

IP Representations: Queens Head Variation

IP1 Representation

I noticed in last weeks local paper that the Queens Head has applied for an extension of opening hours for their beer garden together with their enormous tv. NO NO NO Please do not allow this. I live at xxxxxx. THE BEER GARDEN IS APPROX 100 meters away from my garden and when there is a match of some kind the noise is horrific especially when viewers are cheering on a team.

Residents in Station Road, Compton Road, Radcliffe Road and Roseneath plus some in Ringwood Way expect to enjoy quiet enjoyment. If the Queens Head wish to boost their beer sales with a tv why can't they build an INDOOR tv lounge and have it sound proofed? I don't understand how they got permission to have a tv in their beer garden anyway. It should be revoked.

The advert in the local paper is easily missed. Their application should be more prominent. I have spoken to some my neighbours many who have young children and others who are elderly and we don't want to suffer the noise. Other pubs and eating places in the area are more considerate.

I am sure that the people who make the decisions do not live in this immediate expensive area Thanks & regards

IP2 Representation

I would like to formerly contest the Queens Head Application to vary its Premises Licenses. As a resident of xxxxx for over 25 years, our garden is very close to the Queens Head Beer Garden. I am deeply concerned with the possibility of the open hours of the Beer Garden being extended to 22:30 Mon-Sat and up to 22:00 on Sun.

The Beer Garden is an open air space and this unfortunately allows for the voices to travel a considerable distance and as residents near by directly a few premises behind the Beer Garden, I urge you to take this complaint with the utmost seriousness it deserves. if the Licensing Team is seriously considering the Queens Head Application then I would like to invite you to come to our home and spend an afternoon in the Garden. This will give you real experience of a nearby resident to the Beer Garden and offer you the opportunity to make a better informed decision.

Please do contact me directly on the below contact details to discuss this further.

IP3 Representation

I wish to register an objection to the proposed extension of opening hours for the beer garden.

I live close by and am concerned about the potential extra noise.

IP4 Representation

I write to object to the Section 34 variance to the premises act for Queens Head Pub Winchmore Hill N21 to extend use of the beer garden till 22.30 and 22.00 on Sundays.

We live in xxxxx and our garden backs virtually onto the pub.

In the summer months in particular when there are sports events on their Tv outside the noise is very loud.

I would certainly object to this proposal.

IP5 Representation

I am writing to object to the application by the Queen's Head, N21 to allow customers to use the beer garden until later in the evening.

This is a very unfair to local residents. The additional noise, until much later in the evening will significantly reduce our opportunity to sleep, relax and use our own outdoor spaces without intrusive noise.

At the moment the balance seems fair, it allows the business to use the outdoor space but gives residents some respite too.

Please consider the views of locals, we care about keeping good relationships and whilst we want to see businesses thrive, we also need to be able to live comfortably in our own homes.

IP6 Representation

In respect of Queens Head, 41-43 Station Road, Winchmore Hill - application to extend use of beer garden.

We would like to oppose the application. The current hours of use should not be extended. Rather, noise management plans should be completed and improved.

We have been a neighbour for over 12 years over which time the pub's rear garden has gone from not being used as a beer garden, to irregular use in warm weather months only, to large scale use lasting later and later at night all year round. This application is a further strategy of usage creep, which once approved will be difficult to enforce. Current use is already difficult for staff with little motivation to appropriately enforce. An extension will therefore just exacerbate the current problems experienced, all well documented in previous applications.

IP6 Additional Representation

Can you please confirm that the minutes of the previous application put to the Licensing Sub-Committee regarding the 'Queens Head beer garden hours of use' be tabled at this new hearing, i.e. that meeting held on 17/11/2010.

The previous hearing, which you will be familiar with as you attended as the Principal Trading Standards Officer, contained documented evidence of historic ongoing problems experienced as a result of increased use of the beer garden. The arguments presented at that hearing remain equally pertinent for this one, and rather than rewriting them all from scratch, should be considered in full by the members of the Licensing Sub-Committee who, without familiarising themselves with the history of applications, may not be fully aware of them.

