

From: [REDACTED]
To: [Licensing](#)
Cc: [REDACTED]
Subject: Cloonys Case- Tenant of Park house [REDACTED]
Date: 29 February 2024 09:40:14
Attachments: [Cloony's video Evidence Log-](#) [REDACTED]

Good morning Paul,

I hope this email finds you well.

Apologies this has taken longer to get to you, work is super busy at the moment and as you can imagine this is a job within itself to collect all this information.

I have collected all the video evidence in a file, along with the attached spreadsheet with explanations of each video, and how it has drastically impacted my life, mental wellbeing and inability to enjoy my new home.

Unfortunately I can't download the files as a ZIP folder as there is too much evidence, please do let me know if there is another way to share this information with you ie an internal uploading evidence system?

As you can see, these videos date back to October 2023 from the opening night of the club, you will note the untenable noise disruption not only from the clubs music, dj's and but from the patrons of the nightclub filtering into the nightclubs garden and spilling out onto the streets. You will notice the decline in my mental state as I take to videoing the patrons outside, as I have no other option but to try and gain evidence to explain the severity of the situation.

Whilst I appreciate the appears to have been some positive change in the past 28 days as the club has not been operating the advertised hours , it has taken the most extreme action and a mountain of evidence to see the needle being moved an inch in a positive direction. Thus I believe this should be taken into consideration when reviewing the licensing hours, especially those of the nightclub garden. Ultimately, operating a nightclub business model is untenable with tenants living in such close proximity.

It is also important to note the club was not in operation when I moved into Park House (28th August 2023). During the time of the license application I was not a resident of the area and did not know that the application had been made on 19th July 2024 (from what I have been able to determine online). I did not visit the area post my flat viewing on 24th July, and at this time I had not noted any signage to suggest the business was in any way about to open. Even if I had, I could not have predicted that a "wine and cocktail bar" (as advertised) would operate as a nightclub.

I hope all this information is helpful and do let me know if you require anything else from my side.

Thank you in advance for your continued work on this case.

Kind Regards,

[REDACTED]

Clonny's video Evidence Log		Image from 2nd november to illustrate clubs target market/ demographic.
Date	Time	Issue On Video/ Personally affected
Saturday 28th October 2023	09:59pm	Noise from patrons, trying to sleep as I have been up since 5am for work, 4am wake up call for work start on 29th October
Saturday 11th November 2023	23:21pm	loud noises from patrons and music base can be heard, disrupting a quiet night in my home
Saturday 18th November 2023	22:22PM	Base from the DJ/ sound system loud, audible as trying to sleep, Patrons of the club louder than base. Sounds like a festival outside my home. Can't sleep
Saturday 18th November 2023	22:24PM	same as above, video shows proximity of my bedroom/ home to club work, very early on Sunday morning was in Ealing by 6am Sunday 19th. Health started to be really affected
Saturday 2nd December 2023	23:07PM	Mental health now very low, no ability to sleep prior to early morning starts to keep my [REDACTED] business afloat. Turning up to work as a zombie, worried about my driving when so tired. Video shows noise from garden/ patrons and DJ music.
Saturday 2nd December 2023	23:08PM	video shows proximity of beer garden to residential area.
Thursday 14th December	23:40pm	Mental health at crisis point. No longer got the energy [REDACTED] the next day, have to be up early, trying to sleep in bed, screaming and shouting from patrons. No care for local community.
Thursday 14th December 2023	23:40pm	as above, extended video, can't have window open at night to sleep, have an hour's drive ahead of me at 6am.
Thursday 16th December 2023	22:22PM	patrons screaming, music audible, have had [REDACTED] early starts back-to-back. Exhausted.
Saturday 16th December 2023	22:23PM	Patrons screaming, loud talking, echoing from undercroft
Saturday 16th December 2023/ 17th December 2023 morning	12:45 AM	clearly intoxicated loud patrons, loud shouting audible music consistent beat/ base. No care for tenants
Thursday 21st December 2023	22:07PM	Care for my own personal safety has gone. Seeking medical mental health support. Exhausted, trapped, feels like the only option is to move.
Thursday 21st December 2023	22:09 PM	videos show decibel/ reader of noise in my flat, outside club no security staff.
Thursday 21st December 2023	22:21	music audible
Thursday 21st December 2023	22:38	whilst gaining noise evidence, police start pulling up on road
Thursday 21st December 2023	22:46	Total of 4 visible police cars and 1 x police van, man arrested.
Thursday 21st December 2023	22:58	Club resumes as normal, no self awareness shown for potential impact residential area. No apologies or care shown from Raj at time, stated "that is just business" as he was outside [REDACTED]
Thursday 21st December 2023/ morning of 22nd December 2023	1:12AM	screaming down the road from patrons leaving club. Haven't slept, Tired, up for work in a few hours, light from undercroft activated as people come close enough to activate it.
Saturday 23rd December 2023	23:50	Voices, loud base
Saturday 23rd December 2023	23:51	clearly audible mash up of "James Hype, Miggy Dada Rosa - Ferrari"
Saturday 23rd/ morning of 24th December 2023	1:49 AM	Closing time at club, patrons loud no respect for local community. Feels like I am losing my mind, have work the next day.
Saturday 23rd/ morning of 24th December 2023	1:51 AM	video shows no patron dispersal plan at end of the night, chaos of intoxicated patrons and no order, no respect for local tenants.
Sunday 31st December/ Morning of 1st Jan 2024 (New Years Eve)	2:00 AM	loud screaming, shouting, young clientele, screaming down the street, I am at my wits end, have early flight to catch the next day
Sunday 28th Jan 2024 (3 video)	1:00 AM	music still playing past licensed hours, screaming, shouting disrespect for tenants, anti-social behaviour, was told by bouncer they have an extended license granted for New Years Eve. alter meeting and abatement notice served- screaming shouting noise app used to show how this is heard from my home, video shows no attempt to reduce noise from patrons also not sure what bouncers can do as drunk people will always make noise.

