

RECEIVED

29 AUG 2017

PUBLIC PROTECTION

The Licensing Officer  
Licensing Department  
Wiltshire Council  
Monkton Park  
Chippenham  
SN15 1ER

Mr and Mrs W. Jones  
10 Ivy Street  
Salisbury  
SP1 2AY

**Re: Review of Premises Licence Section 51 Licensing Act 2003:  
Queen's Arms Public House, Ivy Street, Salisbury, SP1 2AY**

Dear Licensing Officer

I am writing as a resident of Ivy Street, Salisbury to express my opinion regarding the review of the licensing for the Queen's Arms Public House, Salisbury.

My wife and I have lived at our current address since 1977 but we are concerned that in the past 18 months the level of noise from the Queen's Arms, mainly due to loud music, loading and unloading of music equipment for live bands and from its customers' anti-social behaviour (especially disturbing to our peace of mind and perceived safety) in the street outside the pub and in the pub's smoking area is now beyond the normal level of tolerance for such premises, particularly when this occurs after traditional licensing hours (after 11 p.m.). I believe this is in breach of the 'Noise Management Plan' as detailed in Wiltshire Council's Public Notice.

My wife and I are both in our late seventies and have found the noise and disturbance from the Queen's Arms' music and from its customers so disruptive to our ability to sleep or even to enjoy an evening's television viewing, that I have considered having additional triple-glazing installed – a decision due to the expense that I have not taken lightly.

We enjoy having our young grandchildren to stay; however, the level of noise and disruption from the excessively loud music and anti-social behaviour has become of concern as we would not want to expose them to this.

We are not adverse to the pub's customers enjoying their social evening within normal noise and behavioural levels and would urge the Council to consider what is appropriate in our residential environment when reviewing the Queen's Arms' licence.

Many thanks for your consideration.

Mr William Jones and Mrs Nesta Jones

[Redacted signature]

Telephone: [Redacted] Daughter's (Marie Jones') email: [Redacted]



14 Antelope Court  
Brown Street  
Salisbury  
Wilts SP1 2AR

Tel: 

RECEIVED

05 SEP 2017

PUBLIC PROTECTION

Dear Sir / Madam

Re: The Queen's Arms Public House, Ivy Street, Salisbury

I write regarding the notices displayed in the windows of the above Public House.

When the first complaints were dealt with in 2016 I was one of the local residents who wrote at length regarding the noise and anti-social behaviour at the pub.

At that time the proprietor and staff ignored all requests from local residents for the noise to be reduced and for the behaviour of the customers to be controlled. All reasonable requests were met by abuse from both customers and the bar staff.

Fortunately the Abatement Order at that time at least stopped loud music being played in the 'Barn' area of the pub, but it continued in the bar on the Ivy Street side of the premises. There has been no change in the attitude of Mr Sainsbury or his staff despite his plea in the local paper that he wanted to just play 'nice music in the afternoon', and nothing more.

The noise continues and loud, foul mouthed customers, many of whom are drunk, spill into the road drinking arguing, until late in the evening. This, combined with the loud Juke Box music, the live Bands etc, make some evenings in this area unbearable. It doesn't stop at 11pm either. The loud Juke Box continues to play and even when Bands have ended playing, they then make a considerable noise in the street when loading their equipment etc, up to and sometimes after midnight.

Around 'closing time' and afterwards I have to endure drunken, swearing customers banging on my front door and ringing the bell. My front door is in Brown Street near to the double doors of the Queens Arms (which used to be garage doors and which lead into the 'Barn' area). Although this has reduced somewhat since the ban on using the Barn for music, it is still a problem, mostly at weekends or when a band is playing and a large crowd spills out onto the road.

In conclusion I can say that little has changed in the period since the Abatement Order was issued. The staff have no consideration for the lives and rights of other residents and evidence suggests that requests, official or otherwise to behave in an acceptable manner will continue to be ignored. Mr Sainsbury's reputation for treating the needs of others with contempt and doing as he pleases, is proved here and after many years of like behaviour with other businesses in the city I cannot see he will change.

I therefore ask that the Licensing Department take careful note of all objections to his License continuing and support the requests from the local residents for their right to a peaceful and reasonable co-existence with the Queens Arms. There were no problems when Mr Evans was the landlord and there should be none now

  
Ms. Dorothy Gurd



RECEIVED  
05 SEP 2017  
PUBLIC PROTECTION

The Licensing Officer  
Licensing Dept  
Wilt Council  
Monkton Rd  
Chippingham, Wilt  
SN15 1ER

Flat 11 Antelope Ct  
Brown St  
Salisbury  
SP1 2AR

4/9/17

Re: Review of the Premises Licence  
Queen Arms Public House  
Ivy St  
Salisbury  
SP1 2AY

I write as a neighbour of the Queen Arms pub, where there has been ongoing nuisance due to noise levels. Since my previous communication & steps taken by the council, this has comprised v. loud recorded music, often with accompanying rowdy singing from customers. The volume in the back garden & also indoors with the patio doors open can be louder than I would choose to listen to my own music. This affects how we can enjoy the garden, & music or TV of our own choosing <sup>or none</sup>. If continuing into the night it also affects sleep which has further consequences for my health conditions.

I hope these issues can be resolved by this Review of  
the Licence.

With thanks for your help,

Yours,

A black rectangular redaction mark covering the signature of the sender.

Ms Lisa Rivers