

TEC Unit 5 - Licence application 18/00050/LAPRE

I am the owner of 7 Thames Edge Court. I currently rent the property out to [REDACTED]  
[REDACTED]

The late night licence application from Bakshish, fills me with a sense of déjà vu. We had problems in the past with late night noise, loud music in this same unit under different owners. Spelthorne Council will have details of this.

There were late night rowdiness, drunks climbing over the railings into Thames Edge Court and running around the courtyard making a huge noise chasing one another and singing, scaring the residents, especially the children.

There were incidences of fights, drugs, vomit and cigarette ends everywhere, broken glasses and rubbish lying all around the interior and exterior of the flats. It does not make for healthy living for the residents and owners.

Bakshish state they want to be a restaurant not a night club venue. The hours they are proposing are very late for just an eating venue and my feeling is that we may not know the whole story.

Please don't allow this for our sakes and for that of public safety.

Regards

Linda Abbott

Thames Edge Court - Bakshish Reference 18/00050/LAPRE

Dear Sir/Madam

I am writing to register my objection to Bakshish taking over Unit 5 at Thames Edge Court, I work a shift pattern covering days and nights, weekends and weekdays, its already hard enough to sleep with the road noise and cars constantly being revved in bridge street car park without another late night venue in the building.

Chris Bamford  
Flat 9

**Sent:** 19 February 2018 16:08

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** Tec Unit 5 - license Application 18/00050/LAPRE

Dear Sir/Madam

Reference: Tec Unit 5 - License Application 18/00050/LAPRE

As the owner of Flat 19, Thames Edge Court, I would like to lodge my objection to the aforementioned license application on the basis of the following:

1) Prevention of Crime and Disorder:

- Historically there has always been trouble between customers of the Slug and Lettuce and this particular site, mainly from community gangs. I have no reason to believe that this situation will be any different should this application be approved.

2/ Prevention of Public Nuisance:

- There will be consistent, intolerable noise from loud music due to inadequate insulation.
- There will be noise when customers leave this establishment late at night/early hours of the morning.
- Clients will also be smoking, drinking and making noise outside the venue during operating hours.
- Antisocial behaviour is highly anticipated.

3) Public Safety:

- The immediate vicinity will become congested with additional vehicles, i.e. taxis making the area potentially unsafe for residents.

4) Protection of Children:

- Unsavoury behaviour as a result of intoxication from alcohol and possibly illegal drugs will create an unsuitable, unsafe environment for children.

PLEASE NOTE MY ABSOLUTE OBJECTION TO THIS LICENSE APPLICATION

Regards

Wayne Bolton

Application by BAKSHISH - Case Reference: 17/00985/LAPRE - Address: Unit 5 Thames Edge Court, Clarence Street, Staines-upon-Thames, TW18 4BU

Dear Sirs

I wish to record my objections to this license application.

1. The use of amplified music until 1 am, potentially every night, in premises below residential flats would constitute a severe nuisance as the building has not been designed for that purpose. The types of music favoured at present feature a much more resonant base line which tends to reverberate through the building fabric.
2. The application is for alcohol to be served until 1 am, and closing at 2 am. This is likely to result in noise disturbance between 2 and 3 am as customers in various stages of inebriation leave the premises. It is not just the fact of noise at that hour but also the type of noise - shouting, screeching, arguing and intemperate language - which is distressing to residents of the area,
3. The application also allows for even later opening times to 3 or even 5 am a number of times a year which is excessive hours in a largely residential area.
4. There will inevitably also be noise from customers who leave the premises temporarily in order to smoke. There is a tendency for them to gather in noisy groups.

Unit 5 is part of what should be considered a prime residential development which brings credit to the area - a particularly lovely stretch of the River Thames on the periphery of London. If the Council is still planning to redevelop the Bridge Street car park I cannot believe that allowing the area to get a reputation for late night noise, drunkenness and aggression which have been associated with previous attempts to use Unit 5 as a "nightclub" would make that site attractive to developers and investors.

I would urge the Council to reject this application.

Yours sincerely

Lesley Catchpole  
Flat 35 Thames Edge Court.

**Sent:** 20 February 2018 19:15

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** 18/00050/LAPRE Unit 5 Thames Edge Court, Staines

Dear Licensing Dept

Staines Town Society, a local amenity group of about 150 households in and around Staines, objects to this application from Bakshish, and supports the neighbours and local residents who will suffer nuisance and distress because of it.

The proposed opening hours, 7 am - 2 am every day and 3 am on 30 nights a year, are unreasonably long, as are the hours of assorted noisy activities such as live and recorded music, dancing, films, indoor sporting events and the provision of alcohol. Noise from the premises will disturb the residents of Thames Edge Court and Colnebridge Close, plus Colne Lodge and any other current & future neighbours, and noisy drunks going home afterwards, shouting and singing and banging car doors when they reach them, will cause nuisance over a much wider area. The later the hours, the greater the disturbance of sleep. If closing time is at or near that of the Slug and Lettuce, then fights will break out as they have in the past. Residents will also have to endure littering and other antisocial behaviour, every night of their lives.

Spelthorne BC has a strong record of protecting citizens from noise and disturbance. At the 'Toad at the Town Hall' licensing hearing some years ago, Environmental Health laid down the basic principle that neighbours should be undisturbed with their windows open. More recently the Licensing Committee acted decisively to limit the hours and activities of the former Soiree in these premises to protect the quality of life of residents. We ask that you apply the same standards to this application, and refuse it.

Anne Damerell  
Secretary, Staines Town Society  
217 Kingston Road Staines TW18 1PA  
20 February 2018

Licensing Authority,  
Spelthorne Borough Council,  
Knowle Green,  
Staines  
TW181XB.

14, Colnebridge Close,  
Market Square,  
Staines,  
TW184RZ.

18th February, 2018.

Dear Sir or Madam,

Re: Licensing Application 18/00050/LAPRG. "Bakshish", formerly known as "The Soiree."

My name is John de Pear. I live in a flat situated less than 100 metres from "The Soiree" and our bedroom looks on to the river. The entrance to "The Slug and Lettuce" outlet and also to that of "The Soiree" can clearly be seen from our living room window.

I, like other residents in Colnebridge Close, enjoy living here, close to the river with a pleasant view and yet at the same time very close to Staines High Street. The average age of the flat and townhouse owners here is over 65, but we are all broad-minded and tolerant of people enjoying themselves and drinking alcohol late at night, providing their behaviour is within bounds and they do not disturb us unduly.

In 2014, after a protracted period of complaints and entreaties to the Council about noise, fights, unseemly behavior, vomiting and drug use etc by patrons of "The Soiree", residents of both Colnebridge Close and Thames Edge succeeded in getting the licence of "The Soiree" revoked. Residents remember a meeting in 2010 at The Soiree itself, during which a director of the owner's firm promised the owners and tenants of both building complexes that he had no intention of ever allowing the premises to be used as anything more than a restaurant. He agreed that the location in such a residential area was inappropriate and he promised that there would be no disturbance late at night.

However, after the Soiree management progressively gained music, then dance and finally nightclub licences, our weekends were ruined by loud music and noise coming from inside and outside The Soiree. There were constant sounds of arguments and raised voices outside the entrance to the nightclub and down by the river. From our window, we could see the culprits coming out of The Soiree, hanging around the entrance in groups of a dozen or more people and then making their way down to the river beneath our windows and into the High Street. This was after 0115, when the outlet officially closed, but could go on for an hour afterwards. The "Bakshish" application asks for permission to stay open till 0200 or 0300.

If the owners of "Bakshish" obtain permission to show sporting events indoors, then

the incidence of loutish behavior, both inside and outside the premises will be exacerbated. Traditionally, young people have come to Staines from neighbouring areas such as Ashford and Stanwell, to enjoy themselves and let off steam. The Soiree became notorious for hosting rowdy parties featuring a young, aggressive clientele making a lot of noise and disturbing the neighbourhood afterwards while dispersing.

I draw your attention to the letter from [REDACTED] my next-door neighbour who has a similar the same view from his window as us of the premises in question. His most telling point in his list of complaints is that at the moment, the complaints are only about "The Slug and Lettuce." He mentions loud and drunken behavior, especially at the closing time of 0115, "Bakshish" is requesting permission to close an hour later than that, and on some occasions, two hours later [REDACTED] goes further, , alluding to fights, public indecency such as vomiting and urinating into the bushes outside and also into the river. The drug use he mentions mentions "can be seen and smelt from our premises." When "The Soiree" was in full swing, syringes were apparently discovered in the shrubbery.

[REDACTED] points about "The Slug and Lettuce" are mine exactly, when I speak about "The Soiree." The complaints are and were about unacceptable behavior. If the licence application by "Bakshish" is upheld, complaints from Colnebridge Close residents and those of Thames Edge and the comparative newcomers to this area, in Colne Lodge, will at the very least be doubled.

**If the Council allow this nightclub to open, given the history of such outlets in this area, of which the councillors themselves are well aware, they will have shown complete lack of consideration for a large proportion of the people they represent.**

John de Pear.



**Sent:** 20 February 2018 22:55

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** Objection to licence application 18/00050/LAPRE

Dear Sirs,

I am the owner of flat 25 in Thames Edge Court - Clarence Street TW18 4BU in Staines-upon-Thames since 12 years.

Just today I have been informed that a new application (**licence application 18/00050/LAPRE**) for a nightclub has been filed with you in regards to the unit 5 in our development, that is Thames Edge Court - Clarence Street TW18 4BU Staines. In the past a similar activity named "Diablo" has ran in that unit with very disappointing outcomes for Thames Edge Court's residents as well as for the entire neighborhoods.

In particular, I clearly remember issues due to:

- disorders with crowd of people arguing and sometimes even fighting outside the club;
- public drinking and smoking with loud noise that could even reach my windows on the third floor on the opposite side;
- people found drunk and sleepy during the night and the following day just outside the doors of the elevator for the disabled people;
- in one case I have been even the object of anti-social behavior by some folks while coming back home from work in the late evening.

All these situations are likely to repeat with this new applicant who is going to run its business well beyond any reasonable time for a residential property such as Thames Edge Court.

Moreover, I remind you that this development is a quiet place where people live with children and with many old people as well. All residents that do not appreciate any noise or "excess" in their life and that have the right of a quiet and safe place to stay and live especially at night and especially upon paying an expensive council tax that consider this development as a high-end.

All rights that would be denied whenever such application would be approved by you.

For these reasons, I warmly invite you to reject such application and consider my objection to it.

Your sincerely,

Vittorio D'Orazio  
Flat 25 - Thames Edge Court  
TW18 4BU - Staines

Sent from [Outlook](#)

4, Colnebridge Close,  
Staines-upon-Thames,  
Middlesex. TW18 4RZ.  
19<sup>th</sup> February, 2018.

Licensing Department,  
Spelthorne Borough Council,  
Knowle Green,  
Staines-upon-Thames,  
TW18 1XB.

For the attention of Mr R Thomas.

Dear Sir,

**Re: Licensing Application 18/00050/LAPRG.**

**'Bakshish', formally known as 'The Soiree'.**

Our location at No.4 Colnebridge Close dictates that our objection relates primarily to the prevention of crime and disorder and the prevention of public nuisance. We have benefitted from approximately three and a half years of relative quiet living since the Soiree ceased operations. The Slug and Lettuce does not produce anywhere near the level of disturbance along the towpath, below our bedroom windows, as we experienced when the Soiree was operating. They have a different category of customers, not the younger groups prone to being drunk late at night and loitering whilst producing rowdy and anti-social behaviour.

Whilst appreciating that the Bakshish is a different entity to the Soiree, its programme of events is very similar and its proposed opening hours are longer, even excluding the 30 nights a year when they wish to open at weekends until 3am. It will also be pulling in customers from outside Staines who do not know the local area, just as the Soiree used to do. We believe, therefore, that the comments and findings contained in the Decision Notice published as a result of the Licensing Sub-Committee hearing which took place on Monday 20<sup>th</sup> January 2014 in relation to the Soiree Restaurant and Bar, are very relevant to this Bakshish Application. Extracts from this are given below:

The Decision was for an amendment to hours of licensable activities (supply of alcohol and late night refreshment) and to the opening hours of the premises. Modification by amendment, removal and addition of conditions.

