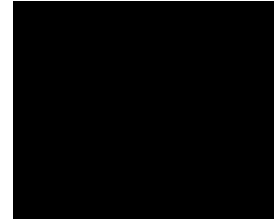


Appendix 3



Dear Resident,

I write concerning your representation, submitted in relation to my company's premises licence application for 4a – 4b Endless Street.

Daimee Limited is a hospitality company that my wife, Aimee, and I operate and have done for a number of years in Salisbury. I was born in Salisbury, schooled in Salisbury and now very proud that we run a successful hospitality business employing 40 local people and contributing to the local economy. We currently operate three licensed venues in the city centre, all within residential spaces and have always worked in harmony with local residents. To date, we have never received a noise complaint about any venue, which can be evidenced by Wiltshire Council. We do not intend for this to be the case with our proposed application.

Tinga is a Mexican restaurant currently operating at 2-4 Salt Lane. We have been very popular since we opened in 2018 and now in a position to hopefully move to a larger venue.

I have read your concerns regarding noise in relation to the close location to Sarum Lodge. As a business we are committed to an operational plan that will not have an adverse effect on our neighbours.

We have a detailed noise management plan in place which has been submitted to Wiltshire Council's environmental health team and this plan has been agreed as robust and adequate. It has also been agreed as a condition on the premises licence that this plan will be adhered to at all times. All of our trading times are in line with planning consent granted back in 2015 during the construction of Sarum Lodge, which the developers agreed to. It is important that a balance is struck between city centre living and a thriving hospitality economy.

Some key notes from the noise management plan;

- Internal music will usually be background level
- Speakers will not be located facing external doors, partying walls or in the stairwell
- A limit to the number of smokers outside the venue will be 6 at one time. Supervisors will also monitor the volume coming from these customers
- Noise will be monitored via decibel readers and also 'noise heard' by trained staff. These points will be at Sarum lodge on Endless Street and also the rear of the building
- Taxis called after 20:00 will have to be from Blue Boar Row only
- Doors and windows will remain closed except for ingress and access
- No alcohol will be consumed outside the venue

The above notes are some of the key points of the noise management plan and should give all residents confidence that the premises will not cause public nuisance.

I can be contacted further on [REDACTED] to discuss any concerns in more detail.

Kind Regards.

[REDACTED]

David Hancock
Director

REP 1 – Response to applicant email

Thank you for your email and the information from Mr. Hancock. I do not wish to withdraw my representation. My reasons are:-

I question the ability of busy staff to distinguish between those leaving the restaurant and simply going outside to smoke and return. I cannot see how his staff can monitor and prevent loud behaviour outside -their authority outside the building will be negligible. I myself witnessed noisy numbers of his Tinga clients spread all over Salt Lane at 9.30 one night last summer- the car I was in had to stop for them to clear the road. Many had drinks in hand and the restaurant doors were wide open with music emanating from the restaurant.

With regard to the building, even with doors and windows closed the single glazed nature of the pavement to first floor windows across the double front of 4a and 4b will mean noise will escape. The lobby type door only represents a small area of the frontage. Will the management limit music in the rooms for parties to background music?

Limiting the licensing and opening hours of the restaurant both in time and frequency will alleviate some of this. I wish my representation to go forward.

REP 2 – Response to applicant email

Thank you for your Email of 15 Sept.21.and for including the reassuring comments of Mr Hancock but he does not mention that he wishes to use the first floor for parties and other gatherings and I will not withdraw my objection. Clients who hire his premises for a party will require electronically produced disco music that is invasive of others premises the effect of which I set out in my objection of 24 August 21.

REP 3 - Response to applicant

Thank you for your email and the attached letter from the applicant addressing the concerns of local residents. I am pleased to see the measures he is prepared to take to reduce any negative impact of his proposed venture, but I regret that does not fully address my concerns and I wish to continue with my representations on behalf of the residents of Sarum Lodge for the following reasons.

- The applicant states that “internal music will usually be background level”. He does not indicate under what circumstances it will NOT be at background level.
- He also states that “A limit to the number of smokers outside the venue will be limited to 6 at one time”. A laudable intention but I doubt he has either the legal right to prevent anyone leaving his premises at any time, for whatever reason, nor will he have the staff available at all times “to monitor the volume coming from these customers”.
- I am also concerned that his letter makes no mention of the use of the upper rooms (marked on his plan for “private dining”) for group event or parties when the noise level of any music is likely to be higher. If there are to be events when recorded ‘disco’ type music will be played by a DJ upstairs there is the potential for reverberating bass sounds to be transmitted to nearby buildings - this is the type of noise which is most disturbing.
- Customers attending group events are also more likely to generate larger numbers leaving together at the close of business. A major concern is therefore one over which the applicant will have no control: once customers leave the premises there is the potential for noisy and rowdy behaviour. Just having a notice asking customers to leave quietly will be unnecessary for customers who are always respectful of the neighbours when leaving and will be ignored by those who are likely to leave noisily. Late at night the impact of such noise will be much greater when the ambient noise levels are low.

I reiterate my suggestion that a closing time of midnight 7 days a week would be unacceptable. An earlier closing time (no later than 11 pm) would reduce the impact of any such late night disturbance.

I would like to add that residents of Sarum Lodge appreciate the benefits of city-centre living and understand the consequential noise that that entails but we believe that the proposed licensing times applied for in this case are excessive. We are not ‘fuddy-duddies’ who believe there should be no noise at all and we enjoy socialising and parties ourselves, but not in a way that impacts negatively on our neighbours.