

Sims Michael

From: Worley Natalie
Sent: 18 August 2017 10:36
To: Sims Michael
Subject: Re: TEN The Lounge
Attachments: RE: The Lounge, London Road, Langley; Re: Noise From Skyways Hotel; Re: Noise From Skyways Hotel; The Lounge, Skyways, London Road, Slough.; Fwd: The Lounge, London Road, Slough.

Hi Mick,

Below is some further supporting information I feel is relevant to this. The attached e-mails and noise dairies will need to redacted keep complainants details confidential.

Dec 16 – two complaints received regarding loud music from The Lounge and people talking outside, 1st complainant complainant unknown address. Report that music finishes between 11-11.30pm, noise from people talking occurring for few hours after this. Letter sent to DPS and Licence holder to advise of the complaints received.

There was an improvement after this and no further complaints were received until May 17 from 3rd complainant, resident in Complaint of loud music and noise from people outside of premises. Report from licensing officer that source of music audible outside of premises on the 25th March 17 was from televisions within the premises.

Meeting with DPS with Licensing and Police at Slough Police Station 3rd May 17.

Complaint received from 3rd complainant on the 8th May 17 regarding being disturbed by loud music and people walking around residential road shouting and drinking on the 6th May 17. E-mail attached (The Lounge, London Road, Langley).

Further complaint received from 1st complainant about same incident on 6th May 17. E-mail attached (Noise From Skyways Hotel). Also called the ASB hotline at time of incident.

Noise dairies received from 1st complainant 15th May 17, attached.

Noise abatement notices served 18th May 17.

Call made to out of hours duty officer by 3rd complainant on 21st May 2017. No music witnessed by officer who visited area at 00:40 hrs, but noted people in the beer garden area at the front of the premises talking loudly.

E-mail received from 3rd complainant, attached (The Lounge, Skyways, London Road, Slough) on the 25th May 2017 reporting being disturbed by loud music and people in the car park on the 24th May 2017. Anonymous call also made to ASB hotline regarding same incident.

E-mail received on the 16th June 17, attached (The Lounge, London Road, Slough) from 1st complainant to report being disturbed by loud music from The Lounge beyond midnight on the 15/16th June 17. Daughter was unaware to call the duty officer and contacted The Lounge directly which resulted in someone from The Lounge calling her back and being abusive.

Call made to out of hours duty officer by 1st complainant on 18th June 17. Officer visited complainants property from 22.35 hours to 23.32 hours. Bass from music at The Lounge audible within complainants property at a low level. Not sufficient to consider as breach of abatement notice. Officer was also able to hear shouting and cheering

but unfortunately was not able to confirm the source of this from her position in the complainant's property. When the officer left the area she noted two people sitting in the beer garden area at the front of The Lounge.

Report received from 1st complainant in person that they were disturbed by loud music from The Lounge on the 8th July 17 during the evening until around 10pm and also on the 9th July 17 during the day. Complainant has recorded this in noise diaries, but has not given them to me as of yet. I will try to get them as soon as possible.

Thank you.

Natalie Worley
Senior Enforcement Officer
Neighbourhood Services
Slough Borough Council
01753 476531

www.slough.gov.uk

Please don't print this email unless you really need to – think of the environment.

Sims Michael

From:
Sent:
To:
Cc:
Subject:

No problem.

From: Pearmain Debie [mailto:
Sent: 08 May 2017 13:09
To:
Cc: 'Worley Natalie'; 'Keegan Nicola'
Subject: RE: The Lounge, London Road, Langley

Thank you for the update

Regards

Debie

Debie Pearmain | Police Licensing Officer |

Address: Windsor Police Station, Alma Road, Windsor, Berkshire SL4 3ES |

E Mail:

From:
Sent: 08 May 2017 11:05
To: Pearmain Debie

Cc: 'Worley Natalie' <

'Keegan Nicola' <

Subject: RE: The Lounge, London Road, Langley

Hi there, Many thanks for letting me know.

