

B3- Environmental Protection

REDACTED
REDACTED (DPS)
Paris House
21 Western Road
Hove
BN3 1AE

Date: 31st August 2022
Our Ref: 2022/00707/NOI/EH
Your Ref:
Phone: **REDACTED**
Fax: **REDACTED**
e-mail: helen.curtis-demendonca@brighton-hove.gov.uk

Dear Sirs,

Environmental Protection Act 1990

Re: Paris House, 21 Western Road Hove BN3 1AE

I refer to my letter dated 7th April 2002 regarding noise from Paris House 21 Western Road Hove BN3 1AE and write to advise that since my letter further complaints have been received concerning noise from your premises causing disturbance to neighbours. In total, eight different people from differing addresses have made complaints regarding live music noise and subsequent noise from large groups of people congregated outside of your establishment

In light of this, I have a duty to investigate the matter to establish if legal action is required. Where investigations are undertaken, this Department employs a number of ways of gathering evidence. We have received four separate diaries and are in the process of witnessing the alleged noise nuisance. The main complaints refer to Tuesday nights, where large groups congregate outside of the premises. Monday live jazz music. Thursday nights, large groups of people noise, Saturday nights music, club night and Sunday music and groups of people.

The complaints have been received from all areas surrounding your establishment, from different people who are not aware of other people's complaints. The areas include, Upper Market Street, Cambridge Road and Brunswick Street East.

Throughout this investigation, I can assure you that an open mind will be retained. However, at this time, all noise nuisance does seem isolated to your establishment.

It is your responsibility to ensure that noise from your premises does not cause nuisance to others. Where sufficient evidence is gathered to satisfy this Department that legal action is necessary a Noise Abatement Notice can be served under the above legislation. Such a notice will require practical steps to be taken to stop the disturbance.

If you fail to comply with an abatement notice, you could face prosecution and, if convicted, an unlimited fine could be sanctioned. In addition to this in extreme cases we have the power to seize any noise making equipment.

Alternatively, an aggrieved person may complain direct to the Magistrates Court which can if satisfied that it is appropriate, make an order requiring the abatement of the nuisance.

This investigation is being conducted in conjunction with Brighton and Hove City Councils licensing department. Should a noise nuisance allegation be substantiated, and Notice served, this would heavily influence any call for a licensing review, made either by ourselves or local residents.

Yours faithfully,

If requested by a third party under the provisions of the Freedom of Information Act 2000 or the Environmental Information Regulations 2004, the contents of this letter may be disclosed by Brighton & Hove City Council.

Licensed Premises - Producing a Noise Management Plan

In most cases the Environmental Protection (EP) team will require a Noise Management Plan, please see the separate advice notes below. The need for a plan may be recognised during pre-application discussions in which case the NMP should be included with the application. If the need is recognized during normal consultation EP will make a representation identifying its need and in which case it is hoped that the applicant will submit, discuss and agree with EP such a plan before the date of the hearing.

Licensed premises have to live in harmony with their neighbours, and by their very nature can often cause some disturbance to people nearby. The aim of the Noise Management Plan is to put in place reasonable measures to reduce the impact of noise associated with the premises. Since people are generally less tolerant of avoidable noise, particular attention must be paid to reducing or eliminating avoidable noise. The following table lists some of the issues which may have to be considered when preparing a noise management plan (NMP) for a premises licence and should be used as an **aide memoir** for preparing the NMP under the headings in the table below. It should be borne in mind that each plan will be premises specific and the table is not exhaustive. Not all issues will apply to all premises and the practicality of implementing some measures will depend on individual circumstances. Although the preparation and compliance with a NMP may be a requirement of the premises licence it is expected to be applied to events permitted under Temporary Events Notices (TENS) held at licensed premises.

Note: the **bold** text refers to conditions you have agreed to consider. These shall be reviewed to ensure compliance and to mitigation of alleged noise nuisance complaints.

Source	Possible effects on impact	Mitigation to consider
Inside music noise, films etc (Note 1)	Hours and no. of events	Monday 'live jazz' 2-5pm Tuesday 'open mic' 8-10pm Thursday 8-10pm Saturday 4-7pm Sunday 7-9pm
	Volume	Control, Use of Attenuator and a "cooling down" period Employing an engineer to set the Attenuator level and plugging in the machine to prevent music from exceeding the set high dB level. Set level could then be used to make readings of local area noise, with appropriate Calibrated sound level metre device. Records to be maintained and presented upon request.
	Doors and Windows	Keep closed after 11pm
	Vents	Acoustic baffles
	Building design & construction	Sound insulation improvements and lobbies
	Location of speakers	Away from doors/windows, avoid party walls .
	Location of source	Avoiding conservatories or near large single glazed areas or external patron access doors
	Bass control	Limit with Attenuator Employing an engineer to set the Attenuator level and plugging in the machine to prevent music from exceeding the set high dB level. Set level could then be used to make readings of local area noise, with appropriate Calibrated sound level metre device. Records to be maintained and presented upon request.
Deliveries and collections(Note 3)	Times of day	Between 08:00 and 18:00
	Days of week	Mon-Fri only and not on Public Holidays
Smoking shelters, external seating and eating areas (Note 4)	Location	Site away from noise sensitive locations, no music
	Times of use	Limit the hours of use, to avoid later times
	Tables and chairs	Collect tables/chairs from outside late at night Employ security staff to monitor customer noise Consider forbidding alcoholic drink consumption outside
Gardens, and play	Music(see above)	Restrict hours, supervise/check and use signs.
	Children and customer noise	Supervisor patrols

