

Appendix 3

Representation for the review of the Premise Licence for The White Horse, 22 Pillory Street, Nantwich from Tracey Billington Licensing Enforcement Officer (formerly Environmental Health) at Cheshire East Council.

I first started to cover the South area of the Borough (Crewe and Nantwich) of Cheshire East Council with Environmental Health in December 2010. From the beginning of my employment I had heard my colleague Sarah Allwood mention the White Horse and complaints from residents on a regular basis.

I got involved first hand with The White Horse in February 2015 when I was passed a complaint regarding loud music at the premises and customers from the premise shouting in the street, whilst they were stood outside smoking. The complainant was considering submitting an application to review the licence of The White Horse and they contacted me again in March 2015 asking me to undertake a formal investigation. My first action was to visit the premises on the 18th March and make contact with the Designated Premise Supervisor (DPS) a Teracina Slaughter-Hudson. I found Teracina to be approachable and willing to make the small changes I suggested, such as standing the speakers on thick absorbent material, decreasing the volume of the music from midnight onwards and advising the door staff to have better control of the people smoking outside the premises. After the visit I wrote a follow up letter which is attached as Appendix 1.

Licensing were also informed of the complaint and Martin Kilduff from the Licensing Enforcement Team, met with the DPS and a representative from the Premise Licence Holder Company on Monday 13th April 2015. Martin suggested a number of ways to mitigate the noise from the smokers including using the rear beer garden, instead of the street to the front of the premises. Martin followed the visit with an action agreed email which is attached as Appendix 2.

Both the Licensing Section and Environmental Health continued to receive complaints and a joint visit was undertaken by myself and Martin on the 6th July 2015 to the premises. We again met with Teracina who was surprised that the complaints were continuing and she stated that the door staff were 'very good at keeping the smokers quiet'; Teracina went on to say that she would welcome officer visits to witness the noise from the premises.

On the 26th July 2015 at 23.35, myself and Kim Evans from Licensing undertook an officer visit to The White Horse. We approached The White Horse from a side street that lead out onto Pillory Street. Even before we reached Pillory Street we could hear music and people shouting. As we turned the corner into Pillory Street, the noise became considerably louder and it became apparent that it was associated with The White Horse. We stood across the road for a minute and observed the door staff making no attempt to control the shouts from people standing outside the premises smoking. We then went into the premises, the music was on so loud I asked the member of staff that was in charge to ask the DJ to reduce the volume of the music by a half. We went back outside to monitor the noise levels from the reduced volume. A gentleman approached us and informed us he was the owner of the premises and said his name was Todd Woodhouse. Todd was argumentative from the outset of the conversation and appeared to be drunk. As we were talking to him other customers and the door staff became involved in our conversation that was becoming quite heated. It appeared as though the situation could escalate so we made the decision to leave and any further action would be taken from the office. Accounts of the visit by myself and Kim Evans are attached in Appendix 3.

Following the visit I wrote to the DPS of the premises and advised her that we would continue to monitor the premises. I also wrote to the complainant and asked him to keep diary sheets and Kim Evans spoke to the partnership group who were also going to raise her concerns over the premise with the local policing unit. The letter sent to the DPS after the visit is attached in Appendix 4.

Sarah Allwood undertook a visit to the premises on the 29th July 2015 at 23.50 and she said that there were people stood outside the premises smoking but there was no noise from either the smokers or music being played in the premise. Sarah commented that 'it was the quietest I had heard The White Horse for some time'.

I left the Environmental Health Team at the beginning of August and started to work for the Licensing Team in September 2015. In my absence, further complaints were received by Environmental Health and further visits were undertaken by Sarah Allwood of Environmental Health and Kim Evans of the licensing Team. Another meeting with the DPS and Premise Licence Holder was scheduled for the 18th August and further advice was given to the DPS during the meeting on noise control. It was agreed with the Premise Licence Holder that a sound limiter device and double glazing would be fitted to the premises and this was undertaken in September. During this period Environmental Health were still receiving regular complaints about the premises and noise from people standing outside smoking.

