

1

From:
Sent: 19-Sep-2017 13:11
To: LICENSING (Cheshire East)
Subject: Re WHITE HORSE NANTWICH

Dear Licensing Dept,

I passed a lamppost with details of the above renewal application.

I feel obliged to strongly object to any relicensing of the premises in its current Form.

I do not use the premises , mainly because it attracts what I would describe as too many ' undesirable individuals '. My observations are that they will serve individuals that have been refused service elsewhere. Either because they have been barred elsewhere or simply because they have been refused service at other premises due to them having been identified as having already consumed enough on that day .

I note it is usually the heavy drinkers last stop of the night.

Other licensed premises are doing their job but The White Horse capitalises on people with alcoholic problems. As a local I know who some of them are.

A recent sighting only 2 weeks ago I had was whilst I was having a coffee outside Enzos on a Sunday Afternoon, a man in his 40s was drunk in the street , he is known locally . He was challenging several teenagers to a fight . This proceeded down the side of the Bookshop but was stopped by a passing individual. The drunk man then proceeded to The White Horse (Customers at Enzos remarked on this in a way that suggested it was atypical " yes hes going to that pub , in he goes ") He was clearly served in there as he did not re emerge in the time we were all there.

This was on a peaceful Sunday Afternoon too. I felt embarrassed as some Customers at Enzos were Foreign visitors to our town and it gave off such a terrible impression. I was also (and I am sure others were) horrified and felt intimidated.

I also know from a young lady I spoke to recently who lives in Love Lane that she witnesses totally unacceptable behaviour that is intimidating . I am sure if you question those residents in Love Lane (which you should in case they do not see the notice) she will be testament to how bad living there is because of the fall out from these premises .

It should not be the case people are frightened in their homes in our lovely Town.

I noticed broken glass outside those cottages in Love Lane only last Friday and I thought of her.

I also feel if people want to drink heavily to loud music to the early hours , the middle of the Town is not the right place. It is difficult and expensive to Police when they leave as well as increasing shopkeepers Insurance from glass payne damage which is so unfair to them as they are the heart of our Town.

(we never needed shop shutters in Nantwich for all the years of many drinking establishments, but we do now)

The White Horse is a music venue that should be out of Town but that aside , they let down our Town and other licensees in the way they trade..

The licence should not be renewed.

Yours faithfully,

Sent from my Samsung Galaxy S601 3 powered by O2.co.uk

From:
 Sent: 01-Oct-2017 13:24
 To: LICENSING (Cheshire East)
 Subject: The White Horse. 22 Pillory Street. Nantwich . CW5 5BD. License Review

01/10/17

Dear Sirs

We have lived at the above address for the last 15 years and during that time have had plenty of issues with the White Horse. A lot of the problems stem from the incredibly loud noise level at which their music is played. This has been reported by myself on several occasions and we have also taken it on myself to speak directly to them. We have also on several occasions spoken to Tracy Billington (who has always been most helpful) at Cheshire East Licencing on a Monday am, complaining about the drunks coming out of The White Horse.

I am going to concentrate on what affects us the most and this is by far the licence that they have until 2am on a Monday morning. Just about every Monday morning from 2.10am to 2.40am the screaming, shouting and quite often fighting can be heard from the people vacating The White Horse. Both men and women are generally not just drunk but blind drunk!!!

For example:-

18th September - it started earlier than usual at 1.25am – 4 girls having just left The White Horse were trying to 'kill' each other whilst screaming their heads off!!!

5th June 2017 - police incident number 85 – 2.30am. Fighting, screaming outside my property, having all come from The White Horse

26th June 2017 – police incident number 72 – 2.40am. All hell kicking off outside my property – again punters of The White Horse.

We have stopped phoning the police – all we get is incident numbers and no action!! In fact there is no police presence at all on a Sunday night/Monday early morning and as far as we can remember, there never has been!!! We are now at a point where we are lying in bed almost waiting for the inevitable to happen.....
 Both my partner and I rise for work between 6-6.15am, there have been many Monday mornings when we go into work feeling like 'death warmed up' This is a constant disruption and nuisance (apparently they allow the licencing trade to drink at discounted prices because Mondays are not the busiest of work days for the majority of them. The disruption is only coming from one venue....why are they being allowed to get away with this behaviour and have so many chances to do so????

They have proven themselves on many fronts that they are not responsible enough to hold a licence until 2am on a Monday morning – no other pub in Nantwich has.