areas (Note 5)	Public address systems	Avoid PA systems or direct away from residents.
	Bouncy castle pumps etc.	Consider orientation and screening of any equipment
Customers and Car Parks (See Note 6)	Misuse	Regular noise checks conducted in all surrounding areas, using reasonableness as a guide. Acting accordingly to findings and conclusions. Records to be maintained and presented upon request. Signage at premises exit, Door staff remind patrons on leaving, Supervisor patrols CCTV. Responsible taxi companies No entry policy after specified "late" Hour Re-entry policy for smoking. No drinks outside policy. Supervision of smokers
	Leaving customers	
	Radios	
	"Late" hour access	
	Loitering and smoking outside of the premises	
Refuse and recycling bins, bottles and stores, barrels	General noise	Follow good working practices. If noisy do in morning not late evening. Site refuse and recycling stores away from residential if possible
Chillers, air con, extractors etc	Nature of noise including hums, rumbles and whines	Locate sources away from residents. Use quieter plant, silencers and acoustic housings, equipment serviced regularly and well maintained
Complaints (See Note 7)	Response and attitude	Policy including the recording date, time, name, cause and action taken. Consider neighbour liaison, providing contact should the noise become an issue

It is also advised that the Noise Management Plan is regularly reviewed and updated (see note 9) :

- Prior to launching new entertainment
- Following a complaint
- Before introducing new plant and equipment
- When alterations to the Building are proposed
- When monitoring procedures identify that controls are inadequate

Additional Explanatory Notes

1. Inside Music Noise

Often the bass elements are noticeable outside, close to the premises and inside nearby premises especially if they are attached. Good management control to keep doors and windows closed and control hours and volumes with a cooling-down period (reduced volume) for the last 15 minutes is achievable by the supervisor. Consideration of location of loudspeakers, limiting Juke Boxes and structural works may require someone with specialist experience bearing in mind that structural works may not be fully effective in reducing bass. Live music is very difficult to manage, since many musicians bring their own equipment and it cannot be effectively controlled by the supervisor unless there is a good working relationship. It may be prudent to favour events which minimise impact. Warn neighbours in advance of special events which might have a greater potential for disturbance.

Carry out regular checks at the boundary of the nearest noise sensitive properties, but **remember** if you have been subject to loud music for an hour or so your hearing will not be as sensitive and the music level outside can easily be under estimated when you carry out your check. This effect is known as temporary threshold shift.

2. Outside Music Noise

Outside music can very easily cause a nuisance to nearby neighbours. The nuisance potential is closely linked to volume, hours of use and number of times a year. For example a beer garden with regular piped music for long periods at weekends or during the week is likely to be a nuisance if it can be heard in a neighbour's garden. On the other hand an occasional jazz band (for example) for a couple of hours at lunchtime a few times a year (e.g. Bank Holidays) is much less likely to be a nuisance. Special events such as wedding receptions may need careful planning and thought, including liaison with nearby occupiers.

3. Deliveries, recycling and refuse collections, and stores

Deliveries and collections are noisy e.g. the refrigeration units on delivery vehicles and the clanging of barrels, the rattle of bottles, and the noise from refuse collection vehicles. The most effective way of minimising impact is to ensure that they take place at reasonable times on a weekday. Wherever possible locates stores away from noise sensitive premises and consider the use of purpose built or sound-proofed stores.

4. Smoking shelters, external seating/eating areas. (see note 8 below)

Smoking shelters and the use of external parts for customers to smoke may give rise to disturbance to occupiers of neighbouring premises especially later at night. Carefully consider their location. A smoking shelter may also need planning permission. Similarly external seating and eating areas, either on the premises or on the adjacent

street can cause problems as can the use of metal tables and chairs, particularly if legs do not have rubber protectors on the feet. Remember that the late night removal of tables and chairs can also give rise to disturbance.

5. Gardens and play areas

Gardens are an important feature of many premises and their use may be difficult to control. Sensible precautions like location, signs and restriction on the hours of use of play areas may help as can supervision.