On the 17th October 2015, Sarah Allwood received an email from the DPS to say that the sound limiter device had been fitted and would she attend to set a limit for the device. Despite Sarah leaving voicemails to try and arrange a date, the DPS of the premises did not return her calls. As Sarah had had no further contact from the complainant, the complaint was closed on the 11th November 2015.

Sarah received further emails during December 2015 regarding noise from the premises and she advised that she would reopen the complaint and discuss a review of the licence with the complainant once the Christmas and New Year period was over.

No further complaints were received until the complainant returned their diary sheets on the 8th June 2016. The complainant also included a photograph that had been taken on Sunday 5th June at 01.25. The picture showed a number of people standing outside the premises and it looked no different from the scene that Kim Evans and I witnessed on the 26th July 2015, when the noise levels were totally unacceptable. The photograph sent by the complainant is attached as Appendix 5.

As Sarah Allwood was on maternity leave, I arranged to visit the premises on the 20th June 2016 with Margaret Hopley from Environmental Health. The DPS was unavailable so we met with the Duty Manager, Lucy Dickins. The meeting was totally unproductive as Lucy had no idea where the refusals register, details of the bar staff and noise monitoring records were kept. When we queried her with regard to the conditions on the Premise Licence, Lucy had no idea what was required to comply with the conditions detailed on the licence. It was very clear to me that the measures agreed between Martin Kilduff and the Premise Licence Holder following the meeting on the 13th April 2015, had not been upheld and the premises was being run in exactly the same way as it was prior to the involvement of myself and Martin Kilduff in March 2015.

Margaret Hopley and I arranged to meet the DPS at the premises a week later. Prior to the meeting I asked the complainant if they had been disturbed the night before and they said they hadn't heard a thing. When we met with the DPS, I asked what they had done differently and she said that she had been out on the front asking the customers to keep the noise down. I asked about the role of the door staff and it was implied that the door staff have become friends with the customers and either had a lack of control of the customers or don't want to control the noise from the customers due to their relationship. The DPS also stated that Lucy had been working at the premises for 18 months and her lack of knowledge indicates that again the measures agreed by Martin Kilduff with regard to staff training, have not been upheld.

Following the meeting I wrote to The DPS with a request for the supply of CCTV footage from recent dates the complainant identified as being a nuisance, to date the DPS has not acknowledged the email or complied with the request. The email sent to the DPS is attached as Appendix 6.

Despite the measures agreed with the DPS and the Premise Licence Holder to mitigate the noise levels from the premises (not just over the last 12 months but over many years), this premise continues to give rise to complaints from residents. Presently, the premise appears to be very badly managed with the DPS seeming unable to manage the staff under her control; the DPS also pays lip service at meetings held with the council but has not actually implemented any major changes suggested to them, such as changing the door staff.

The owner of the premise Todd Woodhouse, on the one occasion I meet him, was very dismissive of any issues that were raised with him and to my knowledge has never approached the Council to try and resolve the ongoing noise complaints. The former Premise Licence Holder was The Spirit Group and they have been very reactive to suggestions made by the council, however they have now been taken over by Greene King and to date, no one from this company has returned my calls regarding this premise.

I feel that even with a change of management, the culture of this premise is more concerned with profits than neighbours. Measures have been put into place in the past to control the noise levels in the past but the local residents continue to be disturbed as the situation soon slips back to the norm. I feel that the only way to reduce the impact of this premise on the local residents is to reduce the opening hours of the premises from Sunday to Thursday.

The lack of control over the noise levels from The White Horse undermines the Licensing Objective 'the prevention of public nuisance' and it is for this reason that I have produced this representation to support the review of the Premise Licence for The White Horse.

