

Representation to Licencing Authority

Application for a variation to the premises licence Woody Express, 103 The parade, Watford, Hertfordshire, WD17 1LU.

- 1.0 As a Responsible Authority under the Licensing Act 2003, the Environmental Health Section has been consulted about the above application.
- 2.0 Environmental Health wish to make the following representation in relation to this application on the grounds of prevention of public nuisance. Environmental Health do not believe that the application should be granted due to the fact that public nuisance in the form of noise and litter will be caused if the business is operated as requested in the application.
- 3.0 We believe that there will be an unacceptable impact because:
1. The premises has increased significantly in size.
 2. An inside seating area has been introduced – the plans show seating for up to 26 people.
 3. A large outside seating area is now provided – the plans show seating for up to 40 people.
 4. The applicant is asking to provide on-site indoor and outdoor late-night refreshment until 5am in the morning 7 days a week.
 5. The applicant is asking for takeaway services until 5am for 7 days a week.
 6. There are a large number of residential premises around Woody's Express including flats directly above and also opposite, with others slightly further away.
 7. Provision of more takeaway food means that there is a likelihood that there will be an increase in litter.
 8. The applicant is asking for a change in the size, operation and opening hours of the business in one application.
- 4.0 Woody Express is situated on The Parade within an area of mixed commercial and residential units. There are 7 residential flats above Woody Express with windows from these flats directly over the premises and outdoor space. See the picture below. The premises used to consist of the section with the red canopy over it with small outdoor seating area. The previous inside space was taken up largely by the cooking area. The extended premises now also includes the property with the black canopy over it, the new inside space is all seating plus the additional outdoor area. This can be seen on the plans submitted with the application. The additional capacity is significant and is therefore likely to generate more noise and lead to complaints.



- 5.0 To the rear of the premises is a yard area. This area is used by the independent delivery drivers with their vehicles (Uber, Just Eat etc.) to collect orders from the rear door of the premises. The windows and doors of the flats above look out onto this area. This activity means that there will be noise from:
1. Bike and car engines.
 2. Drivers talking to each other, telephoning or knocking on the door to get access to the premises.
 3. Noise breakout when the rear door is opened for collection of the food orders.



- 6.0 Woody Express has a ventilation system in order to comply with food safety and health and Safety legislation. The flue for this is on the outside of the building and is located adjacent to some of the residential premises windows. The ventilation system needs to run while the business is open and also run for a time afterwards to clear the air. There will be noise associated with the operation of this ventilation.



7.0 On the opposite side of the road are commercial premises with flats above. Standing with your back to Woody Express and looking at the shops opposite, there are 64 residential units opposite and to the right called 'The Studios.' Further down to the right there are 15 residential units at 112A and 13 The Parade with 13 more residential units within 'Faricross house.'



8.0 Opposite to the left are 12 residential units at 62 The parade.



- 9.0 On the same side of the road as Woody Express there are 21 residential units above the shops down past the old 'Pryzm' nightclub towards Rickmansworth Road, with 22 residential units at 'Crossroads House' on the corner.



- 10.0 As well as being at risk from noise from Woody Express premises, the local residents are also at risk of noise from customers leaving Woody Express and walking past them to exit the town.
- 11.0 The attached spreadsheet provides details of the commercial and residential premises in the area. It includes the opening times of the commercial premises. Where there is a premises Licence it is shown in green and the opening times have been taken from the licence. Where the premises has (or previously had) a pavement licence, or where the premises licence has conditions relating to the outside tables and chairs, details of when the tables and chairs must be removed have been provided.
- 12.0 Woody Express already has late closing times compared to many of the other businesses:
- Monday – Thursday 3am (02:45 LNR finishes)
 - Friday – Saturday 3:15am (03:00 LNR finishes)
 - Sunday 12am (11:45 LNR finishes)
- 12.0 It can be seen that the other premises in the area have a range of closing times between 11pm and 3am, with the later closing times being on weekend nights only (Friday and Saturday). The only later closing time past 3am is 4am for Pryzm which has now closed down. Premises have earlier closing times on Sundays and weeknights. The premises adjacent to Woody Express which has the same set of residential flats above it, is currently vacant. The licence for this premise (previously Barrio East) has closing times of 12am, 12:30am and 2am. We have recently received complaints about noise from late night venues in this vicinity. Bearing all of this in mind it is likely that we will receive complaints if Woody Express opens until 5am.
- 13.0 The tables and chairs outside of the nearby premises are required to be brought inside at a range of times from 11pm to 1.30am with the later times again being on weekend nights only (Friday and Saturday). Premises again have earlier times for tables to be brought inside on Sundays and weeknights. Pryzm and Walkabout have the later time of 2am on some nights but Pryzm is now closed down and we have received complaints about late night noise from Walkabout. The premises adjacent to Woody Express which has the same set of residential flats above it, is currently vacant. The licence for this premise (previously Barrio East) has conditions to control outside noise at the premise from 10pm onwards. Bearing all of this in mind it is likely that we will receive complaints if Woody Express opens with an outside area in use until 5am.