6. Customers and Car Parks

Customer noise is a difficult matter, people leaving a noisy venue often carry on talking outside at the same volume, and this can be disturbing. Customers congregating outside to smoke, use mobiles or try to hold a conversation across the window façade with friends in the venue can cause problems. Particularly disruptive customers should be warned and a '3 strikes' exclusion policy introduced. Car parks are another area where occasional supervision and checks especially late at night may help to prevent loitering, chatting or inconsiderate and noisy driving. Signs which emphasise the need to refrain from shouting, slamming car doors, sounding horns and loud use of vehicle stereos and anti-social behaviour should be considered. A good relationship should be fostered with responsible taxi operators and customers encouraged to ring the taxi whilst still inside. Taxi drivers should be encouraged to come to the door to collect passengers.

7. Complaints

The importance of a sympathetic and polite response to complaints cannot be over emphasised. Many problems can be defused by the right attitude and response. Letting neighbours know that you are willing to meet with them to discuss issues can help maintain relations and assists with neighbour tolerance. The Council will offer to assist by providing Officer presence at any residents meetings if all parties feel this to be beneficial.

8. Additional Guidance

Smoke-free guidance and additional information on "*Noise Control for Licensed premises*" is available from Brighton and Hove City Council

9 Staff Training and NMP updates

Increase and maintain staff awareness relating to noise management issues by inclusion in their regular training.

Signed:
Premises License Holder

Date:

Representations for Paris House Licensing Review

Consultee: Environmental Protection - Helen Curtis-DeMendonca

Date of Reply: 07th March 2024

Our Ref: 2024/00266/EPLIC/EH

Address: Public House 21 Western Road Hove BN3 1AE

Review and Proposal: Representation of the licensing objective 'prevention of public nuisance'

Licensing Officer: Emily Fountain

Background summary of comments:

This is a representation on behalf of the Environmental Protection Team under Prevention of Public Nuisance, one of the four licensing objectives within the Licensing Act 2003, for the Review of the Premises Licence of Paris House, 21 Western Road, Hove, BN3 1AE.

In May 2016, the Environmental Protection Team began to receive noise complaints related to Paris House. The complaints continued sporadically through the subsequent years. A statutory noise nuisance remained unsubstantiated through this intervention and investigative process. Visits were made, letters sent to the management and diaries sent to complainants. Recording equipment was installed on one occasion, which failed to support further action using the available Environmental Protection Act 1990 legislation.

On the 6th of April 2022, a further complaint regarding Paris House noise was received. Over the course of this investigation, 8 more complainants local to the surrounding area made noise nuisance complaints related to this establishment. Licensing consulted and the first letter sent to Paris House management on the 7th April 2022.

Mediation intervention began on the 27th of May 2022, through the Brighton and Hove Mediation Service which works with Brighton and Hove City Council. This mediation between parties consequently broke down and a second follow up meeting did not take place.

At this time, the complaints revolved around 'live' music which was mainly isolated to Thursday and Saturday evenings.

Seven subsequent premises visits attempting to witness and evidence a statutory noise nuisance, under the Environmental Protection Act 1990 followed. During the course of the investigation, over 20 visits were made in total, concluding insufficient evidence to support a statutory noise nuisance.

Recording equipment was installed into different complainant's home addresses over the course of the investigation. This evidence failed to support a statutory noise nuisance. However, there was the existence of loud people noise in the area of Western Road. Due to the location of the establishment, it could not be proven that this loud people noise was associated with Paris House.

On the 13th October 2022, a suggested Noise Management Plan was submitted to Paris House, detailing possible mitigating measures to assist with the persisting noise complaints. This was an attempt at an informal resolution.

As a consequence of the complaints and in adherence to the existing licensing condition, Paris House management installed a new Sound Limiting Device. This

device monitored recorded music only and the subjective level was set by the Environmental Protection and the Licensing team.

Two more noise complaints were received in the early part of 2023. A diary return demonstrated that there was no material change to the noise levels at Paris House.