Following the previous history of complaints resulting from the licensable activities taking place at this location the Licensing Sub-Committee was persuaded by the evidence that these premises were not suitable for the operation of a night club and would not be suitable for any form of regulated entertainment without the imposition of conditions to ensure that noise did not cause a disturbance to local residents.

Leslie Spearpoint, Senior Environmental Health Officer for Spelthorne Borough Council, concluded that if noise limiting equipment was being used that residents should hear nothing and also that the premises lacked adequate noise insulation to prevent loud music being emitted from the premises, although in a concrete building some music noise would always travel. He recommended that 'there should be no regulated entertainment, from recorded or live music, allowed on the premises at all times. Only background music to be permitted. This is to protect the residents of nearby residential premises from loud amplified music coming from the Soiree Bar and Restaurant'.

The grounds for objection in relation to the Licensing Objectives were:

**Prevention of crime and disorder.**

- Drunk and disorderly behaviour
- Screaming, shouting and swearing from intoxicated patrons
- Fighting and general anti-social behaviour
- Urinating/vomiting in areas around the premises

**Prevention of public nuisance.**

- Anti-social behaviour including shouting and swearing
- Noise from patrons leaving via the riverside footpath
- Noise from smokers congregating in the alleyway adjacent to the premises and people leaving and arriving at the premises.
- Noise from music emanating through the residential part of the building above the licensed premises
- Litter, cans, empty bottles and vomit in the area around the premises

The Sub-Committee finds the evidence given at the hearing by residents to be credible. They were located such that they were able to personally witness the behaviour of customers coming out of the Soiree.

The Sub Committee has identified an unacceptable level of nuisance arising from the anti-social behaviour of customers leaving the premises in the early hours of the morning, drunk and in high spirits. This had been witnessed both by residents and police. The anti-social behaviour, including loud shouting, from these customers has been disturbing residents' sleep on a regular basis.

The Sub-Committee finds that residents are being disturbed by noise from people outside the premises smoking and talking. It recognises that the DPS has tried to address this issue by moving the location of smoking but this action has simply moved the problem onto other residents. The Sub-Committee noted the representations which indicated that there is a problem with the condition that requires a maximum number of smokers allowed outside the premises and none allowed to smoke outside after 23.00 hrs. The Sub-Committee finds that this is an unrealistic expectation for a premises with a capacity of 250. It also realised that, during the evening, customers may congregate outside the premises for a number of other reasons.

The Sub-Committee is mindful that providing consumers with greater choice and flexibility and the value of a night-time economy in Staines must always be balanced carefully against the rights of local residents to reasonable quiet enjoyment of their homes.

In order to uphold the licensing objectives and to address the concerns raised in its findings, the Sub-Committee has felt it appropriate to remove, modify and add various conditions. A selection of these changes are described below.

A new condition will be imposed on the premises license as follows:-

'Regulated entertainment will only be held in relation to pre-booked private parties or functions with only persons on a guest list to be admitted. At least 2 working days in advance of the event, the Licensing Department Of Spelthorne Borough Council and Surrey Police will be notified of such private parties or functions and supplied with details of -----' Listed details required.

Through a reduction in hours of supply of alcohol, the Sub-Committee sought to address the problem of patrons from the premises (some intoxicated and in high spirits) leaving the premises upon closure at 01.30 and causing noise nuisance and anti-social behaviour in the vicinity into the early hours. This public nuisance is a key problem which is affecting the lives of local residents.

In conjunction with the new condition (pre-booked private parties and functions), the Sub-Committee will make the following modifications to licensable activity:-

The hours of supply of alcohol at the premises will be reduced on Monday to Sunday (inclusive) by 1 hour, commencing at 10.00 and ending at 00.00 (rather than 01.00).

The opening hours of the premises will also be reduced on Monday to Sunday (inclusive) by 1 hour, commencing at 10.00 and ending at 00.30 (rather than 01.30).

The hours for late night refreshment at the premises will be reduced on Monday to Sunday (inclusive) by ½ hour, commencing at 23.00 and ending at 00.30 (rather than 01.00).

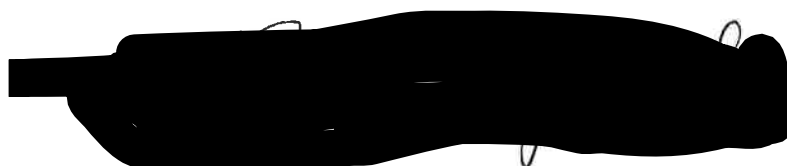
The Sub-Committee anticipates that by the supply of alcohol ending earlier in line with the cessation of regulated entertainment at 00.00, the premises can bring proceedings to a close by 00.30 meaning that there is a better chance of any crowds dispersing and leaving the area at an earlier time. This measure will also assist Surrey Police by staggering the closing times of licensed premises in the local area. This will result in less people dispersing from various premises at the same time. The Sub-Committee feels that this reduction of 1 hour will not substantially change the character of the premises in the context of pre-booked private functions. It is felt that these reductions are a proportionate response.

The current Application mentions trying for dispersal of patrons through side streets, etc. This is precisely the problem we get when crowds disperse and loiter along the towpath which is less than 5 metres from our building and below our bedroom windows. A general guide applied at previous Hearings is that no additional noise, over the normal ambient noise, should be audible as a result of the presence of a local club with our windows open. The major impact of live and recorded music will be felt by the residents of Thames Edge Court who live above Unit 5.

We residents enjoy living in Colnebridge Close on the banks of the river and close to Staines High Street. Over recent years Spelthorne Council have introduced many improvements to the area. We acknowledge the existence of a Staines night community and are tolerant of people enjoying themselves. The problems arise late at night when disturbances, as mentioned above, occur during our sleeping hours.

Following our experiences of the problems caused by the patrons of Unit 5 over the last several years I strongly request that in the absence of any recent experiences to the contrary, the findings of the last relevant Hearing should be seriously considered. These are covered by the Decision Notice published as a result of the Licensing Sub-Committee hearing held on Monday 20<sup>th</sup> January 2014 in relation to the Soiree.

Yours Sincerely,

A large black rectangular redaction box covers the signature area of the letter.

G F East

J M East

Sent: 20 February 2018 19:17

To: Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

Subject: Thames Edge Court Unit 5

I am the owner of 53Thames Edge Court.

I lived in the property for 10 years. I now rent out the property to tenants.

During the time I lived at Thames Edge,I experienced Unit 5 being in used as a bar and night club.

I was continually disturbed by the this noise this Unit produced.

I am now very concerned that my tenants will be disturbed and of course the other residents.

I fully object to this Unit being granted a licence.

Kathryn Evans

Sent from my iPad

From: Margaret Geraci  
Sent: 29 January 2018 17:27  
To: Licensing <licensing@spelthorne.gov.uk>  
Cc: thames-edge@googlegroups.com; 'Slug and Lettuce, Staines'  
<SlugandLettuce.Staines@stonegatepubs.com>  
Subject: Application by BAKSHISH - Case Reference: 17/00985/LAPRE - Address:  
Unit 5 Thames Edge Court, TW18 4BU

Dear Rob

Thank you for speaking to me today and listening to my serious concerns regarding the above application.

I am writing to make my objection quite clear regarding this license application and would make the following comments:

1. There are residential flats directly above Unit 5 and the residents will suffer from the noise pollution regardless of how much insulation there will be because customers will naturally converge outside to smoke and drink as they already do – there will just be more of them.
2. The Public Notice on the door of Unit 5 quite clearly states that there will be live music, Indoor Sporting Events (?) and Performance of Dance – this is not a restaurant – these are club activities.
3. The weekends are already problematic with drivers/taxi's parking with no consideration for residents and even blocking the entrance to the residential car park – pretty much the same as someone parking on your driveway! This situation will worsen significantly.
4. I remain unconvinced that customers will frequent this establishment as a restaurant – the type of activity detailed in the license application quite clearly indicates that it will turn into a drinking club without a doubt and will double the problems we already have to deal with.
5. The very really potential problem of rival 'gangs' from the traveler community that converges on Staines at the weekends will also worsen. This will in turn increase the need for police presence and greater CCTV monitoring of the area, potentially causing more criminal and drug activity around the river side as well as fighting, which Thames Edge Management has worked so hard to practically eradicate around the development.

I will leave the rest of the residents to lodge their objections and would ask you to keep me updated as to what the next stage is and if we can attend to lodge our concerns in person when this goes in front of the council.

I wait to hear from you and appreciate you keeping us all updated.

Best Regards

Margaret Geraci  
Director for Thames Edge Management Ltd



Licence Application No. 18/00050/LAPRE Bakshish

I am writing to object to the granting of this licence to Bakshish at Unit 5 Thames Edge Court, Clarence Street, Staines. Experience has shown that a nightclub-type business on this site is not compatible with a residential area, which this is, with 65 flats in the same block, and Colne Lodge (above Pizza Express) and Colnebridge Close nearby. The main concerns are the noise of the music, the noise and nuisance caused by late night/early morning customers leaving the premises, and the litter left behind by them.

I am the owner/occupier of Flat 1, Thames Edge Court.

Thank you

Irene Grotorex

Licence application 18/00050/LAPRE

Dear Sirs

Re; Unit 5 Thames Edge Court, Clarence Street, Staines.

We are concerned by the application from Bakshish nightclub for a licence to open until 01.00 and additionally to open until 03.00 on up to 30 nights per year.

Despite the claim that Bakshish will be a restaurant it is clear from these opening hours that the intent is to operate as a nightclub to as no restaurant operates these hours.

Thames Edge Court is a residential development and the quality of life for residents will be damaged by granting such a licence. We therefore object the the granting of this licence on the following grounds.

Late night noise from music and revellers

Late night noise of drinkers and vehicles arriving and leaving

Vehicles parking illegally around the building

Smell of cigarette smoke from smokers outside rising to apartments above when windows are open in the summer.

Altercations and fights requiring increased police presence

I hope that you will consider these factors when considering this application.

Regards

P. Haigh & J. Barnes

20, Thames Edge Court

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** Application by BAKSHISH - Case Reference: 17/00985/LAPRE - Address: Unit 5  
Thames Edge Court, TW18 4BU

Dear Sir/Madam

I wish to object to the licence application above

My main areas of concern are:

Thames Edge court is predominantly a residential block. The current restaurants close at a reasonable time that allows residents an opportunity to sleep even though there is a high amount of noise until midnight.

Extending the licence to the early hours would make sleep impossible for a large number of residents

Music from the club will penetrate the building, especially low frequency sounds associated with the beat of music

There are already public disorder offences around Thames Edge Court which would most likely be increased significantly given the large number of people who could be in the club.

I would ask the committee to look at the layout of the proposed application - It looks like a night club not a restaurant.

I would like to ask the committee to consider how many high end restaurants open until 3am in the morning and play loud music.

The proposed owners appear to have no experience of running an establishment like the proposed application.

Thanks

John Hayes

Owner Flat 63 Tha

Dermot Kennedy <dermot.kennedy@giltinan-kennedy.co.uk>

TEC Unit 5 - Licence application 18/00050/LAPRE

Licensing Officer  
Spelthorne Borough Council  
Knowle Green  
Staines Upon Thames  
TW18 1XB

Dear Sir,

We wish to lodge a objection to the above referenced Licence Application on the following grounds that the granting of any licence will result in:

- Noise from music
- Noise from customers leaving the premises
- Smoking outside
- Anti-social behaviour
- Parties/events operating under temporary event notices (temporary licence extensions)
- Public safety
- Cause a public nuisance
- Increase the risk of local crime and disorder which is already prevalent.

We hope that you this note this objection when considering the licence application.