- 14.0 As a result of the closing times shown on the spreadsheet, the noise that residents in the area experience gradually reduces over the night as tables and chairs are removed and then as the premises close and customers leave. The noise reduces earlier on Sundays and weekday nights. If Woody Express is open on its own later than other premises until 05:00 every morning then it is likely that it will become a focal point for people who have left the other venues and there will be a concentration of noise at Woody Express. It is likely that we will receive complaints.
- 15.0 Increasing the hours of operation until 05:00 will mean that residents are subjected to noise from a variety of sources associated with the business every night into the early hours of the morning. This will be from:
1. Customers seated both inside and outside the premises
 2. Noise breakout as people enter and leave the restaurant (including the collection of takeaway)
 3. Noise as people who have either eaten inside or purchased takeaway food move away from the premises
 4. Noise from the ventilation flue which must be in use during premises operation for food safety and health and safety reasons.
 5. Noise from delivery drivers who use the rear yard and rear door to collect orders.
- 16.0 In addition there is likely to be increased litter from the increase sales due to increase in size and extension of trading hours.
- 17.0 Bearing the above in mind I believe that if the licence is granted, then there will be a public nuisance.
- 18.0 If the committee does grant the Licence, then I request that the existing hours remain as they are:
- Monday – Thursday 3am close (02:45 LNR)
 - Friday – Saturday 3:15am close (03:00 LNR)
 - Sunday 12am close (11:45 LNR)
- 19.0 And that the following conditions are included on the Licence in order to prevent the risk of public nuisance:
1. Notices shall be prominently displayed at all doors from which delivery drivers collect orders requesting them to enter and leave their vehicles (or get on and get off their bikes) quietly and considerately, not leave engines running and with due consideration to neighbours.
 2. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and leave the area quietly.
 3. Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.
 4. All windows and doors shall be closed and remain closed from 22:00 until the business reopens the following day, except for the immediate access or egress of customers, staff and delivery drivers.
 5. All outside tables and chairs shall be removed from the outside area or rendered unusable by 22:00 each day.
 6. No rubbish, including bottles, shall be disposed of in outside receptable or outside areas between 22:00 and 08:00 the following day.
 7. All litter, including food debris, which is associated with the use of the premises shall be cleared from within a 15-metre radius of the shop front at the close of business every day. All such rubbish is to be disposed of as trade waste.
 8. All customers who order food to take away after 23.00 shall be asked if they require a bag and serviettes for their food and shall only be provided if required by the customer.
- 20.0 If the committee considers extending the existing opening hours then I recommend that they consider the times that other premises close in order to align Woody Express with these and that

they take into account that residents can reasonably expect noise levels to reduce earlier Sunday through to Thursday.

21.0 In order to deal with this application outside of the formal representation and hearing process:

1. I contacted the applicant's representative on the phone and via email on 8th December stating my concerns, my proposals to deal with these and inviting them to open up a discussion with me. I asked the applicant to respond to me by 15th December. He did not respond.
2. I made a telephone call to the applicant's representative on 18th December to try to discuss the application. The representative was not able to speak to me but said they would call me back. They did not call me back.
3. I emailed the applicant's representative on 18th December giving the applicant further time to contact me before I put my representation in. I asked him to contact me by 20th December.
4. Because I had not had any contact from the applicant or their representative about my concerns and how to deal with them I put my representation in on 22nd December.
5. I made myself available for a mediation session on 12th January but the applicant did not accept the offer of this session.