Recommendation for consideration of licensing committee:

- The installed Sound Limiter Device shall be set and approved by an Environmental Protection officer from Brighton and Hove City council. Once set, the limiter shall be locked and tamper free. Access to this device will be made available and adjustments made should noise complaints be received. All recorded music and DJ sets shall be plugged into this Sound Limiter Device to limit the music level.
- Premises management to conduct or organise for regular subjective noise checks in all surrounding areas of Paris House. Noise limits shall be assessed using these checks and the music level altered if too loud and possible causing a nuisance. Records will be maintained and presented upon request.
- Signage asking customers to respect nearby residents in relation to noise, will be clearly displayed on all exits. This requirement will also be expressed verbally.
- All exit doors and windows to remain closed after 21.00 hours, with the exception of allowing customers entry and exit via the main entrance door. Doors and windows to remain closed when live amplified music and voice present within Paris House.
- Appropriate and sufficient air conditioning shall be installed into the public house customer area.
- No drinks or drink containers to be taken outside of the premises after 21.00 hours.
- Outside smoking customers to be limited after 21.00 hours. Leaving customers encouraged to move away from the establishment upon exit.
- At least one SIA registered door staff shall be employed at the premises from 21.00 hours to close on 'live' music nights and Friday and Saturday evenings. They shall be responsible for managing the main entrance door no alcohol condition and number of smokers directly outside of the premises after 21.00 hours.
- Live (acoustic/amplified) music and amplified voice, to cease at 23.00 hours.



Regulatory Services
Bartholomew House
Bartholomew Square
Brighton BN1 1JP

The Owner/Occupier
Public House
21 Western Road
Hove

Date: 15th March 2022
Our Ref: 2022/00499/NOH/EH
Phone: 01273 291485

BN3 1AE

E-mail FieldOfficers@brighton-hove.gov.uk

Dear Sir or Madam

Environmental Protection Act 1990
Re: Complaint of Noise Nuisance at Public House

Thank you for speaking with us on the night of Monday the 14th of March, 2022 concerning a complaint which alleges that noise from your premises (ie: loud voices/music until past midnight) is causing a disturbance to neighbouring residents.

Whilst I am unable to confirm if these complaints are justified, I hope you understand that it is this Department's duty to make enquiries following the receipt of such complaints.

The aim of bringing this problem to your attention is to give you the opportunity to consider the matter and, if necessary, to take all suitable steps to resolve the issue.

I must advise you that should this Department receive further complaints regarding this matter we are obliged to carry out a formal investigation.

Mediation between you and your neighbour could help ease the situation. Brighton & Hove Independent Mediation Service Offers a free and confidential help line on 01273 700812. Alternatively, you can email them at mediation@bhims.org.uk or see www.bhims.org. Please advise the mediation service to contact the Field Officer Team to discuss your request.

Yours sincerely,

Carmelo Rafala
Field Officer

If requested by a third party under the provisions of the Freedom of Information Act 2000 the contents of this letter may be disclosed by Brighton & Hove City Council. For further advice please contact 01273 291207 or search our website on www.brighton-hove.gov.uk/foi



Regulatory Services

Bartholomew House
Bartholomew Square Brighton
BN1 1JP

REDACTED (DPS) Paris
House
21 Western Road
Hove
BN3 1AE

Date: 7th April 2022
Our Ref: 2022/00707/NOI/EH
Your Ref:
Phone: 01273 01273 290272
Fax: 01273 292196
e-mail: helen.curtis-demendonca@brighton-hove.gov.uk

Dear **REDACTED**

Environmental Protection Act 1990

Re: Paris House, 21 Western Road Hove BN3 1AE

I refer to my letter dated 14th March 2022 regarding noise from Public House 21 Western Road Hove BN3 1AE and write to advise that since my letter further complaints have been received concerning noise from your premises causing disturbance to neighbours.

In light of this I have a duty to investigate the matter to establish if legal action is required. Where investigations are undertaken this Department employs a number of ways of gathering evidence. This may be by the complainant keeping a disturbance diary, an officer of this Department witnessing the noise or by use of monitoring equipment.

It is your responsibility to ensure that noise from your premises does not cause nuisance to others. Where sufficient evidence is gathered to satisfy this Department that legal action is necessary a Noise Abatement Notice can be served under the above legislation. Such a notice will require practical steps to be taken to stop the disturbance.

If you fail to comply with an abatement notice, you could face prosecution and, if convicted, an unlimited fine and possibly a daily fine of one-tenth of the greater of £5,000 or level 4 on the standard scale. In addition to this in extreme cases we have the power to seize any noise making equipment.

Alternatively, an aggrieved person may complain direct to the Magistrates Court which can if satisfied that it is appropriate, make an order requiring the abatement of the nuisance.

Yours faithfully

Helen Curtis-De Mendonca
Environmental Protection Team

If requested by a third party under the provisions of the **Freedom of Information Act 2000** the contents of this letter may be disclosed by Brighton & Hove City Council. For further advice please contact (01273) 291207 or search our website on www.brighton-hove.gov.uk/foi Telephone: 01273 290000

B4 – Licensing Team

Sarah Cornell

Licensing Authority

Brighton & Hove City Council

Bartholomew House

Bartholomew Square

Brighton

BNI IJP

Date: 4th March 2024

Our Ref: 2024/00471/LICREP/EH

Phone: REDACTED

Email: emily.fountain@brighton-hove.gov.uk

Dear Sarah Cornell

Licensing Act 2003

**Representation to the application by local residents seeking a Review of the Premises Licence - 2012/03269/LAPRET
Paris House, 21 Western Road, Hove, BN3 1AE**

I am making this representation on the grounds of the Prevention of Public Nuisance in order to provide a history of the Licensing Authorities involvement with both the Premises Licence Holder and the local residents who have submitted this review for the above premises Paris House.

