

The Highland Licensing Board

Meeting – 9 January 2024

Agenda Item	7.4
Report No	HLB/08/24

Application for a major variation of premises licence under the Licensing (Scotland) Act 2005

Queens Hotel, 16 Francis Street, Wick

Report by the Clerk to the Licensing Board

Summary

This report relates to an application for a major variation of premises licence by Queens Hotel (Wick) Ltd in respect of Queens Hotel, 16 Francis Street, Wick.

1.0 Description of premises

1.1 The Queens Hotel is a small family run hotel with dining room, lounge bar, and public bar close to Wick town centre. The premises licence was granted on conversion on 1 September 2009.

2.0 Current operating hours

2.1 The premises currently has the following operating hours:

On sales:

Monday to Thursday:	1100 hrs to 2400 hrs
Friday and Saturday:	1100 hrs to 0100 hrs
Sunday:	1230 hrs to 2345 hrs

Off sales:

Monday to Saturday:	1100 hrs to 2200 hrs
Sunday:	1230 hrs to 2200 hrs

3.0 Summary of variation application

3.1 Variation sought

The applicant seeks to vary the premises licence as follows:-

- 1) amend layout plan for outdoor shelter and TV viewing area;
- 2) amend local condition (m) to allow outdoor drinking until 2200 hrs;
- 3) amend premises licence description;
- 4) extend on sales hours to terminate at 0100 hrs on Sunday to Thursday and commence at 1100 hrs on Sunday;

- 5) increase off sales on a Sunday to commence at 1100 hrs;
- 6) change children and young person policy;
- 7) addition of seasonal variation for festive hours;
- 8) amend on sales capacity to include outdoor drinking areas;
- 9) add conferences and restaurant facilities as services to be provided during and outwith core hours;
- 10) update list of other activities to be provided.

4.0 Background

- 4.1 On 6 November 2023 the Licensing Board received an application for a major variation of a premises licence from Queens Hotel (Wick) Ltd.
- 4.2 The application was publicised during the period 10 November to 1 December 2023 and confirmation that the site notice was displayed has been received.
- 4.3 In accordance with standard procedure, Police Scotland, the Scottish Fire & Rescue Service and the Council's Community Services (Environmental Health) and Planning and Building Standards were consulted on the application.
- 4.4 Notification of the application was also sent to NHS Highland and the local Community Council.
- 4.5 Further to this publication and consultation process, the attached objections/representations have been received from:-

- (1) Police Scotland
- (2) Highland Council's Environmental Health Section
- (3) Mr McCaughey
- (4) Mr and Mrs Nicolson

- 4.6 The applicant must be given the opportunity to be heard before the Board determines the application and has accordingly been invited to the meeting. The applicant has been advised of the hearings procedure which may also be viewed via the following link:

https://www.highland.gov.uk/downloads/file/6399/licensing_hearings_procedure/licensing_board

5.0 Legislation

- 5.1 The Licensing Board must in considering and determining the application, consider whether any grounds of refusal apply and if none of them applies, the Board must grant the application.
- 5.2 Relevant grounds of refusal may be: -
 1. the grant of the application will be inconsistent with one or more of the licensing objectives;
 2. having regard to (i) the nature of the activities carried on or proposed to be

carried on in the subject premises, (ii) the location, character and condition of the premises, and (iii) the persons likely to frequent the premises, the Board considers the premises are unsuitable for use for the sale of alcohol in accordance with the proposed variation;

3. that the Board considers that, if the application were to be granted, there would, as a result, be overprovision of licensed premises, or licensed premises of the same or similar description as the subject premises, in the locality.

5.3 For the purposes of the Act, the licensing objectives are-

- (a) preventing crime and disorder,
- (b) securing public safety,
- (c) preventing public nuisance,
- (d) protecting and improving public health, and
- (e) protecting children and young persons from harm.

5.4 The Board only has power either to grant the application and make a variation of the conditions to which the licence is subject or to refuse the application.