Tracey Billington

Licensing Enforcement Officer

13th July 2016

Appendix 1

Description	Letter to DPS of the White Horse, dated 19 th March 2015
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14th July 2016



Ms Slaughter-Hudson
White Horse
22 Pillory Street
Nantwich
Cheshire East
CW5 5BD

Regulatory Services and Health
Municipal Buildings
Earle Street
Crewe
Cheshire East
CW1 2BJ

DATE: 19th March 2015

OUR REF: N33/018734

Please Contact: Tracey Billington
Direct Dial: 01270 686722
Email: tracey.billington@cheshireeast.gov.uk

Dear Ms Slaughter-Hudson

**ENVIRONMENTAL PROTECTION ACT 1990: SECTION 79 & 80
NOISE NUISANCE ARISING FROM THE WHITE HORSE, 22 PILLORY STREET**

Further to my visit on the 18th March 2015, concerning complaints of noise nuisance arising from the transmission of bass from music being played at the premises and noise from patrons on the pavement smoking and leaving the premises.

May I remind you of the following condition on your premises licence:

1. No nuisance shall be caused by noise coming from the premises or by vibration transmitted through the structure of the premises.
2. All external doors and windows shall be kept closed when regulated entertainment is being provided except in the event of an emergency.

As agreed, can you please ensure that the bass levels are reduced as much as possible at the beginning of the night and the bass continues to reduced from midnight onwards particularly on the speaker to the front of the premises. Ideally this speaker should be mounted on absorbent material such as a thick rubber mat or similar and consideration could be given to a new location for the speaker, so it is moved away from the front of the premises and is rotated so it doesn't face the front windows.

I would be grateful if you could remind your security staff to keep the noise down from people smoking outside the front door and also to ask people to leave the premises quietly.

The complainant has mentioned that they are disturbed more on a Sunday and Tuesday night which are traditionally work nights. Therefore it would be advisable to monitor the noise levels from the premises from different locations on Pillory Street, particularly on these nights, and reduce the volume and bass of the music if you feel the levels are too high.

Appendix 2.

Description

Action agreed email from Martin Kilduff to the DPS of The White Horse

BILLINGTON, Tr

4th July 2016

From:
Sent: 28-Apr-2015 16:15
To: 'Michele Phillips';
Cc: CADMAN, Nikki; HELLON, Richard
Subject: White Horse, Nantwich - Complaint

Hi Michele,

I write further to our meeting at the White Horse, Nantwich on Monday 13th April 2015 in regards to the complaint received from a neighbouring resident. I was hoping to have returned to the premises last week to follow up and revisit the issues we discussed, however I will now schedule it in for this week instead. As discussed, I will contact the DPS directly to arrange a mutually convenient appointment.

I've summarised below what we discussed during the meeting, which was attended by:

- Martin Kilduff - Licensing Officer – Cheshire East council
- Richard Hellon - Licensing Officer – Cheshire East Council
- Teracina Slaughter-Hudson – DPS, The White Horse
- Michele Phillips – Licensing Executive- Spirit Pub Company
- Jim Lepke – Area Manager – Spirit Pub company

We discussed the details of the complaint received by the Licensing department; and worked through the Premise Licence together to ensure familiarity with the DPS, and addressed the important role of relevant policies and procedures as follows. These are not intended to be comprehensive minutes of the meeting, and are merely attendance notes I made in regards to the main issues we discussed.

Complaint of Cigarette ends discarded in the street:

- Teracina Slaughter-Hudson stated that staff brush the street in front of the premises at the end of each night, and produced a daily check-sheet, on which this task is listed. The check-sheet is marked in bold text "To be completed at the end of the night" however Teracina Slaughter-Hudson stated that it was not actually completed, but acted more of an 'aide memoire' for staff. I therefore advised that this should be completed on each occasion to ensure 'best practice' and good due diligence, and records retained.
- One Cigarette bin is present at the front of the premises, and a further cigarette bin located at the rear of the premises.