The Queens Head is in a residential area, not an urban, commercial or industrial one. Hours should therefore not be increased but an effective noise management plan be put in place.

Principal Licensing Officer Comment: *the link to the website containing the agenda, report and minutes for the Queens Head hearing on 17/11/2010 has been included in the report, and is included again here:*

<https://governance.enfield.gov.uk/ieListDocuments.aspx?CId=217&MId=7059&Ver=4>

IP7 Representation

An email to submit our objections to extending the outside opening hours of the Queens Head pub on the grounds that it will considerably increase noise levels for residents in Compton Road.

IP8 Representation

My husband and I live with our two young sons (xx and xx years old) at xxxxx. From our house we can see the Queen's Head pub at 41-43 Station Road N21 3NB and can hear when patrons are in their pub garden.

We have seen the notice for the proposed variation to amend a condition on the premises licence to permit the use of the beer garden until 2230 on Monday to Saturday and until 2200 on Sundays.

We object strongly to this variance as this is a residential area and having patrons in the garden area until late throughout the week will be noisy and disruptive to us as a family.

IP9 Representation

I would like to raise my objection to The Old Queens Head, Station Road, Winchmore Hill N21 recent application to have a later outdoor licence then 9pm.

I own xxxxx and it is located directly next door to The Old Queens Head with the back bedroom directly overlooking the beer garden.

If you require any further information please do not hesitate to contact me.

It is with regards to the following reasons:-

- Prevention of crime and disorder;
- Prevention of public nuisance.

IP10 Representation

I am writing in objection to the following variation to licensing to remove the current 9pm restriction.

Queens Head Pub (Bermondsey Pub Company)

41-43 Station Rd

Winchmore Hill

I live at xxxxx, approx 20m from the Queen's Head outside space. When we purchased our house there was and still is the 9pm restriction on the use of the outdoor area. Something that was enforced by the council for the protection of the local residents after countless complaints. This enforcement could have only been made as the council agreed that this is a statutory nuisance.

Having to tolerate the constant nuisance noise will be exhausting, especially as it will be happening through the night every night. This extension with no restrictions will make my family and young children helpless to avoid it and unable to sleep and or relax in my own home. This will have extremely negative effects in the long term on our health and mental health. As this area is entirely residential there is a very low level of background noise while the noise from the pub can be heard on Compton Rd, Roseneath Ave, Station Rd, Kings Rd and Ringwood Way an area covering more than 50 households.

I object to this application on the following grounds.

- Currently the pub has outdoor TV where live sporting events are shown. The noise during the day is considerable as in excess of 100 people are often outside. Allowing this to continue into the evening would seriously detriment the local residents. If a private residence was to have a party every evening in their garden until 22:30 it

would be deemed unacceptable by the council and enforcement would be made. I would consider this to be "entertainment" as the volume is turned up on the TVs.

- As this is an outdoor space it's use will be heavily used during the summer months. As this is the UK and houses have no provision for air-conditioning local residents sleep with Windows open. For those of us with young children and who start work at 5am this level of noise will cause considerable mental and physical harm due to night after night of disturbed sleep in such that this permit will allow for this space to be used 7 days a week and no restrictions on the number of people that can be in the area.

- The introduction of an outside bar area (currently in use during the day) and ability to serve alcoholic beverages easily will only add to the noise.

- As this pub is in a conservation area, residents are not able to change Windows are many are single glazed so offer little sounds insulation.

- Due to the brick construction of all the surrounding buildings and the height of these, lack of any tall trees. The outside area is in a echo chamber and only makes the noise louder. If you consider that loud conversation is 85 - 90db this will allow/give for a constant noise level of upto 90db for upto 12 hours a day 7 days a week.

- There is no provision for any sound deadening or reducing the levels it currently causes.

- The application offers no benefits to the local residents and is for financial gain. Based on showing the Football 2020 European championships outside (which will cause more noise than just outside drinking).