5.5 If the Board refuses the application, the Board must specify the ground for refusal and if the ground for refusal relates to a licensing objective, the Board must specify the objective in question.

6.0 Licensing Standards Officer

6.1 The LSO has provided the following comments:-

- a) The property known as Queens Hotel is a long established hotel on Francis Street, Wick.
- b) The premises are situated in an area that is a mix of commercial premises and dwellinghouses, near to the centre of Wick in Caithness (see attached location plan in appendix). The premises are detached and sit within their own grounds, with the main road into Wick to the front and private dwellinghouses directly adjacent to the rear of the property. The premises have existing licensed areas to the front and rear of the premises. The use of these outdoor areas was greatly increased during the Covid lockdown and restriction periods.
- c) This application is to extend the use of the current outdoor areas at the premises which will include the use of a temporary structure at the rear outdoor area – see attached layout plan in appendix. Also, to extend the use of the outdoor area from the current terminal hour of use 2100 hrs to an extended 2200 hrs.
- d) The application also seeks to allow for the use of televisions within the two outdoor areas, but primarily the rear area.

- e) The application also seeks to update the Children and Young Persons policy to have less restriction on ages of persons who must accompany children and young persons within the premises.
- f) The application seeks to increase the licensing hours within the premises in line with Highland Licensing Board Policy.
- g) The layout plans submitted complies with the required specifications.
- h) The change to the Children and Young Persons policy will allow Children and Young Persons to be within the premises accompanied by a person 18 years and over as a pose to the current restriction which requires the accompanying adult to be 21 years of age.
- i) This variation is acceptable to the LSO with the proviso that the below special condition restricting access for children to the Public Bar and Outdoor drinking area is only whilst accompanied by an adult 18 years and over and only before 1800 hrs and whilst taking a meal.
- j) The addition of the use of the outdoor areas to include television which appears to be primarily for the showing of football matches is of concern. The rear area is directly adjacent to neighbouring properties and their gardens, and the noise associated with the watching of televised sport is inconsistent with Licensing Objective 3 that is preventing public nuisance. The behaviour of patrons within this area watching this televised sport is also of concern, and I would suggest contrary to Licensing Objective 1 preventing crime and disorder.
- k) During the period of public consultation, two objections were received from neighbours, one from Mr McCaughey whose garden and rear of dwellinghouse is directly beside the rear outdoor drinking area. An objection was also received from Mr and Mrs Nicolson again whose garden and property are also directly adjacent to the rear outdoor area. Both of these objections relate to Licensing objectives 1 and 3.
- l) I would suggest the variation to local condition applied for to extend the restricted use of the outdoor area to 2200 hrs is not appropriate as the majority of licensed premises with local conditions restricting use of outdoor areas in this town centre area of Wick are 2100 hrs.
- m) I have spoken with both objectors, who clearly outlined their concerns and some of the recent history of the use of the rear outdoor areas, the adverse incidents described appear to corroborate each other. There have also been some reports of incidents reported to Police Scotland which they can clarify, separately.
- n) I am aware Environmental Health have concerns in relation to noise nuisance and who will I believe present their own concerns to the Board.

- o) In most circumstances the Board do not have the opportunity to review the effects of a variation to a Premises Licence prior to the Board hearing, but in these particular circumstances the use of the outdoor area at the rear of the premises to view television screens and play amplified music had been introduced during the Covid restrictions period. The use during that period and since has caused significant annoyance and disturbance to neighbours.
- p) It would appear that the use of the rear outdoor area in particular with amplified music and television has caused nuisance and disturbance to neighbours and so I would suggest below Local and Special Conditions to the Board, in an effort to minimise disruption and disorder.

7.0 HLB local policies

7.1 The following policies are relevant to the application:

- (1) Highland Licensing Board Policy Statement 2023-28
- (2) Highland Licensing Board Equality Strategy

8.0 Conditions

8.1 Mandatory conditions

If the application is approved the mandatory conditions set out in Schedule 3 of the Act will apply.

