

From: [Frances Madeley](#)
To: [REDACTED]
Subject: Keystone Enterprises The Bank Night Club 18 High Street, Amesbury: Amendment to Licence
Date: 10 August 2018 14:44:14
Attachments: [VID_20180728_020724.mp4](#)

RE. Application LN/000014244 - Extension of Hours Original Planning Application
17/12497/FUL

Amendment to licence number not given.

I should like it recorded that I object strongly to Keystone Entertainment , ie The New Inn and The Bank, having an extension of hours on the grounds that:

1. Police time is wasted policing streets and nannying the intoxicated customers.
2. The excessive street noise that has been generated since these establishments have been operational. Mr. Muirhead promised to keep customers noise under control. This he has failed to do. We are woken by zooming taxis, car doors slamming, people hanging about shouting and talking loudly under our windows, which are double glazed and we have installed shutters but the noise still penetrates.
3. Hours should be reduced to 11.00 pm in the week and 11.30/ 12.00 am Friday and Sat, not extended. These reduced hours would be a good compromise, hours in line with other alcohol outlets. A compromise so we can have some sleep and business can still operate. Experience has shown that it would still be another hour after closing before the roads are quiet. This reduction of hours could also apply to The King's Arms Club too; Ice Cave, Ruby's, whatever its latest operational name!
4. Extending the hours does nothing to benefit Amesbury.
5. Extending the hours will only extend the period of time people will make noise in the streets.

Please also bear in mind when making your decision that SLEEP is a HUMAN RIGHT....

....and that The Pizza outlet often has deliveries around 4 am, The Baker and The Pub have cleaners and deliveries around 6 am, Council Refuse collections about 7 am. When are we supposed to sleep? Amesbury was a quiet village that had a quiet village atmosphere when we moved here decades ago. Progress is not about putting residents health at risk through lack of sleep and the tension that generates.

Please see enclosed photographs of the problems we have already.

Yours sincerely,

Frances J. Madeley

 [IMG_4941.JPG](#)

From: [Frances Madeley](#)
To: [Hould, Hannah](#)
Cc: [REDACTED]
Subject: 17/12497/FUL The Bank Amesbury -
Date: 15 August 2018 22:37:17

Objections to The Bank, Amesbury making alterations to their business operations.

Overall, I object the whole of Keystone Enterprises degradation of Old Amesbury.

The establishments have led to massive waste of Police resources as well as changing the character of this village part of Amesbury. I am still amazed that permission was granted for The Bank taking into consideration to the impact of pedestrians, taxis and private cars at closing time have on the residents and the performance of The New Inn which is under the same management.. We already have one club, at Kings Arms and very modern facilities at Holiday Inn for music events. Enough for Amesbury, we don't need to bring people from Larkhill , Bullford and Salisbury just to make the Keystone Enterprises viable.

Specific to the latest application received 10.27 on 15th Aug 2018;

Firstly, this alteration of paperwork and date timings is confusing. For all we know Keystone Enterprises could submit a change at 23.59 hrs. on the 16th and that would prove acceptable as there wouldn't be any complaints!

Points

1. Start time moves from 8.00 am to 12.00 noon. Does that mean the club will open at 12.00 noon? Not many alcohol sales happen then anyway. No objection to it opening at Noon.

2. Music:

Confirming that the alteration should read 02.00 and not 03.30. Midnight would be a better time for family Christmas time. The next statement New's years Eve " the start of business the next day" is far too vague. Who's business? New Years Day some people don't start at all, does that mean music can go 24 hrs too? Does it mean alcohol can be sold all that time too? Therefore I object to these hours. They should be reduced to midnight so that neighbours can enjoy the family holiday season too. Experience is showing it takes up to an hour to clear the streets of customers after closing. Street noise is our main objection.

It is better that all clubs exit premises at same time or make some times earlier to prevent clashes. Later hours just means longer hours of disturbance for residents. Our main objection!

3. Again, this statement is beautifully vague. Where is the 40 dB reading being taken? The advert on Line shows the club in full swing and music so loud people can't hear each other, well above 40 dB. I accept 40 dB as maximum volume all evening or customers will have ear damage. (Council is laying itself open for being sued).

4. Use of side door all the time. Is this area going to be sound proofed because that side door is not far, 100yds from our back bedroom, diagonally behind The Bank? Side door is better than main entrance as long as its used at **all times** ,the front door kept closed all the time... even deliveries. Other establishments in the area have night deliveries and they can be very noisy. No objection as long as the porch area is insulated.

5. Increase number of Door supervisors to 5. Good idea but how will this reduce street noise? Will they retain very drunk customers in the lobby until a taxi collects them. Stop drunk customers walking home. How many taxis does Mr. Muirhead anticipate will be needed to ferry his customers away... 25, 50, 4 per car and 200 people? Where will they wait, many come from Salisbury? Will these Door people then clean the vomit and tidy the streets and report broken windows at the end of a night's session? Will they stop smokers using the street and leaving their stubs around to decorate the High Street? I approve 5 Door Supervisors

6. I would be interested to see these plans for Fire and Planning regulations. Also to know what the capacity number of customers is, for the whole building, various rooms. These figures are proving hard to find. The furniture is my main concern. Is it fixed or can it move about when emergency exit is necessary? Cocktail bars usually have seat and tables. Night clubs don't.

Perhaps we can have some joined up thinking with this application and all departments discuss the issues together to see how their decision affects other departments.

Hoping we have been given the correct procedure this time and that plans don't change again before midnight on 16th. Last time we should have had , to quote Toby/Tony Sturgen, Planning, we needed the application to be 'called in by the Local member' No one seemed to know about this when the original application 17/12497/FUL was made. We were not informed this was necessary. Why not? Why didn't our County Councillors represent us? Why, with so many objections, was no one informed we had to have a 'local member act'. No wonder that no one gave us a date for the meeting, and no one can provide me with minutes as there weren't any. The planning meeting never took place. Our opinion and Town Council opinion was completely ignored. Why?

I have included this because if we had known full details of the procedure, and a discussion had taken place the Keystone Enterprise might not have been approved and we would not be having these sleepless nights and this time wasting exercise now.

Thank you.

Hoping for a safer, cleaner, quieter Old Amesbury.

Such a pity that bank building wasn't considered for the Heritage Centre!

Sincerely,

Frances J. Madeley

From: [Hilary Rogers](#)
To: [PublicprotectionNorth](#)
Subject: licensing amendment at the former HSBC bank, Amesbury
Date: 13 August 2018 01:01:12

Dear Sirs/Mesdames

We as residents of Church Street;, a continuation of the High Street,Amesbury, are most concerned, albeit not surprised, at Keystone's application to extend their licensing hours as this seems to be the rather sneaky way these matters often proceed. Honestly at the outset is preferable but it would seem unusual nowadays.

The original permission is likely to cause disturbance and potential problems for those living nearby quite apart from giving increasing work to our overstretched police force.

Please turn down this request for an extension of hours or if granted, limit this to New Years Eve and possibly evenings prior to Bank Holidays.