Yours faithfully

Mr & Mrs D Kennedy  
17 Thames Edge Court  
Staines Middlesex

**Sent:** 20 February 2018 17:17

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** Unit 5, Thames Edge Court, TW18 4BU

To whom it may concern

Dear Sir or Madam

I am writing to you today as it has come to my attention that a company called Bakshish, has applied to take over the lease of Unit 5, at Thames Edge Court, Clarence Street, Staines, TW18 4BU, and is looking to secure a license covering live and recorded music, dancing and the sale of alcohol, Monday to Sunday up to 1am in the morning. I am the owner of three units in Thames Edge Court, all of which are located in this same wing of the building - one at the front corner, overlooking the river, and the other two more directly above Unit 5.

We have lived through something very similar at Thames Edge Court in the past when previous tenants were in this particularly unit. We have direct experience of the problems that a business such as this creates to others living close by, and thus I am extremely concerned about this recent turn of events, and am writing to request that you reject this proposal based on the following points:

- The noise level from music playing in a nightclub is unbearable. The suggestion is that this venue would be open seven days a week until 1 am. The sound of the bass pounding up through the floors of our building make it impossible to relax or sleep. This is unacceptable - particularly when one of the units I own houses my [REDACTED]
- Customer behavior - last time there was a similar establishment in this unit, we experienced all kinds of terrible issues with the customers as they came and went from the premises. Frequently they were drunk and disorderly. Often they were sick all over the alley and outside our front terrace. They fought; they shouted, swore and screamed at one another, keeping us up late into the night; they urinated on our property, so that the stench was unbearable; they stood outside (directly under two of my balconies) and smoked - meaning we had to endure both the smell and the noise; and on a number of occasions they could be seen having sex up against the walls under two of my three apartments.
- Drug use - when this unit was engaged in nightclub activities before, there was significant evidence of drug use directly outside the building - below our windows. For those of us with young children this is utterly unacceptable.

Had we not lived through this nightmare before, we might not have as much knowledge of the horrific issues this creates. Ours is a quiet, well run building on the river's edge. Our occupier population is made up of a variety of ages - from young families to the elderly. None of us want to deal with the stress and issues created by this type of business being directly below us.

For many years, I was myself involved in nightclub operations in London - so I know first hand how impossible it is to monitor the behavior of customers when they leave the premises. This will be no exception - so I implore you to please take notice of our complaints and reject this application.

I look forward to your feedback, and would very much like to know if there is a further procedure to register our concerns.

Yours sincerely

Wendy Laister

\*\*\*\*\*

Wendy Laister  
45 Thames Edge Court  
Staines upon Thames  
Middx  
TW18 4BU

[www.magusementertainment.com](http://www.magusementertainment.com)

18/00050/LAPRE Bakshish

Dear Sir / Madam,

I would like to object to the granting of a licence to Bakshish. It is clear from the licence application that the proposed establishment is to be a nightclub. There have been nightclubs at unit 5 since 2005 when Coccus's opened. Coccus was followed by Diesel then Diablos and most recently Soiree.

These nightclubs have caused statutory nuisances and the nuisances have included, noise and disturbance to the flats at Thames Edge from the music being played in unit 5. An audio consultant's report in 2009 stated "The transmission path is structure borne and is likely to be caused by the use of lightweight blockwork in the building." There is no easy fix for this, the unit was built to be a restaurant not a nightclub.

Customers of previous nightclubs have in the past congregated outside and the result has been noise from people shouting, the smell and litter of cigarette smoking, vomit from drunks asked to leave the nightclub, fights, scuffles, public urination and lewd behaviour. The proximity of the Colne and Thames has resulted in the rescue services having had to be called out to pull drunken people from the river.

There is no reason to believe that Bakshish will be any different. On a Sunday the antisocial behaviour in Staines has resulted in many local residents regarding Staines on a Sunday as a "no-go" area. Granting this licence will only increase the level of antisocial behaviour in Staines.

Could I ask that on this occasion the council confirm that these premises are intended to be a restaurant, there are other successful restaurant businesses at Thames Edge that live in harmony with the residents. There is no reason why unit 5 could not also be a successful restaurant.

Best regards,

David Lewis

**Sent:** 21 February 2018 18:15

**To:** Hobbs, Gillian <[G.Hobbs@spelthorne.gov.uk](mailto:G.Hobbs@spelthorne.gov.uk)>; Committee Services <[CommitteeServices@spelthorne.gov.uk](mailto:CommitteeServices@spelthorne.gov.uk)>

**Cc:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** Licensing Representation

**Importance:** High

Please find below formal representation from Licensing Authority

On 23<sup>rd</sup> January 2018, an application for a Premises Licence at Unit 5, Thames Edge Court, Staines upon Thames, TW18 4BU was received by Spelthorne Borough Council's Licensing Department. The application was validated in spite of concerns about how enforceable the conditions detailed on the Operating Schedule (OS) might be if left as they were. Nonetheless, the basis of their perceived intent seemed sufficient enough that the Principal Licensing Officer (PLO) was of the opinion that they could be reworded in a way which would make them a suitable starting point to help the applicant to promote the licensing objectives.

On 5<sup>th</sup> February a revised version of the OS (Appendix 1) was sent to the applicant's agent for consideration, having been rewritten to make numerous conditions clearer - & with comments querying the intent of others. On 7<sup>th</sup> February, Mr Malik of Bakshish Ltd. contacted the PLO to discuss some concerns, explain that he was intending to meet with Surrey Police on site, & advise that Bakshish Ltd. was – in principal – in agreement with the amended version of the OS. He was advised that Bakshish Ltd. would need to confirm this in writing, addressing the questions raised within the document.

On 21<sup>st</sup> February 2018, the PLO contacted the applicant to explain that Bakshish Ltd. were yet to confirm in writing that they were in agreement with the amendments sent to them on 5<sup>th</sup> February. Given the breadth of liaison with other authorities, he explained that conditions agreed with the various authorities would need to be amalgamated with those specified on the document sent on 5<sup>th</sup> February into **one concise list**, under the relevant headings. In response, a very confusing document was sent back to Mr Thomas, combining points discussed with Surrey Police, Environmental Health & Surrey County Council – littered with comments & tracked changes referencing meetings and letters/emails. As presented, these were therefore not items which could be converted to licensing conditions. Furthermore, the document was not presented in a manner which even always made it clear exactly what the applicant was happy to agree to.

At this point in time, Spelthorne Borough Council's Licensing Department is therefore unable to confirm that the Operating Schedule as offered is enforceable or adequate to allow the applicant to trade as requested without undermining the Licensing Objectives. The Licensing Department is particularly concerned about whether the conditions as presented on the whole are suitable to allow the applicant to trade without undermining the prevention of public nuisance objective.

A few examples of concerns include: -

- a failure to specify how smoking will be prohibited after 23:00 Monday to Thursday;
- perceived ambiguity of the intended operation in light of comments about “playing calming/relaxing music towards the end of the night and allowing customers to adjust so that they are more likely to leave quietly”; &



- shared concerns with Environmental Health over the potential for noise disturbance to residents in the adjoining properties, based on historical evidence suggesting the unit is unfit for its intended purpose.

Given the challenges compiling an adequate application appears to have presented them, the Licensing Department also has grave concerns over the suitability of the applicants to manage such a premises suitably in a way that doesn't undermine the licensing objectives. Mr Malik himself admitted this is new ground for them, & despite having recently sat a course to obtain a Personal Licence badge, Mr Singh seems confused about simple details such as the number of Temporary Event Notices which can be applied for over the course of a year – which in itself is concerning.

In addition, we are concerned that the Solicitor acting on behalf of the applicant took 2 attempts to submit this application. When we met with the applicants at the premises on 6 November 2017 to discuss the potential application we were led to believe by the applicants that the premises was going to be a fine dining restaurant. The application submitted does not seem to portray this due to the times and licensable activities applied for.

With a view to promoting the licensing objectives, Spelthorne Borough Council's Licensing Department is therefore objecting to the Premises Licence application for Bakshish at Unit 5, Thames Edge Court, Staines upon Thames, TW18 4BU.

**From:** David Lilley

**Sent:** 02 February 2018 02:39

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** RE: Application by BAKSHISH - Case Reference: 17/00985/LAPRE - Address:Unit 5 Thames Edge Court, TW18 4BU

Dear Sir/ Madam

I would like to echo other concerns that I am sure you have received already about this application.

My [REDACTED] – own Flat 55 of Thames Edge Court and have done for the last 2 years.

We are actually 3 floors above the Slug and Lettice on the corner overlooking the Thames. In that regard we are down the side from Unit 5 in the development – but nevertheless we are very concerned about the proposed application.

The reason simply is that we know only too well what problems would occur based on our own experience.

Specifically the Slug and Lettice is open till late on many Friday and Saturday nights and usually have a DJ playing music full on until closing time past midnight.

Even though we are 3 floors above the Pub/restaurant we can hear a rhythmic thumping sound throughout our flat during that time. It's like the building cannot help but transmit the deep bass notes so often used in current popular music and it resonates throughout.

As a result it's difficult to sleep on those evenings as you can imagine

But also imagine warm summer evenings – when it seems that almost a hundred or more people spill out onto the side of the restaurant to smoke primarily but chat, SHOUT and sometimes get into fights. Our two guest bedrooms are above this area and you would be surprised how much noise and SMOKE rises up to those rooms – such that our guests would rather close the windows and swelter than suffer all of the noise and smoke pollution.

Our point is that the problems we have experienced will be nothing compared to what the Flats around Unit 5 would experience if they have music every night – seemingly till later into the night

I would honestly say that based on our actual experience outlined above - the flats above and around Unit 5 could be rendered uninhabitable as a result.

Hopefully you will consider Thames Edge Court as primarily a residential building and not as an entertainment resort!

On a closing note when we were purchasing the property, I pointed out to the Estate Agent at Oasis the empty Unit 5 which looked like it had been previously a night club and asked him if this could be a future problem if it reopened. He told me emphatically that there had been so many problems the last time that no one would ever approve anything other than a restaurant or a gym or something equally benign- and I believed him!

Thanks for your time

David Lilley

PS One of the big things that attracted us to Staines-on-Thames was your business plan. We took special note of the emphasis on safety, security and above all quality of life. I shared it with a lot of my friends and they were very impressed.

**From:** H Manikas  
**Sent:** 07 February 2018 13:26  
**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>  
**Subject:** Application by Bakshish, 18/00050/LAPRE

Dear Sir/Madam,

I am the owner of Flat 10, Thames Edge Court, Staines-upon-Thames and I wish to register my strong opposition to the application by **Bakshish, 18/00050/LAPRE** for a license covering live and recorded music, dancing and provision of alcohol at unit 5 Thames Edge.

I believe that it would have profound detrimental and devastating effects not only for the people who live directly above it but also for "ALL" of the residents in the block and the surrounding area.

The noise levels and disturbance would be unacceptable in a residential area, not just from within the venue but from people vacating the venue in the early morning hours. Please note families with young children, elderly residents and working people who need to have a good night's sleep, live here!  
Drunken club-goers, litter, drug use, and violence are common occurrences because of nightclubs and the potential for damage and disorder, anti-social behaviour, pollution and traffic issues is considerable.

Therefore I would urge the planning committee to take into consideration the adverse impact the specific location of a night-club will have on the area and especially on the residents of Thames Edge Court quality of life and health.

Best regards

Mrs H Manikas

Sent: 14 February 2018 15:16  
To: Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>  
Subject: TEC Unit5 Thames Edge Court

I wish to register my strong objection to this planning application. The opening of a nightclub within a residential block is unacceptable. My apartment is above the proposed premises, I can foresee nothing but disruption and hooliganism if this application is granted.

Regards  
George Maple

Sent from my iPad

Licencing Application 18/00050/LAPRG - Bakshish (Former Soiree)

To whom it may concern,

I am writing to you in regards to the licence application for "Bakshish" at Unit 5, Thames Edge Court (Former Soiree Club) and would like to document my appeal against this application.

Being a resident of Colnebridge Close on the opposite side of the Colne River, we are already facing constant air & noise pollution on Fridays & Saturdays (and a few weekdays here & there) from the patrons of the Slug & Lettuce. Adding another venue in the same stretch will grossly exacerbate the situation which could be deemed as damaging to our health & wellbeing.