8.2 Local conditions

Remove local condition (a), the other existing location conditions will continue to apply. It is recommended that the following additional local conditions be attached:

- k. The licence holder shall submit to the Board and to Police Scotland, prior to 1 December each year, notice of the dates within the festive period on which it is intended that the premises remain open until the festive period terminal hour stated for that category of premises in the Board's Policy Statement. The premises may remain open until the festive period terminal hour only on those dates for which notice has been given by the licence holder to the Board and to Police Scotland in accordance with this condition.
- l. The boundaries of any outside area will be effectively demarcated to the satisfaction of the Licensing Standards Officer.
- n(i). No live or recorded music or television shall be played in any outdoor drinking area.
- o. The licence holder shall ensure that consumption of drinks (alcoholic or

non-alcoholic) in any outside drinking area is permitted only by customers seated at the tables and chairs provided in the outside drinking area and not by customers standing in that area.

8.3 Special conditions

It is recommended that the following special conditions be attached:

1. Children under the age of 16 are excluded from the Public Bar and Outdoor drinking area after 1800 hrs unless attending a private function.
2. Children may be within the Public Bar and Outdoor Drinking area until 1800 hrs whilst accompanied by an adult 18 years and over for the purposes of taking a meal.
3. A CCTV system must be installed to view the outdoor areas to the satisfaction of the Chief Constable and must be kept in good working order.

8.4 Late opening conditions

In view of the seasonal variation request, the Board may wish to consider attaching the following special condition(s):

- (1) First Aid must be present on the premises from 0100 hrs (on any day when the premises are open at 0100 hrs) until whichever is the earlier of:-
 - (a) the time at which the premises next close; and
 - (b) 0500 hrs
- (2) A designated person who is the holder of a personal licence must be present on the premises from 0100 hrs (on any day when the premises are open at 0100 hrs) until whichever is the earlier of:-
 - (a) the time at which the premises next close; and
 - (b) 0500 hrs or such other time as the Licensing Board may specify.

Recommendation

The Board is invited to determine the above application and if minded to grant the application, to agree to remove local condition (a), the proposed additional local conditions, special conditions and late opening conditions detailed at paras 8.2, 8.3 and 8.4 above.

If the Board is minded to refuse the application, the Board must specify the ground for refusal and if the ground for refusal is in relation to a licensing objective, the Board must specify the objective in question.

Reference: HC/CSR/0248
Date: 12 November 2023
Author: G Sutherland

Background Papers: The Licensing (Scotland) Act 2005/Application Form.

Appendices: 1 – Letter dated 23 November 2023 from Police Scotland
2 – Email dated 23 November 2023 from Environmental Health,
Highland Council
3 – Letter dated 29 November 2023 from Mr McCaughey
4 – Letter dated 30 November 2023 from Mr and Mrs Nicolson
5 – Location plan
6 – Layout plan

23/11/2023

Your Ref: HC/CSER/0248

Our Ref: 772435

Highland Council
Licensing Office
Council Headquarters
Glenurquhart Road
Inverness
IV3 5NX



Divisional Co-ordination Unit
Highland and Islands Division
Police HQ
Old Perth Road
INVERNESS
IV2 3SY

FOR THE ATTENTION OF Iain Meredith

Dear Sir,

LICENSING (SCOTLAND) ACT 2005 APPLICATION FOR THE VARIATION OF A PREMISES LICENCE QUEENS HOTEL 16 FRANCIS STREET, WICK, HIGHLAND, KW1 5PZ. QUEENS HOTEL (WICK) LTD.

I refer to the above application for the variation of a premises licence under terms of Section 29(5) of the Licensing (Scotland) Act 2005.