Yours faithfully,

William and Hilary Rogers
The Old Vicarage
Church Street
Amesbury SP4 7EU

From: [Brian C. Thompson](#)
To: [PublicprotectionNorth](#)
Subject: Application Ref: WK/201816221 Keystone Entertainment Limited
Date: 12 August 2018 15:10:19

Details of application

- 1. Update the plans attached to the licence;*
 - 2. Amend two of the conditions on the licence and add a further condition relating to no entry/re-entry after 01:30hrs*;*
 - 3. Remove one of the conditions on the licence;*
 - 4. Amend the hours for recorded music (Indoors) and opening hours: Thursday 08:00-02:00/Friday-Saturday 08:00-02:30*/Bank Holidays & Christmas Eve 08:00-03:30/ New Year's Eve 08:00 to start of business the following day.)*
 - 5. Amend the hours for sale of alcohol (ON & OFF Sales): (Sunday-Wednesday 12:00-00:00/Thursday 12:00-02:00/Friday-Saturday 12:00-02:30*/ Bank Holidays & Christmas Eve 12:00-03:30/ New Year's Eve 12:00 to start of business the following day.)*
-

Dear Sirs

I would like to ask that this application be rejected as there are residential premises to the east, north, north-east plus an hotel opposite. All were built and occupied before the the Bank was converted to a Club and hence enjoyed the relative quietness of a residential area. The Hotel as you know has been there for several hundred years and has respected the neighbourhood and observed normal licencing hours without causing undue hardship

The disturbances likely to be caused by patrons leaving the premises at 2.00am would be totally unacceptable.

Should they wish to have extensions beyond their already approved times on high days ie New Years Eve, etc then applications should be made on each occasion and considered on their merits

It is also noted that off sales have been requested and were these permitted patrons could well choose to continue drinking on leaving the premises which more than likely would take place in the street or public areas.

The Club already has generous licencing hours and any extension would be totally unnecessary.

So in summary this application should be rejected

Sincerely

Brian C Thompson

South Mill Lodge
Amesbury SP4 7HR

From: [Adam Woods](#)
To: [Hould, Hannah](#)
Subject: RE: Objection to extension of licencing hours at The Bank, 18 High Street, Amesbury: Amendment to Licence
Date: 16 August 2018 08:02:23

Dear Hannah

I think I do want it to still stand. The overall sentiments of the objection remain the same. **This is the wrong business for the town centre residential location** – anything we can do to make this more obvious to the council members or licencing committee needs doing. Therefore please let the objection remain.

Regards

Adam

From: Hould, Hannah [mailto:Hannah.Hould@wiltshire.gov.uk]
Sent: 15 August 2018 10:35
To: Adam Woods [REDACTED]
Subject: RE: Objection to extension of licencing hours at The Bank, 18 High Street, Amesbury: Amendment to Licence

Dear Mr Woods,

I just wanted to make it clear what point 3 refers to:

- INCLUDE A NON-STANDARD TIMING ON RECORDED MUSIC TO ALIGN WITH ALCOHOL AND PREMISE OPENING HOURS

Keep – we wish to align recorded music with sale of alcohol on bank holidays, Christmas and New Year.

The current non-standard timings for alcohol on the premises licence are: BANK HOLIDAYS 0800-0200, CHRISTMAS EVE 0800-0200, NEW YEAR'S EVE 0800 TO START OF BUSINESS THE FOLLOWING DAY.

Please could you let me know whether you wish for your objection to still stand, in light of the removal of some of the variation?

Kind regards

Hannah Hould
Public Protection Officer (Licensing)

Wiltshire Council
Bourne Hill
Salisbury
Wiltshire
SP1 3UZ

Email: hannah.hould@wiltshire.gov.uk

Direct Dial: 01722 434414

Internal: 54414

From: Hould, Hannah

Sent: 13 August 2018 16:44

To: 'Adam Woods'

Subject: RE: Objection to extension of licencing hours at The Bank, 18 High Street, Amesbury:
Amendment to Licence

Dear Mr Woods,

I appreciate that you were copied into the response to Mrs Madeley, but I wanted to ensure I contacted you directly.

As you will now be aware, the applicant has come back to say he wishes to amend the variation as opposed to withdraw it. There were a number of things he was looking to vary (one of them being the plans attached to the premises licence, that needed updating slightly) which he will need to do, regardless, so that we have the correct plans attached to the licence.

The changes to the variation application, are as follows:

- ADJUST THE HOURS OF OPERATION TO ENSURE THAT THE DISBURSEMENT OF GUESTS AT THE END OF THE NIGHT DOES NOT CONFLICT WITH A NEIGHBOURING NIGHT CLUB.

Delete – we will not pursue application to extend the opening hours at this time. We wish to review our internal practices and provide confidence to the public before we seek application in the future.

- REDUCE THE OVERALL LENGTH OF TIME THAT ALCOHOL IS ON SALE, THE OPENING TIMES OF WHICH HAVE BEEN AGREED WITH THE AMESBURY TOWN COUNCIL.

Keep – as agreed with Amesbury Town Council, we plan to restrict the sale of alcohol until 1200hrs (currently 08:00hrs). Please delete any reference to 0230hrs. We are content to keep 0000 Sun-Wed, 0100 Thu and 0200 Fri-Sat.

- INCLUDE A NON-STANDARD TIMING ON RECORDED MUSIC TO ALIGN WITH ALCOHOL AND PREMISE OPENING HOURS

Keep – we wish to align recorded music with sale of alcohol on bank holidays, Christmas and New Year.

- REMOVE THE CLAUSE FOR REDUCING NOISE LEVELS AFTER 0000HRS, NOTING THAT WE ARE COMMITTED TO KEEP NOISE LEVELS BELOW 40 DBL IN LINE WITH PLANNING CONDITIONS.

Keep – we are currently working towards the planning condition which we believe is more detailed in its requirement than the licence.

- AMEND THE CLAUSE AT ANNEX 2B SO THAT WE USE THE SIDE DOOR AT ALL TIMES, THEREBY REDUCING NOISE IMPACT ON LOCAL RESIDENTS.

Keep – we are content to close the front doors at all times.

- INCREASE THE NUMBER OF DOOR SUPERVISORS FROM 4 TO 5 AS A RESULT OF OUR ANTICIPATED CAPACITY, TO ENSURE EFFECTIVE MANAGEMENT.

Keep – we believe that 5 door supervisors are needed for a venue of this size and wish to formalise this.

- PRESENT REVISED PLANS AS A RESULT OF SOME INTERNAL CHANGES DRIVEN BY BUILDING REGULATION, FIRE AND PLANNING.

Keep – this is a requirement to keep the licence up to date.

Therefore the application is no longer to extend the hours for licensable activities, expect to add non-standard timings for recorded music, as per point 3.

Please could you let me know whether you wish for your objection to still stand? If so you need to directly relate your concerns to the above changes.

Kind regards

Hannah Hould
Public Protection Officer (Licensing)

Wiltshire Council
Bourne Hill
Salisbury
Wiltshire
SP1 3UZ

Email: hannah.hould@wiltshire.gov.uk

Direct Dial: 01722 434414

Internal: 54414

From: Adam Woods [REDACTED]

Sent: 11 August 2018 18:39

To: [REDACTED]

[REDACTED] amesburyclerk

Subject: Objection to extension of licencing hours at The Bank, 18 High Street, Amesbury:
Amendment to Licence

Dear All

**RE. Application LN/000014244 - Extension of Hours Original Planning Application
17/12497/FUL**

We strongly object to this application. There was a great deal of negotiation with the town council prior to the previous licence being awarded, much of this was around closing hours. This amendment will ride rough shod over those agreements. It also proves this is no cocktail lounge, it is a pseudo night club, rapidly turning into an out and out night club, in the heart of a newly built residential area. Houses approved by your council's planning department in the last 5 years

have been built within a few metres of 18 High Street and have young families living in them. Which surely is a complete failure of Wiltshire Council, to allow venues open to the early hours selling alcohol to exist right next door to parents trying to bring up children to be good citizens.