Being near facing to the venue(s) we are experiencing a non-exhaustive list of disturbances of which I have detailed a few below:

- Excessively Loud, drunken behaviour past 11PM and more so, 1AM that more often than not result in fights directly underneath our living & bedroom windows. These fights always include excessive swearing & highly raised voices. This is leading to our elevated stress levels & resulting in a less than adequate night's sleep.
- Public indecency which includes urinating in the shrubs adjacent to the Colne River (sometimes even from the wooden bridge crossing the river...).
- Vomiting in the bushes and the river (again, witnessed someone on several occasions vomiting from the wooden bridge into the river).
- Drug use that can be seen & smelt from our premises (Note: Not consumed on the premises of the S&L)
- An unofficial (and should be illegal) smoking area directly outside the front door of the S&L (undoubtedly this will be exactly the same for the proposed new premises) which means that the door is opened every few seconds resulting in thunderous noise being emitted from the venue. As such, we are not capable to open our windows at all as the smoke pours in to our property and is exacerbated by the noise pollution to a level much higher than our TV can go without us becoming a nuisance to our adjacent neighbours. As a cancer surviving family we have every right to request to living in an environment where our health & wellbeing is not jeopardised. As such I would like to remind the Council in regards to their responsibilities according to the Environmental Protection Act 1990 c.43 Part III (Statutory Nuisances) as well as the Clean Neighbourhoods and Environment Act which covers our statutory rights against acts that may be damaging to health or causing a statutory nuisance to residents.
- Pollution of the River Colne by patrons throwing their cigarette buds in the river as well as on the sidewalk which has already been reported to Spelthorne Council on several occasions via fixmystreet.
- Broken chairs & bottles / pint glasses can be seen outside from time to time jeopardising the health & safety of young kids playing in the area during the day as the area is not cleaned on a daily basis.

Alas, my appeal is not against the Slug & Lettuce as I am working directly with the Management team to address the current issues however I am not prepared to go through this process again with another venue planning to open their doors on the same stretch.

Staines already has ample facilities for patrons within less than a mile radius of the town centre and in fact, opening up yet another venue could jeopardise the future business of other establishments who have been in the area for a considerable amount of time.

I trust that you will take this email into serious consideration and would appreciate an acknowledgement from yourselves.

Should you feel you need to get in contact with me, I can be reached on my personal mobile

██████████

Kind Regards,

—

---



LICENSING DEPARTMENT,  
SPELTHORNE BOROUGH COUNCIL,  
KNOWLE GREEN  
STAINES-UPON-THAMES  
TW181XB.

14, COLNEBRIDGE CLOSE,  
MARKET SQUARE,  
STAINES,  
TW184RZ.

19<sup>th</sup> FEBRUARY, 2018.

Dear Sir,

Re: LICENSING APPLICATION 18/300050/LAPRG.  
"BAKSHISH," FORMERLY KNOWN AS "THE SOIREE."

I am writing to you to protest and object to the application for a licence mentioned above. I write on behalf of the Board of the Market Square Management Company (Staines) Ltd, and the residents of Colnebridge Close. Most of us are over 65 years old and are broad-minded and tolerant people who do not resent young people enjoying themselves and drinking alcohol late at night, provided they respect local residents. The last 4 years have been ones of relative peace after "The Soiree" was closed down. We no longer feel afraid coming home late at night and seeing louts urinating outside our gates and into the river.

The stated opening hours on the application from 0700-0200 the following day, with large TV screens showing sporting events from around the world in the middle of a residential area like this should surely be an absolute non-starter. Even with restrictions placed on hours it would still not be suitable for this area. Containing as it does Thames Edge, Colnebridge Close, Colne Lodge and in the future, The Old Town Hall and others from a residential complex in Clarence Street, this area contains shift workers, OAPs and a cross-section of residents who require undisturbed nights, so the amount of noise and disturbance would be unacceptable. Just as indeed it was at the time of "The Soiree" and "Forest and Ocean" outlets previously. It has been proven in the past that the Thames Edge building does not have effective noise suppression and that sounds from the lower floors and premises resounds up through the whole structure.

There is no doubt that clients from outside the area will be as attracted to the "Bakshish" as they were to "The Soiree." These patrons of the outlet do not have to worry about late night noise and disturbance, because they can go home. "The Slug and Lettuce" has already been the subject of complaints of loud, drunken behaviour by its clients, especially at 0115, the official closing time. Although excessive swearing, highly raised voices, arguments and fights are regarded as offensive behaviour at that time of day, the closing time of the "Bakshish" will be an hour later.

Mr and Mrs [REDACTED] letter lists the findings of the Council Sub-Committee's Decision Notice of January 20<sup>th</sup>, 2014, and these are very relevant to the "Bakshish" application, as the applicant is requesting even longer hours of opening with increased demands, such as large TV screens showing sport all day. Also, Mr Spearpoint's conclusion, as Senior Environmental Officer, was crucial and is surely still valid today. "There should be no regulated entertainment, from recorded or live music, allowed on the premises at all times. Only background music to be permitted. This is to protect the residents of nearby residential premises from loud amplified music coming from The Soiree Bar and Restaurant."



The grounds for objection to the Licensing Objectives are 8 in number and likewise, are as valid now if not more so in relation to the "Bakshish." My reason for listing them again is because on my and other residents' side of the Colnebridge complex, we have witnessed all of the following, we actually thought for the last time :

#### Prevention of Crime and Disorder.

- Drunk and disorderly behaviour
- Screaming, shouting and swearing, from intoxicated patrons
- Fighting and general anti-social behaviour
- Urinating / vomiting in areas around the premises

#### Prevention of Public Nuisance

- Anti-social behaviour including shouting and swearing
- Noise from patrons leaving via the riverside footpath
- Noise from smokers congregating in the alleyway adjacent to the premises and the people leaving and arriving at the premises
- Noise from music emanating through the residential part of the building above the licensed premises
- Litter, cans, empty bottles and vomit in the area around the premises

The issue of smoking, fumes coming into our properties and noise levels heightened with the opening of the door and the general pollution caused by cigarette and other smoke coming in our windows is comprehensively covered by my neighbour ██████ in his letter. Suffice to say that the condition that requires a maximum number of smokers outside the premises and none allowed to smoke outside after 2300 hours is difficult to enforce, and can only be exacerbated by "Bakshish."

Residents of Colnebridge Close were frankly on the whole pleased when the condition of only allowing regulated entertainment in relation to pre-booked private parties or functions with only persons on a guest list to be admitted.

The problem of dispersal of patrons in the early hours into Clarence Street or the towpath alongside our complex is a big one. It is hard to contemplate what will happen when "Bakshish" closes its doors at 0200 or 0300 hours. Residents' chances of a proper sleep would be totally ruined.

This area is a pleasant one to live in and the Council have introduced many improvements to it. Residents enjoy living here and accept that some noise and disturbance from the night community is unavoidable. However, real problems arise when disturbances occur during sleeping hours.

We urge you to turn down this application and to uphold the Decision Notice of 20 January, 2014. Please ensure it still stands and allow local residents to continue to enjoy living here.

John de Pear.

## Objection to TEC Unit 5 - Licence application 18/00050/LAPRE

Dear sir/maam

My objection to the above property's licence is very simple.

It is in the interest of our community that we do not get a nightclub opening up underneath our building due to the location of our property.

If people are allowed to party up until 3am especially next to 2 rivers it is highly likely someone will end up inside at least one of the rivers when drunk.

It is also going to be dangerous for cars to come pick up people from the side of the road as there is limited space to park and usually the cars waiting would block up the loading bay as well as the garage entrance.

Fights could erupt and spill on to the street endangering not just themselves but oncoming traffic.

Where there are nightclubs there are also enablers of drugs as a given. No matter how big or small the establishment it is eventually going to happen and we would like to keep our community drug free.

We would like to keep noise levels down as it is not just a commercial area but also a residential area and we would like to make sure the clientele of the flats above remain happy with the situation below their residence.

Smoking outdoors and vomiting from over consumption of alcohol, congregated in one area may lead to further clean up required under the building. This is not the environment I would like to associate with the property we (owners) have all invested in.

All in all it is fine if the establishment wants to open up as a restaurant with decent opening hours but for there to be a nightclub and to go through all these issues again as before... I can't imagine being able to put up with it all again.

Kindly consider this objection within your parameters as mentioned on your website

- [Prevention of crime and disorder](#)
- [Prevention of public nuisance](#)
- [Public safety](#)
- [Protection of children from harm.](#)

I hope this clears my side and I have been clear with my points.

Best regards,

Ali Maswala

Flat 43 Thames edge court

**Sent:** 20 February 2018 19:04

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** Objection to 'Bakshish' application at the old Soiree location

To Whom It May Concern,

I would like to lodge an objection in connection to the application of the old Soiree location.

My reasons for this are as follows,

I am surrounded by four venues that have late licenses and am subjected to public noise after the venues have closed.

After the Slug and Lettuce closes there are groups of people that gather outside the old Soiree location on Clarence Street causing mayhem, shouting and screaming, standing in the road causing motorists to honk their horns.

Not only do I have to put up with the noise in Clarence Street, I also have to cope with the noise and fights that break out in Church Street after the London Stone has closed. I think that this is very unfair as I am either woken up or unable to go to sleep. Granting 'Bakshish' a license will make my life a misery by compounding the noise.

Its all well and good granting late licenses but who has to deal with what happens once the venues close.

Thanking you in advance.

Kind regards

Sean McCarthy

Licensing Authority  
Spelthorne Borough Council  
Knowle Green  
TW18 1XB

11 Colnebridge Close  
Market Square  
Staines  
TW18 4RZ



19<sup>th</sup> February 2018

Dear Sir or Madam,

Licensing Application 18/00050/LAPRG. "Bakshish, formerly known as The Soiree"

I wish to register some objections to the Licencing Application referenced above.

Opening hours seem to be from 7am to 2am next day with large television screens providing access to sporting events from around the world with free flowing alcohol for 19 hours per day. With clients arriving for 7am sporting events Formula 1 car racing, Football, Boxing, Tennis, Basket Ball, American Football, Olympic events, Horse racing, Cricket, Rugby, Equestrian events and many other sporting activities from around the world with clients leaving after 2am after eating and drinking will not have dispersed until well after 2.30 am. Potential activity for some 20 hours per day in a area of residential properties is quite frankly ridiculous. Even if the hours of opening are severally restricted it would still be a nightclub concept inappropriate for a fundamentally residential area.

Colnebridge Close, Thamesedge and Colne Lodge (plus potential residential development on Clarence street) are occupied by residents who need undisturbed rest during the night, some who are shift workers hoping for quiet hours during each day. The opening and banging of car doors, the noise of them coming and going through out the dark hours (dropping off and picking up people) when most residents are trying to sleep.

Thames Edge does not have effective noise suppression and sounds from the lower floors can easily be heard in the apartments above. In the past the noise from the lower premises resonated through large areas of the building.

The potential clients for a night club will be drawn in from people from well outside central Staines who will be able to go home and enjoy a quiet sleep not having to put up with late night noise and early morning disturbances. This area where the licence has been applied for is totally unsuitable for a night club type of venture. Central Staines is fundamentally a residential area tastefully encouraged by Spelthorne Council.

Residents in this area accept that some noise and disturbance has to be accepted but this application would ruin and cause anguish to local residents in an area which is a nice to live in.

The licensing regulations are rightfully very strict but I believe that the bigger picture should be taken into consideration and the continuation of the councils desire to enhance and develop the overall image of Staines for the enjoyment of residents and to attract visitors is most welcome. Any restrictions imposed on this application will still leave the premises as a nightclub.

Would you please draw attention to these comments and support the residents need to stop this type of application for the enjoyment by those us who live in a very nice area of Staines.

Yours faithfully

R M McDougall.

**Sent:** 19 February 2018 18:28

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** Application by BAKSHISH - Case Reference: 17/00985/LAPRE -Address:Unit 5  
Thames Edge Court, TW18 4BU

Dear Sir/ Madam

My husband and I would like to lodge our concerns and objections to the licensing application for Unit 5 Thames Edge Court, TW18 4BU (Case Reference: 17/00985/LAPRE.