Noise complaint:

- Teracina Slaughter-Hudson stated that the windows are not capable of being opened in any event, and that the rear door of the premises is not kept in an open position after 18:00hrs – when a change of shift takes place.
- Attention was drawn to Annex 3 of the Premise Licence, which states (amongst other things) that the beer garden / outdoor drinking area shall be closed to customers by 23:30 hours. However, the "Condition attached by Magistrates Following Appeal" provides the following exception "...for the purpose of the designated smoking area as shown on the attached plan. No more than twenty people may use the area at any one time. The condition is subject to there first being installed, a double door entry system....".
- In relation to the above, Teracina Slaughter-Hudson stated that the single fire-exit door was currently used, however this was only whilst the beer garden/outdoor drinking area was open. As the "Condition attached by Magistrates Following Appeal" was not currently utilised in terms of permitting smokers into the designated smoking area, it was felt that this may consequently result in smokers tending to gather at the

Regards,

Martin Kilduff
Licensing Enforcement Officer
Regulatory Services & Health (Licensing)
2nd Floor, Municipal Buildings
Earle Street
Crewe
CW1 2BJ

Tel: 01270 686258

Email: martin.kilduff@cheshireeast.gov.uk

Cheshire East Council is the brand name of Cheshire East Borough Council

Appendix 3

Description	Accounts of visit from Tracey Billington and Kim Evans
	11 th July 2016

STATEMENT OF WITNESS (C.J Act 1967, s.9; M.C.Act, 1980, ss5A(3)(a)and 5B; Criminal Procedure Rules 2010 r 16)		
Statement of (name of witness): Tracey Billington Age if over 18 enter "over 18": Over 18 Occupation of Witness: Licensing Enforcement Officer Taken by: Self Date: 11 th July 2016 Time: 16.00		

Officer visit to The White Horse last night (26/7/2015) with Kim Evans the Licensing Manager.

Arrived on the car park at 23.25 and as we left the car park and walked down towards the White Horse we could clearly hear music and I said 'I hope that's not coming from The White Horse', as we walked around the corner onto Pillory Street it became clear that the music was coming from The White Horse. The music was excessively loud as we walked past the premises and even louder when the front door opened to allow access to the premises. A man came to the door of the premises and stood in the doorway holding the door wide open shouting to a lady across the road again with no intervention from the door staff. As we walked past the venue there were a group of smokers standing to the right of the front door and one doorman, the smokers were talking very loudly to each other, again with no intervention from the doorman. We walked past the premises up to the square to look at another premise and then walked back to The White Horse, as we walked around the bend in

(Signed):..

The statement (consisting of _____ pages each signed by me), is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated the 11th day of July 2016

(Signed)

Being unable to read the above statement
read it to him before he signed it.

I _____ of the _____
Dated the _____ day of _____ 20 _____

(Signed)

**PERSONAL DATA SUPPLIED ON THIS FORM MAY BE HELD AND / OR VERIFIED BY REFERENCE TO
INFORMATION ALREADY HELD ON COMPUTER.**



Statement Form – Continuation Sheet No: 1 .

the road back down to the White Horse the thump of a heavy bass track was clearly evident at a significant distance (100 metres) away from the premises.

We continued to walk past the premises, the group of smokers were still there talking and shouting to each other, and stood under a canopy which is located under the bedroom window of the complainant which is roughly 25 metres down from The White Horse. We could clearly hear the music from the premises at this point and hear the shouts of the smokers. As we walked back up to the venue, one girl shouted from her position against the front wall of The White Horse to a girl across the street and this conversation continued for a few sentences with no intervention from the doorman. We decided to go into the premises to speak with the DPS. On entry I checked that the speaker to the front of the premises wasn't turned on, I had to shout to the lady behind the bar to make myself heard and asked for the DPS, Teracina, but was informed that she wasn't working tonight. We walked towards the rear of the premises and stood in front of the DJ, the music was extremely loud here and the DJ had at least two large speakers side by side, facing to the front of the premises.

We walked through the double door system that leads to the beer garden and it was empty. Kim and I discussed whether to intervene in the noise levels tonight, as we both agreed that the music levels within the premises were extremely loud and needed turning down. Kim was concerned about approaching the staff but as I had previous meetings with the DPS and had also spoke to some of the staff I was confident that we wouldn't be greeted with any animosity. We went back into the venue and I asked the same lady who was in charge in Teracina's absence and she directed me to a gentleman who was also working behind the bar called Dave. I recognised him from my previous

SIGNED: ..