The variation requested consists of

1. Outdoor drinking area from 1100 hours to 2200 hours
2. Extend on sales hours to terminate at 0100 hrs on Sunday to Thursday and commence at 1100 hrs on Sunday
3. Increase off sales on a Sunday to commence at 1100 hrs
4. Change children and young person policy
5. Addition of seasonal variation for festive hours
6. Amend on sales capacity to include outdoor drinking
7. Add conferences and restaurant facilities as services to be provided during and out with core hours
8. Update list of other activities to be provide

In terms of Section 29(5) of the Act this request can be considered a variation.

In terms of Section 22(1) (b) (ii) and (iii) of the Licensing (Scotland) Act 2005, I am of the opinion that the variation in its current form should be modified as follows;

1. Outdoor drinking cease at 2100 hours.

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This is in line with local conditions and other premises in the area. The Hotel is surrounded by residential properties. This will ensure that the Licensing Objectives are not breached, namely

Preventing public nuisance

2. The outdoor TV allowance is removed.

I am of the opinion that this also causes a threat to the Licensing Objectives, namely

Preventing public nuisance

Due to the very close proximity of many residential properties surrounding the premises.

If the Board sees fit to allow the TV in the outdoor drinking area then it is requested that a condition is added to have the outdoor TV (and any other sound making / emitting equipment) cease at 2000 hours to mitigate against the risk of a breach in the Licensing Objectives namely,

Preventing public nuisance

3. The outdoor drinking area should be subject to the condition that it is seated only patrons and no upright drinking is allowed.
4. Children should only be allowed in the Public Bar and outdoor drinking area when taking a meal before 6pm accompanied by a responsible adult. After 6pm children should only be allowed in the Lounge Bar and dining area. This is due to the public bar and outdoor drinking area not being an appropriate space for children after this time and allowing children in these areas could breach the Licensing Objectives, namely

The Protection of Children from harm

If the variation, or an amended version is approved, I respectfully request that the Licensing Board considers that conditions be imposed as follows;

Local Condition N (i) - No live or recorded music shall be played in any outdoor drinking area (to include use of a TV for televised sports)

Local Condition O - The licence holder shall ensure that consumption of drinks (Alcoholic or non-alcoholic) in any outside drinking area is permitted only by customers seated at the tables and chairs provided in the outside drinking area and not by customers standing in that area.

This will ensure the premises does not breach the Licensing Objective, namely

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3 – Preventing Public Nuisance

This representation is submitted for your attention in considering this application.

Yours faithfully

Chief Superintendent Rob Shepherd
Divisional Commander

From: [Philip Dent \(Environmental Health \(North\)\)](#)
To: [Geraldine Sutherland \(Legal Team \(Licensing\)\)](#)
Subject: Major Variation - Queens Hotel, 16 Francis Street, Wick
Date: 23 November 2023 10:37:26

Please see below comments for the above application -

	Licence Requirement	Comment
1	<p><i>Licensing objective</i></p> <p><i>To ensure there is no undue public nuisance, public order or public safety.</i></p>	<p><i>The applicant has requested that the outside seating area is open between the hours of 11:00 to 22:00. There is the potential for public nuisance due to the close proximity of neighbouring dwellings in the form of “people” noise and amplified sound. We note that there is seating for up to 40 patrons and provision of amplified entertainment by means of two TV screens</i></p> <p><i>Our service would therefore wish to formally object to the proposals in the application on the grounds of prevention of public nuisance and require the following conditions are attached to any licence granted</i></p>

1. The use of the outside areas both seated and non-seated shall be restricted to the hours of 11:00 and 21:00
2. There shall be no licensable entertainment both amplified and non-amplified in the outside areas after 20:00
3. The TV screens shall not be used for the provision of amplified music
4. There shall be a noise management plan implemented at the premises to the satisfaction of the Council's Environmental Health Department that considers the following

