

Reply |

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Junk |

Appendix C

Noise logsheets

S

Sue

Thu 06/07, 11:37

Bavins, Jilly (J.Bavins@spelthorne.gov.uk); Thomas, Robert (r.thomas2@spelthc

Reply |

Sent Items

Record of Noise.docx

16 KB

 Show all 1 attachments (16 KB) Download Save to OneDrive - Personal

Hi,

I have attached my log sheet for the period 14th June to 5th July.
This was by no means the start of the issues but commenced when I received the log sheets.

I am continuing to log the incidents and will send you a further log in a few weeks.

I would like to add some comments to demonstrate that we are trying to work with the Pub to deal with the matter .

After the incidents of 16th June, my husband and I together with Jackie and Jerry Stevens visited the pub to speak to Raj.

The purpose of that meeting was to try and reach some agreement on what we felt was acceptable noise and what we really needed him to do something about.

We arrived at about 11.00 and frankly were appalled at the state of the place. Outside glasses were all over the tables , cigarette ends all over the floor, clearly a left over from the night before.

When we went inside the state of the pub was the same, it was frankly filthy and very run down and un cared for. Quite different from the time we visited previously.

I wont bore you with the details of the whole meeting but what we did establish is that Raj and his wife have little or no control over their customers, are in fact scared of them and have been subjected to racial abuse.

Their staff are young and inexperienced and Raj is often not on the premises and is leaving them in charge. Some of the incidents occur on those occasions.

At the end of the meeting Raj intimated that they may be moving on from the pub and admitted that he actually doesn't care.

This is alarming and makes it even more important that we maintain a vigil to ensure that situation doesn't escalate further and ruin our home lives completely.

Many thanks.

Sue and John Shaw.

11

Record of Noise

Name	Sue and John Shaw
Address	1a Chestnut Grove, Staines, Middx, TW18 1DB
Telephone no	████████████████████
Email address	████████████████████
Name and address and source of noise nuisance	Jolly Butcher Public House 174 Kingston Road Staines Middx TW18 1PE
Period	14 th June 2017 to 6 th July 2017

Date	Description	Time start	Time end	Effect
14.6.17	Loud music with doors open . People outside shouting and using foul language .Children playing ball kicking it against the fence. Ball came over the fence and a child tried to scale the 6ft plus fence to retrieve it. No control by staff despite texting until the people took their children home.	4.00pm	6.00pm	Noise unbearable and had to close our doors and windows on a hot afternoon. Unable to sit on our decking for dinner.
14.6.17	Loud music , live this time with doors open. More people outside shouting and swearing.	8.00pm	12.30am	Unable to sit outside so have to revert to the lounge. Unable to have doors open and when we went up to bed were unable to sleep due to the noise.
16.6.17	Unbearable loud music and people shouting and swearing outside. Children playing ball and kicking it against the fence. Called the pub, text Raj but no response.	2.15pm	I went out at 4.15pm to get away from the noise	Tried to sit in my garden to read a book (day off) but totally impossible. Indoors had to close doors but music still audible.
16.6.17	Returned home. Continuation of above. Now worse, full blown football match with adults and children. Language and chanting unbearable. Ball went over neighbor's fence and children scaled her fence where it adjoins mine trying to get over. This was followed by an woman standing on the fence shouting down the garden. My neighbor called the police who knocked on my door thinking I had called them. I showed them the children on the fence.They attended the pub and the ball playing stopped briefly and then	6.00pm	10.15pm	Impossible to enjoy an evening in the garden. Went inside, again unable to open doors without being subjected the music and shouting and swearing together with the constant the of the football. This was actually a rather scary evening as the crowd were really aggressive and were hurling abuse at my neighbor. The children had no respect for anyone's property and were being encouraged by the adults.

	recommenced about 10 minutes later.			
17.6.17	Loud music and crowd of people outside the pub once again shouting and swearing. The door was closed but windows open The noise was so bad that I called the out of hours noise nuisance no to lo a complaint. A gentlemen from a 3 rd party company who manage this attended. He listened to the noise both with the door closed and opened and agreed that the level was unacceptable . He visited the Pub and asked them to close the doors with they did. This did reduce the music level to a more tolerable level although it was still disruptive and audible in the lounge.	8.00pm.	11.00pm	Unable to hear the TV. Unable to sleep with the noise levels and the people shouting and swearing.
5 th July 2017	Loud group of people on the patio shouting and swearing. Bar person came out several times but made no attempt to speak to anyone to control this anti social behavior.	8.00pm	10.00pm	Had to turn TV up super loud as too warm to close the doors.