..... DATED the day of July.....2014



Statement Form – Continuation Sheet No: 2.

visits and I introduced myself and told him that we thought the music levels were too high and they needed turning down, the conversation was difficult due to the volume of the music and I found that I had to repeat myself several times. David seemed surprised that I thought the music was too loud and he said he would ask the DJ to turn the volume down. David asked if we had a decibel meter and I said I don't need one I can clearly hear that the music is too loud. When I was talking to David the music was turned up and I said the volume on that track has just been increased, David disagreed that that was the case so I asked him to reduce the volume by half and we would go outside to see what the noise levels in the street were like once this had been done. I also said that there were people shouting outside in the street and the doormen were not intervening and he said he would have a word with them.

Kim and I went outside and stood over the other side of the road listening to the volume of the music. We saw a man flick his cigarette onto the pavement and Kim walked over and asked him to pick the cigarette butt up and dispose of it properly. The man refused and another doorman who was short and bald aggressively asked what our problem was as they sweep up the cigarette butts every night. Another gentleman came up to us and said he was the owner, I introduced myself and went to shake his hand but he turned away and said to Kim 'Why are you picking on the White Horse', Kim explained that we were out following a complaint and she wasn't picking on the White Horse and that she wanted premises to stay open but equally that they needed to be well run and not cause an issue to their neighbours. I said we are here to equally prove or disprove the complaint but unfortunately with what we have witnessed the complaint is valid. I asked him what his name was and he said 'Ed' then 'Todd Woodbridge' he said he didn't think the music was loud and I said 'that's because it

SIGNED:

..... DATED the day of July 2016.



Statement Form – Continuation Sheet No: 3

has been turned down now'. Mr Woodbridge went onto say that he owned a number of clubs and asked how long I had been doing this job, I said I have worked at the council since 2001, Mr Woodbridge murmured some numbers and I clarified this to be 14 years for him. Mr Woodbridge said he had worked in the business for 28 years and I asked him if he thought that made him more qualified than me to make a judgment on whether the noise levels were too high and he said 'No'. A lady walked down the road with very loud shoes on and Mr Woodbridge asked us if we were going to stop her walking down the road and we said we were here to listen to the noise from the music and people standing outside the premises smoking. The owner kept shrugging and being very dismissive of our concerns and the conversation was just going round in circles so Kim said she was more than happy to discuss his concerns during the day and Mr Woodbridge got very confused saying 'What other issues are you looking at now?' Kim and I thought the conversation had run its course and decided to leave, I said I would contact Teracina with regard to our concerns about the venue. We left and walked back to our cars at around midnight.

SIGNED: ...

..... DATED the11..... day of July.....2016.

Visit to the White Horse, Nantwich

At approximately 23:25 on the 26th July 2015 I met Tracey Billington, an Environmental Health Officer, at the Love Lane car park in Nantwich. The purpose of the visit was to ascertain the level of noise nuisance, if any, caused by the White Horse public house. A number of complaints have been received in relation to the music at the premises and people noise primarily on a Sunday night/Monday morning.

As we walked towards the premises from the car park we could very clearly hear music with a heavy base beat. Tracey said to me, 'I hope that's not coming from the White Horse'. As we left the car park passed between two premises and entered Pillory Street we could see that there was a congregation of smokers and one door supervisor outside the premises. The music was loud and became even louder as the doors the premises were opened and closed to let smokers in and out and patrons enter and exit.

We initially walked passed the premises as we also needed to check another licensed premises on the High Street. This premises was closed and the town was generally quite. Outside the premises on the High Street, which is approximately 160 meters down a bending street we could still hear the music from the White Horse. It was not music I am familiar with and it was not singing so I am not able to give any song titles etc.