Noise Source	What effects the impact	Mitigation to Consider
Internal music, films, TV etc.	Hours and numbers of events	Specify hours and consider how often
	Volume	Control i.e use of limiters
	Doors and windows	Keep closed at all times, use self-closing devices
	Building design and construction	Sound insulation improvements, install lobbies
	Location of speakers	Away from doors/windows, avoid party walls
	Location of source of noise	Avoid conservatories or near large glazed area or by external access doors
	Bass control	Limit levels
Outside music	Hours and number of events	Specify hours, avoid later times and consider frequency of events. Not every weekend.
	Volume	Control i.e. limiters. Regular monitoring
	Direction of speakers	Point away from residential properties
	Location of speakers	As far away from noise sensitive residential properties as possible. Some venues unsuitable for outdoor events
Deliveries and collections	Times of day	Limit times i.e. between 0700 hours – 1800 hours

	Days of the week	Not weekends or public holidays
Smoking shelters, external seating areas	Location	As far away from residential properties as possible
	Times of use	Staff monitor use of the area and behaviour of patrons. Limit numbers of patrons using the area.
	Tables and chairs	Limit the times of use
Gardens and play Areas	Music	See above
	Children and customer noise	Restrict hours of use, supervise the area and use signs
	PA systems	Avoid using PA systems where possible
Customers and cCar parks	Misuse Customers arriving/leaving Radios Late Hour Access Loitering, smoking outside, anti-social behaviour	Use registered door staff; employ a no tolerance policy for anti-social behaviour; use CCTV; clear signage of exits; supervise entry/exit from premises; no drinks outside; supervise smoking area; recommended taxi companies
Refuse and recycling bins, bottles and stores. Movement of barrels	General noise	Follow good practice; limit times when bins are emptied and barrels are moved. Avoid late at night and early mornings. Site refuse and recycling stores as far away as possible from residential properties
Complaints	Response and attitude	Record complaints; make contact with neighbours and deal with reasonable issues swiftly where possible; consider liaising with neighbours giving out name and number of responsible person to contact if noise is a problem.

Philip Dent MCIEH
Environmental Health Officer

Community Services – Environmental Health
The Highland Council, Caithness House, Market Place, Wick, Caithness, KW1 4AB

James McCaughey

29th November 2023

Ian Meredith
Highland Licensing Board

Re.: Your Reference IM/GS Application for Variation of Premises Licence
Queens Hotel, Francis Street, Wick

It would be interesting to see the new proposed layout plan and how it would become acceptable. The outside drinking area was installed over two years ago with no consultation or consideration about the impact it would have on a residential area. The installation involves a raised wooden platform, thereby allowing patrons to look over the adjacent wall into my garden and back door. I would have thought that this would be subject to planning permission. Also a protective and sound proofed high wall should have been erected at the premise holder's cost. Of course these were Covid times where social distancing needed to be adhered to and meetings outside were recommended.

So myself and other direct neighbours and indeed a large surrounding neighbourhood put up with this arrangement suffering the following:

Antisocial behaviour.

Loud music, sometimes provided by patrons' own devices, above what is permitted as per the Antisocial Behaviour Scotland Act 2004. I have measured noise levels of 55dB. These are above the allowed 41 DB during the day and 37dB in the evening until 23.00 hrs.

During broadcasts of football games increasing disturbances.

Shouting, screaming, some personally directed, to the point of feeling intimidated, rendering the use and enjoyment of my garden impossible.

Objects thrown over the wall, glass bottles and glasses that splinter, ashtrays and other debris.

There was evidence of someone climbing over the wall and leaving a Covid test and other debris behind. Sticks had been inserted into the wall to enable easier climbing.

Inebriated dancing on top of the premise holder's garage roof and on outdoor tables.

Calls to crime stoppers and the owner did not lead to a solution to this problem.

I accommodate guests in my garden room annex who on some occasion were bewildered and concerned about the noise and worried about being safe. Matters were outwith my control, so all this was having a negative impact on the experience of my visitors and not conducive to repeat business.

