" on Fridays and Saturday nights are particularly bad for noise disturbance in our flat. Bass notes in particular permeate our home and prevent us from watching TV, reading, playing our own music or simply enjoying home comforts. If we try to sleep we often can't get to sleep because of their noise and often later woken up even when we have managed to get to sleep. The noise goes on quite late sometimes until after 2 am or later. People congregate outside and, in my view, given we are in a mainly residential area, they are there way later than they should be.
6. When we first moved in both of us used to work from home as far as possible. My employer encourages flexible working and I was keen to take advantage of that. Unfortunately, over time, we were disturbed so often that I have given up in frustration and now go to my office every weekday to avoid this noise nuisance as far as I possibly can.
7. Both my partner and I are music lovers and in the past I have attended the Paris House to listen to live music events in which some of my friends were playing. We have a keyboard and recording equipment at home and regularly play live and recorded music of our choosing, which we enjoy as far as we possibly can. However, given the repeated disturbance and what I say in my letter and below, I no longer go into the Paris House and would not dream of supporting them in any way.
8. As far as I can remember my visits to the Paris House to watch my friends playing would have been in 2022 or early 2023.
9. I met a person who described himself as "the owner" of the Paris House a few months in to 2023. By that time I had been phoning the pub on a very regular basis to ask them to close their front door because of the noise I was experiencing in our flat which was distracting and preventing me from working. When I phoned I was as polite as I could possibly be but even if the door was closed in response, it did not stay closed for very long. Eventually they stopped taking my calls and the phone simply went to answerphone if I called.

10. One day I came home and saw one of the doors to the pub was open again. That day I'd been working all day in the office and was dreading the thought of going home after a busy day and having to put up with being disturbed in the way I have described. Seeing the door open, I thought it would be a good idea to go in and perhaps have a pleasant conversation with someone about the noise and in the hope that a personal approach might prove more successful.

11. I spoke to a man who I understood was a supervisor and explained that I would like the door closed to prevent me being disturbed. He said he was under instructions to keep the door open.

12. A man then came over and said he was "the owner." Initially, I was surprised by this because I had assumed that he was simply a customer. He said that if I had an issue with the pub I could talk to him. I replied that I would appreciate it if he could keep the door shut when he was playing loud music because it went into my flat and disturbed me and my partner.

13. I was surprised because he became quite hostile towards me and quite quickly. He wanted to know exactly where I lived and was pushing me to point out where. I pointed in the general direction REDACTED and said that I lived over there and nearby, adding that I was close enough to be disturbed by their activities.

14. To my surprise he then said "You can always move but we can't". Effectively, he was telling me this was my problem and not his although it was his premises which was the cause of our disturbance! This conversation went on just outside the doors of the pub. I responded by telling him it was his problem because he and his business were causing it. I pointed out that I wasn't being unreasonable and it wasn't neighbourly of him to react in this way. I told him that I wasn't the only one who was complaining about this.

15. There are other people I've spoken to about the noise and one of them lives right near the top of REDACTED. She has told me on more than one occasion that she could hear the noise in her front room which faces onto REDACTED I would say that her home was within five houses of the top of REDACTED so that is a long way away from this pub. She was sure that it was noise from the Paris House which she could hear inside her own home. Other people who live in our building have also spoken to me about being regularly disturbed by the noise created by this pub.

16. My conversation with the owner lasted about five minutes. I felt frustrated, upset and angry about the way he made me feel. I thought and still think that I was being perfectly reasonable and simply wanted some consideration but in fact he gave me none.

17. I felt he was invading my personal space whilst we talked and I found his manner of speaking to me intimidating. I didn't want him to know where I lived and I still feel that way.

18. I felt so bad about this experience that I went straight back to our flat and phoned Brighton and Hove City Council. I called the number on the council website which dealt with complaints about noise and they sent through a noise diary which they asked me to complete. I was told to fill it in and send it to a particular email address and to send in the physical log I had made to another address. They also gave me a number of someone to complain to on the council.

19. For the next week or two I filled in the diary and sent off what was required to the council but to my surprise both emails were bounced back. I checked the addresses which they'd been sent to and they were the ones I had been given. I tried telephoning the numbers that were on the council website only to find they'd both been disconnected!! Whatever the problem was I couldn't get through to anyone or leave a message.

20. Over the period when I was completing the noise diary, I also took videos on my phone showing people coming outside the pub and making a noise and also recording the noise level from the

music inside. I no longer have these recordings because that phone is now an old one which has been deactivated and so the recordings have been lost .

21. I found this a very strange experience. Nobody from the council phoned me back. I had contacted them also by email after I initially phoned but heard no more. This would have been around May - June 2023 – the beginning of summer time.

22. I am part German and know that the police there take an active role in preventing noise nuisance. I'm also aware that in the London area a strict policy is in place to prevent people being disturbed. I know this from my frequent visits to London and from the researches I made about noise nuisance. Having failed to obtain action from the council, I did phone the local police to report noise nuisance and asked them to help me but they said that noise nuisance was not something they dealt with and that I should speak to the local authority.

23. The problem of noise nuisance from this pub has affected me badly and continues to do so. As I have said above I used to - and would still prefer to - work from home but I'm now forced to go into the office to escape being disturbed during the day. I can't escape it at night. I have to sleep with noise cancelling headphones every night but they hurt my ears and they're not very comfortable. I can't sleep without them but my sleep is not what it would normally be. I have also become noise sensitive from living there because I am being disturbed so regularly.

24. I find it all very distressing, become very agitated and feel stressed all the time. I have moments when I have been reduced to tears and others when I have been very close to moving out altogether but it makes me both angry and frustrated that I might have to move away because the licence holder and his staff refuse to take any account of how I and other residents feel.

25. As far as the noise from the people outside goes, there is often loud laughter, swearing, arguments and sometimes fights. I understand that they may be having a good time and enjoying drinking, but I doubt that they give any thought to me and other residents who might be disturbed. Because of the location of our flat, we simply cannot escape from this noise because wherever we go – the office, the lounge, our bathroom or our bedroom - we can hear it and it disturbs us greatly.

26. As far as fights outside the pub are concerned I would think I have phoned the police around ten times since 2022 and on one occasion phoned 999 because I could see someone was being repeatedly punched and was concerned that he would be seriously injured. On that occasion the police did come out and I provided them with a statement. That was in about March/April 2023. This incident was right outside the pub and started as an argument between customers. The other fights I have been disturbed by all seemed to me to involve customers of this pub and were all close to it.

27. I have no doubt that the source of this nuisance is this pub. There is no other house, flat or other place from where this level of noise is generated so regularly. I say this because my partner and I have become used to standing at our windows on a regular basis watching what is going on below and feeling completely helpless. Apart from the Paris House, the area is fairly quiet and especially for somewhere relatively close to the city centre .

28. The double glazing in our flat windows was replaced in 2022 and since then I have weatherproofed them by putting insulation material onto the sash windows in an attempt to minimise noise. It has helped a little but the noise is still far too loud and still causing us problems.

29. I feel very strongly about this. Our lives have been very badly affected by this problem and it simply isn't fair or right that we should have had to experience this level of noise disturbance and upset in our own home. We should be able to relax, sleep and work there in peace if we want and should not be subjected to this level of disturbance at all or for as long as we have been.