Please find attached a table which summarises the history from January 2019, when the Licensing Authority first received a complaint from the residents who have submitted the review up until the end of June 2023 when we ceased to receive further correspondence.

Yours sincerely,

REDACTED

Emily Fountain

Licensing Officer

Licensing Team

Safer Communities

Paris House Review 2024/00466/LAREV – Licensing History January 2019 to June 2023

Public House, 21 Western Road, Hove BN3 1AE - 2024/00466/LAREV

Resident A – REDACTED

Resident B – REDACTED

Resident C – REDACTED

2023/02142/LICCON/EH – Complainant A (Comp A)		
Date	Details`	Actions
26.08.2023 - 23:37	Email from (Comp A) complaint Paris House music: Please can you let me know whether the pub has recently changed its licence? Is it possible for the council to ensure the pub sticks to an 11pm cut off? Or to live music only?	01.09.2023 – Email sent advising of licence conditions etc. 01.09.2023 – Email sent to PLH advising of complaint received, and reminding conditions attached to premises licence. 01 & 04.09.2023 – Reply receiving from complainant. 01.09.2023 – Reply received from PLH.

2023/00605/LICCON/EH – Resident A (Res A)		
Date	Details	Actions – See previous jobsheet 2022/02875/LICCON/EH for history
31.01.2023 – 22:02	Email received from (Res A) including video	06.02.23 Email sent to both (Res A) & (Res B) regarding recent complaints about the outside area. See 2023/00607/LICPRM/EH for emails sent to PLH.
23.02.2023 – 12:29	Email from (Res A) - Paris House Sat 18.2.23 @: 23.30	OOH visit made 16.02.23 at 20.30 contemporaneous notes made – No breaches. Music audible but not a nuisance, louder when doors open.
04.03.2023 – 06:38	Email from (Res A) - 2 club nights a week	OOH visit made 9.3.23 at approx. 22.00 contemporaneous notes made – No breaches. Music audible but not a nuisance, louder when doors open.
22.03.2023 – 18:38	From this date onward numerous emails sent by (Res A) re SLD/Attenuator	Extensive emails regarding the SLD/Attenuator both the condition itself and checks made on it. Final response sent to (Res A) and (Res B) by JW 22.06.23.

2023/00607/LICPRM/EH – Correspondence to and from Premises Licence Holder (PH) and Designated Premises Supervisor (DPS)
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Date	Details	Actions Correspondence to and from PLH and DPS re complaints - See previous JS 2022/02229/LICCON/EH
27.01.2023 - 15:13		Email sent to DPS following complaint received regarding 26 January 2023 noise and outside benches/furniture.
06.02.23 – 16:25		Further email sent to PLH re 26 and 28 January two complainants' noise and outside furniture.
15.02.2023 - 13:45	Response received from PLH disputing complaint 26 January 2023.	
16.02.2023 - 16:00		Email sent to PLH following further complaint regarding 12 February 2023.
21.02.2023 - 12:18	Response received from PLH disputing complaint 12 February.	
21.02.2023 - 16:50	Further email received from PLH disputing complaint 12 February 2023.	
28.02.23		Meeting at premises with Pavement Licensing regarding outside area and pavement licence
03.03.2023 – 14:14	Email from PLH following meeting on 28 February 2023 disagreeing with advice and disputing HCD complaint email of the 23 February.	
09.03.2023 – 11:27		Email to PLH following meeting on 28.02.23 and providing BHCC lawyer advice regarding the outside area.
09.03.2023 - 17:20	Email from PLH disagreeing with advice.	
15.03.2023 - 16:51	Email received from PLH regarding meeting held on Tuesday 28 February 2023 - Property Dispute: letters sent to two neighbours in Brunswick Street East	
26.05.2023 - 12:53	Email received from PLH advising that they had noticed noisy house parties on Saturdays in flats above Dharma coffee provided footage of 29 th April 2024.	