Record of Noise

Name	Sue and John Shaw
Address	1a Chestnut Grove, Staines, Middx, TW18 1DB
Telephone no	[REDACTED]
Email address	[REDACTED]
Name and address and source of noise nuisance	Jolly Butcher Public House 174 Kingston Road Staines Middx TW18 1PE
Period	7 th July to 25 th July

Date	Description	Time start	Time end	Effect
8 th July	Live music with people outside most of the evening. Language as usual disgusting.	8.15pm	11.15pm	Had to go inside after trying to spend the evening in the garden with family.
9 th July	Quite a few people outside with children. Ball playing despite the notices. Noone came out to stop them.	2.15pm		We decided to go out as staying in our garden was fruitless.
12 th July	Live music unbearably loud, People outside shouting and swearing.	8.00pm	12.15am	Had to close our windows, unable to hear the TV or sleep.
13 th July	More music, unable to tell if it was live or recorded but unbearable. A lot od shouting.	8.30pm	11.30pm	As above.
14 th July	As above.	8.30pm	11.45pm	Exhausted from 3 nights lack of sleep.
15 th July	Drum playing all afternoon. This soon turned into the live music session with the usual crowds shouting swearing.	3.00pm	11.45pm	Really miserable weekend, we couldn't sit out, couldn't hear the TV in!
17 th July	Once again drum playing, went on and on incessantly Same beat !	7.45pm	11.00pm	Had to close doors and windows. Unable to hear TV or sleep.
19 th July	Live music but level not too bad. However the people outside were once again talking/shouting loudly all evening.	8.00pm	11.00pm	
20 th July	No music but loud crowd outside	8.00pm	10.30pm	
21 st July	Large group , really rowdy outside Went quiet then started again.	4.00pm 10.45pm	8.30pm 11.30pm	Unable to sit in the garden for dinner. Woken up later when the noise started again.

Spelthorne BC	ENVIRONMENTAL HEALTH SER-	Service Request No.	SPL 220/16
Council Offices	VICE	Time & Date	2110hrs
Knowle Green	Service Request &	Received	17/06/17
Staines-upon-	Complaint Record		
Thames TW18			
1XB.			

Complainants 1. 1a Chestnut Grove, Staines, TW18 1DB

Address

Title	Mrs	First name	?	Surname	Shaw
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Complainants Contact Details:

Any Additional Details:

Phone	1.	[REDACTED]	Time of visit by lhs VO	DH 2147hrs
				17/06/17
	2.	[REDACTED]	Previous Request	N
	Mobile		Via Cllr	Name
Email			On Hotlist?	N

Source of Problem Jolly Butchers PH Kingston Road Staines

Request Nature Lam (Live Band)

Time/Date	Officer	Report & Actions
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2110hrs	DH	Call received from Call-centre
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17/06/17
2115hrs
I called the complainants in the order listed above Mrs Shaw complaining of lam from a live band in the pub, I agreed to attend and investigate. Mrs Colquhoun's telephone was engaged.

2147hrs
I arrived at the location no noise, I visited Mrs Shaw who related numerous incidents with noise from the pub, she told me she had had a meeting with the landlord this morning, and he had a couldn't care less attitude. She said she believes the band are currently on a break. At 2210hrs the Band started playing, with the Patio doors shut, not stat nuisance, with doors open borderline stat nuisance. I visited the Pub, Manager not on site, I spoke to Amy who told me she was in charge, I identified myself, and requested she close the four open windows behind where the band were playing, which she did immediately. I advised her that she must ensure the doors and windows are kept closed all the time the band are playing, and ensure they finish promptly at 2300hrs. I left the pub and returned to the complainant's property, music now at a reasonable level and Mrs Shaw was happy. I updated the second complainant and left site.

**A REQUEST FOR A REVIEW OF THE LICENCE FOR THE JOLLY BUTCHER PUB, KINGSTON ROAD,
STAINES-UPON-THAMES, MIDDLESEX**

28th July 2017

Dear Sir / Madam

Please find attached our request to call a review of the licence for The Jolly Butcher Public house, Kingston Road, Staines-upon-Thames.