Catherine Williams
Environmental Health Officer
12.01.24

Number and address	Commercial Premises	Opening days	Opening hours	Outside tables and chairs removed (Premises Licence)	Residential Above
161-163 The Parade	Choice Lettings	Monday to Friday	9:30am till 5:30pm	N/A	Crossroads House Flats 155-169 The Parade 22 Residential Units
159 The Parade	Italian Woodfire Pizza	Monday to Saturday Sunday	12pm till 11pm 12pm till 10pm	N/A	
157 The Parade	Tops Royal Cuisine	Monday to Thursday Friday and Saturday Sunday	12pm till 2am 12pm till 4am 12pm till 12am	N/A	
155 The Parade	Tops Pizza	Sunday to Thursday Friday and Saturday	11am till 12am 11am till 1am	N/A	
151 The Parade	Thekaa	Wednesday and Thursday Friday Saturday Sunday	5pm till 11pm 5pm till 12am 12pm till 12am 12pm till 10:30pm	N/A	None
149 The Parade	Creams Desserts (downstairs) Maffey & Brentnall (upstairs)	Monday to Sunday Monday to Friday	11am till 1pm 9am till 1pm - 2 till 4:45pm	N/A	None
147 The Parade	Mespire	Tuesday to Friday Saturday Sunday	10am till 8pm 8am till 6pm 11am till 5pm	N/A	Flats 147A and 147B, The Parade
145 The Parade	The Pond Post Office	Tuesday to Friday Saturday	9am till 5:30pm 9am till 2pm	N/A	None
143 The Parade	143 Barr	Monday to Saturday Sunday	5pm till 1:30am 5pm till 1am	N/A	None
141 The Parade	Proffitt & Holt	Monday to Friday Saturday	8:45am till 6pm 9am till 5pm	N/A	Flat 1 and Flat 2 143A, The Parade
139 The Parade	Karntz Bakery	Information not available		N/A	None
137a The Parade	Bridgewater Home Care	Information not available		N/A	None

137 The Parade	Glamorous	Monday to Saturday	10am till 7pm	N/A	None
135 The Parade	Unit 3 Café de Lisboa	Monday to Saturday Sunday	8am till 5:30pm 8:30am till 4:30pm	N/A	Flats 1-17 135A, The Parade 17 Residential Units
135 The Parade	Unit 2 Amplifon Hearing Aids	Tuesday to Friday	9am till 5pm	N/A	
135 The Parade	Unit 1 Glow in One	Wednesday and Thursday Friday Saturday Sunday	12pm till 9pm 12pm till 10pm 10am till 10pm 10am till 5pm	N/A	
135 The Parade	Beauty Delux	Information not available		N/A	
131 The Parade	Bottrills Solicitors	Monday to Friday	9am till 5:30pm	N/A	None
129 The Parade	Iconic Aesthetics	Monday to Friday Saturday	9am till 5pm 9am till 7pm	N/A	None
127 The Parade	PRYZM Watford	Monday Tuesday and Wednesday Thursday to Saturday Sunday	10:00am till 4am 10:00am till 3am 10am till 4am 10am till 1:30am	Monday to Saturday 2am Sunday 1:30am	None
107 - 115 The Parade	Barrio East currently closed with licence still in place	Monday to Wednesday Thursday to Saturday Sunday	7am till 12:30am 7am till 2am 7am till 12am	No pavement licence required conditions on the licence for doors and windows closed after 10pm and no handling of waste outside after 10pm	Flat 3 and 6 101, 103, 105, Flat 2 and 5 109 and Flat 1 117 7 Residential Flats
103-105 The Parade	Woody Express	Monday - Thursday Friday - Saturday Sunday	10am till 3am 10am till 3:15am 10am till 12am	No pavement licence required	
97-99 The Parade	Your Move	Monday - Friday Saturday	9am till 6pm 9am till 4pm	N/A	None
95 The Parade	Krafty Koala Pottery Café	Monday, Wednesday and Friday Thursday Saturday Sunday	10am till 6pm 10am till 8pm 9am till 5pm 10am till 4pm	N/A	None
93	Rainbow Home Care Services	Monday to Friday	9am till 5pm	N/A	None
89-91 The Parade	Fratelli Authentic Italian	Monday to Saturday Sunday	12pm till 12am 12pm till 11:30pm	No current pavement licence Previous was Monday to Sunday 11pm	None
87 The Parade	SaladMaster	Monday to Friday	9am till 5pm	N/A	None
85 The Parade	A&M Textiles	Monday, Tuesday, Wednesday, Thursday and Saturday Friday Sunday	9:45am till 6pm 9:45am till 12:15pm 1:15pm till 6pm 1:1am till 4pm	N/A	None

