

Addendum to Application, dated 7th October 2022, made by Environmental Health, to Review the Premises Licence issued under the Licensing Act 2004, in respect of the premises, known as Vegan Pind 21B Clarence Street, Staines upon Thames, Surrey, TW18 4SU.

Following on from the application, made by Environmental Health to have the Premises License reviewed. Environmental Health have been involved with the premises, known as Vegan Pind 21B Clarence Street, Staines Upon Thames, Surrey.

Since the application for the review was made, Environmental Health have still been receiving complaints about loud music coming from the premises and also regulated entertainment after permitted hours. The complainants relate to:

1. Loud Music, especially from the bass when there is a Drum and Bass night.

Noise recordings 6th August 2022, attached:

File Name	Date of Recording	Time
12150282-0-2	06/08/22	23:46
12150282-0-3	06/08/22	23:49

2. Balcony being used after permitted hours, i.e. after 23:00, when it should be closed, with the door locked leading onto the balcony.
3. The number of customers exceeding the permitted number of persons, who can use the balcony at any one time.
4. Regulated entertainment music heard after the permitted hours as required by the Premises Licence, after 01:30.

Noise recordings 19th November 2022, attached.

File Name	Date of Recording	Time
12150282-0-5	19/11/2022	02:18
12150282-0-6	19/11/2022	02:29

Further reports of out of hours regulated entertainment, received for Sunday 4th December 2022.

5. When Environmental Health, were undertaking visits at nearby residential properties, the bass was an issue, due to the repetitive nature of the music being played. It was decided to reduce the level of the bass to reduce disturbance to nearby residents. There was an exchange of emails, with the DPS, concerning the recalibration of the noise limiter, this was not arranged until the 25th November 2022. The DPS said they could make after 13:00, the final appointment was made for 14:00. However, when we arrived at the

premises. The DPS, was not present and the manager informed us that he would not be there until the evening. The level of the noise limiter was adjusted, with someone in a nearby residential premises. The bass was reduced, however the level could not be locked, as the DPS was present. The manager was advised to keep it at that level.

6. On the 26th November 2022, an out of hours visit, was undertaken at 22:53, could hear the thud/thud of the bass. It appeared that the level of the bass was at the level it was prior to the adjustment undertaken to the noise limiter on the 25th November 2022.

See attached appendix for details.

L R Spearpoint
Senior Environmental Health Officer
6th December 2022

Appendix

Day	Date	Time	Comments
Friday	07/10/2022		Drum and Base until 01:30
Saturday	08/10/2022		Drum and Base 21:00 to 01:30
Friday	14/10/2022		Drum and Base 21:00 to 01:31
Saturday	15/10/2022		Drum and Base 21:00 to 01:32
Sunday	16/10/2022	00:05	Complainant reported loud music and woken them up.
Friday	21/10/2022	23:18	Complainant had been woken from her sleep by loud music from Vegan Pind.
Friday	21/10/2022		Drum and Base 21:00 to 01:33
Saturday	22/10/2022		Drum and Base 21:00 to 01:34
Friday	28/10/2022	22:20 - 23:35	Hear loud base from a Ground Floor Flat, could hear beat and vocals. Went to a First Floor Flat, window closed could hear low bass. Second Floor Flat - hear bass at low level. Main issue bass.
Friday	28/10/2022		Drum and Base until 01:30
Saturday	29/10/2022	00:15	Volume did go up
Saturday	29/10/2022	01:00	Music up again
Saturday	29/10/2022	23:20	A person on the balcony
Saturday	29 - 30/ 10/2022		Drum and Base went on from 21:00 to 02:30 - Clocks go back at 02:00 summertime ends.
Friday	04/11/2022	23:38	Complainant contacted who said that customers at the source address came out onto the balcony at 23:20 hours which woke them from her sleep especially as they left the door open, and they could clearly hear the music. Complainant shouted at them, and they went back inside and closed the door. They wanted to log the complaint but confirmed that they are longer being disturbed
Wednesday	16/11/2022	13:00	Loud Music 13:00 - 14:00
Saturday	19/11/2022	01:04	01:04 - 01:09 hear repetitive bass that would be annoying
Saturday	19/11/2022	01:45	Between 01:45 - 02:30 - hear the repetitive beat of the bass. Regulated entertainment out of permitted hours.
Sunday	20/11/2022	02:02	Music being played
Sunday	20/11/2022	02:03	02:03 onwards. Faint repetitive bass, difficult to determine. Also, voices could be heard, indicative of poor dispersal.
Friday	25/11/2022	21:30	Reported six customers had been standing on the outside balcony talking loudly & they

believed that the maximum number permitted is five.

Saturday	26/11/2022	01:53	Informed me that the music was turned off at 0136 hours but then turned back on again at 0145 hours. They said that they decided to call the restaurant and was informed that the music was being played from a mobile phone which he said was completely untrue. As we were speaking, it was confirmed that the music had stopped at 0159 hours
Saturday	26/11/2022	22:53	Visited a Ground Floor Property, at the nearby residential premises it observed that the rear room at Vegan Pind. Hear the beat of the bass.
Sunday	04/12/2022	02:30 – 04:00	Two complaints received about music being played after hours. Loud music from Vegan Pind at 02:36, Reported again at 03:00 and 04:00. Visited premises and informed lying. The shutters halfway down.

Out of hours regulated entertainment