As the second premises was shut we walked back towards the White Horse. There was still a group of smokers outside the premises and two door supervisors. Both had fluorescent arm bands containing what looked like SIA licence badges, but we did not check the details.

We stood outside a premises with a canopy as this was near the home of the complainant it was approximately 50 meters from the premises. The music was still clearly audible and was still louder when the doors were open.

The door supervisors had little to no control of the external areas and we witnessed a female who appeared drunk talking very loudly with her friend. The two ladies were separated by a pavement and half the road and were talking loudly with the odd word at shouting level. The door supervisors did not ask them to keep their voices down and took no responsibility for the external area.

Tracey and I decided to enter the premises to speak to the Designated Premises Supervisor. We entered the premises and the taller door supervisor with dark hair opened the door and welcomed us in. Tracey approached the bar and spoke to a female behind the bar who confirmed that the DPS had been at the premises but had since left. She confirmed this with her male colleague. We thanked her and walked around the premises. The noise was incredibly loud and I could not hear anything other than the music. The DJ was at the back of the premises with the speakers pointing towards the windows and door. There was a game of beer pong taking place. There was a side exit to the premises and we went out through the double door system into the rear/side of the premises. The music was still audible and it was at this point that we discussed asking them to turn it down as we both felt it was excessive and liked to be both a public nuisance and statutory nuisance. We spoke to the same female behind the bar she identified the male she spoke to earlier as the person in charge and she asked him to come over. Tracey explained who we were and why we were at the premises. She had to repeat herself several times as he could not hear her above the music. The same female was drinking white wine behind the bar. Tracey explained to him that the music was too loud and would need to be turned down. He looked surprised at this, but agreed to speak to the DJ and have it turned down. He asked if we had a decibel reader and we explained that we did not need one. Tracey said it needed to be turned down by half.

As we left the premises to wait outside to confirm a sufficient reduction in noise, one of the smokers threw their butt on the floor. I asked them to pick it up and was ignored so repeated myself. At this point the shorter, older and balding door supervisor became aggressive towards us asking me what my problem was as they sweep the area each night. I explained that throwing butts was littering and that I would be grateful if it was picked up and placed in a bin. The man who threw the butt picked it up and went inside the premises. I did not see him again.

While we waited outside the premises a male of about 50 years, 5 feet 6in to 7in, with sandy hair approached us and asked us what our problem was. He identified himself as the owner of the premises.

We explained that we had visited the premises following a number of complaints in relation to noise from people outside the premises and music from inside the premises. The gentleman had clearly been drinking as I could smell beer on his breath and his attitude was belligerent, arguing with us over the noise etc. He confident hat he had drunk two pints. We explained that we had a duty to investigate noise complaints and we had come out to prove or disprove the complaint. The conversation was difficult because the gentleman, who gave his name as Todd Woodbridge, would not accept our view of the situation. He seemed more concerned about ladies heels 'clip klop' on the cobbles and wanted to know if we were going to ask her to be quite. We confirmed that our issue was with the excessive noise from music and smokers outside the premises.

He wanted to know why we were picking on him. I explained that we were investigating complaint against his premises and we were not picking on him. I explained that we want well run licenced premises to be open and that we expect licence holders to operate in accordance with their conditions, the licensing objectives, and in harmony with their neighbours. I also explained that we were disappointed that the door supervisors were not in better control of the outside area.

The conversation was not going any where. I explained that I would be quite happy to continue the conversation in the cold light of day. Mr Woodbridge wanted to know how long Tracey had been an EHO and she confirmed since 2001, it took him several seconds to work out how long this was. He stated that he owned premises in Stoke and that he had been in the business for over 20 years Tracey asked him if he was trying to say that he was more qualified than her to which he replied no. The conversation continued in circles with Mr Woodbridge not accepting that there was an issue and we left.

We returned to our cars at about midnight.

Kim Evans
27/07/2015 16:30

Appendix 4.