It is with regret that as a group of residents living in close proximity to the pub we now feel that we have no other option than to take these measures. Disturbances from the Jolly Butcher Pub have become so extreme in the past few months that they are having a profoundly negative impact on our family lives and wellbeing.

Disturbances, which are frequent, and have been recorded on logs, which are attached and have also been sent to Environmental Health, include shouting, foul and offensive language, ball games, loud music and revving cars – to name but a few.

We are fully aware of the implications of living in close proximity to a pub but the behaviour of the clientele at The Jolly Butcher is totally beyond belief and since the managers no longer live on site these extreme anti-social behaviours, which take absolutely no consideration of the fact that the pub is located in a residential area, have now extended late into the night, which on a number of occasions have prevented us from getting to sleep at a reasonable time.

We would welcome the opportunity to be able to express and share our concerns and experiences as a group at the earliest opportunity. We have tried all we can to address this amicably with the landlords but with no success. We have been told that the landlords feel intimidated by some of their customers and are worried about repercussions thus inhibiting their ability to run their pub in a way that would take into consideration the local residents.

We look forward to hearing your response and hope that we can quickly come to a resolution which enables us to move forward and live normal family lives where we can use our gardens and watch television without the worry of being subjected to constant loud music, shouting, ball games and offensive language.

Yours sincerely

Jerry and Jackie Stevens – 172 Kingston Road
John and sue Shaw – 1a Chestnut Grove
Fiona Colquhoun – 1 Chestnut Grove
Paul and Karen Winkworth – Chestnut Grove

Reply | Delete Junk |

Jolly butcher Log

J Jackie <Jackiestevens@██████████>
Mon 24/07, 22:24
You

Reply |

Inbox

Jolly butcher Log

Wednesday 5 April**Text to Raj.****Hi Raj**

I have just had a major operation that I am at home recovering from and will be for the next 4 to 6 weeks. Yet again children are kicking a ball about on your patio. Please please can you stop them from doing this. Thank you Jackie

Thursday 6th April

Despite there being signs all around the pub garden I have still had to send the following :

Hi Raj. Yet again we've had to throw a ball back over the fence. We have spent a lot of time and money doing our garden and don't want anything broken. Thank you.

Friday 14th April - evening 7pm onwards**And another text:**

Raj. I'm trying to watch TV and all I can hear is your music. We do keep asking you to be considerate but that's really not happening. If I can't sit in my house and listen to the Tv I dread to think what the summer will be like. Please can we arrange a date to meet with you about this. Thank you

Response from Raj

Hi Jackie. Yes sure. Let's meet. We'd restricted the doors leading to car park so there was no movement out of there. The windows were all shut. I personally took several rounds at the fence but didn't feel that the music coming over was anything more than street noise. Can't see what more can be done.

Sunday 21st May

The following text was sent to Raj. *Please can you send someone out to stop the ball game. Thank you*

Thursday 25th May

Hi Raj there's a ball being kicked outside again please can someone remind them of your rules. Thank you

Saturday 27th May**And another text:**

Raj. I hate to keep complaining but a football has been kicked most of the afternoon. Please do ask them to stop. Thank you

Wednesday 7th June

A group sitting outside the pub have spent a good 2 hours shouting screaming and swearing. It's offensive - we have grandchildren and elderly parents who we want to spend time in our garden but we're embarrassed to let them do this. It's disruptive and prohibits our day to day living.

Loud music again tonight.

We really are at our wits end. Today it's been constant disruption.

Friday 9th June

Rowdy bunch outside the pub early evening. Swearing loudly - every other word is fucking.

Saturday 10th June.

Music loud enough that every word could be heard. Impossible to sit in our own garden. Music finished at 11pm.

People deliberately holding the door open

I text Raj but had no response.

Sunday 11th June

Greeted in the garden by expletives being shouted from customers sitting in the pub garden which include language such as: "shut up you f.....ing wanker"

Wednesday 14th June

Early evening - tea time about 5.30 the shouting, swearing, music, ball games coming from the pub is unbearable.

TEXT SENT TO RAJ FFOM JERRY:

Hi Raj could either you or your staff take responsibility for stopping the music ball games and shouting emanating from your pub garden and do it because you have standards not because the neighbours have moaned Regards Jerry

What's ap sent from a Jackie :

Raj I have walked through the door and my heart has sunk. The shouting, music, fowl language, particularly by a woman who is a frequent visitor to your pub, at this time in the evening is beyond belief.