2023/00278/LICCON/EH – Resident B (Res B)

Date	Details	Actions See previous JS 2022/02874/LICCON/EH for history

27.01.2023 - 14:56	Email from (Res B) complaint with photos	See previous JS 2022/02874/LICCON/EH for history
29.01.2023 - 10:36	Email from (Res B) - Paris House Saturday 28 January 2023	Further email sent to PLH re 26 and 28 January two complainants' noise and outside furniture.
31.01.2023 - 23:40	Email from (Res B) complaint with videos re: noise and outside area not closed and clear.	06.02.23 Email sent to both (Res A) & (Res B) regarding recent complaints about the outside area. See 2023/00607/LICPRM/EH for emails sent to PLH. OOH visit made 06.02.23 at 20.30 contemporaneous notes made – No breaches. Music audible but not a nuisance, louder when doors open.
14.02.2023 - 10:17	Email from (Res B) complaint re: 12 February 2023.	16.02.23 – Email sent to PLH re this complaint.
04.03.2023 - 06:59	Email from (Res B) re: 3 March 2023 Music and people noise.	Licensing gave number for residents to call if any issues on 09.03.23 as working out of hours – No call received from residents. OOH observation visit made to premises 09.03.23 at approx. 22.00 contemporaneous notes made – No breaches. Music audible but not a nuisance, louder when doors open.
20.03.2023 - 17:07	Email from (Res B) complaint re: March 17, 2023, Music and people noise.	
09.04.2023 - 01:04	Email from (Res B) complaint re Music and people noise.	25.04.23 – EP write to PLH re complaints.
26.04.23		HCD offered EP officer visit after 23.00 to assess noise inside property. Licensing to attend as well. Offer declined
28.05.2023 - 18:12	(Res B) emails re SLD/Attenuator	Extensive emails regarding the SLD/Attenuator both the condition itself and checks made on it. Final response sent to (Res A) and (Res B) by JW 22.06.23.

2022/02098/LICCLR/EH - Cllr Hannah Clare & Cllr Phelim Mac Cafferty		
Date	Details	Actions
22.07.2022 - 10:19	Email referral from Cllr Hannah Claire. Complaint re enforcement, interpretation of conditions and noise music and people	

25.07.2022 - 08:36	Update from Emma Grant, Licensing Officer	See 2022/00862/LICGEN/EH. Email sent to Jim W / Jo Player / Kathryn EP re current situation. Reallocated to Emily Fountain.
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2022/02229/LICCON/EH – Correspondence to and from Premises Licence Holder (PH) and Designated Premises Supervisor (DPS)

Date	Details	Actions
01.08.2022 – 13:41	Email update	
03.08.2022 - 14:16	Email received from Field Officer with update.	
03.08.2022 – 14:43	Email from Kathryn Adderson & (2)	
03.08.2022 – 14:40	Email from Cllr Phelim Mac Cafferty	
11.08.2022 – 16:57	Email sent to PLH advising of complaints noise outside premises and advising premises would be monitored.	Email sent to PLH advising of complaints noise outside premises and advising premises would be monitored.
11.08.2022 - 16:03	Email update to confirm joint visit with EP to complainants home 13.08.22 followed by licence inspection at the premises.	Email update to confirm joint visit with EP to complainants home 13.08.22 followed by licence inspection at the premises.
13.08.2022 – 22:30		Premises inspection
		EF & HCD on leave till end of August
01.09.2022 -10:30		Follow-up letter to PLH following licensing inspection on 13 August 2022 – 10:30 – Meeting with PLH requested.
21.09.2022 -13:58		Response requested to letter of 01.09.22
22.09.2022	Partial response to letter 1.9.22 from PLH re signage	26.09.2022 – Email sent requesting further information
26.9.2022- 13:54		Email sent to PLH advising complaints still being received requesting a response to letter 01.09.22
06.10.2022 – 16:40	Response received from PLH to email of 26.09.22	
10.10.2022	EF and HCD - Meeting with PLH, DPS and Legal Rep.	
14.10.2022 – 23:30		OOH visit to premises with Police Licensing – Outside furniture cleared; benches closed. Music not loud

		outside if doors closed. Not many people outside making little noise.
18.10.2022 - 12:17	Email sent to PLH following meeting on 10 October 2022 including Noise Management Plan and Noise Monitoring Record	Email sent to PLH following meeting on 10 October 2022 including Noise Management Plan and Noise Monitoring Record Advised still continuing to receive complaints.
26.10.2022 - 11:35	Complaints received (Res B) 15,17,25 October	Follow up email to PLH requesting a response to letter of 18.10.22 advising complaints still being received re: music and people noise. Reminding of duty to uphold LOs particularly PPN. Request to know what actions are being taken and if we can attend with their sound engineer to check SLD/attenuator.
30.11.2022 - 12:26	Email to PLH advising of further complaints	Email to PLH advising of further complaints re benches and reminded of conditions and Licensing Objectives.
15.12.2022 - 17:59 & 19.12.2022 - 10:22	Email from PLH and reply to PLH re email of the 30.11.22	
20.12.2022 - 10:56	Email to PLH – Following visit on 19.12.22 – 16:15 to check attenuator was working access denied told needed to wait for DPS to be available.	Response from DPS 05.01.23 appointment booked to check attenuator Wed 11.01.23.
17.01.2023 - 15:48	Response from DPS	Advising new limiter to be installed – Requested for EP and Licensing to be present to set levels (subjectively) – Installed and level set 24.01.23