Description	Follow on letter after visit
	14 th July 2016



Ms Teracina Slaughter-Hudson
C/O White Horse
22 Pillory Street
Nantwich
Cheshire East
CW5 5BD

Regulatory Services and Health
Municipal Buildings
Earle Street
Crewe
Cheshire East
CW1 2BJ

DATE: 27 July 2015

OUR REF: N33/018734

Please Contact: Tracey Billington
Direct Dial: 01270 686722
Email: tracey.billington@cheshireeast.gov.uk

Dear Ms Slaughter-Hudson

**Environmental Protection Act 1990
Licensing Act 2003**

**Complaints of Statutory Nuisance: People / Behavioural Noise and Music from
White Horse, 22 Pillory Street, Nantwich**

Further to my letter on 19th March 2015 and visits on 18th March 2015 and 6th July 2015 regarding the above; I wish to inform you that an officer visit was carried out on 26th July 2015 by myself and a Licensing Enforcement Officer.

During the visit we witnessed excessively loud music that could clearly be heard up and down Pillory Street, especially when the front door was open, and shouting from people standing outside the premises smoking, to people on the other side of the road with no interaction from the door staff at all. In addition, customers were witnessed throwing their cigarette ends onto the pavement, instead of being asked by the door staff, to use the cigarette disposal unit located by the front door.

I was extremely disappointed to find that despite your assurances that there seemed little control over the volume of the music from the regulated entertainment and no interaction from your door staff to control the noise in the street from your customers.

I would like to take this opportunity to inform you that it is our intention to continue to gather evidence from undertaking officer visits and if we continue to witness noise levels both from inside and outside the premises, at a volume that is likely to disturb nearby residents, then we will be left with no option but to take formal action by either serving notice or submitting an application for the review of the license.

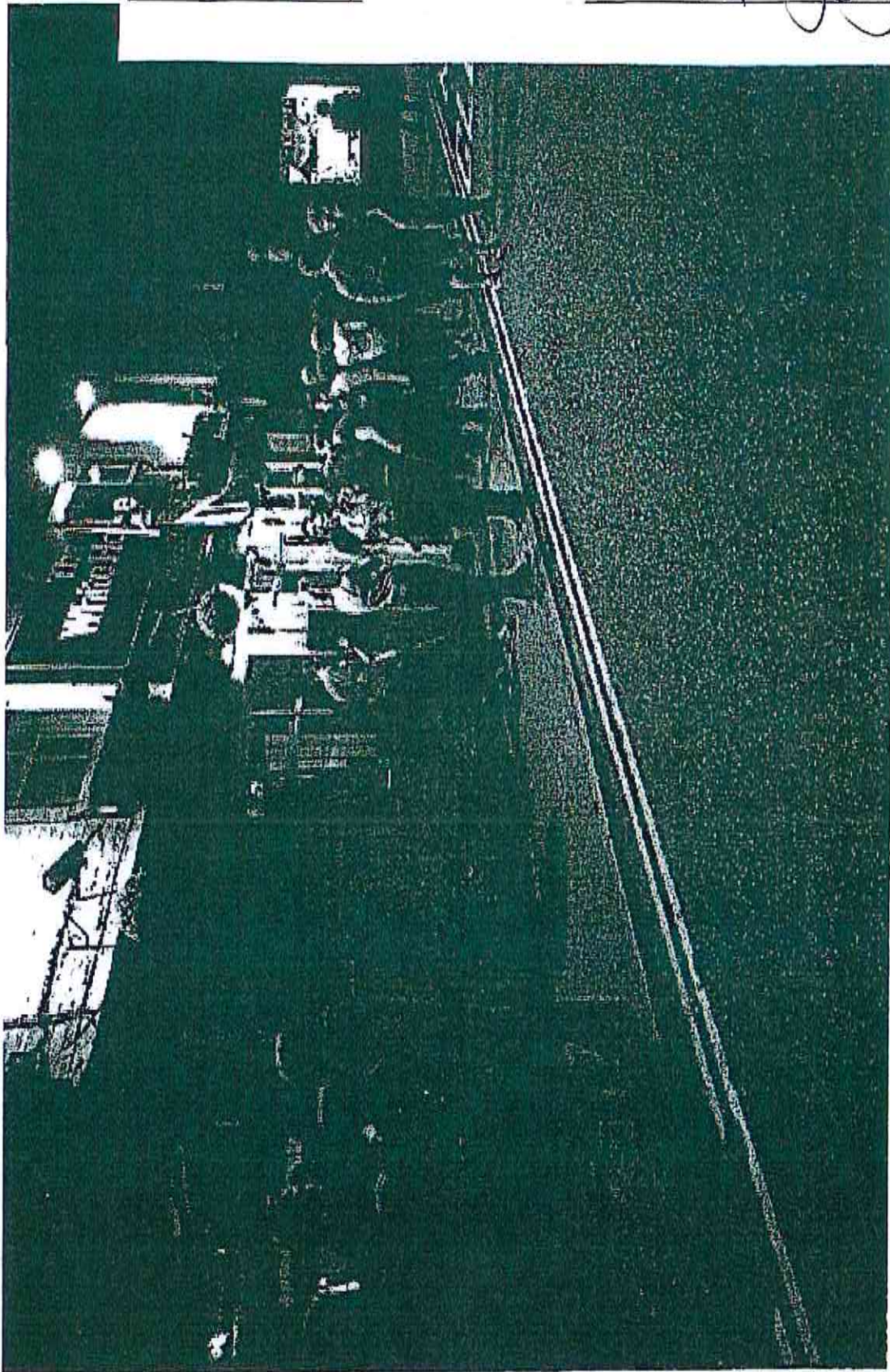
Should you wish to discuss any aspect of the above, please do not hesitate to contact me directly.