Raj I would really appreciate an acknowledgement of my texts to you also the ball games continue.

I really do not want to have to keep complaining but this is effecting our quality of life.

Loud drumming and singing started at 10pm. Raj does not respond to any of my texts. The music and noise of the customers in the garden is so loud that on a hot evening we have to sleep with all the windows closed. Even then the music and vibrations prevent us from sleeping.

I made 2 recordings from my garden to log the loudness of the music.

Friday 16th June

We arrived home at 9.30 to find out from our neighbours that the police had been called as the noise and disturbance from the pub was unbearable. The ball games and shouting were still going on until 10.30pm. This message was sent to Raj. I received no reply:

Raj. What is going on? It's been like a playground in your pub tonight. The noise is unbearable. It's our Friday night too. No one has made an attempt to stop them Its 10.20pm and it's only just stopped!

It's midnight and there are still 2 people in your pub outside shouting at each other. It's. Kept me awake. No one has made any attempt to send them home.

Saturday 17th June. 2018

After a very disturbed evening 4 of us decided to have a meeting with Raj and his wife so we went round to the pub at 11am. Raj said he wanted us to wait 15 to 20 mins until he'd opened the cash register. We asked to speak to him straight away as it was a matter of urgency. The meeting lasted about 30-40 mins and it was clear that Raj and his wife had put little into place to ensure that we as neighbours were respected. He even said that he could do nothing about the swearing and shouting. He was also advised by other customers not to stop the ball games as those families would be threatening towards him. He said he could do nothing about the noise and fowl language during the day. When it was suggested that this was all about money he agreed. It was also suggested that he was frightened of his customers, He was not at all sympathetic to our plea for calm and quiet.

When we asked about the football both Raj and his wife said that they had been advised not to do anything about it's they would then open themselves up to repercussions by the families involved. This said to us that they were frightened if done if their clients and so unable to do anything about the disruption they were causing.

We noted that the state the pub was in was awful. Outside the beer glasses and cigarette stubs and packets had not been cleared away. Inside glasses littered the tables and the whole place seemed very unkempt. After noting that there was only 2 young bar staff on duty that night we asked if they were trained appropriately. raj nodded.

We left feeling as though we hadn't got very far and deciding to take the matter further with the council.

Please see below independent comments that have been made on trip advisor:

Appendix C

Filthy, boggen, rotten, the worst adjective for a health hazard is not too strong a description in my opinion. The dated and dirty "stippled" ceiling, the greasy tables, the inches of dust on the table supports, skirting boards, and the filthy "stage", I found no redeeming factors here. Unpleasant and unhelpful bartender, the disgusting toilets with no locks on the door, expensive drinks....in my opinion I don't see how this place hasn't been closed by some health authority, and I dread to think how this place serves food. If you're thinking of visiting (perish the thought), don't.... I can overlook dated decor, I can see past temporary mishaps, even a pleasant staff member can help to redeem a place. But, for the Jolly Butcher, there's not one jolly bit about it. Run a mile!!!! I'm sorry, but someone has to say it!!!!

And

If there was a "No Star" rating, this would have it. Run a mile from this place "

Email from Raj that evening: Hi Jackie and Jerry.

Please accept my apologies for my words that could have landed as insensitive and rude to you. It was not my intention at all. Both of you have always been very supportive and have acknowledged our efforts in transforming this pub and I didn't mean to hurt or upset you.

.....
I assure you that maintaining decorum is a primary objective in my and Shweta's mind and we end up having at least 4- 5 conversations with customers about this every day.

I get very well that despite our actions, it occurs to you that not enough is being done and you would like us to take harder measures of moving smoking shelter around etc that require significant investment that we are not in a position to make at the moment.

I can understand your frustration and thank you for letting me know about your future course of action wrt following it up with the council for resolution.