Please make this an 11pm Sunday licence as give us – the residents – of which more are living in central Nantwich – at least a bit of peace in the early hours of Monday morning in readiness for their busy working day ahead. Surely this must be a basic human right????

The White Horse have argued in the past that without this Monday early morning licence their business would not be viable. That is not the residents problem and we would argue that if they have to have a licence (which causes so much disruption to others) that is above and beyond what the other local licensees have, then probably it stands to reason that their business plan is wrong!!!!

We are hardworking rate and tax payers and are asking you to do what is clearly right.

Yours faithfully

Virus-free. www.avast.com

From:

Date: 1 October 2017 at 14:05:52 BST

To: "tracy.billington@cheshireeast.gov.uk" <tracy.billington@cheshireeast.gov.uk>

Subject: The White Horse Public House, 22 Pillory Street, Nantwich . CW5 5BD.
License Review

Dear Sirs

I am aware that the above public house is up for a licence review and would like if possible to put forwards the thoughts of a local resident who, particularly on an early Monday morning has to contend with the noisy, vile mouthed clientele coming out of the above establishment. That in itself is bad enough, but the fact that they have no idea how to behave in a responsible manner where their level of music is concerned is beyond me. Many a time I have phoned them in the early hours of Monday am to ask them to kindly turn the volume down.....more often than not the phones go unanswered, probably due to fact they are unable to hear them!!!! On the odd occasion I speak with someone I get a grunt, the volume is turned down for approx 10 mins before going back to its despicable level. The White horse is in fact noisier and causes far more problems than the studio, which in itself should tell you a lot.

The police just aren't interested regardless of incident numbers I seem to be collecting!!!!!!

Nantwich is now particularly around the main square, a very residential part of the town.....most of the apartments etc being on the first floor and upwards.....just because ground level is commercial, I feel they think that there is nobody to offend. The landlord seems to have no control on just how to manage a public house and certainly shows a lack of responsibility allowing clientele to get into such drunken stupors. Once out of the property they behave like morons shouting, swearing and fighting, vandalising local property and ripping up the flower beds etc. This is just not triggered at males, the females are seemingly as bad..... Something needs to be done sooner rather than later.....

Yours faithfully

Virus-free. www.avast.com

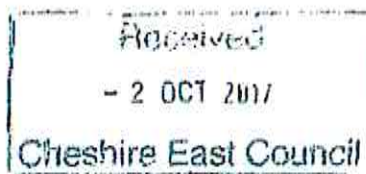
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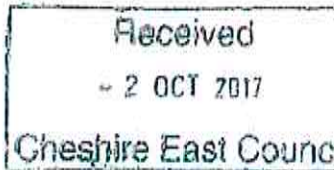
To Whom it may concern,

I recently became aware of a licensing review that is taking place for The White Horse, Pillory Street, Nantwich, and would like to offer my opinion on the matter. For several years, I have lived overlooking both the car park at the back of the White Horse, and Pillory Street, and I can quite honestly say that I have never had an issue with noise from the venue. Customers leaving any pub are always a little bit loud, but in my experience, they are moved on as quickly as possible so as not to interrupt the residents. As someone who lives just ■ doors down from the pub, I think I would notice if there had been an issue with noise and anti-social behaviour in the street.

Yours Sincerely



5
LC PREMCO



FAO: Cheshire East Licensing Department

Ref: White Horse Pub Nantwich.

Dear Sir or Madam

I am writing to provide information that I feel may be of relevance to the Licensing review of the White Horse Pub, located at 22 Pillory Street, Nantwich. I am aware that the pub has received a constant complaint from a local resident in relation to noise on a Sunday night.

The White Horse opens as a 'workers bar' on a Sunday evening allowing for people who work in the hospitality industry, (who are usually all working Friday & Saturdays), to meet friends and other colleagues for a drink, catch up and usually a rest after a week's work.

