

From: Jayne Orme [REDACTED]
Sent: 08 July 2025 08:41
To: PAUL DENNIS <PAUL.DENNIS@NWLeicestershire.gov.uk>
Subject: EXTERNAL: Re: Additional Information submitted by the applicants

Hi Paul,

Just a couple of issues, in response to the additional information submitted.

Not wishing to be picky, but the document stated that Mr. Green and Mr. Doig 'actively engage' with myself and my partner Ben Lee. Whilst I am aware that Mr. Green has previously spoken to Ben, they have never spoken to me regarding any of the issues raised. Had they done so, I would have informed them that whilst there is an improvement in the sound level, emanating from their Bar into our living room, there is no discernible difference in the sound level in our bedroom immediately above the bar. Especially on nights when the bar is busy, the noise is really quite loud in the bedroom. I appreciate that they have stated soundproofing has been installed but soundproofing is only as effective as its weakest point and is very easily breached. So, I can only assume that it has been installed incorrectly, or, has been breached, or, is of inferior quality.

My partner, Ben, will be making available to you a recording of patrons of the Borough Street Bar, with drinks in hand (in breach of condition one of the license), who are standing outside our living room window. As you can hear, the noise from just a few drinkers is really loud. If the condition preventing drinks in open bottles and glasses being taken outside is removed, it is not difficult to imagine how loud the noise could potentially be if the number of drinkers were to increase. In this regard, I can speak from experience as under the previous license holder many drinkers used to congregate outside causing considerable noise nuisance. This is especially true during the warmer days when, of necessity, we need our windows open. I also appreciate that barriers will be put in place to contain furniture, however, they won't contain drinkers who prefer to stand and they won't contain any noise nuisance.

With kindest regards,
Jayne

From: [REDACTED]
Sent: 08 July 2025 06:25
To: PAUL DENNIS <PAUL.DENNIS@NWLeicestershire.gov.uk>
Subject: EXTERNAL: Additional Information to support my representation

Good morning Paul,

I hope you are well and had an enjoyable weekend.

I'm sorry to send you another email before you've had an opportunity to respond to the one I sent on Friday, please ignore that email, you do not have to reply to it, as I have something more important I want to bring to the attention of Licensing;

In my recent representation, I stated the following; 'The additional concern is that patrons leaving the premises to smoke and/or drink naturally turn left out of the pub and stand in front of our property, rather than standing in front of the pub. The newly opened front window seems to have enhanced this behaviour, I assume as patrons may not wish to smoke in front of an open window, near to patrons sitting inside? If the condition regarding drinking outside was removed, we would return to what we had to put up with during the previous license holders tenure of ten years, which is drinkers congregating outside our house, which invariably leads to our lounge window sill and front step being used as a place for patrons to place their open bottles and glasses and congregate, whilst drinking and smoking. Past experience has also taught us that pub staff have very little appetite for telling customers to move away from our property'

In the email you sent me, Mr Doig's response to this was; 'All of these representations are based entirely on historical events, the behaviors at that time of the previous licensee and his customers and his failure to manage his business or control his customers effectively. They bear no relation to the business we now run, the standards to which we operate, nor the profile or behaviours of our customers'

Well, unbelievably, on Friday night, we had a loud group of people outside our lounge window shouting and swearing, before I had a chance to stand up to go and see what was going on outside, I heard the old familiar, and unmistakable sound of a glass clunking down on our stone window sill, and sure enough, exactly as described above, word for word, we had patrons of the bar gathered around our window, smoking, drinking, swearing and shouting.

I went upstairs and recorded the incident on my phone, they can clearly be seen holding glasses of lager and placing them on our window sill, plus the noise disturbance and swearing is very loud. At one point I even heard a female member of staff from the bar timidly ask the group of male drinkers if they wouldn't mind bringing their drinks back inside, to which she received a loud and obnoxious response along the lines of; 'Yeah! Yeah! We're going now' and it was left at that? They just carried on? I assume this was one of the two staff members Mr Doig employs, who are; 'mature and well experienced in the industry and appreciate the importance of customer management in these situations' Again, exactly as I stated in my representation, this just proves that staff really don't have the stomach to control unruly patrons. I find this even more staggering, that whilst they are attempting to seek a variation to their license to remove the condition preventing customers from taking drinks outside, that they didn't initially notice a group of drinkers walking out of that small bar, drinks in hand, and turning left to stand outside our house, and when they did finally notice they didn't seem to comprehend the serious implications this could have for their case? It just illustrates perfectly that there is absolutely no genuine desire to control patrons drinking outside or tell them what to do, all this talk of staff training and extra signage is smoke and mirrors, they just want the condition gone so they can profit from the free beer garden they

can set up in the street. It also shows that staff couldn't care less that their noisy customers are standing outside our house, rather than their premises.

I also have a video from today of a patron of the bar, sitting on our front doorstep smoking a cigarette before stubbing it out by our front door and going back inside. Another example of us experiencing the same old problems we had during the time of the previous licensee.

Their own CCTV footage will obviously marry up with the footage I have, to show patrons leaving the premises with their drinks, etc.

I've put all of the video footage I have onto a memory stick. Is it possible for me and Jayne to drop it off in person today?

Please call me on [REDACTED] if you have any questions.

Kind regards, Ben Lee