

Appendix 4

Melanie McGurk

From: [REDACTED]
Sent: 12 September 2018 09:37
To: Licensing Team; Mary McFadden
Subject: Mill Hey Brew House
Attachments: Pub Message 2 refusal to shut windows.png; Pub message.png

Dear Sir/Madam

In respect of the licence review application having been submitted by Jeanette Howarth from the Environmental Health Department of Bradford Council on the Mill Hey Brew House.

I would like to point out the continued issues that we have had with these premises since they reopened in September 2016 as the Mill Hey Brew House.

I have kept a record of my communications with the premises, much of which has taken place in writing as I have used Facebook messenger.

We moved into our home on Mill Hey in Haworth, 17 years ago. This was prior to the extension of pub licensing hours, before the ban on smoking and before the deregulation of live music.

Since the reopening of the premises in September 2016 following a period where the pub was shut, we have had persistent issues with noise nuisance.

This has taken several forms, including a number of customers choosing to scream and shout in the vicinity of the pub after closing hours, often until 2am. The worst noise, however, comes when the pub has either live or recorded music on. At these times, the noise is utterly unbearable. I have tried to drown it out with my own music, but it can be clearly heard over the television or any recorded music in our property played at a level so as to not disturb our own neighbours. When there is a live music event on at the premises, this noise can continue for over 7 hours.

Since August 2017, the premises has taken to having live music festivals in the car park. In essence, they move the entire pub outside (tables and chairs included) and operate from the car park for the full day. This includes have loud, amplified music which can be clearly heard throughout our house.

There is no option to escape this music, unless you physically go out for the day.

Recorded music has also been a significant issue. Though there is a requirement for the pub to have doors and windows shut after 10pm, this is simply not applied. I have asked the pub to shut doors and windows

and they have utterly refused. I have Facebook messages (attached) which show their disregard for both their neighbours and their licence conditions in this respect. Recorded music when played in the premises can be so loud, that again, it has a detrimental impact on my ability to enjoy my own home. We simply cannot hear anything other than events at the pub and there is no way of going to sleep until well after the music finishes. The attitude of the pub also has an impact on the manner in which their clientele treat the surrounding area. There have been occasions where the music is incredibly loud and it almost feels like we are living near a nightclub, with people spilling onto the street and our neighbour's forecourt drinking.

Having tried to reason with the pub for nearly 6 months, I contacted the Environmental Health Department when it became clear that they did not intend to be reasonable, or change their behaviour.

The current situation is causing me a great deal of stress. Throughout the summer I have had to cancel plans which involved early starts due to being kept awake by the pub until the early hours of the morning. This is not acceptable and is having an utterly detrimental impact on my life.

I am attaching some evidence to show the situation. This includes Facebook messages which show not only that they refuse to shut doors and windows, but also one in which they confess to playing music until 12.30am, which is beyond their licence.

I am also attaching a link to a dropbox which has video clearly showing the level of noise and also the fact that all doors and windows are open at beyond 10pm.

I hope that you regard this email as a representation by a local resident regarding this matter.

<https://www.dropbox.com/sh/jb3cnemdvvs5zel/AACS7vWIKpLgbB1yuCxkE0kUDa?dl=0>



NOISE - MILL HEY BREWHOUSE 14-7-2018

www.dropbox.com

Shared with Dropbox

Best Wishes



 Mill Hey

Haworth

BD22 8NQ

Hello [REDACTED]. We have a private function on and a music event. We have called last orders and will be closing up as quick as the staff can, as they are very busy. Thanks for your understanding

While I understand, it's too loud. Also, it's now 12.15am and you have a music licence until midnight. You can have as many events as you like but please keep your doors and windows shut after 10pm and consider your neighbours.

09/07/2019 01:11

It is now gone 1.30am and you are supposed to be closed yet you still seem to have music on. I don't know or care why, it's ignorant of your neighbours and utterly disrespectful. Please close and ask people to leave quietly.

Hello [REDACTED], we can assure you that all music was turned off by half 12 and no later, the music may have been coming from somewhere else

10/07/2019 12:58

...

You played bitter sweet symphony at 12.20am.

10/7

Thanks for your message. Just to confirm we had no music after 12.30, but thank you for your concern.

You are licensed to play music until midnight, with all doors and windows shut after 10pm.

Thank you but as you can understand if there are any windows left open, it is for customer and employee safety as the premises, as any others, get very warm when there are other people inside. You can understand we do not want our customers or employees to suffer any harm or discomfort through being too warm. Especially when the weather has been extremely hot, the windows are only ever left open for safety, our employees work extremely hard and it only fair to ensure they are protected and comfortable, our fans help a little but having a window or two open make a huge difference to the heat levels.

7 MAY 20:32

Music too loud.

20 MAY 13:26

Music too loud and after the nightmare noise of last night not good. You have a noise abatement notice. Please take note of that and allow your neighbours to have some peace.

OK ignore me then. Your choice.

20 MAY 16:29

I've reported you to the environmental health and the licensing department. Had enough this weekend. You have been awful.

Sent video evidence too.

26 MAY 21:26

Please, please turn that down. It's outrageously loud. Please consider the residents.

Again, we have had no other noise complaints.

Please actually listen to how loud it is up the street. I can't believe you find this acceptable. Perhaps if you had a phone number you might have other complaints.

All I want is a peaceful evening.

We do sound checks every half an hour to show it's not over the guild line limit. We have a hotline which we always answer - we have had no other complaints.

14 JULY 22:23

It is now gone 10pm. The legal requirements of your licence are that you keep ALL doors and windows shut after 10pm. The music is too loud. Turn it down please. Thank you. I will be informing the council.