There are many other reasons for the objection:

- The council have proved that they do not have the resources to clean the streets of the vomit, urine and detritus left by the Bank's clients as it is – this extension in hours will attract more people, so the cleansing job will be greater.
- The police do not, and are not able to react to problems caused in a timely manner now. Calling 999 results in the line been cut off, "because it is not an emergency" calling the non-emergency number literally takes upwards of 15 minutes to get an answer... then maybe a response the following day. I even tried talking to a police officer in Amesbury – to say I felt fobbed off was an understatement.
- Asking for help from the local Pub Watch is pointless, they just do not respond in any meaningful way.
- Calling the venue (this applies to all the establishments in Amesbury) does not work – they ignore you, put the phone down or don't respond.
- Over the recent years your Planning Department has approved many residential developments close by this building, all these residents have to suffer the noise of taxis, the loud shouting of departing clients, slamming of car doors – this extension will potentially make this disturbance last till around 4:00AM
- Two of the more successful businesses in Amesbury are The George and The Fairlawn Hotels, one is directly opposite The Bank, the other about 100 yards up the road. Would you knowingly stay in a hotel opposite a bar open to these ridiculous hours? You would be harming these established businesses still further by allowing this amendment.
- My wife, our lodger and I all work from 8 to 5pm, we pay thousands of pounds council tax a year. One would have thought part of Wiltshire Council's duties would be to *protect us from nuisance*. At best these opening hours will mean we get sleep from around 4 to when the alarm goes for work at 6am. Unlike some, it is not the noise from the club that affects us, it is the slamming of car doors, the high speed antics as people leave, the shouting, swearing and general unsavoury behaviour as they leave Amesbury, fuelled with alcohol to a point they are virtually out of control. Our house is listed and does not have double glazing, we sleep on rooms directly above Church Street (all the bedrooms are located here), and we do like to sleep with the window open; is this something that we have to change doing – not that closed double glazing works for some of Amesbury's residents.
- Others in Church Street have had to move their bedroom to the rear of the properties to avoid the noise – surely this should not have to happen?
- Finally, it was pointed out at a council meeting to the licensee that if he wanted to open a night club (which does seem to be his intention) there were vacant buildings at Solstice Park, eminently suitable for such a purpose... "no" he said " it was a community hub and a cocktail bar he wanted to open" – this is proving to be an out and out lie, please do not indulge him further – the current decisions made regarding this venture have hurt the residents of the town centre enough.

We have lived here for over 20 years, and have seen exactly this technique used before. Firstly at The King's Arms, then at The Antrobus – we are promised every time an amendment like this is approved, that if there is any contravention of the licence, "action will be taken" – as some of

you on this email know very well, it is not taken, because the council does not have the funds or manpower to pursue a legal challenge against these establishments. Please please please do not compound the problem by approving this amendment.

Regards

Adam & Lynn Woods

41 Church Street

Amesbury

[REDACTED]
[REDACTED]

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From: [Steve Hedge \(GMail\)](#)
To: [Brown, Vicky](#); [Hould, Hannah](#); [Steve Hedge \(GMail\)](#)
Cc: [REDACTED]
Subject: Application to Vary Premises License LN/000014244 - (17/124/97 FUL) The Bank Cocktail & Lounge, 18 High Street, Amesbury, SP4 7DN
Date: 14 August 2018 00:00:04
Attachments: [HSBCLicenseVariation.pdf](#)
[NoiseAssessment1.PNG](#)
[NoiseAssessment2.PNG](#)
[NoiseAssessmentConclusion1.PNG](#)
[NoiseAssessmentConclusion2.PNG](#)

Mr. Stephen Hedge
High Street
Amesbury
Wiltshire
SP4 7ET

[REDACTED]

[REDACTED] [REDACTED] [REDACTED]

[REDACTED] [REDACTED]

[REDACTED]

Dear Vicky Brown & Hannah Hould (Wiltshire.gov.uk)

I write regarding my objection to the application above for extending the opening hours & sales of alcohol hours for The Bank Cocktail Bar & Lounge, High Street, Amesbury and request it goes on record.

I have read the Planning, Licensing and Variation and hope you will reciprocate by reading/reading out this email in full. I apologise in advance for the length of this email but I have given the venue time to settle in and get organised in order to observe and give a fair report. I would like to think I am on good terms with the Manager (Mr. Muirhead) and wish him success in his venture but as predicted in February, a majority of the disturbances I endure are due to street noise by customers completely oblivious to the fact they in a residential area as well as a town centre.

There does not appear to be a publicly posted official notice from the Council regarding this variation to the application outside the premises. This is usually in the form of a "green card official notice".

For the last few weeks there have only been two notices (presumably printed by the owner) stuck to the High Street window of the premises (see attachments 2 & 3) which give reference to The Licensing Act 2003

and a notice of their intent to extend opening hours, update the plans and a vague statement of amending two and removing one condition on the existing license (no details given). The other notice explains "why they are doing this".

I spoke to Hannah Hould last week regarding this as I find it unacceptable that no specifics are given AND that I cannot view these on your website and have to make an appointment to view them during working hours at Chippenham! Hannah did explain that the Licensing System was unable to do this and was sympathetic and in agreement with my concerns and intends to bring this to the attention of the Council. She has since forwarded me more information.

Regarding this matter in particular, the hours shown in the official License LN/000014244 Para F request extending hours to 03:30 on some nights, including weekdays; The notice on the premises window shows 02:30 - which is it? If there has been an "amendment to the amendment" surely an official public notice should be reissued and displayed on the premises to reflect this. We have already had 08:00 opening hours approved as this was mistaken for **8 p.m.** so as residents we do not need closing hours of 03:30 approved by some kind of "misunderstanding" on decision day.

Quotes from the Proposed Variation to the License

REMOVE THE CLAUSE FOR REDUCING NOISE LEVELS AFTER
0000HRS, NOTING THAT WE ARE COMMITTED TO KEEP NOISE
LEVELS BELOW 40 DBL
IN LINE WITH PLANNING CONDITIONS.

Reducing noise levels after 00:00hrs has been noticed and therefore effective so why remove this clause. Has anyone from the Council/Noise Assessment Company revisited the venue since its completion? I believe noise tests were done before opening using an audio system borrowed from the New Inn (See Para 3 Noise Assessment Report 1342 12th December 2017 www.jspconsultants.co.uk) and "was deemed by the pub staff to be representative of the intended *night club music*...".

Question:

This is not a night club but a Cocktail Bar so, an empty building tested for night club music levels using one speaker (not the final installed system) and volume levels decided by staff saying "that's about right".
Is this the audio system that is now finally in use? Discuss...

Ref Attachment - Noise Assessment 1 quotation: 28/11/17 & 01/12/17

"Similarly, it was not possible to conduct measurements outside The New Inn or further along the High Street".

Question:

Surely this now needs to be done as the venue is in full operation?

Ref Attachment - Noise Assessment 2 quotation: 28/11/17 & 01/12/17

"At the 63Hz and the 125Hz 1/3 octave bands the reductions were 22dB and 30dB for the pavement respectively and 36dB and 45dB respectively for Beechwood Court, **which are surprisingly high values**".