2022/02875/LICCON/EH – Resident A (Res A)		
Date	Details	Actions
21.08.2022 – 06:35 22.08.2022 – 12:18 22.08.2022 – 13:21	Email from (Res A) complaint. Further complaint received re music and people noise and people outside.	EF and HCD on leave.
23.08.2022 – 16.27		Response from KA

04.09.2022 - 01:23	Email received from (Res A) with video	
14.10.2022 - 23:30		OOH visit to premises with Police Licensing – Outside furniture cleared; benches closed. Music not loud outside if doors closed. Not many people outside making little noise.
16.10.2022 - 05:00	Email complaint from (Res A) re calling the Police music at 22:45 and previously calling the police 6.10.22 re male playing loud music from speakers.	
17.10.2022 - 14:45		Response to all with findings so far in the investigation advising ASB crime and disorder Police/Community safety issue.
18.10.2022 - 18:46	(Res A) seeking clarification re outside area	19.10.22 - 17:09 Email sent to (Res A) answering points in email of 18.10.22 – Also referred to highways. 20.10.22
22.10.2022 - 17.39 22.10.2022 - 02:01 23.10.2022 - 01.34 23.10.2022 - 07.08	Complaints received re noise people and music	
24.10.2022 - 10:10	Email from (Res A) with witness statement from GP	
25.10.2022 - 14:57		Number of complaints received from residents – 25.10.22 14.57 Meeting offered to discuss all the issues JW, HCD & EF 07.11.22
26.10.2022 - 11:35	Complaint emails received from (Res A) 22 and 23 October	Follow up email to PLH requesting a response to letter of 18.10.22 advising complaints still being received re: music and people noise. Reminding of duty to uphold LOs particularly PPN. Request to know what actions are being taken and if we can attend with their sound engineer to check SLD/attenuator.
27.10.2022 - 20:59	Witness statement from (Witness 1)	
28.10.2022 - 05:27	(Res A) forwarded email from LR complaining re music noise 27.10.2022 at 21:00.	

28.10.2022 – 05:27	Email from LR forwarded by (Res A) to say music noise bad re: 27.10.22 approx. 21:00 (difficult to confirm this is the date and time)	
06.11.2022 – 01:23	(Res A) complaint music, people noise and doors open	
09.11.2022 – 12:42	Diary of visits email from (Res A)	
11.11.2022	Witness statement from (Witness 2)	
12.11.2022 – 22:00 to 00.00	Monitored area around Paris House	No breaches, public nuisance or excessive noise witnessed. 17.11.22 - 13:54 Email sent to residents with findings
28.11.2022 – 11:05	Email from JW to (Res A) - Understanding the Pavement licence	
01.12.2022 – 21:49	Email from (Res A) complaint – Music noise doors open	
23.12.2022 – 14:49		Email from JW with amendments to Minutes for Paris House Meeting 07.01.22
06.01.2023 – 09:26		Email from JW to (Res A) confirming amendments

2022/02874/LICCON/EH – Resident B (Res B)		
Date	Details	Actions
21.08.2022	Further complaint received re music and people noise and people outside.	
22.08.2022 - 12:39	Email from complainant to Kathryn Adderson both EF and HCD on leave.	
23.08.2022 – 16:27		Response from KA
26.08.2022 – 08:43	Email from (Res C) to say also witnessed large number of people outside and noise on 25.08.2022 at 22:00	
30.08.2022	Email received from comp 30.08.22 Re interpretation of licensing condition and passed to legal.	
02.09.2022 - 15:21		Response from Legal

09.09.2022 – 16:13		Email sent to complainant.
14.09.2022 – 09:41	Email from Complainant re conditions with attachment	
30.09.2022 - 00:32	Complaint received regarding ASB also sent to Brighton Police Licensing	
03.10.2022 – 09:37		Email to complaint with attached comments re conditions
06.10.2022 – 00:14	Complaint received regarding ASB also sent to Brighton Police Licensing	
14.10.2022 – 23:30		OOH visit to premises with Police Licensing – Outside furniture cleared; benches closed. Music not loud outside if doors closed. Not many people outside making little noise.
15.10.2022 – 17:00	Email from complainant re condition	
16.10.2022 – 16:20	Email complaint re people and music noise on both 15.10.22 and 16.10.22	
17.10.2022 – 05:55	Further complaint re 16.10.22	18.10.22 – Email sent to PLH advising still receiving complaints
17.10.2022 – 14:55		Email sent to (Res B) regarding ASB and providing EP and LIC actions to date.
25.10.2022 – 11:52	Email from complainant re Paris House in general	
26.10.2022 - 11:35		Follow up email to PLH requesting a response to letter of 18.10.22 advising complaints still being received re: music and people noise. Reminding of duty to uphold LOs particularly PPN. Request to know what actions are being taken and if we can attend with their sound engineer to check SLD/attenuator.
03.11.2022 - 16:50	Email from complainant re meeting 07.11.22 with agenda	
7.11.2022	Meeting at Barts House with JW, HCD, EF & (Res A), (Res B), LR	Minutes of meeting taken by (Res B) – EF gave residents phone no, to call on Sat 12.11.22 if any issues as doing ooh licensing inspections all night.