Since the complaint first arose a number of measures have been implemented by the pub that are clearly obvious even to myself as an occasional customer there. I believe some of these measures to try to reduce noise have had a negative effect on the customer enjoyment of the venue and have actually at times put people off going there. This shows that their commitment to ensuring this night continues and that noise is reduced is more important to them than simply making money. Some of these I have noticed are as listed:

- Windows have all been closed shut – on nights in the summer this made the pub unbearable with heat and in effect lost them custom as was simply too hot for people to want to stay there.
- No drinks allowed outside when smoking
- No more than 10 people outside smoking at one point
- No one allowed outside the front of the venue
- Non-smokers asked to go back inside if in the smoking area
- Extra member of door staff – to help ensure anyone outside smoking or leaving is doing so quietly
- Bar manager outside 90% of the night also to help assist ensuring everyone is quiet

In my professional opinion, a lot has changed at this venue over recent months and the noise outside is almost non-existent during the pubs opening times in the evening and also once it has closed and people are dispersing. The bar manager and door staff are also still present after the pub itself is closed ensuring people leave quietly, to the extent of following people down the street to ensure no disturbance is caused to the rest of the town.

I hope this information from an independent source may help to clarify that an effort has been made and actions are constantly in effect at this venue to ensure noise is kept to a minimum and that these actions are working.

Yours sincerely

12

From: [REDACTED]
Sent: 09-Oct-2017 09:53
To: LICENSING (Cheshire East)
Subject: White Horse Pub, Nantwich

Dear Sir or Madam

I am writing to you after hearing that there is a complaint from a local resident in relation to noise on a Sunday night at the White Horse pub in Nantwich.

I live at [REDACTED] in Nantwich and as such The White Horse is my second closest pub, after the Railway pub.

I frequently visit the White Horse on a Sunday with my partner who also works in the local hospitality industry. As she works most Friday and Saturdays it is one of the few chances we get to spend together in an average week and The White Horse provides a great atmosphere for us to enjoy a night out together. As there are quite a few other people from the local hospitality industry there on a Sunday I find that the customers are respectful to their friends in front and behind the bar and not overly loud or antisocial.

I am aware of some of the measures taken to reduce noise for local residents over the last year. These include ensuring all windows and doors stay shut, only smokers allowed outside with no more than 10 at a time, door staff and management constantly policing this in and outside of the building, and doing everything they can to ensure people leave quietly at the end of the night.

I am a smoker and not a fan of having to stand in a queue to go outside, especially when all the windows are closed making the pub hotter, I accept this (as many others do) because I realise that we have to respect the local residents noise pollution and the pub's licensing laws.

I was saddened to hear that despite the pub setting these conditions and my abidance of them that there was still a complaint being made, which led me to write this letter. It is my opinion (as a local resident) that the noise has dramatically reduced over the last year and the management of the conditions and customers is noticeably more organised and effective.

It is apparent that The White Horse has a steady stream of customers even on a Sunday and that the pub should not mean that it should be made a victim of it's own success, which is to be a place for social gathering where I enjoy a drink on Sunday nights.

I hope that you can consider my letter in any future review as it seems to me that the White Horse has done their bit to protect their neighbours.

Yours Sincerely

[REDACTED]

Formal notice to make representation in relation to the application for White Horse Inn at White Horse, 22 Pillory Street, Nantwich, Cheshire East, CW5 5BD

Further to your notice to review the application for the above premise I hereby wish to formally lodge mine and my neighbours' representation against the renewing of this licence.

I write as a local resident and on behalf of my neighbour and wish this correspondence to be received as two objections.

[REDACTED]

We write as one and I have full support from [REDACTED] in the content of this letter.

As local residents of Nantwich Town centre, we are constantly disrupted by the noise coming from various licenced premises. In particular we have the Studio on a Tuesday, Friday and Saturday and despite our objections, you have also just granted a licence to another licenced premise within the Studio, namely Craft Ale.

However, this objection is in relation to the White Horse and the disturbance we have on a weekly basis from the fact that they are allowed to operate a 'late' licence on a Sunday evening. Most of us have day jobs and are professional individuals, working hard to be honest and good citizens, however this is jeopardised in the fact that every Sunday night, into the early hours of Monday morning we are disturbed and disrupted by anti-social behaviour.

It is absolutely unacceptable that gangs of people shout and scream throughout the town centre at ungodly hours, just because they have had several drinks in the White Horse – we know it is the White Horse, because they have this so called 'late licence'.

I live in a first floor apartment, and have had people hanging around underneath my apartment, in the overhang of the shops below me, god only knows what they are doing. They are extremely noisy, I have to get up in the morning (usually with only about 4 hours sleep once they have moved on). We are also aware that they are smoking in the overhang, and my other neighbour said that he challenged them a while ago and found them to be smoking something 'strange'!!