Question:

Are volume levels for a Cocktail Bar different to a Night Club and what defines a Cocktail Bar other than a venue that plays music and mixes drinks? Or was this, as we suspected, just cunning rebranding of the venue having been refused night club status?

Ref Attachment - Noise Assessment Conclusion 2 quotations:

"Secondly, the windows on the front facade should be blocked off with an acoustic baffle arrangement. The former could consist of two layers of thick dense plasterwood (or equivalent) spaced off the existing windows via a frame arrangement, with a large air gap between filled with Rockwool insulation and wells sealed around the edges".

Question:

Has this been done and approved? My understanding was the Manager proposed just using the existing glass from the HSBC Bank counter as a "make shift" double glazing.

Ref Attachment - Noise Assessment Conclusion 2 quotations:

"One further obvious solution is to reduce the music noise levels at source and on the site tests showed that perfectly respectable dance room noise levels 84 dBA Leq can be obtained with the lower volume setting".

States the obvious.

Ref Attachment - Noise Assessment Conclusion 2 quotations:

"As implied by some of the on site problems discussed above, good management control is essential during venue use to ensure that clientele are not congregating outside the front of the building and that the proposed rear smoking area is fully utilised".

Response:

This is NOT happening especially once the Bar has closed and patrons wait for taxis or just loiter and chat. There is a loading bay, not a taxi

rank outside The Bank. The taxi rank is adjacent to Aldi in Salisbury Street. However, in discussion with other residents this would only move any disturbances to that street. Mr. Muirhead stated in the original planning application that the entrance lobby would be used as a holding area for customers whilst they are queuing for entry and searches and I.D. checks were carried out. This would reduce queuing and noise in the street.

I suggest they use it as a holding area when people leave the premises - they will probably do this in bad weather anyway. They can also use the smoking area to the rear and not congregate in front of The Bank. Taxi drivers could announce their arrival and who they have come to collect. It would also help if perhaps an announcement could be made when the music has finished to leave quietly and if Security Staff could encourage people to do this and not just stand watching them smoke and get louder and louder. My original question at the Council Meeting in February regarding Security Staff and their "jurisdiction in the street" was never really answered.

TO ENSURE THAT THE DISBURSEMENT OF GUESTS AT THE END OF THE NIGHT DOES NOT CONFLICT WITH A NEIGHBOURING NIGHT CLUB.

Question:

Does this refer to The New Inn (a pub, not a night club) or the club at the rear of The Kings Arms?

So, their solution is to stay open later and therefore keep residents awake longer. Having been granted a license until 02:00, I very much doubt they will reduce their opening hours but I find their reasoning of "staggering closing times with other venues" more in line with increasing profit margins than their concern with residents.

AMEND THE CLAUSE AT ANNEX 2B SO THAT WE USE THE SIDE DOOR AT ALL TIMES, THEREBY REDUCING NOISE IMPACT ON LOCAL RESIDENTS.

As can be seen in one of the photographs, the Front Door is open and I believe staff use this to take rubbish and bottles to the skips after closing time - this can be heard. Why can this not be done the following day, say when the cleaners are in attendance? (Complaints were made in the past when The George Hotel "Sports Bar" would throw out their empty bottles into a skip at about 02:15hrs). Has anyone from the Council viewed or requested any their CCTV footage to see what is going on outside the Bank? This may be a good idea before you make a decision.

Ref Attachment 3 "The Bank - What We are Doing" quotation:

"Whilst The Bank has not experienced any example of public nuisance or antisocial behaviour..." they suggest closing later and "staggering leaving times" with (I assume The New Inn next door). Why not close earlier or come to an agreement with The New Inn? This application will only put patrons on the streets later, having drunk more who will still wait for taxis and still shout in the streets until well after 03:00.

Who is reporting "public nuisance or antisocial behaviour" other than the local residents and does it do any good to report it to the Manager after the event? He may well have gone home. I believe there is a "hot line" for this to a Council Department but apparently this goes to an answer machine.

So, do residents call this number, the venue(s) or their local Councillor at 02:00 to 03:00 because no action will occur until at least the following day, which is too late and that could be a Sunday. I would think hard about calling the police to get some intervention unless I saw a crime being committed but it is a public disturbance. I have once seen a man trying door handles of parked cars in the High Street in an attempt to acquire a free ride home. He would not look me in the eye when I confronted him and subsequently got into a taxi.

Ref ATC Minutes Tuesday 6th March 2018

Mr Muirhead invited future discussions with Town Council on use of 1st Floor

Having recently visited The Bank myself, I discovered that there is another bar, disco and small dance floor on the first floor playing different music to that on the ground floor. Did I miss an amendment to the planning application as I thought there were no plans to use the first floor initially or at least just some office and storage space. I await correction on this.

Mr Muirhead also stated that he would inform residents of "special event nights", I assume to give us advanced notice of increased disturbance. How does he intend to do this? As far as I am aware he knows I live in The High Street but may not have my address, email, phone number or that of any other residents who need to be informed. So, we now have two sources of music from The Bank, recorded or live music from The New Inn next door and occasionally music from The George Hotel which may hire out a hall to the public. We get smokers standing outside all of these premises including The Tandoori Nights restaurant adding to it all. This, combined with late night inconsiderate people ("just having fun")

while planning was given for various housing projects in the same area. All this sound bounces up the High Street and into Fairfax Close.

I am desperately try not to appear a as "grumpy old man" or "party pooper" - I even use these venues myself - but should my employer require me to start work on Sunday mornings again at 04:15 I will be back in the same situation as I was with the Sports Bar i.e. getting around one hours sleep on a Saturday night.

I was going to include a diary of "events" next and this email is getting rather long so I will try to cut it short:

27/07/18 23:00 Visited The Bank as a customer. I could not be heard by bar staff when trying to order a drink. The music (to me) seemed too loud for a Cocktail Bar with lounges. I discovered a first floor bar, disco, and dance floor I did not know had been planned. Departed at around 01:00. Music (bass and drum beat) can be heard from my flat. Noise in the street until 02:35 when most patrons had left in taxis or walked home.

28/07/18 Music (bass and drum beat) can be heard from my flat. Noise in the street until 02:26 when most patrons had got taxis or walked home. Photographs (attached) of people smoking, conversing, and waiting for taxis and a fairly large (6 to 8) police presence.

10/08/18 02:15 Having been awakened by loud conversations, I got out of bed, dressed and went into the High Street. A group of about 5 people were gathered in front on the flower shop opposite The Fairlawns Hotel; one was sat on the pavement while his friends were either consoling him or trying to sober him up.

Again, people sat on The Bank front wall or standing, smoking in the street waiting for taxis. Some loud cursing and swearing by a woman annoyed at a friend or partner. I just observed for a while.

By 02:30 most people had departed but I could still hear loud conversation further down the street. I walked down past The New Inn (now closed) and round into Salisbury Street. Eight people were loitering in the shopfront of Reeves the Baker, smoking and talking loudly. I walked almost the length of Salisbury Street and then headed back past Reeves at around 02:45. The eight people then walked along Salisbury Street, still talking loudly, past the taxi ranks and out of sight. I arrived home at 03:00.