I'll send around a minutes of the meeting today. (we never received these minutes)

Our response to Raj :

Hi Raj. Further to our communication exchange yesterday I said I would let you know if there were any measures I would take regarding the council. About 10 days ago I emailed the council requesting a meeting between us which I felt would benefit by having a council officer present. I would like to add that whilst I do not speak for my neighbours nor do they speak for me we do, on what is now an increased number of occasions, have the same issues to address. In applying to the council for a meeting I expressed what I assume to be your willingness to attend such a meeting based on the text conversation we had last Easter. That said, events over the past few weekends have superseded my original request to the council. We are keeping a log of all disturbances as advised which we now find are having a massive impact on our personal lives. The bottom line is whatever your intentions or demands on your financial situation any failings as such are causing us sufficient problems that ANYONE in our position would take the same steps. We are making it very clear that this is not a situation we are prepared to accept. I assume the council will be in contact with both of us. Regards Jerry and Jackie.

Sunday 18 June. 2017

Drumming session in the morning. Heard from the garden. We wouldn't mind this at all if it was our only disturbance.

Tuesday 20th June. 2017

19.03 pm

Whilst sitting in our garden heard a strange noise that sounded like a car coming too fast into the car park and we think may have hit one of our neighbours' fences although we can't be sure which one. One of the regulars drinking outside the pub and who is usually one of the most troublesome shouted at the driver "slow down when you come in here mate"

FOOTNOTE: they appear to be having a burping competition and the word ' fucking' and 'wanker' has been a regular feature in their conversations.

Just when we thought today's log reporting was finished we became aware of an argument at 19.30 between customers of the pub. They was a lot of shouting and swearing. Not sure of the details.

FRIDAY 23rd June

The usual customers have arrived at the pub, It's 7.20 and they've been there for a couple of hours. The swearing and shouting is the usual disturbance.

Appendix C

and we can hear the whole conversation. We find it very offensive. Started around 6 pm. Still going on at 7.30pm. They left at 7.40pm.

Tuesday 27th June

At about 11.00 pub all closed but several people were in the smoking cabin making a lot of noise talking loudly. This went on until 12.45 in the morning. They clearly hadn't been asked to leave the premises after closing time. In the morning there were 5 pint glasses in the cabin

Friday 30th June.

I walked through my back gate at 6.25 after spending a week away on school journey and was greeted by the raucous shouting of the usual crowd. With 'you fucking wanker' being shouted on a number of occasions. It quietened down at 8.20pm.

Saturday 1st July

Between 6 and 8pm the usual crowd are outside the pub and as usual we are subjected to the foul language. The word 'fucking' being a constant element of their vocabulary

The music during the evening was very short lived and there didn't seem to be many people in the pub tonight.

Sunday 2nd July

Yet again what should be a lovely Sunday afternoon spent in the garden is spoiled by the unsavoury language from the usual crowd who have been there for the last hour. It's now 3.30pm. Just to be clear 'fucking' is a regular word used.

5.20 pm. The crowd are still there and children have started playing with footballs. There are 3 ball games going on despite the notices all around. Children are only young but just witnessed a parent send them over closer to our property because the ball game was interfering with their Sunday afternoon relaxation. Pub doors all closed and windows shut so it's clear they don't know what's going on. We haven't seen a member of staff come out all afternoon. I text Raj at 17.20 to ask him to stop the ball games. By 5.30 the ball games appeared to have stopped.

Wednesday 5th July 2017

It's a lovely sunny evening where we should be able to sit in the garden. There is a different and much younger group of about 15 people outside the pub they've been there most of the evening at 9.26 they're still there shouting and swearing. The foul language is very offensive. I have text Raj twice to ask if he can move them on as they are being so loud but I've had no response. I'm trying to work in my kitchen and I can't concentrate. It quietened down at 10.14 pm. Raj did respond the next day by asking who they were, how would I know! And then with 'got it' but no action.

Saturday 8th July 2017

Very loud music all evening which finished at 11pm

Sunday 9th July 2017

Again ball games are being allowed to happen which is disturbing our Sunday afternoon. I have text Raj to ask him to stop them.

Jolly Butcher 2nd log –Jackie Stevens**Wednesday 12th July**

There was live music in the pub tonight which wasn't too bad though I could hear it clearly from our bedroom it finished at 11pm. At 22 minutes past midnight I was woken up by customers still in the pub garden shouting and swearing. I text Raj and asked him to send them home. This is unacceptable. No one had been out and asked them to leave the premises. Raj responded at 2.50 in the morning with 'I'll have a look' I had to send Raj the following text at 00.22 in the morning :
Raj there's a group of men in your garden who have just woken me up shouting and swearing. Right below my window. Please send them home

Thursday 13th July

At 10.30 in the evening we have to close all our windows as the noise from customers shouting and swearing is preventing us from sleeping. No one has come out from the pub to stop them.