I was away all last week returning Friday night. Unfortunately on Saturday night there seemed to be some kind of party/ wedding on with an incredible loud PA and music. Also lots of young lads walking up and down drinking and shouting.

Anyhow, I'll detail it all in the diaries, and keep you up all up to speed.

Many thanks

From: Pearmain Debie

Sent: 04 May 2017 10:24

To:

Cc: 'Worley Natalie'; 'Keegan Nicola'

Subject: The Lounge, London Road, Langley

Good Morning

I just wanted to let you know that we have now had the meeting with the owner of the Lounge. All of the issues were discussed by myself, Natalie, Nicola and the local Sergeant.

We are hoping that there will be an improvement but if there are any further issues, can you please keep a log in the diary sheets that Natalie has provided you with, email me any issues and if necessary call 101 to log any complaints/issues.

Fingers crossed!!

Regards

Debie

Debie Pearmain | Police Licensing Officer

Address: Windsor Police Station, Alma Road, Windsor, Berkshire SL4 3ES |

E Mail:

Thames Valley Police Currently use the Microsoft Office 2007 suite of applications. Please be aware of this if you intend to include an attachment with your email. This communication contains information which is confidential and may also be privileged. Any views or opinions expressed are those of the originator and not necessarily those of Thames Valley Police. It is for the exclusive use of the addressee(s). If you are not the intended recipient(s) please note that any form of distribution, copying or use of this communication or the information in it is strictly prohibited and may be unlawful. If you have received this communication in error please forward a copy to: informationsecurity@thamesvalley.pnn.police.uk and to the sender. Please then delete the e-mail and destroy any copies of it. Thank you.

<http://www.bbc.co.uk>

This e-mail (and any attachments) is confidential and may contain personal views which are not the views of the BBC unless specifically stated.

If you have received it in error, please delete it from your system.

Do not use, copy or disclose the information in any way nor act in reliance on it and notify the sender immediately.

Please note that the BBC monitors e-mails sent or received.

Further communication will signify your consent to this.

This email has been scanned by the Symantec Email Security.cloud service.

For more information please visit <http://www.symanteccloud.com>

Sims Michael

From:
Sent: 06 May 2017 22:11
To: Worley Natalie
Subject: Re: Noise From Skyways Hotel

Dear Natalie

We are once again being disturbed by loud music coming from Skyways hotel. I have called them and asked them to turn it down, but this has not been done. The name of the person I spoke to is Sunny - he was not interested in what I was saying and passed the phone over to someone else while I was in mid conversation with him.

The music can be heard in every room of my house and over our television. I do understand that they have a music licence, but it is not acceptable for it to be so loud and for it to be heard in my house.

I have kept a diary and noise nuisance has occurred four times this year.

I would appreciate if you could deal with this matter urgently and permanently.

Regards

Sent from my iPad

On 22 Dec 2016, at 15:15, Worley Natalie

wrote:

Dear

I have been forwarded a copy of the premises licence in relation to The Lounge at 19-21 London Road.

They currently have a premises licence that covers the following:

- Performance of live music
- Any playing of recorded music
- Performance of dance
- Entertainment of a similar description to that falling within a performance of live music, any playing of recorded music or a performance of dance
- Provision of late night refreshment
- The supply of alcohol

All are licenced from 8am until midnight, Monday to Sunday.

This is a new licence that was issued in February this year and it is separate from the hotel. The restaurant part is being managed separately and is under new management.

Therefore there is the possibility that they will not be aware of the previous issues here. I have contacted the 'manager' of The Lounge along with the named premises licence holder and designated premises supervisor. I have advised them of the previous abatement notice and that we will be investigating again should it seem noise from the premises is likely to cause statutory nuisance. They have also been advised that any music audible in nearby residential properties after

11pm is likely to be considered a statutory and in addition to this they must ensure that noise from their premises doesn't cause a nuisance at any other time of the day.

