

From: Laura Campbell-Pugh
Sent: 24 October 2023 12:10
To: Austen Young
Subject: Re: 23/01162/PRE

Good afternoon,

I do not wish to withdraw as the noise already from the public accessing the premises already causes disruption and nuisance and if it was extended to all hours we will kept away, my children disturbed all night long rather than just the first part of the evening as they already are.

It should not be given a 24 hour license as their custom disturbs the lives of the local community.

Kind regards

Laura

Sent from [Outlook for Android](#)

From: Austen Young
Sent: Tuesday, October 24, 2023 11:47:24 AM
To: Laura Campbell-Pugh
Subject: FW: 23/01162/PRE

Dear Ms Campbell-Pugh

Thank you for your email.

I acknowledge receipt of your objection, although I must advise that some of your comments are not relevant in relation to considering a licence application. However, I still have advice for you in regards to your invalid comments.

First, I want to advise that this application has been amended since its original submission.

Tim Hortons are no longer requesting a licence to play recorded music and I have accepted this amendment. This amendment was agreed after the consultation started on the licence application. I note that you have specific concerns over the playing of recorded music. The only licensable activity that they are requesting now is the provision of late night refreshment. Late night refreshment is the supply of hot food and/or hot drinks at any time between 23:00 and 05:00.

I can confirm that the hours requested in the application have been amended. The hours requested are now as follows:

Provision of late night refreshment, Monday to Sunday 23:00-05:00

Opening times for drive-through, Monday to Sunday 00:00-00:00

Opening times for indoor restaurant, Monday to Sunday 06:00-00:00

This means that the drive-through counter at the premises will be open 24 hours a day. Customers will be allowed to physically enter the premises during the hours of 06:00-00:00, but between 00:00 and 06:00, customers will only be able to use the drive-through counter.

I can also advise that the Police and the premises have agreed a number of conditions which will form part of any licence granted as a result of this application. The Police are a statutory consultee on all licence

applications and as such are invited to comment on all applications. These conditions are attached for your information.

I note that you mention that there is no need for 24 hour service at this location. Unfortunately, the licensing regime is not concerned with the 'need' for premises, as this is seen as being something which is dictated by customer need and market forces. Instead, each application must be treated on its own merits and each application assessed individually. Whether or not there is a 'need' for a premises is not relevant, but the potential impact of a premises is relevant. The only matters which can be considered must relate to one or more of the licensing objectives, which are:

- the prevention of crime and disorder
- the prevention of public nuisance
- public safety
- the protection of children from harm

Nuisance from lights and noise can be considered as being relevant and would fall under the licensing objective of public nuisance.

With regards to the members of staff disturbing you, this is not relevant to licensing but I still might be able to address this issue. If you want your objection to stand I must pass your comments across to Tim Hortons. When I do this, I can flag up to their head office that staff at this premises have been acting in this manner and bring it to their attention and relay to their staff that this behaviour is not appropriate.

If you think that the amendments listed above address your concerns, and you wish to withdraw your objection, please do let me know by reply to this email..

If after considering the amendments above you still have concerns, please let me know that you wish your objection to stand by reply to this email. If you have any further comments to make, or want to expand upon your objection, please let me know by 30 October 2023 at the latest. This is when the consultation period for this application closes. If you do wish your objection to stand, I would be grateful if you could advise if there is anything that you think the premises could offer in the way of conditions, such as those agreed with the Police, which you think could address your concerns. For example, if you are concerned over customer behaviour, particularly with regards to the honking of horns, would it be useful for the premises to put up signage at the drive-through window reminding customers to not honk their horns between the hours of 11.30 pm and 7.00 am in accordance with the Highway Code?

Please do not hesitate to contact me should you have any queries.

Regards

Austen

Austen Young (he/him)
Senior Licensing Officer
Housing & Wellbeing
Watford Borough Council
Town Hall, Watford, WD17 3EX
01923 278476
watford.gov.uk

Watford Borough Council supports flexible and agile working. My emails are sent to you during the hours I work and I understand you will respond during the hours you work.

From: Laura Campbell-Pugh
Sent: Tuesday, October 24, 2023 10:00 AM

To: Licensing (Watford)

Subject: 23/01162/PRE

Dear Austen Young,

Thank you for your letter (10th October) about the application (23/01162/PRE) for Tim Horton to extend its music and refreshments times.

I STRONGLY object to this for the following reasons:-

- The lights of Tim Hortons already light up all the front rooms of our home, raised concerned at the time of opening directly to the venue and was grunted at and told nothing they could do
- Currently there is anti-social behaviour around the venue including loud music from cars accessing the drive through late at night, horns being honked due to slow service on the drive through, noise from the deliveries causes disturbance
- There is no need for a 24 hour service at this location
- We already hear the noise from the Sainsbury's petrol station tannoy and if Tim Horton is allowed music we will hear that as well which means we will never get any piece and quiet
- We have been disturbed by the noise and light produced by Tim Horton's and never had this issue when it was Pizza Hut
- Members of staff have disturbed us of an evening but ringing our door bell to ask to rent a room (this has happened 3 times this year) which is unacceptable when they are promoting themselves as staff causing more annoyance with the venue

I would be very disappointed in Watford Borough Council if they accepted this unnecessary application.

Kind regards,

Laura Campbell-Pugh

Resident of St Albans Road, WD25 9JH