12.11.2022 – 22:00 to 00.00	Monitored area around Paris House	No breaches, public nuisance or excessive noise witnessed. 17.11.22 13:54 Email sent to residents with findings
19.11.2022 – 16:13	Email from (Res B) to say Paris House has been quieter than usual, but music noise still a problem on 19.12.22	
21.11.2022 – 14:57	Email from (Res B) to say benches were being used at 01:30 on Sunday 13.11.2022	
28.11.2022 – 14:39	Email correspondence from (Res B) re benches being disabled at 23:00	30.11.22 EF confirmed that BHCC agreed benches should be disabled at 23.00 as did Paris House.
30.11.2022 – 13:02	Email from (Res B) disputing BHCC had always taken the view that the benches should be disabled at 23.00	30.11.22 JW response 15.02 email exchange concludes 16.1.23 – 16.12.23
30.11.2022 - 12:19	Email sent to all with Minutes of meeting 07.11.22	Number of subsequent amends made by (Res A)
30.11.2022 - 12:26		Email to PLH advising of further complaints re benches and reminded of conditions and Licensing Objectives.

2022/00862/LICGEN/EH - LIC Correspondence with premises

Date	Details	Actions
07.04.2022 – 12:59	EP referred comp re live music after 23.00.	PLH written to 07.04.22 reminded of conditions.

2021/01699/LICCON/EH – Complainant B (Comp B)

Date	Details	Actions
25.08.2021 – 11:21	re: no 125ml wine measures available.	LIC visit to premises 02.09.21 and advice given. PLH and (Comp B) also written to 02.09.21.

2020/17809/CLLRMP/EH – Resident B (Res B) via Cllr

Date	Details	Actions
11.08.2020 - 11:17	Lack of social distancing	PLH initially written to regarding this 26.08.20 - see also 2020/19731/LICCOV/EH
13.08.2020 – 09:32	Email to complainant	
18.08.2020 – 07:25	Email to PLH	

2020/03179/LICENQ/EH – Licensing team		
Date	Details	Actions
14.02.2020 – 12:21	Licensing team request to do visit after 11pm re 2020/02320/LICCON/EH	15.02.20 OOH visit by licensing 23.32 – Outside area wasn't closed – follow up breach letter sent to PLH Breach of conditions letter sent 18.02.20
17.02.2020 – 12:23	Email sent as update	

2020/02320/LICCON/EH – Resident B (Res B)		
Date	Details	Actions
04.02.2020	Complaint re breach of conditions, using seating after 11pm	Letter sent 06.02.20 advising of an afterhours visit to premises to check PLH advised of complaint and reminded of conditions. 05.02.20
06.02.2020	Letter sent to PLH	
06.02.2020	Letter sent to complainant with update	

2019/17527/LICPRM/EH – Resident B (Res B)		
Date	Details	Actions
07.08.2019	Querying licence conditions – Noise and outside area.	From 18 November 2019 to 21 January x5 complaints received and responded to regarding noise and the outside area. 21.01.20 Lic inspection? From 21 January 2019 x 5 emails received and responded to regarding the interpretation of condition 1 in annexe 3 regarding closing and clearing the outside area – Final response provided by legal 19.02.20

2019/16439/LICCON/EH – Resident B (Res B)		
Date	Details	Actions
19.07.2019 - 12:20	Noise complaint and possible breach of licence conditions.	PLH sent letter 22.07.19 See also - 2019/17527/LICPRM/EH

2019/08646/LICPRM/EH – Resident B (Res B)		
Date	Details	Actions
10.05.2019 -14:07	Referred by EP – Complaint re noise	Email sent to PLH advising of complaint. Email sent to complainant advising PLH will be contacted. 13.05.19

2019/00019/LICPRM/EH – Resident B (Res B)

Date	Details	Actions
01.01.2019 – 09:16	Email to EP passed to LIC to investigate - noise nuisance from 3am until 6am 1 January 2019 NYE	Email sent to PLH advising of complaint 01.01.2019 response received. 25.01.19 - NFA