83 The Parade	Canvas Bar & Nightclub	Friday and Saturday Sunday	10am till 3am 10am till 1am	No current pavement licence	None
81 The Parade	Oxfam	Closed	Closed	N/A	None
77-79 The Parade	Hanul Lautariilor	Monday to Saturday Sunday	11am till 3am 11am till 1am	No current pavement licence Previous was Tuesday to Sunday 12am	None
Opposite side of the road to Woody Express					
10 Faircross House 116 The Parade	Taylor's estate agents	Monday to Friday Saturday	9am till 5:30pm 9am till 4pm	N/A	Faircross House 1a-d, 2, 3-7 and 10-13 (entrance around the corner for these) 13 Residential Units
9 Faircross House 116 The Parade	Watford Tailoring & Alterations	Monday to Saturday	9:30am till 6pm	N/A	
120 The Parade	Sandwich Box Café	Monday to Saturday	8am till 4pm	N/A	
118 The Parade	BSU Sport School Uniforms	Monday to Saturday	9am till 5:30pm	N/A	
5 Faircross House 116 The Parade	Lifan Stores	Tuesday Wednesday, Thursday and Friday Saturday	12pm till 9pm 9:30am till 9pm 11am till 7pm	N/A	
4 Faircross House 116 The Parade	Hanako	Monday, Tuesday, Thursday, Friday and Saturday	12pm till 2pm & 6:30pm till 9:30pm	N/A	None
3 Faircross House 116 The Parade	Kazui Barbers	Tuesday and Wednesday Thursday, Friday and Saturday Sunday	9am till 7pm 9am till 8pm 10am till 6pm	N/A	None
2 Faircross House 116 The Parade	Heather and Rose Health	Monday to Friday Saturday Sunday	9:30am till 6pm 9:30am till 5pm 12pm till 5pm	N/A	None
1 Faircross House 116 The Parade	Bamboo Massage and Wellness	Monday to Sunday	10:30am till 9pm	N/A	None
114 The Parade	A&V Cutting Room	Monday to Thursday Friday and Saturday Sunday	9am till 7pm 9am till 8pm 10am till 5pm	N/A	None
112 The Parade	Favourite Supermarket	Tuesday to Sunday	10am till 8pm	N/A	112A
110 The Parade	Residential – The Studios Only	N/A	N/A	N/A	15 Residential Units
108 The Parade	Extra Staff – Recruitment	Monday to Friday	7:30am till 5pm	N/A	101-133 and 201-233 The Studio, The Parade 64 Residential Units
106 The Parade	SunShine Co. Tanning	Monday to Friday Saturday and Sunday	9am till 10pm 9am till 9pm	N/A	
104 The Parade	Brown and Merry Estate Agents Watford	Monday to Friday Saturday	9am till 6pm 9am till 5pm	N/A	
102 The Parade	Concepto	Information not available		N/A	
100 The Parade	Peace Hospice Care	Monday to Saturday	9am till 5pm	N/A	
98 The Parade	Wenzel's the Bakers	Monday to Saturday Sunday	7am till 5:30 pm 8 am till 5 pm	N/A	
96 The Parade	Take a Wok	Information not available		N/A	
94 The Parade	Window to the womb	Monday to Sunday	9am till 9pm	N/A	
90-92 The Parade	SRS Microsystems Camera Shop	Monday to Saturday	9:30am till 5pm	N/A	

88 The Parade	Hintons Pharmacy	Monday to Friday Saturday	9am till 7pm 9am till 4pm	N/A	None
78-80 The Parade	Nationwide Building Society	Monday, Tuesday, Thursday, and Friday Wednesday Saturday	9am till 4:30pm 10am till 4:30pm 9am till 1pm	N/A	None
76 The Parade	Walkabout - Watford	Monday to Wednesday Thursday Friday and Saturday Sunday	8am till 1am 8am till 1:30am 9am till 2:30am 12pm till 12am	Monday to Thursday 12:30am Friday to Saturday 2am Sunday till 12am	None
74 The Parade	Columbia Press currently closed with licence still in place	Monday Tuesday & Wednesday Thursday to Saturday Sunday	7am till 3am 7am till 12:30am 7am till 3am 7am till 12:30am	Pavement licence for The Columbia Press: Monday to Saturday 8am till 12am Sunday 8am till 11pm	None
66-68 (second floor) The Parade	Popworld	Monday to Wednesday Thursday to Saturday Sunday	10am to 1:30am 10am to 2:30am 10am to 11:30pm	Sunday to Thursday 11pm Friday to Saturday 1:30am	None
66-68 The Parade	Slug and Lettuce	Monday to Wednesday Thursday to Saturday Sunday	7am till 12:30am 7am till 1:30am 7am till 11:30pm	Sunday to Thursday 11pm Friday to Saturday 1:30am	None
64 The Parade	Monley's	Monday Tuesday Wednesday & Thursday Friday & Saturday Sunday	12pm to 3am 12pm to 2am 12pm to 2:30am 12pm to 3:15am 12pm to 12am	No current pavement licence previous was Monday to Sunday 11pm	1-12 62 The Parade 12 Residential Units
60-62 The Parade	L'Artista	Monday to Saturday Sunday	12:00pm till 12:00am 12:00pm till 11:30pm	Monday to Sunday 11:30pm	
58 The Parade	Paddy Power	Monday to Saturday Sunday	8:00am till 10:00pm 9:00am till 10:00pm	N/A	