I hope that this long-standing permit restriction is upheld for the benefit of the local residents, notwithstanding that the new owners of the pub were fully aware of this when then redeveloped the pub.

IP11 Representation

We are writing with respect to the application to amend a condition to the license for the Queens Head at 41–43 Station Road, London N21 3NB.

The condition is to permit the use of the beer garden until 22:30 on Mondays to Saturdays, and until 22:00 on Sundays. The present condition allows use of the beer garden until 21:00.

We moved to xxxxx in 1996 and have lived through a number of owners and licensing conditions at the Queens Head and can say unequivocally that the use of the beer garden, has had a direct and significant impact on the quality of our lives. When drinking and activities have been allowed later in the evening, the noise is do loud and disruptive that we could never sit outside on our patio, or even have our

windows on the same side of the beer garden open. Added to the noise, the topics of conversations, are typically late night ones which we have all had, but younger children (we have three school age children), should not be exposed to. These times, in the past have placed an intollerable strain on how we would like to live our life.

It is unfortunate that the arrangement of properties adjacent to the Queens Head garden seem to amplify the noise, which echoes around the gardens and buildings, but it does, dramatically.

It is why we have to object in the strongest possible terms to any extension, no matter how responsible or careful the owners are.

IP12 Representation

THIS IS A HOLDING OBJECTION

ENFIELD LICENSING TEAM
P.O. Box 57
Civic Centre
ENFIELD COUNCIL



18 Oct 2019

Dear Council LICENSING TEAM

Re QUEEN'S HEAD 41-43 STATION ROAD N21 3NG

I have noticed that an application to extend the "Beer Garden" opening hours as been applied for

PLEASE CAN YOU REFUSE THIS APPLICATIONS

We fought hard, with the owners of [redacted] to reduce the hours in the "Beer Garden" as the noise was AWFUL. Ever since it was reduced on occasions the pub has flouted its obligations and I have called the noise abatement team who came to my house to hear. One time with a previous owner of the pub they had a quiz night in the garden and in our kitchen we could answer all the questions and it was as if the quizmaster was in our garden.

The problem is the tall post office building and the houses tunnel the sound straight through to the whole terrace right up to Compton Road.

Staff were asked to police this 9:00^{PM} ruling seemed unknowing of the rules.

We need your help to refuse this

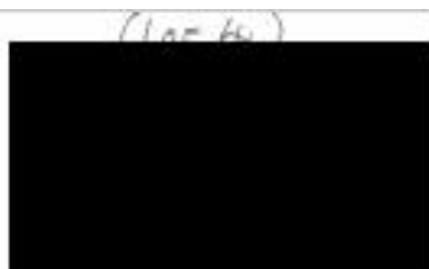
Thanking you



LONDON BOROUGH OF ENFIELD
no paper application
21 OCT 2019
ENVIRONMENT & STREET SCENE

Post

The Licensing Team
London Borough of Enfield
PO Box 57, Civic Centre
Silver Street, EN1 3XH



18/10/19

This is a "Holding Objection"

Dear Sir/Madam,

Re: Queen's Head Pub, 41-43 Station Road, N21 3MB

I am writing to object to the application by Bernadsey Pub Company Ltd to extend the hours of the use of the "beer garden" to 2230 on Mondays to Saturdays and 2200 on Sundays.

My objection is on the basis that the noise from the use of the "beer garden" has a significant detrimental effect on the living environment of all the residential properties in its vicinity in Station Road, Rowseath Avenue and also the properties in Compton Road that are opposite to the rear of the Queen's Head pub.

It would be better for all those residential properties if the hours of drinking in the pub garden would be reduced instead of extended. The noise during both daytime and evening has become a worse problem, particularly during the summer months.

The Queen's Head has had large TV screens being viewed in the outer area to the rear of the pub and there has been a lot of noise from people watching sports events whilst drinking in the "beer garden".

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The licensees have also run various attractions in the "beer garden" to try to encourage drinkers to use the outdoor space. All this is creating even more disturbance than previously when the licensing hours were reviewed before and the garden area was closed to drinking at 9pm.

