

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

Our names are Mr. Simon Aron and Ms Hinda Abbou. We live at 93 Clifton Hill. We have lived here for 7 years. Our son Jack, 15years old, stays with us on weekends.

1. This statement is written in support of the application by Clifton Hill Residents Group (CHRG) to review the premises licence for 'The Clifton'. I am a member of the CHRG.

Our house is directly opposite The Clifton. We have three bedrooms that are all at the front of the house. This includes our master bedroom which directly faces the beer garden and front windows of the pub. This bedroom has two set of French windows which are the only form of ventilation. Our lounge also faces the pub at ground level. As you can imagine these rooms are all sound sensitive but especially the master bedroom as noise from the pub echoes directly into the bedroom. As the road outside our house is the narrowest part of the street with single file traffic only (sound only needs to travel 50 feet with no obstructions blocking disturbances).

This statement sets out my own personal experiences of
The Nuisance emanating from the Clifton and the impact it has on our life.

The quality of our lives have been greatly affected since the Pub opened its doors. Our everyday peace and quiet has been disturbed. From reading to sleeping the nuisance has been constant. Sometimes daily but almost always weekly. We have suffered with deliveries to the pub from 4.30am to just before 8am, which is the earliest time agreed by the pub /council for any delivery. The collection of recycling and deliveries is being done on a regular basis between 4.30-7.45 am. All of the instances wake us up and are completely unacceptable as they are clear breaches of the licence conditions agreed.

The noise levels in the narrow corridor of this part of Clifton hill reach disturbing levels mainly when there are loud patrons in the front "Beer Garden". Sometimes it's just the sheer numbers of people (up to 60 people on a warm day gather around 20 or so seats detailed on the plans submitted) and sometimes it's just a handful of people that are very loud and not told to be respectful to neighbours.

Large numbers of pub goers you stand outside to smoke or even chat on the phone do so outside the "beer garden" in the private road directly opposite the entrance as well as around the side gate and on the street in front of the Pub . It was my understanding that smoking area was allocated for this purpose and was to be monitored.

The effect of people leaving the pub is also not supervised and patrons are not told to leave quietly, with the narrow street filled with multiple taxis (Uber mainly) ,sometimes 4 or 5 blocking up an already busy street that is filled by parked cars belonging to the visitors to the pub.

This is normally a very quiet street and on a regular basis the street becomes noisy and unbearable for one reason only the Clifton.

We are woken up very frequently by deliveries early in the morning .It is hard to get to sleep at night until the Pub is closed as there is always a disturbance when people leave. On the weekend when people are in the beer garden it's impossible to relax or take a nap during the afternoon. We are all tired for the next day and does affect our quality of life.

We have complained to the management of the Pub directly and logged complaints with Westminster council.

It seems that the management acknowledge our complaints but do not act upon them or choose to ignore them. They are not responsible or vigilant to ensure our quality of life in the street is maintained.

By placing signs in public view warning Patrons to be mindful of the neighbours is just not good enough! By offering the personal mobile numbers of the management so complaints can be made, is not good enough! We want then management to be active in creating a mutual symbiotic relationship with the neighbours and all the customers to the Clifton.

I attach a diary of the incidences that we have witnessed and the complaints to the management as well as the Council:

Friday 26th May 18.00 to 22.00

There were approximately 65 people outside .The beer garden was full, as was the side street and the pavement actually on the street. There was no regard for noise or smoking areas with no management present. Called Ed Robson and told him politely to quieten the crowd outside but there was no visible reaction. At approximately 22.45 there were 10 people outside smoking and noisy .Only half were in the smoking area and the other 5 in the side road. At 22.30 there were 3 Ubers blocking the road waiting for Patrons of the Clifton to come out.

Saturday 3rd June 23.00-23.40

Very noisy customers (approximately 18) woke me and my wife up and left slowly and with a lot of disturbance actually on the street .I went outside and told them directly to be quiet as we were trying to sleep.

Monday 19th June 06.28 Delivery woke me up

Friday 23rd June 06.45 Delivery woke us up

Sunday 25th June 06.45 Delivery woke us up

Thursday 29th June 23.30-23.45

Awoken by 10\12 people leaving the pub very loudly and standing on the street chatting and saying goodbyes for 10 to 15 minutes. No management came out of the pub to ask them to move on. Called Westminster noise team on Friday 30th to log a complaint

Monday 10th July 19.30-21.45

Very noisy group of 8 having dinner in the beer garden. Called the pub and asked who ever was in charge, that evening to go to the beer garden and ask the noisy group to quieten down . After waiting for 10 minutes my wife went over and asked them to please lower their voices and respect the neighbours. They did! At 23.30 my wife had to four men sitting on the front wall of the pub after closing time to move away and chat somewhere else. On the morning of 11th July she called and logged a complaint with the noise team at Westminster Council.

Saturday 15th July 07.10 woken up by delivery

Sunday 16th July 06.50 woken by delivery

Friday 21st July 23.45

Very noisy leavers and street blocked by 4 Uber cars waiting for people leaving the Pub.

Saturday 22nd July 05.00 and 0630 early morning deliveries that woke up the house.

Tuesday 25th July 07.45 glass and bottle recycling collection

Thursday 27th July 05.00 and 07.30 Deliveries that woke the house again!

Thursday 17th August 23.30-23.55

Very Loud group of women leaving and hanging around on the street outside the pub, not able to get to sleep .no answer at the pub. Called and logged a complaint with the noise team Westminster Council (17/26617/ENC45).

Wednesday 23rd August 22.15-22.50

Loud group of women in the beer garden. Had friends over and all we could hear was the voices of the loud women Called Noise team Westminster Council the following morning 24th August.

Friday 1st September 20.30-23.59

Friday evening at around 8.30 pm, the noise level in the garden of the pub was getting greater and greater that I decided not to serve dinner on the upper living room but to move to the lower ground as I was worried we would get disturbed.

At 9.05 things became so loud that not only I could hear it downstairs but we all stopped for a minute wondering if something had happened as we heard screams and shouting as if something terrible had happened.

I went upstairs and opened the door to see it was the guests sitting in the garden who were screaming and shouting using terrible language.

I waited a few minutes to see if it stopped but it didn't and I went to the pub to talk to the manager.

Ed assured me that they are aware that the noise level was unacceptable and he said they would ask these guests to leave.

20 Minutes later things became even worse and these guest were now on the street shouting. It was a group of few men and maybe 1 or 2 women who now were clearly very drunk and ready for trouble. I was on the phone with Westminster noise team in that moment and the lady on the line could clearly hear what was happening. (Ref of this call 17/28283/ENC45)I went back inside as these guys were looking at me in a menacing way and I shut the door worried they would get aggressive as one guy was crossing the street coming towards me.

I stayed in the lower ground part of the house for the rest of the evening until 12pm as it is the only part of the house where the noise is not as bad. I could hear however well into the evening that noise was still taking place but by then I was just too stressed to deal with it.

Sunday 3rd September 05.39

I was woken up from car doors opening and shutting and people chatting in the street. It was a delivery of bread .The noise was strong enough to also wake up my guest sleeping on the top floor of the house. I called Westminster noise team to report that yet again an early delivery was being made and this time on a Sunday morning! Ref. of the call 17/28453/ENC45

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: Simon Aron and Hinda Abbou

Address: 93 Clifton Hill London NW80JN

Date: 1st October 2017