11/08/18 Drum & Bass Night at The Bank. Luckily, I was not home that evening but have subsequently heard reports from other

residents of noise and vomit in Salisbury Street but that is for them to report otherwise it will be treated as hearsay.

CONCLUSION

1. This venue has only been open a matter of weeks, therefore, I would like to suggest at least a postponement of extending opening and licensing hours for, say, a year to assess what other improvements can be made by the Owner, the Council, the residents and even the taxi drivers. Considering Mr. Muirhead stated he is expecting custom from 2,500+ returning Servicemen in the future, perhaps we all need to start planning now and try to keep Amesbury respectable.

2. During this time a reassessment of music levels along the High Street and Salisbury Street with the current audio systems and street noise be made until patrons have departed the street(s) i.e. after 02:30 - this is particularly bad on paydays and Bank Holidays. (Looking forward to August Bank Holiday... NOT!)

3. The Bank to use the Lobby as a waiting area for patrons expecting taxis and encourage patrons to use their smoking area not the street.

4. I am unaware if any signs have been put up in the venue asking their customers to respect the local residents and hotels. Also, an announcement by the DJ's/Hosts at the end of each event may help with this but certainly will do no harm. I think this may be the hardest part to achieve but can only be achieved if The Bank can convince their customers it is in their best interest to get The Bank and all venues a good name.

5. Perhaps some Councillors would like to visit for cocktails and observe in the streets until 03:00 in the morning as I did to get the true "Bank Experience" - I'm sure you will enjoy it at much as I did; after all, the residents are doing all the observing for you.

I also look forward to meeting some of you when an opera or play are performed.

I would appreciate your confirmation of receipt of this email.

Yours faithfully,

Steve Hedge



Attachments:

W.C.C Application to Vary Premises License

The Bank Notice in Window of License Variation Not a Council Notice)

The Bank Notice in Window "Why We Are Doing This"

Noise Assessment1 Quotation

Noise Assessment2 Quotation

Noise Assessment Conclusion1 Quotation

Noise Assessment Conclusion2 Quotation

5 Photographs High Street 28/07/18 02:10 - 02:26

Mr Stephen Hedge

High Street

Amesbury

Wiltshire SP4 7ET

16th August 2018

16th August 2018

REF: The Bank, Amesbury - Latest Amendment 15/08/18 LN/000014244 (Planning Application 17/12497/FUL)

Representation from Mr Stephen Hedge

Dear Hannah Hould and Vicky Brown,

Initially a Complaint:

I returned home from work at 17:30 and was informed that Mr. Muirhead (proprietor of The Bank) has again applied to vary his premises license (See attached). Was this issued by the Council and printed by him or was it all his composition? It is a very vague and states "amend two conditions" and "remove one condition" on the license. How am I supposed to know what these conditions are when "a copy of the application for the grant of the above license is kept at the above address" i.e. The Bank and "The application can be viewed by prior appointment". The premises were closed, it may not have been convenient for either parties to view this evening and I am at work tomorrow and cannot just take time off at the drop of a hat. These amended conditions are also not available to view on the Council Website as, according to my discussion with Hannah H recently the W.C.C. system cannot do this.

This is a *terrible* policy; Mr. Muirhead gets copies of our Representations sent to him but we cannot view the amendments and if we could it has to be on his premises, on his terms, face to face with the "opposition" and subject to intimidation or stalling tactics. I assume our personal details are redacted as you would also be giving him our full address, phone number etc. This needs to be changed and I wish to complain to the Council in the strongest terms.

Does Mr. Muirhead just call you in the morning, tell you his required changes and print a different amendment when he feels like it? The Council should update an electronic copy immediately so that residents can view it on line at all hours - if that causes a delay then so be it. Will I return home later this evening to find he has amended it again with the deadline for Representations (objections) being midnight and possibly no way of viewing the latest amendments or objecting in time? This is subject to abuse i.e. secreting alterations through on his license. As I mentioned in my previous email to you, how are residents supposed to keep up with this?

You can probably sense my frustration by now and I am not alone. I am tempted to say that the residents and the Council are being toyed with by playing with words, tactically "moving the goal posts" and attempting to confuse us all; any trust we may have had in Mr. Muirhead is quickly diminishing and the same with the Councils policies.

Due to the vagueness of many of the proposal/amendments this now even raises more questions and I have to assume what the two amended conditions and the one removed condition are based on the previous ones – but anything could be have been changed. My comments are highlighted:

Item 1. Update the plans attached to the license. This, I understand has to be done and is not up for debate.

Item 2. Amend the hours for recorded music (indoors):

BANK HOLIDAYS 0800-0200, CHRISTMAS EVE 0800-0200

"Music" needs to be defined especially during the holiday season. Will this be piped background music in keeping with what we all expected from a Cocktail Bar or a full blown disco event starting at 08:00? In which case, I object. Apart from disturbing our evenings and nights, now it is proposed to disturb our holidays too.

Item 2a. Amend the hours for recorded music (indoors) :

NEW YEAR'S EVE 0800 TO START OF BUSINESS THE FOLLOWING DAY.

Same as Paragraph 1 above. In which case, I object. This seems to imply constant "music" from 08:00 on 31st December, through all of 1st January until 02:00 January 2nd. If this is the case, I object.

The hours in Paras 1 and 2 were previously called "non-standard" hours. Usually Easter Saturday into Easter Sunday is given special consideration by clubs and bars, yet no mention of that. I believe there is an "Agreement" between the Proprietor and the Amesbury Town Council not to sell alcohol before 12:00 and that the Alcohol license has not been changed accordingly. Why is this and what is to stop The Bank ignoring the "Agreement" at will and serving alcohol; their license states they can. Does this still apply for Items 2 and 2a above? If no alcohol is sold before 12:00am will admittance to under 18's be given?

You see where this is going now? Due to utter vagueness, more questions from me and a lot more work for you to answer. If the Council had covered these points with a detailed official notice this letter would be half as long. These points and many more need to heard by those who will make the final decision.

Item 3. REMOVE THE CLAUSE FOR REDUCING NOISE LEVELS AFTER 0000HRS, NOTING THAT WE ARE COMMITTED TO KEEP NOISE LEVELS BELOW 40 DBL IN LINE WITH PLANNING CONDITIONS.

This again seems crazy! Strange how it states "noise levels" and not "music levels". Does this then include noise by the clientele inside and outside the premises? If so, this was not measured during the Acoustic Tests but with an empty venue. I believe volumes levels are 40dB for a Cocktail Bar and 60dB for a Night Club. If they are committed to keeping noise levels below 40dB, then they certainly cannot exceed this so why remove the clause? If they play at 35db (a lower setting as recommended in the RPT 1342) for most of the evening, they could still increase to 40db and be

within limits. What level dB was he supposed to reduce to after 00:00hrs and why is that a bad idea? I once actually noticed it WAS quieter after 00:00hrs and I was sat in my lounge!

I object to removing this clause on the basis that volume levels were originally set for a Night Club. 36dB & 45Db were measured in Beechwood Court during the original tests by JSP Consultants. (45dB stated as surprisingly excessive). Having spoken with other residents, we believe this should be retested using the installed audio system and tests carried out at night under events conditions so as to include street noise at various positions in the High Street & Salisbury Street (other positions to be decided) until 30 minutes after closing time. **This is only fair and will give a true measurement of what Residents are dealing with.**

Note: As Mr. Muirhead has brought up the subject of "noise" in his Variation to the License Item 3 above, *it seems only fair that I should be able to continue with the subject:*

Ref Item 3. Acoustic Tests Details

The Acoustic Report <https://unidoc.wiltshire.gov.uk/unidoc/documents/search/DSA,883534> for the premises cannot be found or this supplied URL is incorrect. I believe this came from Tony Sturgess (?), Cabinet Office, Planning & Strategic Asset Management, Ref J18205.TS/TP. Yet more information I cannot access.

