

Appendix 5

## THE CLIFTON HILL RESIDENTS GROUP

c/o 97 Clifton Hill, London NW8 0JR

For the attention of  
Ed Robson, Ben Robson & Adam Gostyn  
The Clifton  
96 Clifton Hill  
London NW8 0JT

cc. Environmental Health Officer, Westminster Council

19 June 2017

Dear Ed, Ben and Adam

We are writing to you in order to bring to your attention to several real issues the local residents have had to experience since your opening in May. Many of our issues are not just based on the conditions laid out in the licence but also contradict some of the agreements made with residents after several meetings since early 2016. Whilst we are sympathetic to the fact that you are still in the early phase of opening, we feel it is imperative to highlight these problems now in order to encourage a good working relationship for the future.

For ease of reference, we have included the number and brief headline of the condition as they appear in Annex 3 of the premises licence followed by our observations. We also refer to the licence plan. We have followed a numerical order, again for ease of reference.

### Condition 10 - Smoking signage

It was agreed that a roped-off area would be created where patrons would be permitted to smoke after 10pm, limited to 5 people. There is a smoking area, but it is not contained. Consequently patrons are smoking anywhere they like, from near the exit, around the perimeter wall of number 98 and on the pavement at the front of your establishment. As you can imagine this is both unpleasant and causes a disturbance to the residents. Prominent signage and more staff supervision outside would help eliminate this problem. We also believe that the smoking area needs to be properly contained, and we would welcome your suggestions as to how you intend to achieve this.

### Condition 11 – Signage (to respect the needs of local residents / leave area quietly)

Signage is insufficient and inappropriately displayed. It should be displayed at eye-level, A4 size and in bold lettering, placed at all possible exits both inside and outside

and especially in the beer garden, and there should be a free standing sign next to the white pillar at the front, just inside the boundary. The existing signage is not adequate. Many pubs in residential areas have free standing signs encouraging appropriate behaviour, and we suggest that this point be considered.

#### Condition 13 - Noise Nuisance

On several occasions, particularly on Friday and Saturday evenings, up to 25 patrons have gathered outside the premises in the side street and on the pavement in the side street, with up to 50 more in the beer garden, causing a terrible disturbance and nuisance. On one occasion, the noise emanating from the beer garden was so loud it could be heard half way down the street, causing many complaints directly to the pub and to Westminster's Noise Team. On that occasion the problem was finally dealt with after the private security firm working on Clifton Hill visited the premises. We feel very strongly that the outside area is not supervised enough nor does it have adequate signage. Ideally a member of staff should be outside permanently at all busy times and especially on Friday and Saturday evenings. The noise nuisance experienced by several residents is having a real impact on their amenity and is preventing a peaceful existence.

#### Condition 15 – Waste

Rubbish, bottles and waste have been overflowing from your bins and, when collected by dustcarts, rubbish, food debris and broken glass have been spilled on to the street. There has been a serious vermin problem emanating from the pub for several months. This has hopefully now been dealt with in recent weeks and so we are keen not to see a resurgence. It is stipulated in Condition 15 of the licence that all waste must be properly presented and no waste should be left outside more than 30 minutes before collection is due. This is not being adhered to.

#### Condition 16 – CCTV System

We would appreciate confirmation that the installation of a CCTV system, conforming to the specifications as laid out in the licence, is up and running.

#### Condition 25 - Windows being used as serving hatch

It has been noted that customers were seen ordering and being served drink through the left hand front window. Perhaps staff are not aware that this is not permitted?

#### Condition 26 - Windows and doors must be closed after 21.00 hours

On many occasions the windows, the conservatory door and the entrance door have been left open beyond this time. As regards the entrance door, a soft closing lever on this door would partially deal with this problem.

### Conditions 28 and 29 - Patrons leaving and re-entering after 22.00 hours

Patrons have been seen smoking with drinks in their hands outside the designated area as indicated both on the plans and in the licence after 10pm. Drinks or bottles are also not permitted outside after 10pm. No more than 5 people are supposed to be in the designated smoking area after 10pm, but the number of people often exceeds this. Closer supervision and signage are required please.