Sunday 16th July

We've been away at our sons over night but returned to the usual crowd in the pub garden with the usual shouting and swearing. Went on until about 10pm.

Monday 17th July.

As we sat in the garden to eat our evening meal the same crowd again frequently swearing. I went out at 9pm so not sure how much longer it carried on

Wednesday 19th July.

We think that Raj is no longer living in the jolly butcher as we see the barmaids arrive and get a key from what looks like a key safe. That may explain why there are still customers sitting in the garden late at night. Music playing tonight but it seemed to finish a bit earlier than usual.

Thursday 20th July

I have now broken up from school for the school holidays and I'm looking forward to a relaxing summer break. Oh so I hope!

At 4pm the usual crowd arrived with their usual expletives being frequent additions to their loud conversations. By 6pm it went quieter though was an unpleasant 2 hours. We were then out for the rest of the evening and returned at 22.20. There is a very noisy crowd sat around the table by the pub door. It's 23.13.

Earlier today I contacted Raj who confirmed that he no longer lived at the Jolly Butcher and that he and his wife have moved back to Stanwell. I asked who we should contact should we need to let him know about disturbances. He said that his wife Shweta was the DPS and general manager and that we should still contact them. This would probably go a long way to explaining why things have got worse late into the evening. I emailed Robert Thomas and I've asked him to find out who is the responsible adult on the premises.

This is a text that I've had tonight at 10.45 from my neighbour after I told her that Raj and his wife were No longer living at the pub:

*Oh god that explains the noise! So I reckon they have moved because of the noise
 I have drunk men all talking at once and a faulty outside light flashing on and off illuminating my bedroom
 I am so fed up and want to move house*

She really is at the end of her tether and I'm concerned about her health and well being, this just isn't fair on us as a community.

Friday 21st July

The usual crowd are loud and offensive - this started around 4pm and carried on until 9pm

At 11.30 there are people outside the pub again talking / shouting loudly. This has gone on for some time as it's raining and this group are in the smoking shelter. These were youths. It's possible they were not pub customers but they decided to end their evening out in the pub smoking shelter as it was raining and they were able to do this because there is no one living at the pub to send them home. We can only assume that the only way to deal with this now is to phone the police.

Saturday 22nd July

A noisy evening with groups congregating outside. Plenty of loud shouting and swearing as usual. Live music finished at 11pm.

On the Sunday morning outside is a mess with glasses and rubbish all over. No one has cleared up after the previous evening.

To whom it may concern,

Please can you consider this letter in conjunction with my log of events and the contributions of my neighbours in relation to the matter of the noise and anti social behaviour which is part of an entrenched culture associated with the Jolly Butcher Public House.

Since my last submission of my logs in early July, I made the conscious decision to make considerable changes so that I may not even be witness to or hear the activity from the Jolly Butcher. This includes:

- a) Not going into the garden at certain times of day, in particular late afternoons between 3pm and 5.30pm. This is so that I do not have to hear the rowdy, fowl language of the customers
- b) I keep my children indoors, particularly when they finish school. We do not use abusive language in the home so I do not want them exposed to this in the garden.
- c) Spending most of my time at home, in the front of the property and avoiding the back of the property.
- d) At night, I have slept downstairs on the sofa on many occasions, but as I am sure you can appreciate, some nights you do need a proper means of sleeping
- e) When the weather is particularly bad, raining etc, this is usually a good indication that I will get a good nights sleep undisturbed, since the customers do not sit outside when it rains, hence there is no noise.
- f) I work from home less often now, opting to travel to and from central London, five days per week.

As a result of these measures, I would say, that I have personally have experienced less disturbance, but I believe this is a consequence of adjusting how I live in my property. I am sure my neighbours have experienced more disturbance than myself.

There are two particular events, that have warranted formal logging, these are in the attached sheets. I feel I have to report these because they had a significant impact on me, both physically and emotionally.

