

Mrs.P Seyan
Licensing Authority
Watford Borough Council
Town Hall
Watford
Herts
WD17 3EY
20th May 2014

Dear Mrs Seyan,

NASCOT ARMS - EXTENSION TO LICENSING AND
TRADING HOURS. REF: 14/00468/LAPRE

I refer to the above proposal to extend trading hours and use
of the property.

I live at number 13 Stamford Road adjoining the Nascot Arms
and have done so for many years. To date I have been
extremely tolerant and acted in a neighbourly manner. I have
not formally complained and have always attempted to
politely address matters and to seek the better side of people.

During the last year however as customer numbers have
increased my tolerance has been stretched to the limit and
there has been unacceptable behaviour and what can only be
best described as inconsiderate and uncontrolled action, some
of which must rest with and be the responsibility of Greene
King. In brief, as a result of the 'existing trading hours' the
following are examples of the issues that have arisen and give
cause for concern going forward:

- 1- Excessive uncontrolled sprawling of customers onto the
public footpath necessitating using the road to gain access to
adjacent homes.
- 2- Constant customer sprawling directly outside number 13

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Stamford Road and previously resulting with the timber garden fence collapsing under the weight of so many people leaning. This has had to be replaced with a steel fence in concrete at the owner's expense to maintain safety.

3- Customers leaning on private motor vehicles parked on the road.

4- Unacceptable noise, particularly late at night and which requires all windows to be kept closed (and during the summer months!). The noise is sometimes of such high level that the children have been woken up, this is particularly upsetting during the week and with school the next day.

5- On many occasions, due to high noise levels it has been necessary to come out of the home during the day and evening and politely ask customers to move along the footpath towards the front of the Nascot Arms. On one occasion when the children could not hear their television film properly during the evening, the particular customers (who at the time seemed under the influence of alcohol) did not move along the footpath at first and found it amusing to make fun of the situation- this was upsetting and uncalled for.

6- The occasional arguments or raised voices between customers and the more regular use of swear words later on in the evening after the influence of alcohol is not uncommon in public houses but this undesirable behaviour is exacerbated by the close proximity of people's homes in a high density residential area. When public houses are located in the town centre in the commercial and retail zones then this behaviour would not be such a problem.

7- The occasional clear and distinct noise of shattering glass on the footpath can be off putting but it is accepted that accidents happen and the staff duly attend to and clear up the glass to protect the general public.

8- The noise does not end when the public house closes. There are always the goodbyes, the increased excitement levels and the loud conversations as people travel along the road.

9- With the change in law and that smoking cannot be undertaken internally in public places and the work environment means that there is a constant pipeline of smokers congregating on the small footpath in front of the public house and adjacent houses. This habit brings two issues, the first being the constant noxious smells of smoke which penetrates into the house and secondly, the inconsiderate discarding of the cigarette butts and packaging along the footpath and front gardens. The staff do clear up the

footpath in the mornings but needless to say it is a difficult job to do thoroughly and is made more difficult during inclement weather.

10-The take away Thai food business is extremely popular and busy. A credit to the chefs, the food is good and people from far and wide place orders and then travel to collect. Unfortunately this creates problems of car congestion at times, with short supply car parking spaces for residents being used by customers of the take away food establishment and also increased noise of more cars, including closing car doors and the like. The context being that the car issue is considered to be a nuisance as the area is a high density residential area and not the normal retail high street where most takeaway businesses are located.

11-The thriving Thai food business does create a constant odour and which is impossible to keep out of the home and fabrics when windows are left open. This may be due to inadequate or poorly maintained extract systems but currently this is considered to be unacceptable as modern systems can substantially reduce the effects of cooking smells. It is also noted from the planning proposals that the windows to the new restaurant area located to the rear of the Nascot Arms will be permanently sealed shut. We would respectfully ask the licensing authority to clarify this point as the new restaurant area backs directly onto the middle of the gardens of the adjacent houses.

12- The location of the new rear restaurant area is also a serious concern as regards noise being heard from the residential gardens during the 'existing trading' times.

The matters above are considered to clearly fall within the grounds of disorder, public safety and public nuisance. I therefore confirm my strong objection to any extended trading time as this will only add to and increase the issues described above.

I would like to give a balanced view and state that there is no objection to the public house known as the Nascot Arms. The public house was built at the same time as the houses over a 100 years ago, if not before some of them and would have always been part of the community. The beer is good as is the food as mentioned previously. However as part of modern day living, regulations and acceptable standards in 2014, the high number of households and the right of peaceful enjoyment of people's homes outweighs the commercial considerations of

just one business.

In summary, I feel that consideration of additional control and monitoring of the existing trading times and arrangements is indeed necessary and that any extension of trading time would adversely affect the lives of the residents within this part of the well maintained and desirable Nascot Wood Conservation Area.

I am prepared to speak at the forthcoming hearing and I would like my partner, Mr A Kemp to also have the opportunity to speak or on my behalf.

Yours sincerely,

Ms Fiona Ettridge

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