I have read one Noise Assessment JSP Consultants RPT 1342 (also quoted as JSP RPT 1352 in the Case Officers Report Para 5) carried out by JSP Consulting around Dec17/Jan18 when the premises was intended to be a Night Club and volume levels were checked with this in mind using an audio system borrowed from The New Inn pub. Have volume levels been checked or adjusted now that the premises is a Cocktail Bar and is using its own sound system or still one on loan. *Please refer to my previous comments on Noise Assessment from Pages 1 to 3 comments in my previous email of 13th August 2018 - Hannah H has them on record.*

Have all conditions been met as recommended e.g. acoustic baffles on the front facade windows. What about the first floor as there is another bar, music system and small dance area there right opposite The George Hotel rooms. I do not remember this arising at the Council Meeting in February 2018 – I thought it was to be office and cupboard space as "Mr. Muirhead invited future discussions with the Town Council on the use of the first floor space, which could be used to benefit the community". (See Amesbury Town Council Minutes of Meeting 6th March 2018). Please confirm that this first floor "disco" was part of the original Planning Application 17/12497/FUL or has since been granted under a Planning Application.

Who has measured the Acoustic Noise Rating (NR) Curve 20 in any bedroom (Ref Para 12 Southern Area Licensing Sub Committee Decision Notice) and what were the results? Have measurements been taken since The Bank opened for business? Where is the report that states that all conditions for Cocktail Bar Noise Assessment, Planning, Health and Safety, etc have been fulfilled; who checked them and can the public view them on the website?

Item 4. AMEND THE CLAUSE AT ANNEX 2B SO THAT WE USE THE SIDE DOOR AT ALL TIMES, THEREBY REDUCING NOISE IMPACT ON LOCAL RESIDENTS. (Condition currently states *"The entrance of the building will be relocated to the side door on a Friday and Saturday night, and for major events."*) **This seems agreeable – but what has it got to do with Licensing? Surely this is a Planning issue. There is that word "noise" again not "music".**

Item 5. INCREASE THE NUMBER OF DOOR SUPERVISORS FROM 4 TO 5 AS A RESULT OF OUR ANTICIPATED CAPACITY, TO ENSURE EFFECTIVE MANAGEMENT. **This seems agreeable - but again, what has this got to do with Licensing?**

Reference: Decision Notice following Meeting of 21st February 2018 Page 2 Informative to the Applicant

With reference to the walls approaching the main entrance to The Bank and Town and Country Planning Regulations 2007. Are framed posters on the walls near The Bank entrance showing future events considered advertising? Also, tonight there is now a "lean to" chalkboard in the High Street pavement opposite The Bank Entrance advertising The Bank entrance, opening times and available cocktails. Is this not advertising or touting for trade? Then these may both be in violation of these Regulations.

CCTV - I believe there are several CCTV cameras inside the premises to protect the Customers; I have also seen two cameras outside on the front facade as was originally suggested 21st Feb 2018. These would provide ideal evidence of the problems we are experiencing especially after 02:00hrs. Perhaps the Council would like to view the footage of a few Thursday, Friday and Saturday nights – the up and coming August Bank Holiday weekend would be a good example?

I apologise if some of my comments and questions have mixed Licensing with Planning but to the local residents it is all valid and Mr. Muirhead seems to be able to mix Licensing with Planning. I would be grateful if you could bring this email to the attention of the relevant Planning Departments at W.C.C. for follow up - thank you. If at least some of my comments get through to the right people I will have achieved something.

I can, therefore, confirm that I still wish to make a representation in light of the amendments made on the grounds of:

1. Prevention of Public or Statutory Nuisance. Many people on the streets after 02:00hrs are a noise nuisance and noise is a Public or Statutory Nuisance
2. Prevention of Crime and Disorder. Drunk and disorderly people are breaking the law e.g. urinating, vomiting, in the streets and on private property and damage to property, residential and commercial.
3. Public Safety. Encouraging the consumption of "pre mixed alcoholic drinks" which may necessitate calling emergency services paid for by the Tax Payer not Keystone Entertainment..

AND

I wish for all the comments in my previous email 13th August 2018 regarding Noise Assessment to be included in my Representation ending with the top paragraph Page 3 and the remainder of Pages 3 and 4. There may be reference to opening hours of 02:30 & 03:30 but these can be ignored.

Final Reference Decision Notice following Meeting of 21st February 2018

Notification of Full Planning (Tim Martiensen) 11th April 2018

Environmental Protection Act 1990 Section 79 - identifies noise as a statutory nuisance and can take formal action for Public or Statutory Nuisance.

My Conclusion & Suggestions

1. This venue has only been open a matter of weeks, therefore, I would like to suggest at least a postponement of extending opening and licensing hours for, say, a year to assess what other improvements can be made by the Owner, the Council, the residents and even the taxi drivers. Considering Mr. Muirhead stated he is expecting custom from 2,500+ returning Servicemen in the future, perhaps we all need to start planning now and try to keep Amesbury respectable.
2. During this time a reassessment of music levels along the High Street and Salisbury Street with the current audio systems and street noise be carried out until patrons have departed the street(s) i.e. after 02:30 - this is particularly bad on paydays and Bank Holidays.
3. The Bank to use the Lobby as a waiting area for patrons expecting taxis and encourage patrons to use their smoking area not the street.
4. I am unaware if any signs have been put up at the venue asking their customers to respect the local residents and hotels. Also, an announcement by the DJ's/Hosts at the end of each event may help with this but certainly will do no harm. I think this may be the hardest part to achieve but can only be achieved if The Bank can convince their customers it is in their best interest to get The Bank and all venues a good name.
5. Perhaps some Councillors would like to visit for an evening of cocktails and observe in the streets until 03:00 in the morning as I did to get the true "Bank Experience"

Finally, I need to be convinced that all recommendations have been carried out especially regarding noise nuisance and clarification of items 1, 2 and 3 especially.

Many thanks for your assistance and for reading this far

Regards

Mr Stephen Hedge



Dear Hannah,

Once I withdrew my formal objection I received the below e mail from a local resident.

I employ people who live less than 100 metres from the old HSBC bank. To function properly they need to sleep.

I own multiple properties and know how hard people have to save to buy their own home. Big deposits and then big mortgages taking most of their income.

So from the start I have objected intensely to the proposal for a nightclub/ cocktail bar and I must U Turn on this occasion and make a formal objection to the changes suggested regarding the extension of music etc.

I taught Nathan Muirhead years ago and he is a nice young man but I cannot support anything that wishes to bring people onto the streets of Amesbury, usually intoxicated, until 2.30am in the morning.

So I object to the application on the grounds of (1) Prevention of Crime and Disorder.

Drunk people are breaking the law. Drunk and disorderly is a crime.

(2)Prevention Of Public Nuisance.

Lots of people on the streets at 2.30am are a nuisance as they are unlikely to be quiet.

(3)Public Safety.

Encouraging hours of alcohol consumption is potentially dangerous.

