

From: xxxxxxxx

Sent: 04 December 2022 19:08

To: Licensing (Watford) <licensing@watford.gov.uk>

Subject: Notice of application by Grilled Cottage, 85 Vicarage Road, Watford.

Dear Parminder Seyan,

I must first apologise that I haven't responded to your letter of November 10th a little sooner but, whether or not it is due to the mail strike action we are all currently enduring, I only received it yesterday, December 3rd.

I must say that I was surprised by this application as I was the under the impression that the people of Grilled Cottage had been doing just what they are applying for for several years! It certainly feels like it for someone unfortunate enough to own the property above them. Just as a couple of off the cuff examples from this past week alone - Tuesday morning (November 29th) at 1.20am I was snapped awake by an unholy row coming from downstairs. It sounded like they were moving the world around. This went on until 2.20 when they finally turned off their dreaded extractor fan followed by the slamming shut of their grill. Never is there any consideration for those who may be asleep (or trying to do so) as the general philosophy would appear to be, "If we're up, then everyone should be up". That was Monday night/Tuesday morning. Move on to last Friday night/ Saturday morning (December 3rd), sleep was a forlorn wish from around midnight. The infamous fan was finally shut off at 2.45am followed by the ceremonial slamming of the grill.

These examples are far from unusual, in fact the 'moving the world around evenings will occur once a week on a random night/morning. Could be Monday, could be Wednesday, could be Sunday, but it will happen and that will almost certainly result in the end of any chance of sleep for the night.

The standard day will begin as they arrive at around ten in the morning. The grill will be clattered open, ten minutes later the fan will be turned on and will be left on for anywhere between 14 and sixteen hours. This sounds like jet airliner taking off from Heathrow and, believe me, can really play on one's nerves. A few minutes later the music will start up and that means it's coming up through my floorboards on and off for at least 14 hours. This is every day, 365 days a year. Yes, 365! 366 on a leap year. The back door - which is just below my bedroom window - will be slammed, I estimate, 60 to 70 times a day right up to the time they choose to close, could be midnight (rare) or anytime through to after 3am. On a warmer day several people will hang about for slabs of time at the bottom of the stairs to my flat (or splayed across my stairs!) having spitting competitions whilst the rats run around. There also seems to be a need to 'shout' conversation even though they are about two feet from each other. This, again, will often go on right under my bedroom window until the early hours. Also, they fill my refuse bins with their industrial size containers of mayonnaise etc. Their sense of entitlement knows no bounds. They do precisely as they please.

Every six months or so, always on a Sunday at around 5.30am, I am awakened by the sounds of banging around, drilling, loud voices, sawing etc which will continue for several hours. On one of these occasions I complained and was told in no uncertain terms that, "If you don't like it, MOVE!"

This past July I had the temerity to complain about the empty cardboard boxes they were constantly leaving strewn around causing me to navigate around them simply to reach my front door. On this occasion I was threatened with physical violence! Since then I have been quite fearful of them especially as I live alone and there are never fewer than four or five of them on the premises. Once in a while I would bang on the floor when they were making horrendous noise in the early hours only for them to bang back to the sounds of raucous laughter. For this reason, the fact that I feel intimidated, I would prefer not to have my identity revealed.

All of this combined has gone a long way to shredding my nerves. I don't expect my words to make an ounce of difference as I feel these applications are granted willy-nilly. There is currently a lot of lip service given to people's mental health but, as far as I can see, that is all it is - lip service.

I apologise for the somewhat haphazard and hurried tone of this letter but I realise that I am nearly out time - for what it's worth. There are plenty of other incidents but time does not allow me to go into further detail.

Yours faithfully,

xxxxxxxxx

xxx Vicarage Road. Watford, Herts. WD18 0EJ

Tel. no. xxxxxxxx

From: xxxxxx

Sent: 05 December 2022 20:25

To: Parminder Seyan <Parminder.Seyan@watford.gov.uk>

Subject: Re: FW: Notice of application by Grilled Cottage, 85 Vicarage Road, Watford.