We have owned Flat 54 Thames Edge Court for over 10 years and have previously experienced the excessive noise and the unruly and sometimes criminal and inconsiderate behaviour arising from clientele from previous establishments situated beneath the residential apartments and do not wish to see the escalation of such unacceptable circumstances. We are therefore opposed to the licensing application for the following reasons:

1. There are residential flats directly above Unit 5 and, regardless of any insulation, there will be the residents who will suffer from the noise pollution since we have already witnessed that customers to the commercial premises beneath the properties naturally converge outside to smoke and drink and this is only likely to be exacerbated by greater numbers of customers.
2. The Public Notice on the door of Unit 5 states that there will be live music, Indoor Sporting Events and Performance of Dance. These activities are more indicative of club activities rather than the activities of a standard restaurant.
3. Residents at Thames Edge Court already experience significant problems at weekends due to drivers/taxi's parking with no consideration for residents and even blocking the entrance to the residential car park. This situation will only deteriorate with the addition of more customers in the vicinity.
4. The increased numbers of customers in the area will increase the risk of criminal activity in the area arising from the potential use of drugs as well as arguments and fights fuelled by alcohol. This is not the type of environment any decent person would choose to live in and being a "premium riverside residential location", Thames Edge Management has worked extremely hard to try and eradicate this type of activity around the development.

Yours faithfully

Robert & Hayley Meerbeek

54 Thames Edge Court, TW18 4BU

Dear sir/madam

We have recently moved into Thames edge court, Clarence street Staines

It has come to our attention that a request for an application in unit 1 for a licence for a nightclub.

We have previously always lived in London, and came to Staines for peace and quiet and have paid a substantial amount to purchase our flat in order for us to have this life.

We have heard from other residents that previous owners of this said unit have caused many problems due to late night drinking, noise, and unsociable behaviour which in a residential area we feel is quite unacceptable.

At the moment the slug and lettuce have music till quite late at the weekends iwhich is slightly bearable but anymore noise would not be acceptable.

We moved from London to escape this kind of behaviour. [REDACTED]

[REDACTED] and we moved [REDACTED] to have a better life.

The application ref is 18/00050/LAPRE

Regards

Juliet mill

## Unit 5 Thames Edge Court, TW18 4BU - objection

To whom it may concern,

It has come to our attention that the company, called Bakshish, that wishes to take over the lease of Unit 5, at Thames Edge Court, Clarence street, Staines, TW18 4BU, has applied for a license covering live and recorded music, dancing and provision of alcohol Monday to Sunday up to 1am.

We have just moved in to flat 49 recently and have two bedrooms facing the main road on Clarence street and there is a lot of noise already with people shouting, screaming, fighting and cars&bikes speeding through at night. The other night people were screaming and shouting and it really sounded as a fight, which is not only noisy but is also scary, especially for **our son, who is just 4**. On another occasion people managed to start our building alarm, which created noise in the middle of the night for at least 20 minutes. I believe opening of a venue, which will work late hours and attract even more people, will create an unbearable noise and discomfort to us and other residents of the block.

I have also notices that after Saturday's nights there is plenty of rubbish left inside the flower pots outside the block as people use them as litter bins, which is absolutely disgusting.

I understand the owner of the unit needs to make the most of it, but I believe we have enough of places to go out in Staines and something different like a shop or fitness room, for example, which is closed at night, will be much more reasonable for that location.

Best Regards,  
Polina Mironova,  
Flat 49, Thames Edge Court



**Sent:** 21 February 2018 15:10  
**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>  
**Subject:** OBJECTION - UNIT 5 - THAMES EDGE COURT  
**Importance:** High

To whom it may concern,

I understand that a company called Bakshish has made an application to take over the lease of Unit 5, at Thames Edge Court, Clarence Street, Staines, TW18 4BU covering live and recorded music, dancing and provision of alcohol Monday to Sunday up to 1 a.m.

I would like to submit a strong objection that this licence is **NOT** granted and can give many reasons as to why.

I live at Flat 60 in Thames Edge Court, with [REDACTED], and we overlook the main road right above Unit 5. When the previous Soiree Nightclub was operating in Unit 5 it was unbearable for myself and my daughter. The noise in the evenings and well into the next mornings was excessive and the behaviour of the people going in and out of the premises was truly horrendous i.e. drunk and disorderly behaviour, screaming, shouting and swearing. There was fighting between some groups and the Police were outside of the premises on the majority of the weekends.

If this Licence is granted, and I really hope that it is **dismissed** before it goes any further, we will surely be subjected to this behaviour all over again. There was even instances of drug taking and, when leaving the Soiree, there were people being sick and urinating against the walls of Thames Edge Court. The noise was horrendous from people leaving and the smell was awful from smokers and there was litter strewn all over the pavement along with broken glass from bottles containing alcohol.

We also have both young children and elderly people living at Thames Edge Court and these are very vulnerable age groups and we are very concerned for their safety if this type of establishment opens up.

I hope that you will consider my very clear concerns about this application and hope that it will be rejected.

Kind regards

**Kathy Morton**  
**Flat 60**  
**Thames Edge Court**  
**Clarence Street**  
**STAINES UPON THAMES**  
**Surrey**  
**TW18 4BU**

-----Original Message-----

From: Katie Morton

Sent: 05 February 2018 20:53

To: Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

Subject: 'Objection to Bakshish Opening Unit 5, Resident at Thames Edge Court'

To whom this may concern,

I would like to write my strong concerns on the possibility of unit 5 'which used to be soiree' reopening again in Staines. I would like to pass on my strong disagreement and objection for this decision.

It had caused great distress for us residents at Thames Edge Court (especially family's with young children and our vulnerable, elderly residences) before due to lots of noise in the early hours of the morning and plus there is already the slug and lettuce that is open all week.

Last time for me, personally, I experienced sleep deprivation (I live right above the unit 5) due to lots of nonsense with drunken and disorderly behaviour outside our premises including screaming, shouting, swearing, fighting and in the past having being told the club would only open until 1am, I would still hear noise/music from the club past 2am. There would also be broken glass on the street corners and urination against the walls which is downright ghastly.

This has most certainly caused great stress in the past, especially with my work pattern. I would find this decision extremely unfair if this venue were to reopen again as the former club didn't follow the rules the first time and I would very much disapprove of this decision and would hope this would be taken very seriously as a resident living right over the unit.

Yours Sincerely,

Katie Morton  
Flat 60, Thames Edge Court,  
Clarence Street,  
Staines, Surrey  
TW184BU

**From:** Lars Nielsen  
**Sent:** 01 February 2018 12:59  
**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>  
**Subject:** Objection to application 18/00050/LAPRE, Bakshish

Dear Sir/Madam

Regarding the application by Bakshish, 18/00050/LAPRE for a licence covering Live and recorded music and the provision of alcohol at unit 5 Thames Edge Court, Staines-upon-Thames.

I am the owner of the flat directly above unit 5 and I wish to object to the above application on the following grounds:

1. The noise pollution produced by another establishment in the same vicinity as the Slug&Lettuce will be unbearable. The building is not constructed to host an establishment which produces loud noises and plays loud music and it has been proven before that the noise travels through the bricks which isn't possible to correct by installing limited features.
2. The disturbances on Thursday, Friday and Saturday evenings made from patrons of the Slug&Lettuce is already too much. People congregate outside in the dozens smoking, talking, laughing, shouting, fighting, throwing glasses and bottles, urinating, vomiting etc. This results in loss of sleep and waking up to obnoxious smells and sights. Another establishment will make this problem much worse.
3. People smoking outside is causing litter and smells problems, people throw litter from fast food etc. into the green belt next to the river and urinate on the walls and in the green belt which is again causing smells and a negative impact on both the environment and sights. All weekend mornings there are empty bottles and glasses outside left by patrons from the Slug&Lettuce. Another establishment will add to this problem.
4. People park their cars directly outside my bedroom on private land with no respect to signage and blocking entrance to the parking basement in the building. This is causing noise pollution from car doors and engines, people shouting when leaving etc. I have witnessed several 'near misses' where cars driving down Clarence Street narrowly miss hitting cars picking up people leaving in private cars and taxis parked on the pavement. Another establishment will cause even more problems.
5. When people leave the establishment, they congregate directly outside my flat waiting for taxis, which is taking place typically between 00.00am and 1.30am where the noise level is so high that even earplugs aren't enough to stop me [REDACTED] from waking up. I keep all windows closed (they are triple layered and soundproofed) from early evening, and the use of my terrace is limited in the weekend evenings unless I accept being shouted at. Another establishment will add to this noise level dramatically.

I sincerely hope you **will not be granting the license**, as it will cause serious problems for me and my family's wellbeing living in Thames Edge Court, Staines-upon-Thames.

I am available for further information about the above problems, and photos are attached to visualise some of the above issues.

Best regards,

Lars Nielsen, Flat #40  
Director, IgniteTSI Ltd.

John de Pear

---

**From:** Irene Sirenorth  
**Sent:** 13 February 2018 16:29  
**To:** John dePear  
**Subject:** Re: "Bakshish" licensing application ref. 18/00050LAPRG

**From:** Irene  
**Sent:** Saturday, February 10, 2018 12:09 PM  
**To:** Licensing Department Spelthorne Borough Council  
**Subject:** "Bakshish" licensing application ref. 18/00050LAPRG

Dear Sir/Madam

APPLICATION FOR LICENCE FOR LIVE MUSIC, DANCE, ALCOHOL, at former "SOIREE" premises. Unit 5, Thames Edge Court.

How come we had "THE SOIREE" closed down on account of the noise and drinking going on 7 NIGHTS A WEEK well into the middle of the night and now you are allowing another NIGHTCLUB to apply.

This is a RESIDENTIAL area not in the middle of a field so why do you keep wasting your time and ours with these selfish requests.

They say it will close 23-00 hrs and 01-00 hrs.

but as with the SLUG & LETTUCE which is only Fri & Sat the customers are still there well into the small hours having had more than enough to drink and causing massive noise which makes it impossible to sleep

Please do not make the same mistake again as it really is unpleasant here with all the noise and rubbish, they can go home to their beds and sleep we cannot.

Yours sincerely

Mrs Irene J North  
10, Colnebridge Close,  
Staines-upon-Thames  
TW18 4RZ

**Sent:** 21 February 2018 16:13

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** Objection to License Application 18/00050/LAPRE (Unit 5 Thames Edge Court)

21 February 2018

**By email only to:** [licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)

Dear Sirs

**Your Reference: 18/00050/LAPRE**

Please accept this email as mine and my wife's objection to the licence application for Unit 5, Thames Edge Court, Clarence Street, Staines TW18 4SP.

We are extremely frustrated that yet again Unit 5 Thames Edge Court is applying for a late night licence under the pretence of operating as a restaurant. We understand the financial implications an empty unit at Thames Edge Court has on the landlord, but this should not come at the expense of the health and welfare of the residents who live above the commercial units and nearby, especially considering the historical issues with this unit and the fact that when the flats were originally sold it was under the promise that all of the commercial units were going to be used as shops or 'true' restaurants rather than late night bars or nightclubs.

History has shown that Unit 5 is an unsuitable venue for amplified music and late night entertainment. Not only does the music permeate the fabric of the building and cause severe disturbance even to us who live on the top floor, but the patrons who visit the establishment are incapable of keeping quiet either whilst smoking during the opening hours, or leaving when the venue is shut, especially when they congregate at the top of the ramp outside Unit 5 waiting to be picked up, at 01.00 or later.

Having looked at other restaurant opening times in Staines, I have been unable to find one that is open later than 11.30 and that particular one is a smallish Indian restaurant, where traditionally some people like to eat following a night in the pub. To suggest that Staines would benefit from a restaurant serving food until 01.00 with as many as 130 covers as the plans suggest is ludicrous and if that was the true nature of the business, then the restaurant would quickly go out of business.

As the previous occupant (Soiree) found to their detriment, a late night restaurant whether high class or not, will not succeed in Staines, and following an unsuccessful period Soiree's management decided to operate as a nightclub. This resulted in noise pollution from music, noise pollution from clientele, numerous fights between clientele and also some involving the door staff which I witnessed on several occasions. One fight resulted in a member of the public ending up in the river Colne, which could have resulted in a drowning and another resulted in a doorman and members of the public spilling across the main carriageway, Clarence Street, pushing each other over the railings on the central reservation and onto the opposite carriageway where they were wrestling on the floor in the middle of the road.