I will be out of the office from this afternoon until the 3rd January but Diane Viechweg is contactable if you need to speak to someone in my absence. If you are disturbed by noise from The Lounge please call the ASB hotline on 01753 875298. Any activity at the premises or near your property that gives you cause for alarm can be reported the police on 101 or in an emergency 999. I have also sent you some noise dairies in the post in case you continue to be disturbed by noise so that you may use these to record the dates and times to assist any enforcement action we may need to take.

Thank you.

Natalie Worley
Senior Enforcement Officer
Neighbourhood Services
Slough Borough Council
01753 476531

www.slough.gov.uk

Please don't print this email unless you really need to – think of the environment.

From: Viechweg Diane
Sent: 14 December 2016 12:06
To:
Cc: Worley Natalie
Subject: Noise From Skyways Hotel

Dear

Following our telephone conversation yesterday, I can confirm that I have allocated the case to Senior Enforcement Officer Natalie Worley who will investigate & I have copied Natalie in.

I have briefed Natalie into the details including the recent noise issues & hopefully we can nip this in the bud quite swiftly once the management at Skyways have been spoken to . We will also be confirming their licensing conditions & let you know accordingly.

Regards,

Diane Viechweg
Enforcement Team Leader (East)
Neighbourhood Services
Slough Borough Council
Tel: 01753 474032
www.slough.gov.uk

Please don't print this email unless you really need to - think of the environment

<http://www.slough.gov.uk/business/regenerating-slough/slough-is-changing.aspx>

'Disclaimer: You should be aware that all e-mails received and sent by this Organisation are subject to the Freedom of Information Act 2000 and therefore may be disclosed to a third party. (The information contained in this message or any of its attachments may be privileged and confidential and intended for the exclusive use of the addressee). The views expressed may not be official policy but the personal views of the originator. If you are not the

addressee any disclosure, reproduction, distribution, other dissemination or use of this communication is strictly prohibited. If you received this message in error please return it to the originator and confirm that you have deleted all copies of it. All messages sent by this organisation are checked for viruses using the latest antivirus products. This does not guarantee a virus has not been transmitted. Please therefore ensure that you take your own precautions for the detection and eradication of viruses.'

Sims Michael

From:
Sent: 12 May 2017 20:54
To: Worley Natalie
Subject: Re: Noise From Skyways Hotel

Dear Natalie,

I have attached a photograph of the completed noise diary, as requested. Please keep me informed of any developments in the situation.

Ref: [redacted]

Neighbourhood Services NOISE DIARY SHEETS

Your Name and Address: [redacted]

Day Time Tel. No: [redacted]

Address complained of: 19-21 CONNOR RD SKYWAYS HOTEL

Date	Time Noise Starts	Time Noise Finishes	Description of Noise (where does it originate, what is source eg radio, car repairs etc)	Room Affected (e.g. bedroom)	How Does the Noise Affect You? (e.g. loss of sleep)
4-2-17	First noticed at 8:10	00:00	loud music - Base can be heard over my TV.	Living	Loss of sleep
3-2-17	first noticed at 9:20		- 11 -	All Bedrooms	Can not concentrate
11-3-17	8:30		- 11 -	- 11 -	on my task
6-5-17	7:45	11:25	- 11 -	- 11 -	- 11 - Excess time
6-5-17					
The assessor emailed council Natalie W Rang 101 reported the same. Also reported it to out of hours Stoughton Borough Council. They will report this to the council Monday morning.					

I confirm that the content of this diary is to my knowledge, true and correct. The noise incidents recorded above are caused by [redacted] and I am prepared to give evidence in court to support my complaint.

Date: 12-5-17

Signature: [redacted]

Regards

Sent from my iPad

On 11 May 2017, at 15:02, Worley Natalie

wrote:

Dear

Thank you for your e-mail. I am disappointed that you have been disturbed again by loud music from The Lounge at Skyways.

My last contact with the Premises Supervisor was only last Wednesday when he assured me that there would be no further instances of noise nuisance from loud music as he had installed a new system that meant the volume did not need to be turned up too loud. This was at a meeting at Slough Police Station along with the Police and our licensing officer, who also discussed other issues regarding their licence.