From: [REDACTED]
To: [Paul Morey](mailto:Paul.Morey)
Subject: FW: Cloony's Cocktail Bar & Shisha - License Review Representation
Date: 07 March 2024 15:31:53

From: [REDACTED]
Sent: 06 February 2024 16:05
To: Licensing <Licensing@reigate-banstead.gov.uk>
Subject: Cloony's Cocktail Bar & Shisha - License Review Representation

Good afternoon

Since the club opened in October 2023 our quality of life has been impacted. For half of the week we are unable to sleep or relax in our own home due to the noise from people in the outdoor garden area till 1:00AM and the extremely loud music playing from 20:00 till 2:00 AM.

Due to sleep deprivation my pregnant partners mental and physical health has been impacted, she is finding it very difficult to relax due to consistent disturbance being caused by the club, she had to attend an unplanned baby scan due to this as well and her midwife and GP are worried if this continues.

Both of us have to go to work early in the morning at 7:00 AM on weekends as well and we are finding it extremely difficult to have a normal day due to fatigue.

I have communicated with the owner on several occasions and advised him of the circumstances and they have ignored all of my requests, they also advised me that their license is till 2:00 AM and they are allowed to play music and keep the garden open till that time.

I would like the council to emend this establishment's license for the below reasons:

- It is unacceptable for a night club to operate till 2:00 AM in an area where people live directly next door - especially when the volume of people in this community has doubled.

-The owner has no intention to consider his neighbors and has not cooperated with the council's guidance and advice for the past 4 months.

-The owner stated in our meeting on the 17th of January 2024 that he has no experience in this line of business which is extremely worrying!

-The level of litter and anti-social behavior from patrons has increased drastically.

-I fear that the issues will only escalate further when we approach summer.

-The current license has no volume level restrictions, no restrictions to the amount of people allowed in the garden simultaneously, no time restrictions for the use of the garden area, no restrictions of the use of amplified music in the garden area.

- The establishment is following the same footsteps as Joules wine & cocktails bar (the previous club) which impacted the community negatively throughout the years.

- Change is needed, based on facts this type of business (night club) has only impacted previous residence negatively, and it would be great to see our local authority supporting change to improve people's lives.

- I should not be forced to move out from my home and it is unacceptable for this type of business to open at such close proximity to people's homes.

Thank you for your time.

Kind regards