Even the number of smokers who are in the garden after 9pm can be noisy as they have already been drinking and are liable to be loud when talking and shouting together.

Unfortunately there have also been many occasions when the noise from the Queen's Head has not been suitably controlled by the licensees.

For instance, on Saturday 27th May 2017 I visited the Queen's Head at 12.45am (i.e. Sunday, early hours) because of the excessive noise and found that there were customers still out in the garden area being very noisy and drinking there.

Also on Friday 30th June 2017 at about 10pm I went into the Queen's Head to find out why it was still so noisy at the back and I spoke to Foe, who was working behind the bar, to ask why there were people drinking in the garden and why the back double doors of the pub were open, letting out the noise of the people and the loud music in the busy pub.

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As Joe was unable to answer these questions he asked the other staff who were working at the pub that evening but no-one was able at all to say what the licensing restrictions were at that time.

Joe said he would speak to "Brian" of the management of the pub to request that in future the back doors be closed at 9pm. Two Noise Abatement team staff came to the front of the pub to check it on that occasion. Licensing regulations were clearly being breached again.

As the Queen's Head rear garden is right next to the very tall wall of the Post Sorting Office building the slightest sound from the garden is bounced back and projected towards the rear bedroom and living areas of a large number of residential properties. Therefore the pub garden is entirely unsuited to being used as a "beer garden" and I strongly suggest that there should not be any extension of the licensed hours in the garden and that there should be a review of the licensing arrangements of the Queen's Head as there is much more noise disturbance being caused by outside activities there than before, especially in the summer months when local residents want to peacefully enjoy their own gardens and have their household windows open.

Please write to let me know what the outcome of this application is and also to let me

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know whether the Licensing Team will be able to ^(+ or +) reduce the hours that the "beer garden" will be used for drinking in the future and what the restrictions of making noise generally will be. On occasion empty bottles have been tipped up at 12.30 am with a great crashing sound.

Also I would like to express my dismay that local residents have not been sent prior information of this application and have only found out about it by chance as the Enfield Council website has proved to be an inadequate source of information in this respect and even a trained librarian was unable to help me in the library to access sufficient details in this case.

Hoping that you will be able to help by rejecting this application to extend the Queens-Head beer garden open hours,
yours faithfully,

[Redacted signature]

IP14 Representation

Re: Licensing Act 2003 Notice of Application to Vary a premises licence under section 34 - application by Bermondsey Pub Company Ltd for premises Queens Head Pub 41-43 Station Road N21 3NB

I would like to object as owner of xxxxx which is the property adjacent to the Queens Head Pub.

My objection is based on the grounds of noise pollution. The late night garden usage would heavily impact the residents of all surrounding streets.

The Queens Head pub now shows all sporting events and is popular throughout the week / weekend at these times, after such events to have groups of people then spill out into the garden would seriously impact the surrounding area.

Having the garden open late would increase capacity post 9pm therefore causing far greater disruption at closing time.

The formation of the property surrounding the pub, the sorting office one side and the tall houses of Roseneath Avenue the other forms a tunnel which carries and reverberates sound much further than usual. This was the case when the sound level was tested last time and deemed to be above the acceptable limits. I can not see anything that has changed since the last sound test.

It is not just Roseneath Avenue that would be affected it would greatly impact Ringwood way, Station Road, Compton Road and all surrounding roads.

IP15 Representation

Re: Queen's Head, Station Road N21 3NB proposed variation to amend a condition on the premises licence to permit the use of the beer garden until 2230 on Mon to Sat and until 2200 on Sundays

I wish to object to the proposal above to extend the use of the Queen's Head beer garden beyond current operating hours. The beer garden is in proximity to the gardens of many residents in the neighbouring streets and will present noise making it quite unbearable to people like myself who have to get up for work early the next morning and also for families with young children. I believe it could also present other unsociable factors, beyond noise, which will make it unpleasant for the residential area.

Myself and my family would be most grateful if you could please continue hours as they are and not extend as proposed.