I have received one other complaint about noise from The Lounge which was on Saturday night (6th May) and I am assuming that the instance you are referring to below was also Saturday. The other report also complained the music was very loud.

My intention is to serve The Lounge with a noise abatement notice. When you say you have kept a diary is this something you would be able to e-mail to me, or would it be something I could come and collect from you? This would provide me with some evidence that I can use along with these two recent reports of noise to serve the abatement notice.

Once the notice is served I will be able to provide you and the other complainant with contact details for out of hours duty officer to contact if a noisy event occurs.

I look forward to hearing from you.

Natalie Worley
Senior Enforcement Officer
Neighbourhood Services
Slough Borough Council
01753 476531

www.slough.gov.uk

Please don't print this email unless you really need to – think of the environment.

From:
Sent: 06 May 2017 22:11
To: Worley Natalie
Subject: Re: Noise From Skyways Hotel

Dear Natalie

We are once again being disturbed by loud music coming from Skyways hotel. I have called them and asked them to turn it down, but this has not been done. The name of the person I spoke to is Sunny - he was not interested in what I was saying and passed the phone over to someone else while I was in mid conversation with him.

The music can be heard in every room of my house and over our television. I do understand that they have a music licence, but it is not acceptable for it to be so loud and for it to be heard in my house.

I have kept a diary and noise nuisance has occurred four times this year.

I would appreciate if you could deal with this matter urgently and permanently.

Regards

Sent from my iPad

On 22 Dec 2016, at 15:15, Worley Natalie

wrote:

Dear

I have been forwarded a copy of the premises licence in relation to The Lounge at 19-21 London Road.

They currently have a premises licence that covers the following:

- Performance of live music
- Any playing of recorded music
- Performance of dance
- Entertainment of a similar description to that falling within a performance of live music, any playing of recorded music or a performance of dance
- Provision of late night refreshment
- The supply of alcohol

All are licenced from 8am until midnight, Monday to Sunday.

This is a new licence that was issued in February this year and it is separate from the hotel. The restaurant part is being managed separately and is under new management.

Therefore there is the possibility that they will not be aware of the previous issues here. I have contacted the 'manager' of The Lounge along with the named premises licence holder and designated premises supervisor. I have advised them of the previous abatement notice and that we will be investigating again should it seem noise from the premises is likely to cause statutory nuisance. They have also been advised that any music audible in nearby residential properties after 11pm is likely to be considered a statutory and in addition to this they must ensure that noise from their premises doesn't cause a nuisance at any other time of the day.

I will be out of the office from this afternoon until the 3rd January but Diane Viechweg is contactable if you need to speak to someone in my absence. If you are disturbed by noise from The Lounge please call the ASB hotline on 01753 875298. Any activity at the premises or near your property that gives you cause for alarm can be reported the police on 101 or in an emergency 999. I have also sent you some noise dairies in the post in case you continue to be disturbed by noise so that you may use these to record the dates and times to assist any enforcement action we may need to take.

Thank you.

Natalie Worley
Senior Enforcement Officer

Neighbourhood Services
Slough Borough Council
01753 476531

www.slough.gov.uk

Please don't print this email unless you really need to – think of the environment.

From: Viechweg Diane
Sent: 14 December 2016 12:06
To:
Cc: Worley Natalie
Subject: Noise From Skyways Hotel

Dear

Following our telephone conversation yesterday, I can confirm that I have allocated the case to Senior Enforcement Officer Natalie Worley who will investigate & I have copied Natalie in.

I have briefed Natalie into the details including the recent noise issues & hopefully we can nip this in the bud quite swiftly once the management at Skyways have been spoken to . We will also be confirming their licensing conditions & let you know accordingly.