Normally I would never wish to obstruct the ambitions of a young person, but this Cocktail bar/ Nightclub should never have been encouraged by Development Control and should never have been approved by Development Control.

Kindest regards,

Mary Loughlin

From: **mary loughlin**
Date: Wed, 29 Aug 2018 at 22:40
Subject: Fwd: Letter to us from The Bank
To: <hannah.hould@wiltshire.gov.uk>
FORMER HSBC BANK BUILDING

Dear Hannah,

your below e mail was very informative.Thank you.

It has been at least seventeen years since I saw the director of 'cocktail bar'.

When I did know him, very fleetingly as a pupil, he was a charming, charismatic, assertive, articulate, fun young man.

However, the local community have huge reservations about any company, who initially applied with such ambitions, to open a nightclub in central Amesbury for multiple nights a week and for multiple night time hours. The local reaction was evident and intense.

The massive impact this would have upon the lives of the many residents and also the trading capability of the George Hotel and the Fairlawn Hotel was obvious instantly to all.

Aspirations we admire, healthy ambition we admire but ambitions which seriously damage others have no place within this small, placid community: utterly incongruous.

My sister held her wedding reception at The George Hotel fifty years ago exactly. It is such an important part of Amesbury. I gather some nights customers have to be refunded because the 'cocktail bar' customers have prevented them from sleeping.

We all believe in live and let live, but when actions have a damaging effect on others lives and others incomes, that is anti social behaviour and will be rejected by any civilised community. It most certainly should not be encouraged.

Alcohol just happens to be a legal drug. But binge drinking is very damaging for the individual who is drunk and difficult for those having to exist sober beside these people.

I wrote to the Case Officer during the public consultation process before the premises opened.

So many anticipated how this would impact upon their lives and the lives of others.

I wrote to you again recently outlining three reasons why I objected to giving the premises any further extensions of any form.

The local community do not wish to see the venue closed down.They don`t want to see anybody damaged. People want to simply sleep at night at a reasonable hour.

It is very surprising that some have not been able to empathise with this basic human need.

Should our wonderful police force be out on the streets of Amesbury in the early hours, scooping up the drunk and disorderly, at the tax payers expense?

Almost all of the commercial shops in Amesbury have residential flats above. A friend saw one such resident recently in a supermarket with 12 cans of beer. My friend joked about the quantity but the man replied that he had done four, '12 hour shifts' with so little sleep because

of the 'cocktail bar'. He said he was going to drink heavily and then stay in bed all day the next day: his day off. That is someone damaged badly by this enterprise.

A young couple moved into a town house about fifteen metres from the venue six months ago. They did not realise it was going to become a cock tail bar. Their first floor lounge overlooks the venues garden smoking area. Tomorrow they are moving out because of the noise.

They have had to relinquish their home. Their landlord has lost his income and the value of his investment has been fundamentally compromised.

More people whose lives have been badly damaged and disrupted by this business venture.

I live some distance from the roadside: maybe 50 metres in Cold Harbour. Most other properties in Cold Harbour and The Drove are very close to the road. About a week ago I opened my front door at 2.45am to let in a cat. On the pavement at the bottom of my drive were three young women, very high, shouting and screaming at each other. I have lived here for 48 years and have never heard that in Cold Harbour at such an hour. They were walking in the direction of The Drove. Others must have been woken by the noise they were generating.

Our overworked police can try and contain the revellers in the High Street but they all have to make their way home and most do not live in the High Street.

Vulgar, anti social behaviour in the dead of night in a quiet residential road.

I will not contact you again regarding this matter. It is now rightly so in the hands principally I suspect of the Police.

I would hope the council listen now to what our local Parish Council may have to say on this matter and of course you know all the legislation better than anybody and you know what is and what is not appropriate.

Most residents of Amesbury still cannot comprehend how a late night opening 'cocktail bar' came to be approved in the middle of a densely residential area. For most of us it is still incomprehensible.

On the first floor of the venue I have been told there is a dance floor. At weekends I have been told the chairs on the ground floor are pushed to the side of the room to open up that floor.

A venue with alcohol and with dancing, open into the early hours is a nightclub and not a cocktail bar.

I actually attempted to buy the building but it was not for sale.

The council could have made a compulsory purchase and it would have made a wonderful Heritage Centre. I believe Amesbury is now officially the oldest settlement in England. We have such history that could be harnessed for tourism. This would in turn bring more business to our hotels, pubs restaurants etc.

A golden opportunity missed, which would have brought dignity to Amesbury.

Kind regards,

Mary Loughlin

Wiltshire Council

Where everybody matters

REPRESENTATION FORM

This form must be returned within the statutory period, which is 28 days from the date the notice was displayed on the premises or the date specified in the public notice in the newspaper. Please contact the Licensing team to confirm this date.

Any individual, body or business can make a Representation to the Licensing Authority in relation to an application, regardless of their geographic proximity to the premises. Any Representation must be relevant, in that the Representation relates to one or more of the Licensing Objectives.

Premises about which representation is being made	The Bank Cocktail Lounge & Events 18 High Street Amesbury Wiltshire SP4 7DN
Your Name	Martina Batey
Postal Address	12 Sloane Court Amesbury SP47YP
Contact Telephone Number and Email address	[REDACTED] [REDACTED]
Are you (please tick): <ul style="list-style-type: none"> • An individual? (X) • A person who operates a business? • A person representing residents or businesses? • A member of the Relevant Licensing Authority (ie, elected Councillor of the Licensing Authority)? 	
If you are representing residents or businesses who have asked you to represent them?	

Your Representation must relate to one of the four Licensing Objectives, which are detailed below. Please detail the evidence supporting your Representation and the reason for your Representation. If necessary, separate sheets may be used.

LICENSING OBJECTIVES	EVIDENCE
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The protection of children from harm	Nil
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The prevention of public nuisance	I can understand the Premises are making every effort to reducing the impact of surrounding residents, however anything further than 20 meters is beyond their responsibility and very little can be done by them to mitigate public nuisance. Since opening their doors, on a regular basis predominantly at weekends, there has been a significant increase in public nuisance following closing time of the premises. Customers struggle to find Taxis to get home and end up walking along the high street in masses, screaming and shouting with total disregard for local residents sleeping.
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The prevention of crime and disorder	Further to the above, crime and disorder has been committed with flower beds having been recently vandalised in the early hours of the morning, along with the Urination and Vomit being left outside of local shops and entrances to residential properties. Fortunately as of yet I haven't witnessed any fighting or domestics, however without consulting local police, I cannot be sure if such a crime has already been reported. Allowing for amendments to the current licence will only contribute to an increase in such behaviour, giving customers the false impression of the premises being a Nightclub as opposed to its intended use as a quiet cocktail bar for the community.
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Public safety	Nil
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Please list below any suggested actions that you feel the applicant could take to address your concerns: Nil

If a hearing needs to be held to determine the Premises Licence Application, the Licensing Sub-committee will generally only be able to consider matters that have previously been disclosed. However, additional information in support of your Representation may be considered if all parties at the Hearing agree. We advise that you detail all matters that you wish to be considered on this initial Representation, attaching additional sheets if necessary.

If you do make a Representation you will be invited to attend the Licensing Sub-Committee Hearings and any subsequent appeal proceedings relevant to your Representation.

