

## Appendix 2.3

### In the matter of 'The Clifton', 96 Clifton Hill, London NW8 0JT

#### Application to review premises licence under s. 51 Licensing Act 2003

##### **Statement in support of application to review the premises licence**

1. My name is Janine Glantz. I live directly next door to the pub at number 94 Clifton Hill. I have lived here with my three children for 7 years.
2. This statement is written in support of the application by the Clifton Hill Residents Group (CHRG) to review the premises licence for "The Clifton". I am a member of the CHRG.
3. I have bedrooms at both the front and at the back of my house; my kitchen opens onto my patio garden at the back of the house. I have been disturbed on many occasions by the noise from the pub and its clients. Most frequently this is between Friday - Sunday when there are a greater number of people in the beer garden, but this can also happen when there are just a few noisy individuals in the front who are left unchecked.
4. I am regularly disturbed by the noise from the conservatory which is directly next to my garden/kitchen as the conservatory is merely a glass construction. This means that very often I cannot have my kitchen doors open which is a great inconvenience as I do not have air conditioning. This also means that I am unable to read a book in my garden or sit in my living room in peace and quiet. I invariably have to turn the TV on at a loud volume just to drown out the noise from next door. I have also been disturbed by very early morning deliveries to the pub.
5. I have met with Ben and Ed Robson several times along with another neighbour and member of the CHRG. Each time they have been very accommodating and dealt with the smaller issues immediately, but unfortunately the main issue, ie, the noise, continues to be a problem both from the front of the pub and the conservatory despite having discussed this several times, and with them in fact agreeing that the conservatory is not fit for purpose. The conservatory is a particular problem on quiz nights and when there is a large/private party in there, or when the weather is bad and people have come in from the front beer garden.
6. Unfortunately any suggestions made or offered regarding the noise problems have not been followed through consistently, ie having full time dedicated security staff at the front to not only manage noise levels but to also make sure people leave quietly; and to improve/rebuild the conservatory.
7. I have phoned and/or texted the pub to deal with problems when they arise. I really do not like having to do this. It is uncomfortable to have to police my own home, and it also feels unreasonable for me to have to continue to ask for people (pub clientele) to behave respectfully and to show the common decency that is usually taken for granted in a quiet residential street.
8. I have also complained to the Council on several occasions; this is also unsatisfactory in practice as, by the time the noise team has come out, the problem has usually passed

but has none the less been a great nuisance. Please see below examples of occasions when I have either called and/or written to WCC noise team:

- 26/5/17 There was about 50 or so people at the front of the pub spilling out on to the street drinking and smoking and being very loud;
- 3/6/17 I was disturbed most of the evening by noisy customers both in the front and the back of the property, meaning that was unable to have any windows opened in my home. Then at about 11.15 a large drunken group of people left making a lot of disturbance. Complained to WCC on 4/6/17.
- 4/6/17 Very noisy and people spilling out on to the street.
- 20/06/17 I called the pub about noise problems caused by people in the conservatory. They acknowledged that they were aware of it and plan to remedy it as soon as possible.
- 24/6/17 Disturbance from the conservatory (afternoon), and then very noisy party of people at front of pub in evening. Complained to noise team by email (26/6/17).
- 26/6/17 Large very noisy party in the conservatory; called pub.
- 30/6/17 I arrived home to a large group of people standing outside the pub blocking the pavement for an extended period of time chatting and with car engines running, it was a struggle to get to my own front door. WCC (ref. 17/20379/ENRE45).
- 1/7/17 Very noisy in beer garden for prolonged length of time.
- 7/7/17 Very noisy people in the beer garden. Complained to WCC (ref. 17/21314/ENC45).
- 28/7/15 Disturbed by very noisy leavers late in the evening.
- 30/08/17 Excessive noise from late afternoon and into evening. Emailed Kevin Ezeogine of noise team on 31/08/17 to log complaint.
- 1/9/17 Excessive noise issues in the evening. Shouting and screaming from the beer garden. This was probably the worst evening and could have been shut down much quicker with supervision outside. Complained to WCC.

9. This is just a small example of some of the complaints that I have felt necessary to make. On many occasions I simply don't complain as I am either too tired or fed up of having to do so. I have a good relationship with the Robson brothers and do not want to damage that but I feel a binding agreement needs to be in place in order to prevent these problems arising in the future and which would be conducive to not only a more harmonious living environment but also a more honest relationship with our neighbours, which is what I believe we all want.

I believe that the facts stated in this witness statement are true. I am aware that this statement will be used in support of an application to review the premises licence, and that as supporting documentation it will be seen by the licence holder and will be available to

view on the City Council's Licensing Register, and will form part of the Report to Sub-Committee which is a public document.

Signed: Jaime Cox

Address: 94 Clifton Hill NW8 0T

Date: 29.9.17