**We have no faith based on past experience and the proposed hours of business that the applicant truly intends to operate solely as a restaurant and if the licensing committee**

**intends to issue a licence then I would strongly encourage that the licence time is restricted to 23.00, seven days a week and to only allow background music.**

In the Licensing application Bakshish state that from Sunday through to Thursday they will prevent smoking outside after 23.00. It is not legally possible to prevent a customer from wanting to leave the premises to have a cigarette, and it is extremely unlikely that the management/door staff are then going to prevent that customer from re-entering. It is also important to note that some residents including myself work shifts so allowing people to smoke outside after 23.00 on a Friday and Saturday night is going to cause a disturbance from the noise, and probably more so on a Friday and Saturday night due to the greater number of customers.

In the previous licensing application for Soiree, the management promised to allow no more than 6 customers at a time from going outside to smoke, yet this proved to be unmanageable and caused numerous disturbances from intoxicated people screaming and shouting whilst having a cigarette.

It also states in the current application that Bakshish would like permission to open until 03.00, 20-30 nights a year, which is approximately once every fortnight. For those of us who work weekends the disturbances will cause a lot of sleepless nights and result in tiredness, which for me working in the emergency services is not an ideal situation when you are responsible for other people's lives. Also, other residents who don't work during the weekend will also be prevented from getting a restful night's sleep which is likely to impact on their health, and enjoyment of their weekend.

During the previous application for a licence by Soiree, Spelthorne Borough Council were willing to give the applicant the benefit of the doubt despite the historical issues with previous occupants and the numerous objections and concerns of the local residents. Unfortunately the residents' fears were then borne out and we suffered for several months before the licence was reviewed and subsequently withdrawn after a public hearing. I would strongly urge the Licensing Committee not to make the same decision again.

Historically with all of the previous tenants at Unit 5 there have been many problems additional to the noise such as;

- An increase in broken glass around the periphery of the building
- People urinating around the periphery of the building (which I have witnessed and seen evidence of on numerous occasions)
- Vomit around the periphery of the building.

All of which provide a health hazard to people, especially the children who run or cycle up and down the slope from Clarence Street to the River Thames.

There has also historically been an increase in the amount of cigarette butts and general litter, around the premises which is unsightly.

All these issues will increase again, if a licence is granted to a pseudo restaurant/nightclub.

Attached below is a copy of the letter we submitted as part of the review of Soiree's licence which contains a log some of the issues we faced whilst it was operating as a nightclub under the guise of a restaurant.

-----START-----

30 October 2013

**By email only to: [licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)**

Dear Sirs

**Your Reference: 13/00800/LAPRE**

Please accept this email as mine and my husband's submissions in relation to the licence review for Soirée, Thames Edge Court, Clarence Street, Staines TW18 4SP.

### **Background**

We live on the top floor of the Thames Edge Court development, that is, the third floor in the residential part of the development. Soirée is located on the ground floor of the development directly underneath our flat.

Unit 5 has been used as a nightclub previously and similar problems were experienced then. I understand that the Council were on the verge of revoking the licence when the tenants did a moonlight flit.

Several residents (and other concerned individuals) therefore objected to Soiree being granted a licence despite the concerns of the residents. However, the Council said that they wanted to give the landlord a better opportunity to find a tenant for his premises and so granted a licence. The licence states that the premises are not to be used as a nightclub. Despite this, Soiree is operating as a nightclub.

### **Examples of Issues**

There have been various problems at the premises since Soiree opened. They have no regard for how the way in which they operate their business impacts on the life of the residents at Thames Edge Court.

The following are only examples and the list is not exhaustive.

We had been having problems with loud bass and music for several weeks. On 9th February 2013, as we were walking home from the shops, my husband and I noticed that Soiree's side door was open. We went in and spoke to a gentleman about the level of noise. He took my mobile number and said that he would pass on our comments to the manager. A lady called me later that evening and identified herself as the manager. She proceeded to lecture me about the differences between different sorts of music played at Soiree. She said that, that evening, they were having a house music evening and so I would not hear any bass. Thankfully I went over to my brother's house that evening and so do not know whether she was correct. I asked the manager to make a note of the issues in the complaints book that I understood had to be kept by the business. She refused saying that if she wrote down every complaint made by the residents, she would spend all her time writing down complaints.

Friday 15th March 2013 - heavy bass clearly audible over TV from 11pm onwards. I was woken up by lots of screaming and shouting at 00.30 which did not stop until approximately 01.25.

Saturday 16th March 2013 – I was watching Jonathan Ross on Sky Plus with our TV at volume level 53. Loud and heavy base were clearly audible at 23.30. This was then followed



by lots of loud shouting and screeching which continued until I eventually fell asleep through sheer exhaustion at some point after 00.42.

Friday 22nd March 2013 – Once again thumping bass could be heard from Soirée for the majority of the evening. This was still ongoing at 00.25 and later. It was very repetitive and loud.

Saturday 23rd March 2013 – The music was thumping again. Loud all night from before 10.00 until 01.00.

Thursday 28th March - the thumping bass started at approximately 23.00. It was still going with a very repetitive beat at 00.50. It could be heard clearly over the TV. This was then followed by screaming and shouting after 01.00 which eventually stopped just before 02.00.

Friday 29th March 2013 - Pounding bass yet again - got worse at approximately 22.00 and continued for the rest of the evening and into the early hours. Again it was followed by loud screaming and shouting until after 01.30.

Saturday 30th March 2013 – The situation was better on this occasion (a rarity). The bass could only be heard intermittently

[I was ill during April and did not keep a log]

Friday 3rd May 2013 – ok

Saturday 4th May 2013 - at 23.26 the bass was thumping and could be heard over the TV. It continued all evening until approximately 01.00 at which point it was replaced with loud screaming and shouting until 01.30.

Friday 10th May 2013 - ok

Saturday 11th May 2013 - At 23.50 the bass was thumping and could be clearly heard over the TV.

Friday 17th May 2013 – Bass could be heard clearly over the TV at 23.50 and later.

Saturday 18th May 2013 – Once again the bass could be heard clearly over the TV. I managed to get to sleep at approximately 00.45 and was then woken up by screaming and shouting from people leaving at 01.25

Friday 24th May 2013 - Bass could be heard clearly at 23.00 and was still clearly audible at 00.39. At times I could also hear parts of music. I was woken up at 01.21 by loud shouting and screeching when people were leaving.

Monday 27 May (Bank Holiday) – Fight in the street between Soiree patrons. Very loud shouting and swearing could be heard from my flat.

Sat 8th June 2013 – the bass was pounding all night. It was still going well after midnight. This was the worst it has been for a few weeks. I could hear it over the TV and feel it vibrating through sofa.

Since June, it seems as though Soiree have finally used the limiter on their sound levels as often we are not bothered by noise from bass/music (the last times being on 28 September when the music was very loud and could be heard clearly over the volume of our TV as late as midnight; Saturday 12 October 2013 when, at 23:43, I could hear the bass thumping over

the TV and I could also, at times, hear the music itself and similarly on Friday 25 and Saturday 26 October when the noise continued into the early hours). However, throughout this time, the noise from their patrons has been unbearable. Over the summer, the noise was constant throughout the evenings Soirée was open and the noise did not stop until at least 01.30 and often not until 02.00.

Even now that the nights are getting colder, we are still troubled by the noise from Soirée's patrons. The noise consists of shouting, screeching and screaming and continues until at least 01.30 and often a lot later.

There have also been numerous fights outside Soiree. The evening of 21 September 2013 is but one example of an evening on which we have been disturbed by the noise of fighting – shouting and screaming; the evening of 29 September is another recent example of loud fighting and arguing by Soiree patrons. I understand that, on the later occasion, a girl fell unto the Thames and had to be given CPR. Also, on 12 October 2013, once again there was very loud fighting going on underneath our windows. We could hear loud swearing and shouting at approximately 00.30 and the fight continued in the road at the front of the property – Clarence Street.

### **Litter**

There has been a marked increase in the number of empty bottles, glasses and other rubbish since Soiree opened. The litter is usually all around the front of Thames Edge Court including in front of the entrances to the loading bay and residents' car park and even all the way up the steps leading to the residents' main gates.

### **Smoking**

Since the licence review application has been made by Mr Stuart Flint, Soiree have, belatedly, put a piece of paper on their door stating that no more than 6 people should go outside to smoke at any one time. This is too little, too late. Also, despite the notice, large groups are still allowed outside at the same time and they make a considerable amount of noise whilst they are outside.

The issue of how to manage the number of smokers congregating outside the venue as a result of the smoking ban was raised as an issue during the Licensing Hearing on 11 January 2010 and the fears of the residents have been justified as it is impossible to prevent a person from exiting the venue if they want a cigarette. Every night that the venue is open, significantly more than 6 smokers can be seen outside the venue. Further, the volume of their voices increases the more they drink and the later time gets.

In August 2013, my husband went to speak to the Owner/Licensee in order to complain about the level of noise which was unbearable. The Owner/Licensee stated that he was aware that he should only allow 6 people outside smoking at any one time but stated that he was not able to manage it. On that occasion, my husband counted over 30 people sitting and standing around the venue entrance.

### **Summary**

The situation is now affecting my health. We are faced with the choice of either going to bed when we want but knowing that we will be woken up by Soiree's patrons when they leave or staying up until all the noise finally stops. Either option leaves me tired and feeling sick and

run-down the next day and often for a few days after. This obviously impacts on both my personal life and my work.

In addition, my husband works shifts in the emergency services and should not have to respond to emergencies where people's lives are at risk on the back of a bad night's sleep due to the patrons of Soiree. This potentially puts the lives of members of the public at risk.

I know that other residents are having similar issues.

-----END-----

I hope that the Licensing Committee takes all of the above into account during consideration of the licence application.

Yours faithfully

Alison Parry-Jones

and Glyn Parry-Jones

**From:** Charles Leonard Pendle

**Sent:** 16 February 2018 13:22

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** Objections to an application by Bakshish, Case Reference17/00985/LAPRE for a license covering live and recorded music, dancing and provision of alcohol at unit 5 Thames Edge, TW18 4BU

In relation to the application by Bakshish, 17/00985/LAPRE for a license covering live and recorded music, dancing and provision of alcohol at unit 5 Thames Edge.

Unit 5 is in the same building as 65 flats,. We are residents of Flat 64 which is directly above unit 5 and we are already affected by noise from the adjacent unit owned by the Slug and Lettuce restaurant in the form of noise late at night from people leaving, smoking outside and when the restaurant staff dispose of bottles etc. When Thames Edge was built the commercial units were intended to be restaurants and it is clear from complaints received when Unit 5 was a night club previously the construction of Thames Edge does not provide sufficient sound insulation to prevent disturbance to the residents from a premises used for drinking, discos or live entertainment as per the application.

We wish to object to the application on the following grounds:

1. There are residential flats directly above Unit 5 and the residents already suffer from the noise and smoke pollution from people leaving the existing commercial units. Customers of the proposed restaurant/club will naturally converge outside to smoke and drink as they already do but in significantly higher numbers. Given the application states the intention to hold events including live music, indoor sporting events and dances many of which finishing in the early hours of the morning it is unreasonable to expect residents to be subjected to this behaviour. In the summer in particular it will become a choice between closed windows and excessive heat or open windows with noise, smoke and smells.
2. The intention to allow the congregation of customers outside of the premises to smoke will result in increased noise, litter and smell as well as the possibility of broken glasses and bottles littering the area.
3. There is a likelihood of customers drinking to excess resulting in public disorder offences including drunk and disorderly behaviour, fighting, public urination, vomiting and overt sexual behaviour.
4. The only entry for cars into Thames Edge is via the gate into the underground car park. There is already an issue with inconsiderate drivers obstructing this entrance which is very likely to get worse as taxis and private cars wait to pick or drop off customers to Unit 5
5. Staines already has a significant number of restaurants, clubs other drinking establishments and there is no evidence that another such establishment is needed or that if this licence is refused that it would cause any inconvenience to the residents of Staines.
6. Unit 5 is also adjacent to the Colne and Thames rivers with the possibility of pollution from discarded cigarettes, bottles and other rubbish as well as the danger to life of people who might jump into or fall into the rivers after consuming alcohol to excess.
7. It is possible that the other, more traditional restaurants in the Thames edge premises may be adversely affected by the activity outside of Bakshish .