Regards,

Diane Viechweg
Enforcement Team Leader (East)
Neighbourhood Services
Slough Borough Council
Tel: 01753 474032
www.slough.gov.uk

Please don't print this email unless you really need to - think of the environment

<http://www.slough.gov.uk/business/regenerating-slough/slough-is-changing.aspx>

'Disclaimer: You should be aware that all e-mails received and sent by this Organisation are subject to the Freedom of Information Act 2000 and therefore may be disclosed to a third party. (The information contained in this message or any of its attachments may be privileged and confidential and intended for the exclusive use of the addressee). The views expressed may not be official policy but the personal views of the originator. If you are not the addressee any disclosure, reproduction, distribution, other dissemination or use of this communication is strictly prohibited. If you received this message in error please return it to the originator and confirm that you have deleted all copies of it. All messages sent by this organisation are checked for viruses using the latest antivirus products. This does not guarantee a virus has not been transmitted. Please therefore ensure that you take your own precautions for the detection and eradication of viruses.'

<http://www.slough.gov.uk/business/regenerating-slough/slough-is-changing.aspx>

Sims Michael

From:
Sent: 25 May 2017 10:13
To:
Cc: Worley Natalie
Subject: The Lounge, Skyways, London Road, Slough.
Importance: High

Dear Debie, I just wanted to make you aware that there was significant noise at the property last night, lasting into the early hours of the morning.

Young lads were stand outside shouting loudly (audible inside my house) and drinking, and I could also hear the loud pumping of dance music, even when I had my earplugs in ! It normally starts about 10pm.

People were also in the car park, making noise and driving around.

This morning I saw large amounts of take-way food rubbish abandoned in the street adjacent to the property.

Please may I reiterate as a quiet residential area this is in no way a suitable place for a busy bar !!

I understand that young people want to enjoy themselves and let off steam, but this is not a suitable location.

Its bringing the area into disrepute, and acting as a hub for a lot of antisocial behaviour.

The residents of the adjacent properties (which include several elderly residents and children) should be able to sleep on a week day evening.

I look forward to hearing from you.

Best wishes

From: Worley Natalie
Sent: 18 May 2017 13:44

To:

Subject: Re: The Lounge, Skyways, London Road, Slough.

Ref:

Dear

The above premises have now been served with a noise abatement notice. The notice requires that they must ensure that amplified music played at the premises does not cause a nuisance to nearby residents.

If you are disturbed by loud music from The Lounge in the evening please call 01753 875298 and request that the out of hours duty officer attends to witness the breach. Please be aware that the first person you speak to will not know the details of your case but will contact the out of hours duty officer who will be able to access your details.

The primary purpose of the officer visiting is to assess the noise to determine whether it is a breach of the notice they will not necessarily be able to take any action immediately to abate the noise. If you continue to be disturbed by noise then this will provide the evidence necessary for us to consider taking further legal action.

If a breach of the notice is witnessed by an authorised officer of the Council on more than one occasion we will consider applying to the Magistrates Court for a warrant to seize the noise making equipment and/or initiate legal proceedings, whichever is appropriate. Please be advised that you may be called as a witness. In addition we may also request that their premises licence is reviewed and changes made to their licence conditions regarding the playing of amplified music. However, it is hoped that the above course of action will be unnecessary and the abatement notice is complied with.

If you have any queries regarding this please feel free to contact me.

Natalie Worley

Senior Enforcement Officer

Neighbourhood Services

Slough Borough Council

01753 476531

www.slough.gov.uk

Please don't print this email unless you really need to – think of the environment.

<http://www.slough.gov.uk/business/regenerating-slough/slough-is-changing.aspx>

'Disclaimer: You should be aware that all e-mails received and sent by this Organisation are subject to the Freedom of Information Act 2000 and therefore may be disclosed to a third party. (The information contained in this message or any of its attachments may be privileged and confidential and intended for the exclusive use of the addressee). The views expressed may not be official policy but the personal views of the originator. If you are not the addressee any disclosure, reproduction, distribution, other dissemination or use of this communication is strictly prohibited. If you received this message in error please return it to the originator and confirm that you have deleted all copies of it. All messages sent by this organisation are checked for viruses using the latest antivirus products. This does not guarantee a virus has not been transmitted. Please therefore ensure that you take your own precautions for the detection and eradication of viruses.'