The installation should not be there at all, especially since the Covid pandemic is over now. Its hidden location from bar staff enables unsupervised and unchallenged anti social behaviour as described above. Slightly better would be an outdoor facility at the front door of the hotel due to better supervision, thereby preventing escalation much sooner.

There are plenty drinking places in the town centre and outdoor facilities at The Camps and the former Wetherspoons.

I strongly object to the existing arrangement and the licence holder's new proposals.

James McCaughey



Michael Nicolson

Ian Meridith

Highland Licensing Board

Re: Your Reference IM/GS Application for Variation of Premises Licence Neighbour Notification - Queens Hotel, Frances Street, Wick

We wish to lodge our formal objection to the licensing proposal put forward by The Queens Hotel and its proprietors.

When we bought our property 3 years ago, there was no seating area at the rear of The Queens Hotel and we received no notification of any being constructed. Since the current outdoor decking area with roof was installed 2 years ago, we have had many instances of antisocial behaviour from The Queens Hotel.

- Excessive drinking appears to be entirely unmonitored at the rear of the property as does access to this area due to patrons entering and exiting through a gate at the rear of the Queens Hotel.
- Patrons have full control of the music system and the volume. This has led to my family being unable to enjoy the use of our garden due to the volume of music and on occasion, inappropriate and offensive music being played. The volume is often so loud that we can hear it inside our property with all windows and doors closed. This is added to by the shouting, screaming and swearing from patrons which has a negative impact on my wife, my 5 year old child, myself and our pets.
- We have had several instances where customers have sat on and climbed over the wall into our garden. There have been cigarette butts and other litter thrown into our garden and when asked to stop, we have been met with verbal abuse and swearing in front of my child.
- While my family were in our garden, we have had a glass thrown over the wall from the seating area, into our garden which narrowly missed hitting our child, 3 years old at the time, as he played in his sandpit. If this had struck him, it would have caused serious injury. We now have to check our garden for litter and broken glass before letting our child, his friends, and our nieces play in the garden and if we can hear customers in the 'beer garden', we feel we must be with him at all times to ensure his safety.
- There has been evidence of broken plant pots in our garden, seating moved and an ashtray and drinks glasses left in our garden, which we found on return from a day out last summer. When we spoke to the licence holder, she came to our property to see the situation and confirmed that the ashtray and glasses left in our garden did

indeed come from the Queens Hotel, but that she did not know who had accessed our property, why they had done so, or precisely when. If the area was being monitored in an adequate manner, this would not have happened and we would not have to worry about our property being used by the hotel's customers. We have also witnessed patrons urinating on our garden wall.

- We have asked for music volume to be lowered and complained numerous times. Early in 2021, staff did make an attempt to ask patrons to lower the volume of the speakers, but were either met with abuse themselves or the volume was turned back up once the staff had gone back inside. Subsequent requests for staff to control the volume and not to serve already over-inebriated patrons have been ignored or simply answered with indifference. The level of autonomy patrons are given with the music and media in the outdoor area would not be permitted inside the building, where staff are marginally more in control. Outside, patrons are left to their own devices.
- We have had to call the police several times, especially when football matches have been on, as we have been worried for our own safety and that of our property. Several times we have had to try and calm our young child down as the noise and shouting has woken him at night. Patrons have raced up and down our street, banging against cars. This was especially prevalent during the World Cup matches.
- During the summer months, and during daytime hours, families with young children using the outdoor seating area have let their children climb over our wall. We have found children sitting atop our wall watching our pets play and encouraging each other to use our child's garden toys and play equipment. The temptation for children seeing the play equipment will understandably be tempting, but it is not our responsibility as homeowners to ensure the Queens patrons do not use our property. Provisions should be put in place by the owners to secure their own boundaries and ensure their patrons are reasonably behaved while on their premises.
- During the summer months, particularly at weekends and on bank holidays, and usually from lunchtime onwards, the noise levels and disruptive behaviours from Queens patrons escalates dramatically to the point where from early afternoon we are driven inside and unable to enjoy our garden. Consultation with our neighbours on Newton Avenue and Francis Street has revealed they feel the same. We are all unable to hear our own conversations, let alone enjoy our own music or activities. This has resulted in family events and play dates with friends being cut short, not only due to noise levels from the outdoor speakers but patrons beginning to climb the walls and Queens garage roof, throwing shoes and other personal items and rubbish. Our friends and family do not feel safe in these situations, nor do we. We have so far been unable to use our own outdoor facilities such as garden sofas and fire pit in the evenings, from Spring to Autumn, as by that point the noise is so loud we are unable to hold a conversation or sit comfortably. This was extended into winter months when the owners installed outdoor heating into the seating area.