### Condition 34 - Supervision of patrons and obstruction of the public highway

Unfortunately we have not seen any evidence of staff or security personnel outside other than serving staff. On occasion, residents have had to get out of bed and leave their homes and go outside as late as 23.30 to ask patrons to keep the noise down.

During trading hours and especially on busy evenings, Uber drivers and taxis have obstructed the road, making it very difficult for residents to pass through as well as a danger should an emergency vehicle be required on the street; staff supervision would help.

### Additional Points

- Your patrons have been regularly consuming alcohol in the side street, outside of your demise as delineated on the licensing plan. This is causing a disturbance and nuisance. We suggest that a removable rope barrier is installed as agreed with you earlier this year.
- On the licence plan it is noted that there would be seating for only 24 people in the beer garden, in fact the benches provide enough seating for up to 30+ people. Again, this is not supervised.
- On a number of occasions up to 15 patrons, leaving late at night, have been waiting for Ubers / taxis or just saying goodbye making a lot of noise for up to 10 minutes at a time – this could easily be managed by people waiting for their taxis inside the premises and management policing these leavers, and also other late leavers, to move them on quietly.
- The conservatory is not sound insulated. On busy nights it is not possible for the surrounding properties to have their doors or windows open. Additionally, as mentioned above, the conservatory door is left open beyond the 9pm time stipulated in the licence. Double glazing had been suggested by the Robson Brothers, and hopefully that would make a significant difference. Confirmation of this measure being implemented would be appreciated.
- Patrons have been securing their bicycles to the streets lampposts, and this can not only block the pavements but also damage residents' cars and make it difficult to open their car doors. It had previously been agreed with the residents

that the pub would provide a bicycle rack, separate to the one at the back of the property belonging to the offices. That and signage would be helpful.

- Finally, it was also made clear by you to the Licensing Committee at the 21 April 2016 Licensing Hearing that no advertising to Lord's cricket patrons would take place during Lord's match days. The Clifton's Twitter site has directly tweeted the Lord's Ground, Ian Botham and David Gower, who have a combined total of over 575,000 followers. Tweeting constitutes modern day advertising.

All these points could be relatively easily rectified and would make an enormous difference to the residents' quality of life, which in turn would create a much more open and less sceptical relationship. It is not the residents' intention or desire to continue to "police" The Clifton; we are really hopeful that your Management will do so for us.

Kind regards.

On behalf of  
**The Clifton Hill Residents Group**

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For the attention of  
Ed Robson, Ben Robson & Adam Gostyn  
The Clifton  
96 Clifton Hill  
London NW8 0JT

cc. Environmental Health Officer, Westminster Council

4 August 2017

Dear Ed, Ben and Adam

First thank you for your time on 18 July 2017. We have now met three times since your opening and many times prior. A number of residents have also had many face to face and telephone conversations with each of you.

In our letter to you of 19 June 2017, copied to Westminster Council, we raised many issues which we were concerned about at that time and, in the spirit of co-operation, we have been hoping that you would address all these points. You have addressed some but unfortunately the major ones are still an issue as we mentioned when we met on 18 July.

We will not list again all of them as we have spoken at length but we are still being disturbed on a regular basis by a number of issues including very loud customers in the beer garden, being woken at night and disturbed during opening hours by leaving customers, noise leakage from the conservatory, customers in the side road, noise disturbance very early in the morning from deliveries. When it rains, there are less customers and this obviously helps, but we can't rely on bad weather to ease some of the outstanding issues.

It is also clear that you are not complying with the conditions imposed by the licensing committee which makes us question whether you would comply with any measures introduced at the premises.

We have suggested many possible solutions to you on a number of these issues but it seems to be getting worse, not better. Our quality of life in our homes matters greatly to us as I am sure you understand.

Kind regards.

On behalf of  
The Clifton Hill Residents Group