Yours sincerely

Appendix 5

Description	Photograph supplied by the complainant
	14 th July 2016

Outside White Horse 0125 Sunday 5th June 2016



Appendix 6.

Description	Email sent to the DPS of The White Horse
	14 th July 2016

BILLINGTON, T

From: BILLINGTON, Tracey
Sent: 29-Jun-2016 11:11
To:
Cc: HOPLEY, Margaret
Subject: The White Horse, Pillory Street, Nantwich

Dear Ms Slaughter-Hudson

I write further to the visit that was undertaken by myself and Margaret Hopley on Monday 27th June 2017, with regard to the noise levels emanating from the premises.

The Premise Licence Holder on the current Premise Licence is detailed as the Spirit Pub Company, who I believe has been taken over by Greene King. I have tried to speak to someone in Licensing at Greene King but to no avail. Can you ask your Area Representative to look into this issue and if necessary the Premise Licence will need transferring to the new Premise Licence Holder.

As discussed during the meeting, I would be grateful if you could supply the following:-

- the CCTV footage for the area in front of the premises on Pillory Street for the following periods:-

00.30 to 02.00 5th June 2016
 00.30 to 02.00 13th June 2016
 00.30 to 02.00 20th June 2016

- The SIA numbers, names and addresses of all the door men that work at The White Horse. As agreed can you ensure that you keep a log on the premises, that includes the SIA numbers, names and addresses of the door staff and that you check the SIA numbers of the door staff employed by yourself at least once a month following the link below <http://rolh.azurewebsites.net/>. Any checks on the door staff need to be recorded on the SIA log that is kept at your premises.

In addition:-

- All staff, especially senior staff, working at the premises need to be aware of the conditions on the Premise Licence and have the ability to instruct other members of staff, such as door staff and DJ, on the control of noise levels from the premises.
- Staff training should be refreshed every 6 months

During the meeting you were advised that Regulatory Service receive noise complaints regarding this premise every year. It is your responsibility to run the premises in such a manner that is not to the detriment of local residents.

Officers from this service will be undertaking visits on an ad hoc basis together with installation of monitoring equipment to determine if noise levels from the premise are causing a nuisance. If this is the case then you will leave us with no option but to take formal action against you.

If you have any queries with regard to the above, please do not hesitate to contact me directly.

Kind regards

Tracey