A prime, recent example of the above is our son's 5th birthday. We held a small party for him in the garden, believing that a Sunday (6th August) would hopefully bring less chance of significant disturbance. The party consisted of 5 of his friends and his two

cousins, their parents, his grandparents, and great-grandmother (87 years old) and started at 1pm with a bbq. By 3pm, the noise from the speakers and swearing and rowdy behaviour from the patrons meant that our guests became uncomfortable and left, causing disappointment for us, our son, and guests that they had to leave early.

We do not see how any extended hours for alcohol sales or adjustment of layout to the seating area at the rear of the property will do anything but make the situation worse for ourselves and our neighbours. We note that the application wishes to see the outdoor area to gain the same on-sales capacity as the indoor areas, which would significantly extend these hours. At present, the very little respite we have is that the licence ends for the outdoor area at 10pm (though this has often been flouted til 11pm or later under the guise of it being 'a smoking area'). We fear that a further extension til 1am will allow this anti-social, unreasonable, and uncontrolled behaviour to continue well into the early morning and prevent us from relaxing or even being able to sleep comfortably in our own home. We particularly fear the behaviours this would permit at key events such as festive parties and new year celebrations, given that bank holidays, sports events, etc see the very worst of the behaviours. There are other premises within the town, such as Mackays Hotel, Norseman Hotel and River House (formerly Wetherspoons) which already offer extended on-sales hours to accommodate weddings, celebration events, and social activities during the hours proposed by the Queens, all of which are not at risk of disturbing residential areas due to their locations within and surrounding the town precinct and river. This proposal may benefit the Queens in terms of footfall and revenue, but that would come at severe cost to the residential areas which surround it on all sides.

An improved seating area to the front of the property where there are already several benches and are within hearing distance of the bar and staff would be a more logical solution in our opinion. There has been no sound proofing to the rear of the property which would also help the current situation, as would some form of suitable fencing to stop customers from climbing and throwing litter into the surrounding gardens. While these suggestions may serve to make the current situation more manageable, we fear that even with these mitigations the extended hours and change to licensing provision would prove detrimental. As highlighted, there is at least a 10pm 'curfew' after which we can expect the owners to enforce, if this is extended to 1am, it permits further over-intoxication, irresponsible and reckless behaviour, and would negatively impact our family's mental health and wellbeing, and we are sure that of our neighbours too.

When we purchased this house and moved in in October 2020, we took ownership of our dream home. All of our experiences with the Queens Hotel up to that point had been of a place which had a pleasant atmosphere, where we spent evenings with friends playing pool in the bar and enjoying good company. We had never experienced any personal accounts of rowdy behaviour, nor heard of any disturbances, and so believed the sellers when we asked them if they had ever had any trouble, or whether they knew of any changes to the operations of the hotel, and they said they had no bad experiences nor knew of any changes proposed. We are able to evidence the complaints above and will willingly do so, should it be deemed appropriate by the licensing board for the purpose of this decision.

Unfortunately, by the point where we had already moved in, these developments had already begun, the veranda and seating had begun to materialise, and we were unaware of them

until it was too late to make an objection. We sincerely hope that, this time, we are able to use our right to object and that the board will seriously consider the negative impact permitting this proposal will have on our family, particularly our young son who is already finding it difficult to experience reasonable social events with his friends and family. WE wholly believe there are grounds to reject this proposal under: Preventing crime and disorder; securing public safety; preventing public nuisance; protecting and improving public health and protecting children from harm.