Thank you for the opportunity to register our views and I hope that after due consideration you will decide to oppose this application.

Kind regards

Charles Pendle  
Valerie Pendle

64 Thames Edge Court  
Staines Upon Thames  
TW18 4BU

**Date:** 21 February 2018 at 12:40:37 GMT  
**To:** [licensing@spelthorne.ogov.uk](mailto:licensing@spelthorne.ogov.uk)  
**Subject:** License Application Ref 18/00050/LAPGR

Dear Sir

I understand that there has been an application for a license for live music, dance and alcohol at Unit 5, Thames Edge Court for a new venture called BAKSHISH.

I wish to object very strongly to this application on the grounds of certain nuisance and noise when young people vacate the premises after 1.00 pm at night.

Our community at Colnebridge Close backs onto the river Colne and the Thames. Therefore the distance between our premises and the new BAKSHISH venture make us very close neighbours indeed. We already have louts urinating and vomiting into the river and generally disturbing residents at night. This would undoubtedly be magnified if permission is granted for another late night club in Staines.

I hope you will take the welfare of residents in the area into consideration when considering this application.

Yours faithfully

Mrs Pauline Porter  
5 Colnebridge Close  
Staines

**From:**

**Sent:** 13 February 2018 17:16

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** 18/00050/LAPRE - Unit 5, Thames Edge Court, Clarence Street, Staines-upon-Thames, TW18 4BU

Dear Sir

As owners and residents of a flat directly above unit 5, we are writing to object to the application ref: **18/00050/LAPRE - Unit 5, Thames Edge Court, Clarence Street, Staines-upon-Thames, TW18 4BU**

There is currently a huge problem with the existing customers of the Slug and Lettuce which will exacerbate if such an additional venue is allowed. We currently are disturbed 3 to 4 nights a week with loud music, drunk and disorder behaviour, lewd acts, screaming, shouting and fighting until at least 4:00am on most weekend nights and during the week in summer and Christmas times. Not only do we have to put up with the extreme anti social behaviour but over recent months customers have decided to use the forecourt of the flats as parking spaces, regularly blocking any kind of access for residents. We also have to pick our way over used condoms, broken glass, cigarette butts, cans and rubbish each time we leave the flat as fallout of the previous night's clientele.

The manager and security staff at the Slug and Lettuce are not able to cope with the current behaviour and the police and council appear also to not be concerned. It is unrealistic to assume the proposed proprietor of unit 5 will be able to cope or improve the problem either. The ground landlord and management of Thames Edge Court are ineffective in dealing with the anti-social behaviour and parking issues and we believe allowing another venue to open would make living in the development so unpleasant we would be forced to sell our property.

Considering the criteria for objection:

- prevention of public nuisance - as mentioned above there is a huge problem with shouting, screaming, fighting, local properties being damaged (on Friday a local restaurant opposite was subjected to broken windows and vandalism in the early hours of the morning), screeching cars, litter etc. This will double if another venue is allowed to open.
- prevention of crime and disorder - in the 18 months we have owned and resided at the property we have witnessed fights, fornication against the litter bins, drug related problems and public disorder. Again this problem would worsen with another venue.
- protection of children - there are large numbers of teenagers who gather in the locality of the unit during weekend evenings. They often become involved in altercations with customers leaving the Slug and Lettuce. Visitors with children to the restaurants in the locality also have to step over broken glass and alcohol related debris which is littered around the area. Two [REDACTED] people who reside in our flat [REDACTED] have, on occasion, suffered comments and ridicule from customers of the Slug and Lettuce. Returning to our flat in the evening is now so unpleasant that one of

the [REDACTED] people refuses to do so if there if there are customers of the Slug and Lettuce in the vicinity. Opening another similar venue will effectively imprison the [REDACTED] people resident in the flat and will remove their right to live their lives without fear or ridicule.

- public safety - the large number of cars and vehicles which park on the forecourt on Friday, Saturday and Sunday evening, not only block the pavement meaning pedestrians have to walk in the road, but also block access to the flats. This is of serious concern as residents are no longer able to drive their own vehicles in and out of the car park and emergency access is also blocked. Photos attached. Crowds of drinkers gathering on the forecourt in the early hours of the morning, sitting on the walls, and on the planters also block access for anyone wishing to walk on the pavement.

Previous venues of a similar nature in the locality have caused so many problems they have been forced to close. If such a licence is granted, we will immediately be forced to sell our property as the [REDACTED] people living here have a right to a quiet and undisturbed life. Forcing a move [REDACTED] will caused a great deal of distress and upheaval and will have a detrimental effect of their mental well being as well as causing financial hardship for all of the occupants.

thank you  
kind regards



**Neil & Lorraine Ridley**

**Licensing Officer  
Spelthorne Borough Council  
Knowle Green  
Staines Upon Thames  
TW18 1XB**

**14 February 2018**

**Dear Sirs,**

**Re : Unit 5 – Thames Edge Court  
TEC Unit 5 – Licence application 18/00050/LAPRE  
Trading as Bakshish**

**We are writing with objections to the planning permission requested for the above premises.**

**As owners of Flat No 6 Thames Edge Court we are duly concerned with the potential hazards if planning permission is granted.**

**As with the previous tenants of this unit we are worried there will be disturbance with music and late night revelers. There were constant altercations with customers of the Slug and Lettuce and we are very concerned that this will continue due to an extension to the licensing hours and obviously alcohol consumption.**

**The proposed opening times is completely unjustified. Thames Edge Court is mainly residential and the proposed times are not acceptable. Indeed the Slug and Lettuce have 2 late nights until 1pm on a Friday and Saturday evening and if the new nightclub is granted the same timings then there will be problems of anti-social behavior when different intoxicated groups descend at the same time.**

**The noise from the music is a major issue as the building is not 'sound' proofed sufficiently and resonates throughout the entire block**

**Smoking is another problem. There will need to be an area allocated to smokers outside and we know only too well that people tend to gather together thus making lots of noise and mess.**

**Everything considered this establishment will have a detrimental effect on not only the residents of the block but also that of the local authority ie extra Policing / Anti-social behavior and Cleaning services.**

**I hope that you will consider all of the above before granting the application and look forward to receiving a favourable response.**

**Yours sincerely,**

**Neil & Lorraine Ridley  
(6 Thames Edge Court)**

Licence application 18/00050/LAPRE

Dear Sir or Madam,

**Re: Licence application 18/00050/LAPRE**

I write regarding the above license application, and via this email would like to register my objection to the granting of the license.

As a resident of Thames Edge Court, I believe that granting this license will create a nuisance to those who live here. There is no doubt that this nuisance will take the form of noise from the premises, not only emitting from within the premises to the immediate outdoors but also conducted through the building structure to the surrounding properties.

Nuisance may also be caused from customers entering and leaving the premises, this is already experienced from those using the "Slug and Lettuce" public house and a further licensed premises will only add to this nuisance experienced by those of us who regularly require access to our homes and frequently experience the nuisance, presented by an acceptably small but persistent minority, who use the facility.

In the time of living within Thames Edge Court, I have personally witnessed, pavements being obstructed by groups and by individuals prostrate upon the pavement, vomit, individuals vomiting and people fighting, often in "high jinks" however, it is often difficult to discern the nature of this behaviour. Similarly, when trying to pass, I have been subject to verbal abuse.

I am sure, when the license was granted for the Slug & Lettuce that this behaviour was not anticipated, however, it appears to arrive by direct association with alcohol and evening/night opening.

It is clear that people leaving such premises as those hoping to secure the license will create increased noise pollution to the area. At the times when these premises close and, accordingly the majority of users will be leaving, it is unfair to subject those of us living here to this consequence.

Similarly, with smoking not allowed upon the premises, smokers will congregate outside the premises. Is it fair to require that we, non smokers should be required to avoid these groups and associated secondary smoking? The danger of secondary smoking are becoming increasingly understood and the associated dangers seen.

With all similar venues comes the possibility of increasing revenue streams by the venue being hired for special occasions under temporary event notices. If this were the case, the residents would then be vulnerable to the obvious nuisance over longer periods.

On account of the above, I respectfully request that the Council refuse the license application when it is heard.

Kind Regards,

Christopher Roome  
13 Thames Edge Court,  
Clarence St,  
Staines Upon Thames  
TW18 4BU



Mrs Catherine Ruppert  
2, Colnebridge Close,  
Market Square,  
Staines-on-Thames  
TW18 4RZ

Monday 19<sup>th</sup> Feb 2018

Licensing Dept  
Spelthorne Borough Council

Dear Sir/Madam

As a local resident I wish to strongly object to the request for planning permission by the 'Bakshish' to apply for the licence of unit 5, Thames Edge Court, as this will lead to local residents being disturbed by the expected loud music and anti-social behaviour which occurs near such places.

Yours Faithfully

Mrs Catherine Ruppert

**Sent:** 20 February 2018 22:58

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** RE: Application by Bakshish - Case Reference: 17/00985/LAPRE - Unit 5, Thames Edge Court, TW18 4BU

Dear sir / madam,

Re: Application by Bakshish - Case Reference: 17/00985/LAPRE - Unit 5, Thames Edge Court, TW18 4BU

I do hope that the council will take my concerns seriously as I am very upset over this application.

I, along with many others, no doubt, at Thames Edge Court have over the past few years expended an inordinate amount of time and energy to ensure that the building has a homely environment for all those living but also encouraging friends and family members to visit without being insulted or abused by those loitering outside, which used to happen frequently a few years ago. The police were called on numerous occasions, to keep the peace.

I appreciate that there is a need (though I do not subscribe to this) for such establishments, but they should be cited well away from residential areas.

I have colleagues in the construction industry who have reliably informed me that the layout proposed is clearly not one of a 'high end restaurant' and that noise too will be a major factor, as it always was in the past.

If the application is approved I would be most disheartened to know that the request by decent, law abiding members of society, some of whom have young families and others who are elderly were ignored by the council over those who choose to drink excessively, take drugs and be abusive to others. It is also not a good signal to send to the wider community, if we wish, as a nation, to strengthen the health, wellbeing and integrity of our communities, by locating such establishments in their midst.

With the benefit of hindsight, I respectfully urge you to consider my request to not giving consent to this application as I most certainly know that all the above issues will again come to the fore. The granting of this license in this location, will clearly have no benefit to the wider community and will take up a considerable amount of police and council resources, even more than it did in the past.

Thank you for your time.

Yours faithfully,

J Sanghera

**Sent:** 19 February 2018 23:15

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** Application by Bakshish - Case Reference: 17/00985/LAPRE - Unit 5, Thames Edge Court, TW18 4BU

To Whom It May Concern

I am writing to register my serious concerns in connection with the above mentioned application for a license covering live and recorded music, dancing and the provision of alcohol at the above address until 1 am and on occasion 3 am and 5 am. I am reliably informed that the applicants describe Bakshish as a 'high end restaurant'. However, the layout of the premises and the application itself would suggest that this is in fact intended to be a nightclub. It is important to note that Unit 5 is part of a primarily residential building, housing over 120 people, many of whom are retired and others who have young families.