Sims Michael

From:
Sent: 16 June 2017 15:52
To: Worley Natalie
Subject: Fwd: The Lounge, London Road, Slough.

Dear Natalie

Yesterday evening while I was out, my daughter had to call Skyways about the loud music being played well beyond midnight. My daughter rang Skyways and asked if the music could be turned off and was told by the receptionist that the music was being played by the Lounge and they would pass the message on to them. Shortly afterwards my daughter received a call back from someone at the Lounge who was very rude and abusive towards her.

As I am rarely out late, I had not informed my daughter of the procedure that you have asked me to follow when loud music is being played. I have always asked them directly at The Lounge in the first instance, but will not be doing this in the future. I am very angry that a polite request was met with verbal abuse from them.

I wanted to keep you informed of the situation and for a record to be kept of this.

Regards

Sent from my iPad

Begin forwarded message:

From:
Date: 26 May 2017 at 10:19:38 RST
To: Worley Natalie
Subject: **Re: FW: Re: The Lounge, London Road, Slough.**

Dear Natalie

I have no objection to the duty officer being allowed to come into my property to witness the noise nuisance if I have called them. I have not called the duty officer since the 6th May 2017. All I have to say about the matter is that I hope they are able to come over promptly.

Regards

On 25 May 2017 15:49, "Worley Natalie" <

> wrote:

Dear

I would just like to clarify with you that in order for an officer of the council to witness a breach of this notice this must be done from within your property.

For the Council to be able to take further action in relation to the abatement notice served it is not enough to be able to hear the music from The Lounge out in the street. For an officer to be able to say that a noise nuisance exists they need to be able to say the music was loud enough within the affected property to prevent the normal use of that property. And at night time this would be along the lines of preventing the occupant from sleeping.

The duty officer has reported to me that they have received two calls regarding this. On the first occasion the caller did not answer the phone when contact was attempted and on the second occasion the caller requested not be contacted by the duty officer and therefore they were again unable to arrange a visit to witness the noise.

I appreciate that this can be an additional inconvenience on top of the noise disturbance but we will not be able to gather the necessary evidence of an offence to present to a magistrates court without the assistance of the affected residents.

Thank you.

Natalie Worley

Senior Enforcement Officer

Neighbourhood Services

Slough Borough Council

01753 476531

www.slough.gov.uk

Please don't print this email unless you really need to – think of the environment.

From: Worley Natalie
Sent: 18 May 2017 13:43
To:
Subject: Re: The Lounge, London Road, Slough.

Ref:

Dear

The above premises have now been served with a noise abatement notice. The notice requires that they must ensure that amplified music played at the premises does not cause a nuisance to nearby

If you are disturbed by loud music from The Lounge in the evening please call 01753 875298 and request that the out of hours duty officer attends to witness the breach. Please be aware that the first person you speak to will not know the details of your case but will contact the out of hours duty officer who will be able to access your details.

The primary purpose of the officer visiting is to assess the noise to determine whether it is a breach of the notice they will not necessarily be able to take any action immediately to abate the noise. If you continue to be disturbed by noise then this will provide the evidence necessary for us to consider taking further legal action.

If a breach of the notice is witnessed by an authorised officer of the Council on more than one occasion we will consider applying to the Magistrates Court for a warrant to seize the noise making equipment and/or initiate legal proceedings, whichever is appropriate. Please be advised that you may be called as a witness. In addition we may also request that their premises licence is reviewed and changes made to their licence conditions regarding the playing of amplified music. However, it is hoped that the above course of action will be unnecessary and the abatement notice is complied with.

If you have any queries regarding this please feel free to contact me.

Natalie Worley

Senior Enforcement Officer

Neighbourhood Services

Slough Borough Council

01753 476531