All Representations in their entirety, including your name and address, will be disclosed to the Premises Licence applicant. A copy of Representations will be annexed to the Licensing Officer's report, which is a public document published on the Council's website and circulated to the Licensing Sub-Committee and to all those who have made relevant Representations.

Signature.....M.BATEY..... Date 14/08/18.....

Please return this form, along with any additional sheets, to the relevant Wiltshire Council Office listed below or return by email to publicprotectionnorth@wiltshire.gov.uk:

Salisbury Area – (Salisbury, Amesbury, Downton, Mere, Hindon and Tilshead as well as the rest of the old Salisbury District Council Area), please send to:

The Licensing Officer Wiltshire
Council
Public Protection Services and Licensing
Bourne Hill Salisbury
Wiltshire, SP1 3UZ

All other areas please send to the address below:

The Licensing Officer
Wiltshire Council
Public Protection Services and Licensing
Monkton Park
Chippenham
Wiltshire, SN15 1ER

From: [Rosemary Yaldren](#)
To: [Hould, Hannah](#)
Subject: Re the application by Keystone Enterprises for an extension to licensing hours in Amesbury. Plan No. Ref.17/12497/SUL. (This may have been updated.)
Date: 15 August 2018 08:32:33

I am against the extension of the licensing hours at the Night club, in the old HSBC building, to 3am in September and again at Christmastime. I think 12mn should be quite late enough to consume all the drink they seem to require. As it is, there's vomit on the pavements, urine in doorways, the odd broken window and the noise in the streets- men shouting, the slamming of car doors - when most people are asleep.

The noise at the New Inn and in the garden on Fridays and Saturdays can be very loud depending on the CD being played. I did ring the proprietor and ask him to turn it down, but he said it was below the decibal limit allowed. He told me the police had just been round to check it. He was very polite, but I'm sure this was a lie. My 3 windows look towards the west, to the rear of The New Inn and HSBC building, so the noise does carry easily up to my apartment.

Please put my objection to the Planning Committee re the extension of licensing hours applied for by Keystone Enterprises.

Yours sincerely, Rosemary Yaldren. 18, Queen Eleanor Court. SP4 7FU

Sent from my iPad

From: [Henry, Sarah](#)
To: [Hould, Hannah](#)
Subject: The Bank
Date: 15 August 2018 11:50:00
Attachments: [image001.png](#)

Hi Hannah,

In response to your consultation regarding the variation application to above address, myself and Vicky have had chance to discuss it and we have come to the conclusion that we do not support the following points on the amended variation application-

- We do not support the extension of recorded music to be in line with alcohol sales for non-standard timings to 2am as stated in the current licence, and therefore are minded to object.

I appreciate that Nathan Muirhead has had recent discussions with Vicky Brown about further sound reducing measures that relate specifically to the bass, however, as it is unclear as to whether all of these measures have yet been implemented for example-reinsulating side window, and in any case it is too soon for us to make an assessment of the impact of the noise reduction. The issue is that whilst the Bank is still open until 2am, the issues of noise disturbances from the street still exist (obviously not all of that comes from patrons of the Bank),but it's whether the music/bass adds to that which is unquantifiable at the moment. This is not long enough for us to take a view, therefore we are airing on the side of caution and cannot support this. Also the acoustic report mentions that additional monitoring should be done following the installation of the all of the window baffles.

- We do not support the removal of the clause relating to reducing noise levels after 000hours, as we feel this condition should remain in principle in the licence .

I have emailed Nathan our concerns and have since had a since had a telephone conversation, he is putting in a written response to include what he has carried out to date.

Any queries please let me know.

Kind regards



Environmental Health Officer (Environmental Control and Protection)

sarah.henry@wiltshire.gov.uk

Tel : 01225 770243

Wiltshire Council, Public Protection Service, County Hall, Trowbridge, Wiltshire BA14 8JN

From: [Brown, Vicky](#)
To: [Hould, Hannah](#)
Cc: [Henry, Sarah](#)
Subject: Application to vary the Licence of The Bank, 18 High Street, Amesbury
Date: 31 August 2018 11:42:26
Importance: Low

Hannah,

As discussed, in Sarah Henrys absence, I am following up the Environmental Control and Protection response to the variation application for The Bank, 18 High Street Amesbury. As the application currently stands we are concerned that the variation is not in accordance with the preventing a public nuisance licencing objective. We therefore object to the application for the following reasons:

- 1) We are currently investigating complaints about music noise emanating from the premises. While investigations are ongoing we do not feel we can support any extension to the music timings. It is appreciated that the extension proposed is limited to non standard timings and would bring the times for recorded music in line with the non standard timings for alcohol and opening. However, at this time, despite measures Mr Muirhead has advised he has taken to control music noise, complaints are continuing. To date we have not had sufficient time to fully assess the impacts of music noise because the premises has not been operating for very long. Further visits will take place over the coming weeks to inform our advice on this matter. The proposed changes are also likely to affect the timings of customers leaving the premises on these non standard days. Customers accessing and leaving the premises create noise and there are ongoing problems with noise an antisocial behaviour in the street in Amesbury. It is understood customers from The Bank are likely to contribute to this. If customers have just walked out of a venue where they have been listening to music at a high volume, until their ears have adjusted, they have little appreciation for the low night time noise levels outside and their voices are likely to be louder than they realise.

Mr Muirhead has advised he would be taking steps to control the escape of music noise from the premises. However the proposed layout changes do not support this. The original layout shows the first floor as lounges with seating areas and a bar where as the new layout has a DJ booth and dance floor. Similarly downstairs the original layout showed a small DJ booth with tables and chairs in the main room, the revised layout shows a large stage with no tables and chairs. The premises was originally proposed as a cocktail bar with some commercial and community events. Our experience from visiting is of more of a night club atmosphere with the associated noise and level of customer activity. Given the mixed use of the Town Centre area and the ongoing complaints about noise, changing the layout on the licence to apparently facilitate a night club use does not appear to be in the spirit of controlling music noise.

The new layout shows a door opening to the outside in the VIP lounge on the ground floor. This is a new addition and any new opening in the building structure is going to affect the sound insulation of the building. There is no sound lobby for this door so when opened music and people noise will escape. What purpose has this door? Is it to allow VIP guests access to a smoking area. We would strongly object to a new smoking area being implemented, particularly in this location which is adjacent to dwellings at

Beechwood Court. The main doors onto the High Street are shown as open appearing to be for access, these doors should be for emergency use only, in the event of a fire for example and one of the steps Mr Muirhead is proposing is to improve the sound insulation they provide. When these doors are open noise escaping from the building significantly increases and they should not be used for access or egress when the premises is operating.

- 2) We do not support the removal of the condition relating to reducing noise levels after 000hours. A condition that provides some guidance on noise levels should not be removed when there are ongoing complaints about music noise levels. It may be suitable to replace this condition with the condition attached to the planning application which states:

Music noise levels emitted from the site shall not exceed LAeq40dB(5 mins) at 1m from any residential facade before 23:00 hrs or LAeq35dB(5 mins) between 23:00hrs and 02:00hrs. Noise Rating(NR)curve 20 shall not be exceeded inside any bedroom between 23:00 and 02:00hrs.

Further advice can be provided on this following monitoring visits that are planned.

As explained, further visits to Amesbury, and meetings with our partners, are proposed in the coming week and we may wish to provide further comment before the committee hearing.

Kind regards

Vicky
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Senior Environmental Health Officer

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Please note I do not work Wednesdays.