Dear Parminder Seyan,

Yes, you are quite correct. Due to a typing error I gave you an incorrect telephone number. It should have been - xxxxx

That aside, it does look as if I am wasting my time and that it has already been decided to grant this application. To answer your question about whether I am complaining about the current operation of the premises or to make a representation to the application, I would say both. Yes, I am put through hell on a regular basis by these delightful people and, yes, I consider a further license would be detrimental to my mental health. I don't consider my mental health 'frivolous' or 'vexatious'. I consider it a serious issue. As for 'public nuisance', well, I am a member of the public and I would certainly consider it a nuisance - at the very least. My nerves are shredded already. You don't seem

to understand how much noise these people make and how much noise they will make when you give them licence to do so all night. I can only say that if you think they will be finished by two in the morning it only shows a naivety. They are there until two (or later) now when they don't even have the said license. As I said in my previous letter - they do what they want!

I mentioned before that one random night every week they decide to make an unholy row by what I call 'moving the world around'. Well, last night was the one they have chosen for this week. 1am, BANG, they wake me and then there is no chance of sleep until they ceased at 2.45am. And you're suggesting they will be finished by 1am on Sunday? Dream on. They will close when they decide. The noise levels have nothing to do with walk-ins. It is the people who work at the grammatically incorrect Grilled Cottage that produce the noise and unacceptable behaviour. This, I feel, will take to me the edge.

As I said, this does all seem to be decided anyway. If that is the case I may have to look at other legal channels. I would like it to be known for the record, and I can't stress this enough, that I don't think I can take much more of this. As I type they are banging on my floor and music is blasting through. Thank you for soon allowing them to do so at any time of the day or night.

I noticed, with a wry smile, the words 'community protection' under your name. What community is being protected? Not mine, that's certain.

If we are currently supposed to be pretending that mental health matters then let's at least pretend convincingly.

Your faithfully,

xxxxxxx.

On 05/12/2022 15:01 Parminder Seyan <parminder.seyan@watford.gov.uk> wrote:

Dear xxxxxxx

Thank you for your email and noted the comments therein.

I tried contacting on your mobile it seems the number provided by yourselves is incorrect.

I gather you have raised concerns with regards to noise associated with the current operation of the premises i.e. opening and closing of the grills/shutter, the extractor fan, the drilling, and slamming of the back door noise.

Before I respond I need some further clarification from yourselves with regards to the above application as follows:

1. Are you complaining about the current operation of the premises? Or
2. whether you wish to make a representation to the above application.

The reason being, if you are complaining about noise issues then your request will be logged as a complaint and will be forwarded to the duty Environmental Health Officer, who shall then respond directly to yourselves and deal with it.

However, if you are submitting a representation to the above premises licence application it must relate to one or more of the four licensing objectives of crime prevention, public safety, public nuisance, and child protection. You are required to detail clearly as why you wish to make representations and whether the late-night refreshment with no access to public after 23:00 hours will have on the licensing objectives. Your comments cannot be considered if they relate to anything else – such as planning permission, the need for licensed premises, trade competition, or the effect on house prices. Frivolous and vexatious representations will also be rejected.

For your information, any premises selling hot food or hot drink at any time between 11pm and 5am must be licensed under the licensing act 2003. The applicant has proposed that there shall only be food delivery after 23:00 hours and no walk-ins after 23:00 hours.

The applicant seeks the provision of Late-Night Refreshment as follows:

Friday & Saturday      23:00 - 02:00

Sunday to Thursday    23:00 - 01:00

For reference, attached is a leaflet on ‘Licensing act 2003 - How to Comment’

If you wish to submit a representation on this application, I would be grateful if you would notify me in writing by 5th December 2022. Unfortunately, any comments received after this date from any person cannot be accepted, because this would be outside of the statutory consultation period and the licensing team have no discretion to extend this period or to accept representations received outside of the consultation period.

Any comments received may be forwarded to the applicant to give them an opportunity to respond. Comments may be added to or summarised in any report that may be presented to a council licensing sub-committee and will then be open to public inspection. Only those parties who have made valid objections will be able to speak at any subsequent licensing sub-committee hearing. Please refer to the enclosed leaflet for further information.

I look forward to hearing from yourselves by midnight tonight. If you wish to discuss further, please do not hesitate to contact myself or the licensing team on 01923 278476.

Kind Regards

Parminder Seyan

Licensing Officer

Community Protection

Watford Borough Council

Town Hall, Watford, WD17 3EX

01923 278476

licensing@watford.gov.uk