My objections to this application are as follows:

a) Regardless of insulation, each and every one of the individuals mentioned above will suffer from considerable noise pollution emanating from this Unit. I can say this with absolute certainty as some years ago a similar establishment occupied Unit 5 and **children** were being woken in the early hours and I never slept until after 2 am due to the constant music. The worst part was the base which resonated throughout the building. On many occasions I could actually feel the vibrations travelling through my apartment. To think that this situation may be repeated, only for longer hours is absolutely awful. It seriously affects people's lives, especially when they have to get to work / school in the morning.

b) In addition there is the added burden for the residents of noise from people who are clearly inebriated or high, standing outside shouting, screaming or arguing. A large crowd of people, all talking and trying to be heard, can itself cause considerable noise and therefore considerable disturbance.

c) The drunk and disorderly behaviour that we have seen in the past will be repeated. I have no doubt that the residents will have to endure people yelling abuse and fighting outside this establishment, along Clarence Street and down by the rivers Colne and Thames. Indeed, only a few years ago an inebriated young woman ended up in the Colne. People drinking / taking drugs (which is inevitable in such an establishment), until the early hours of the morning, adjacent to two rivers, is a tragedy waiting to happen.

d) The aftermath of a night at such an establishment, for the resident of Thames Edge Court is a lack of sleep, vomit and urine on the pavements, empty bottles and glasses left lying around, broken glass, cigarette ends everywhere and sundry items of litter. In the past, such items were often found on the steps up to the residential area and outside the gates to the garage. On occasion people were forced to try and move broken glass / bottles before they could drive out of the garage to work. Not to mention the foul smells.

e) We already suffer from inconsiderate parking by taxi drivers and customers of the existing restaurants. On the front of the building there are signs which clearly state 'No Parking', yet these are constantly ignored and on some occasions our entrance to and egress from the property is obstructed. Can you imagine how much worse this will become?

f) As residents of Thames Edge Court, we have the right to peaceful enjoyment of our homes. However, I sincerely believe that this establishment will result in drug taking around our homes, criminal damage together with fights and brawls resulting in a deterioration in our peace and the enjoyment of our properties. Finally, the Police are already overwhelmed by such activity in Staines, particularly on the weekends. This establishment has the potential to stretch their resources to breaking point.

I hope that you will give my objections and those of the other residents serious consideration.

Yours faithfully,

M L Sanghera

**Sent:** 19 February 2018 20:08

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** Licence Application for Unit 5 Thames Edge Court

To whom it may concern

Licensing Application Reference :- 18/00050/LAPRG - BAKSHISH(formerly SOIREE)

As a property owner in Colnebridge Close, I wish to register my objection to the application for yet another licence for late night entertainment in a mainly residential area of Staines.

We residents have had to deal with a lot of antisocial behaviour, noise and air pollution for a number of years and although a large part of the town is now dedicated to restaurants and bars, there seems to be a never-ending need for more of the same, with little or no consideration for local residents.

Staines is currently in the process of trying to encourage investment but this should not be at the expense of those of us who have lived in the town for many years and contributed to the improvement of the area. The issuing of licenses for late night drinking, dancing and partying would certainly not be considered an improvement to the town.

Unfortunately the profusion of late night establishments in the past has led to a marked increase in anti-social behaviour. We do not want our rivers to continue to be polluted with bottles and cigarette stubs and we should not have to feel afraid when returning home late at night for fear of being bothered by drunken louts urinating over our properties.

There is very little police presence in the town at night and none of the establishments employ staff to exercise any control outside of their premises, so it is unlikely that there would be much response to any disturbances which are likely to arise.

Please do take notice of your Council Tax payers who are also residents in Staines and refuse this application from the Bakshish.

Marilyn Simpson

To the: Licensing Officer  
Spelthorne Borough Council  
Knowle Green  
Staines Upon Thames  
TW18 1XB

Dear Sir/Madam,

Objections to Bakshish Nightclub as detailed below.

- Amplified music will reverberate through the building causing disturbance to residents. This already happens with loud music from the Slug and Lettuce and I understand from long term residents that it was a severe problem when the previous nightclub operated in Unit 5 for a short period.
- Loud drunken and often aggressive behaviour is experienced with people leaving nightclubs after extended hours of drinking. This would occur up to and beyond the official closing time of 2 am and potentially could occur any night of the week.
- The extended hours, to 3 and even 5am, at certain times could disturb the sleep of residents of this block on numerous other occasions through the year.
- As customers at these sort of establishment come out during the evening to stand and smoke the possibility of conflict between groups of drinkers increases if there are two such establishments in close proximity.
- Since my flat is directly above Unit 5 I feel my [REDACTED] and I will be greatly affected by noise, smoke and general disturbances caused by such a nightclub.
- I worry that access to the block late evening will be difficult and frightening for residents and particularly the [REDACTED] members of my family.

Other points made by other residents have been

- Adverse affect on other local businesses of yet another drinking establishment
- Increase in litter, broken glass, cigarette ends, people urinating in the alley vegetation, increased mess from vomit etc which will give poor reputation to whole riverside area.
- Problems with unlawful parking, taxis, minicabs etc and therefore often blocking residents entrance access to their home.
- There have been a number of reports /hearings in the past relating to previous nightclubs in the premises where it was felt that noise levels from music was intolerable for the flats above.

No reason to see why this would not be true with any new club using amplified music. (Licensing Sub-Committee review dated 20 January 2014)



Kind Regards

Jon Smerin

Jonathan Smerin  
Flat 51 | Thames Edge Court | Clarence Street | Staines Upon Thames | Middlesex | TW18 4BU | United Kingdom .

9th February 2018

Dear Sirs,

Re: case Ref.17/00985/LAPRE

BAKSHISH 18/00050/LAPRE

Dear Sirs

I am a resident/owner of Flat 36 Thames edge court, Staines and am writing to you with my serious and substantial objections to the above application.

I have lived in my apartment of 12 years and purchased primarily for the peace and security of living I was expecting at this prestigious development.

These factors would immediately be lost should this application be allowed to go ahead and the values of all the properties would be hugely diminished.

In addition the hell previously suffered would return.

These premises are highly unsuitable as licensed premises particularly the hours applied for.

The situation is in the midst of residential properties along the river Thames and the River Colnbrook where there is nowhere for vehicles to pull in, even for drop off or pickup.

The smoking element cannot work as there is no proper outside space for smoking. cigarette ends cover the ground in addition to other litter of bottles, broken glass, cans and other unmentionables.

The behaviour of clients leaving and standing outside is unacceptable with fighting and screaming and shouting taking place at very late and unsociable hours.

In addition the building is totally unsuitable for music etc. The noise vibrates through the fabric of the building rendering sleepless nights for the residents, including children.

I and others live in dread of this license being granted in this totally unsuited position.

Yours faithfully,

Mrs J Stammers

36 Thames Edge Court

Tw 18 4bu

**From:** Teare, Robin

**Sent:** 06 February 2018 10:58

**To:** Licensing <[licensing@spelthorne.gov.uk](mailto:licensing@spelthorne.gov.uk)>

**Subject:** Application by BAKSHISH - Case Ref 17/00985/LAPRE (Unit 5, Thames Edge Court)

Good morning,

I am the owner of a flat in Thames Edge Court and have been made aware of the application by a company called Bakshish to take over the lease for Unit 5 and obtain a license to provide music, dancing and alcohol.

I am very concerned about this for the following reasons:

- The existing impact from the Slug & Lettuce bar which would effectively be doubled:
  - Noise from the Slug & Lettuce travels through walls to flats above (bass travels through walls regardless of speaker technology)
  - Smoke from the patrons of the Slug & Lettuce rises up to the flats above, a particular problem in summer when you want to open windows
  - Taxis have nowhere to wait so congregate on the building forecourt which blocks access to the car park
  - There are often fights/screeching outside the Slug & Lettuce which the bouncers try to control but not always successfully
- When I bought my flat the understanding was that this was predominantly a residential block with some restaurants attached. This makes sense as flats and restaurants can coexist pretty peacefully. Flats plus restaurants plus one bar (Slug & Lettuce) is manageable. Adding a nightclub to this residential block just seems like a crazy idea. Potential impacts would be:
  - Falling property values and ability to rent
  - Difficulty for new owners to obtain mortgages (many mortgage providers already have some difficulty with combined residential/commercial blocks. If one of the units becomes a nightclub they may refuse to provide the mortgage altogether.)
  - Could result in a bunch of empty flats or rock bottom prices at what is currently a very pleasant place to live.
- It is important that the relationship between the residents and the commercial premises remains co-operative as there are mutual concerns. This bar will obviously have a difficult relationship with the residents, but additionally, it is also likely to drive away customers from the restaurants as people don't wish to walk through crowds of drinkers/smokers to reach the restaurant. If the customers move down by the river then there will be conflicts with the Slug & Lettuce customers, if they stay outside Unit 5 this will be too close to the pavement by the road.
- Finally, it was before my time at Thames Edge but I have been assured by other flat owners that a previous nightclub at Unit 5 caused a lot of trouble and problems including noise, smoke, vomit, broken glass, taxi pickups.

I would hope that an application of this nature for a predominantly residential building would not really be seriously considered but I felt that it was important to register my concerns anyway.

Would you be able to register receipt of this e-mail and keep me updated of any further news?

Many thanks,

Robin Teare

**Robin Teare**

Owner, Flat 41  
Thames Edge Court  
Clarence Street  
Staines-upon-Thames  
TW18 4BU

Objections : Reference number 18/00050/LAPRE

Dear sir/madam,

I live in Thames Edge Court and recently it has been brought to my attention that a company called Bakshish wishes to take over Unit 5 and has applied for a license covering live and recorded amplified music , dancing and provision of alcohol Monday to Sunday up to 1am. Bakshish apparently has also applied to stay open longer up to 30 unspecified days each year.

I have a very demanding and busy job and require my rest and sleep at the end of a very busy work day and over the weekend. I know this is also the case for many other people living in the Thames Edge Court. Therefore i strongly object to have a company with the above described intentions to take over the lease of unit 5.

I thank you very much in advance for your understanding.

Best regards,  
Dennis Van Gelderen

Jeffrey Webb  
Thames Edge Court Unit 5 - License Application 18/00050/LAPRE

Dear Sir/Madam,

I purchased and moved into Flat 48 at Thames Edge Court in July 2017 and have to say that the neighbourhood and the friendliness of the people is what attracted me, as well as the location and walking distance to Staines train station and the M25. During my short time here, I have met several of my neighbours and there is a real sense of community and taking care of the building for the common good.

Now I see that there is an application for Bakshish (reference 18/00050/LAPRE) to open what can only be described with any clear conscience as a nightclub and not a restaurant, due to its desire to play live and recorded music until the early hours of the morning, seven days a week. I share two major concerns with my neighbours, firstly the noise of modern popular music has deep bass notes, which will resonate and travel through the building affecting the quality of life for those closest to the nightclub including myself being directly above the venue.

My second concern is for the undesirable attention that a nightclub would bring to a residential area and would be a repeat of the previous soiree nightclub, that I am told created many issues before it closed down. This application would lead to excessive drinking and drunken disorderly behaviour, shouting and fighting as a result of their clients being oblivious to the people that live here. One of the most common issues with nightclubs is that they also attract the attention of undesirable people, who would look to profit from the opportunity provided, such as drug selling and taking.

Several times a month, I have to work late and walk home in the evening and am concerned for the safety of myself and other residents who could be presented on a regular basis with hostility from clients towards residents. I can only imagine the uproar that would ensue, should one of the residents be verbally or physically attacked going about their daily lives by Bakshish clients.

Further, there will be the general unpleasantness on a weekend when over 100+ clients would be leaving in the early hours of the morning when we are sleeping and the subsequent mess that they would leave behind include food, broken bottles and glass which would affect residents with pets getting injured alongside members of the public walking by.

From my research, your Invest In Staines Upon Thames website ([http://www.investstaines-upon-thames.co.uk/media/12135/Invest-in-Staines-upon-Thames-Prospectus/pdf/SUT-Prospectus\\_A4-v4.pdf](http://www.investstaines-upon-thames.co.uk/media/12135/Invest-in-Staines-upon-Thames-Prospectus/pdf/SUT-Prospectus_A4-v4.pdf)) it is quite clear that Spelthorne council is looking to promote

development opportunities and even has a picture of Thames Edge Court on page 3 of the councils brochure. With the serious concerns that I and the other residents have raised to the council, I would strongly recommend you to deny the application as it does not directly benefit the town and would have a negative impact on the image that the council is trying to promote for Staines-Upon-Thames.

Yours sincerely,

Jeffrey Webb

Flat 48, Thames Edge Court, Clarence Street, Staines-Upon-Thames TW18 4BU