On the 18th July, loud music from the pub, starting at 8pm. A broken light at the back of the pub, flashing on/off resulting in the bedroom and bathroom at the back of my home, being illuminated/not illuminated for just over 3 hours. The noise and light flashing, I had to sleep downstairs on the sofa. I think the music finished around 10.45pm

On the 20th July, from 4.45pm rowdy, drunken behaviour from customers sitting outside. The language was disgusting. I was unable to finish doing my gardening chores because I didn't want to listen to that behaviour. So I had to come indoors and shut the doors and windows. Later that evening, the music starts and the light outside the property is still broken so it continues to flash on/off. I have to wait until around 11.30pm before there is any peace and quiet. Having fallen asleep well after midnight, I am woken by a car engine starting in the car park around 3-3.30am. The engine continues to run, the car lights on and remains stationary. I close the window but the low level noise of the car means I cannot get to sleep. I called the out of hours number at Runnymede council, they were very sympathetic and said the noise was a nuisance (given the time of day and the duration) they would contact the environmental health officer. When I finally spoke

to this person, I found him rude, dismissive and unprofessional. He said the car was not noise disturbance and perhaps I should close my windows. He was equally dismissive of the other disturbances I told him about. He refused to come out and investigate the noise. He said I should have called the police and it wasn't his responsibility. I was very hurt by his attitude, I had only had 3 hours sleep. I called the police, they were sympathetic, but said as the vehicle is parked on commercial premises, they had no authority to intervene. It was the responsibility of environmental health. They ran the vehicle registration number through their system and it was not linked to any crime. The car engine finally stopped running at around 6.30am when the battery depleted. After about an hour after I called the police, the car vanished. So I believe they must have traced the owner. I have seen this car, parked in the Jolly Butcher at various times of day, so I believe this was a customer of the pub, or a member of staff responsible. When I complained to Spelthorne council about the attitude of the environmental health officer, they were defensive of his attitude. The environmental health department said that they would speak to the pub owners and request a barrier was put across the car park to prevent out of hours activity in the car park. There is no barrier installed.

If I was describe how the culmination of this makes me feel:

- a) I am intimidated by the clientele of the Jolly Butcher, I do not have the power or authority to challenge the behaviour myself
- b) I am worried about negative repercussions of the clientele, and I am concerned about my safety, the children's safety and the safety of my property
- c) I find the language and rowdy behaviour really offensive and completely unnecessary
- d) The disturbed sleep or intermittent sleep, leaves me exhausted and sometimes I find it a real struggle to do my job.
- e) I am unable to relax and enjoy my home and garden.
- f) I am deeply upset that Spelthorne council show no sympathy towards myself or my neighbours.

Recently I have begun examining the legislation around noise disturbance it clearly states that there is not a decibel level that provides an indication of intolerance. Therefore, low level noise for prolonged periods is also classed as noise disturbance. Vehicles and vehicle noise entering and leaving commercial or industrial premises is also considered nuisance noise. We frequently endure car horns being sounded in the car park, as children play in the vehicles while their parents sit drinking and not intervening. Therefore, I am asking the council to not focus on how loud the noise is – but the simple fact, there is noise disturbance and it is having an affect on our lives. This is a residential area that is not conducive to accommodate the Jolly Butcher – which belongs in the town centre.

Myself and my neighbours have endured this for years, all we are asking from Spelthorne council is for you to support us and allow us to enjoy our homes and gardens freely.

Yours sincerely

Fiona Colquhoun

SPELTHORNE BOROUGH COUNCIL

RECORD OF NOISE

Your Name & Address		Ms Fiona Colquhoun 1 Chestnut Grove Staines-upon-Thames TW18 1DB		
Your Telephone Number		[REDACTED]		
Your Email Address		[REDACTED]		
Name and Address of the SOURCE of the nuisance		Jolly Butcher Public House 174 Kingston Road Staines-upon-Thames TW18 1PE		
Date	Description of noise and source	Time noise started	Time noise finished	Describe how this affected you
18/07	<p><i>Please take into account my covering letter when you read this log of events.</i></p> <p>Music playing from 8pm. Unable to sleep. Also a broken light at the back of the pub, flashing on/off illuminates the whole of the back of my property</p>	8pm	10.45	<p>Unable to sleep because of noise and flashing light. I turn the radios in the bedroom to override the noise - doesn't work, so I go downstairs to sleep on the sofa.</p>

Please sign each page of the log sheets to confirm this is a true and accurate record of events.

Signature: [REDACTED]