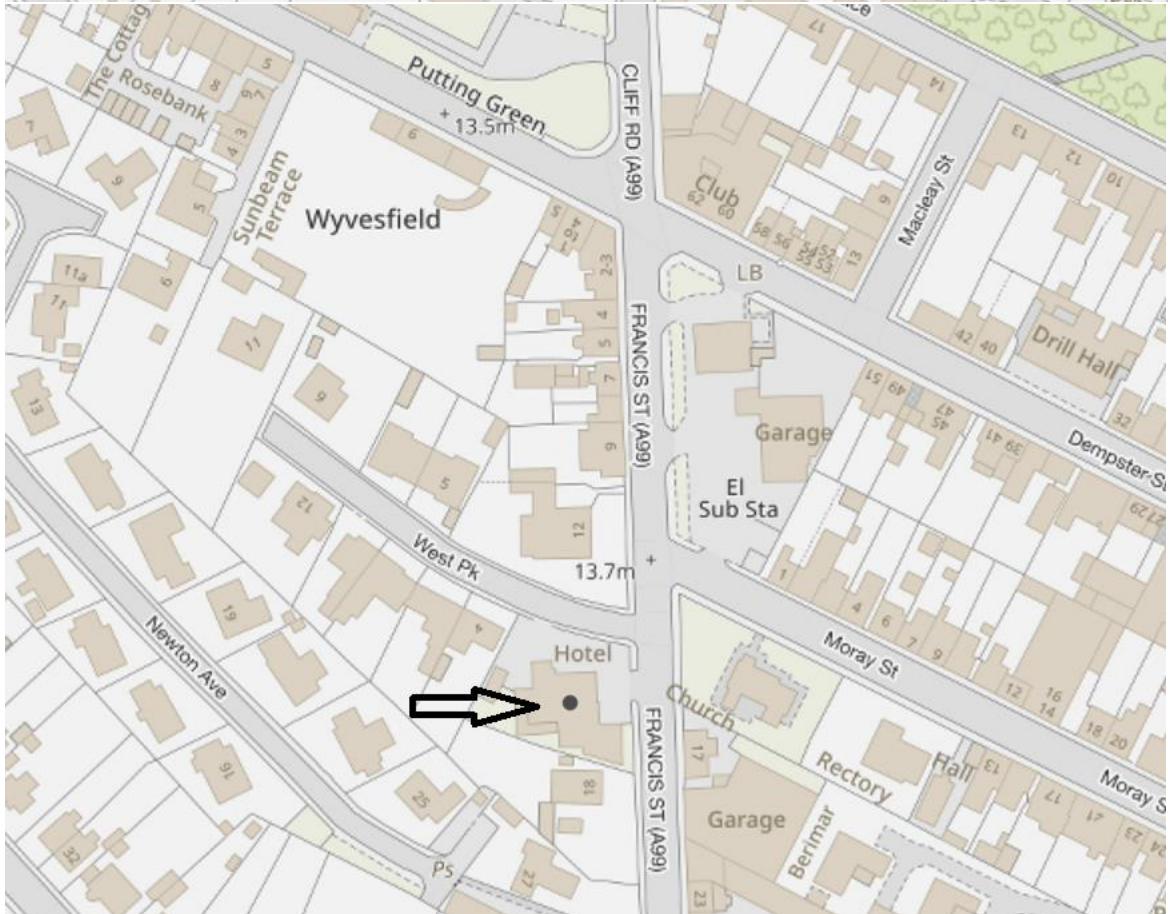
Please do not allow our dream family home to become a nightmare.

Yours sincerely,



Michael and Kayleigh Nicolson

THURSDAY 30TH NOVEMBER 2023





LOCATION PLAN 1:1250