Why on earth does a small market Town need another drinking licence on a Sunday night for goodness sake? This is only appealing to a minority of clientele, and probably not the ones who are hard working on a Monday morning.

These loud, foul mouthed people run through the Town centre, shouting and screaming, and I can hear them kicking things over, no doubt causing all sorts of damage. And then on Monday mornings on my way to work there is usually a shop alarm going off because someone had banged into the glass, Holland & Barratt have had their window shattered several times, and there is litter all over the town square.

There are several residential properties surrounding the White Horse both at the front and the rear, and we all have to suffer for their client base.

It is unacceptable that the Council would even consider granting this licence.

Yours sincerely

[REDACTED]

9

From: [REDACTED]
Sent: 10-Oct-2017 14:59
To: LICENSING (Cheshire East)
Subject: Licensing Review White Horse Nantwich

To whom it may concern,

I have worked alongside Teracina Hudson the DPS for many years, both for the same company and through pubwatch, [REDACTED] In my experience, she has always been responsible when it comes to operating a business, from ensuring that customer complaints are handled as best she can, to making sure that bans are followed, and has been seen to go to great lengths to keep residents happy-occasionally to the detriment of the business. She turns up to every pub watch meeting, [REDACTED]

[REDACTED]

Kind regards

[REDACTED] [REDACTED]

CA

From: [REDACTED]
Sent: 10-Oct-2017 15:48
To: LICENSING (Cheshire East)
Subject: Licencing Review White Horse Pub Nantwich

Dear Sir/madam

I am writing to you in regards to the current licence review for the White Horse pub, 22 Pillory Street, Nantwich. I am aware there has been several noise complaints in the past and in my professional options I have seen certain measures that have been put in place to show a duty of care, the measures that have been taken place have also in my opinion had a negative impact on current trade which shows the venues sincerity for the complaints made.

As a frequenter of the venue on their Sunday evenings, which myself and the team use for a winding down period after a long weekend of trading and no social time at all, I have seen a number of measures taken which is impressive and inspiring, which include the following:

- Increased policing of the front area from the door staff to ensure customers entering and leaving the premises are respectful of neighbours
- Employment of additional staff to ensure the outside area is kept quiet and minimal (regardless of summer nights when trade is crucial to sustaining a business)
- A 10 person cap on smoking out of the rear of the building pat a specific time

All of the above have been supplied at the cost of the business and again in my opinion show a duty of care to the cause and the community

I hope the above shows a positive reflection to the measure taken place and contributes towards the current licence review

Kind Regards

[REDACTED]

JK

To Whom so may concern,

With reference to the application to review
the premises licence of the White Horse Inn 22 Pillory Street Nantwich
CW5 5BD.

My name is [REDACTED]
[REDACTED]

The White Horse is a busy public house, the accounts of groups of people demonstrating anti social behavior and noise on leaving the premises into the early hours are not those observed by myself or our staff. There are groups of people that travel along Pillory Street from the town centre in the early hours of the morning some in a loud manner but these can not be attributed just to a individual public house.

We have found the door staff and management act in a professional manner in the running of this public house.

The CCTV along the street may be helpful in this issue.

Yours Faithfully

8/10/13



Dear Sir or madam,

I was made aware that the White Horse Pub on Pillory Street is up for review and would like to offer my thoughts on the matter. I live on [redacted], my property backs onto the White Horse. In the time I have lived in [redacted] I have heard very little in the way of noise, both from the pub itself, and from customers leaving there. I am aware that they have live music nights, but they have clearly made sure to check whether it is too loud before they start playing as I do not hear it. There is very little trouble down our end of town, far less than the rest of town. The staff are polite and courteous, and from experience, will ask people to keep the noise down as they are leaving and to respect the surrounding residents. Some people choose not to listen, but for the most part, they do.

Sunday nights have never been an issue for me. I am aware that they offer discount to those in hospitality, but it isn't that much of a difference to their normal pricing. I think maybe 20p a pint? I don't hear people screaming as they leave, I don't hear the music. I don't hear much besides traffic and the occasional conversation. It's just people talking as they go home as far as I can tell. I don't know how it is a "public nuisance by allowing people to congregate outside of the premises and demonstrating anti-social behaviour into the early hours" when they won't even let you smoke out the front after midnight. You have to queue to use the smoking area out the back. If it was a public nuisance, surely I would know about it, given my close proximity to the pub...

Yours Sincerely

Received
11/01/2017
Cheshire East Council