

Licensing,
Reigate and Banstead Borough Council,
Town hall
Castlefield Road
Reigate
RH2 0SH

To the licensing authority review board,

I am writing to you in response to the license application made by Reigate ex-service and social club at 1 Chartfield Road, Reigate. I understand that the club is applying for a new license which will be reviewed by you.

I object to the granting of a license to the Reigate ex-service and social club at 1 Chartfield Road, Reigate on a number of grounds, which I shall detail below. These objections are based on my experiences of living across the road from the Reigate ex-service and social club and what I have seen and experienced as a result.

The prevention of crime and disorder

- **Fighting**

I have personally witnessed a number of fights, starting in the club and moving to the street (Chartfield Road). I documented one particular fight in an email to the council which took place in February 2019. A group of females left the club, seemingly drunk, and started to argue. They were screaming at each other in street, using profanities, and then began to push and hit each other. Around 6 or 7 females were involved. It was eventually broken up.

This night stands out as it was our first one in our home. Since then there have been at least 4 other fights and aggressive altercations that I have personally witnessed. All of which originated in the club, moved to outside the club (and therefore onto the residential street) and seemed to involve very drunk patrons of the club.

- **Drug-taking**

On several occasions I have seen young men leave the club, at different times of day and night, to sit in a car and smoke drugs. I have walked past and smelt the quite distinctive and pungent smell of marijuana coming from the car's open windows. Quite often, once they have finished smoking, they then go back into the pub, throwing the drug remains in the street.

- **Anti-social behaviour - noise**

I have a young daughter (under 2 years old) and her bedroom is at the front of the property. During warmer nights I am unable to leave her bedroom window open because the noise from the patrons leaving the

pub wakes her up. On a number of occasions she has been woken up at anti-social hours by patrons leaving the pub noisily, calling taxis, shouting for each other's attention and getting into cars and playing music loudly.

- **Commercial premises – noise**

The rubbish collection from the Reigate ex-service and social club comprises mainly of glass drinks. This rubbish is collected before 7am once a week, causes noise at an hour of the morning when most residents are still asleep. On several occasions it has woken both me and my daughter up. There have also been instances of the commercial property alarm sounding in the night. Because it is a commercial property on a residential road, there is no-one present to silence it but it causes huge levels of disruption to residents.

- **Littering**

We regularly see cigarette butts, beer glasses and other rubbish in the street outside both the Reigate ex-service and social club and our home. I have woken up on weekend mornings to find pint glasses, with alcohol still in them, on my garden wall. I have also seen evidence on more than one occasion of people urinating in the street and up against walls/fences.

The protection of children from harm

- **Drug-taking**

As previously mentioned I have seen drug-taking happening in the street, outside my house, in a parked car. My young child and I are then subject to inhaling the drugs that are in the air around them. Not only making for an unpleasant environment outside my home but also posing health risks to my young child.

Public safety

- As the Reigate ex-service and social club is in a residential street, many patrons drive to the club. I have seen, on a number of occasions, seemingly intoxicated patrons leaving the club and getting in their cars. I believe there is a real culture of drink-driving because of the location of the club which risks public safety.

I have provided a video to the licensing agency previously, which was filmed from my house and shows the level of noise and disruption that is caused when the club closes. The video was emailed to _____ on 27 March. It was taken at 12:04am on 26 March. It evidences some of the anti-social behaviour that I have outlined above. If you would find this useful and are unable to locate it in your own records, I am happy to provide it to you.

Thank you for your time and consideration,



From: [REDACTED]
To: [Licensing](#)
Subject: Comment on Licence Application - 19/04555/LAPREC
Date: 24 November 2019 19:13:58

Application Ref - 19/04555/LAPREC

Name -

Address -

Phone -

Email - [REDACTED]

Wants to - Object to the Proposal

Comments - We are concerned that negative behaviours previously displayed by club guests and members will negatively impact our 3 children, 2 of whom are vulnerable due to special needs. In particular, the application for a license for playing live and recorded music until 11pm and 11.30pm respectively is inappropriate in a densely populated area when we wake up early to commute to London. Previous events at the Club have been so loud that we could not sleep even with all our windows shut. In summer months, this is exacerbated as it is too hot to sleep with the windows closed but, if we leave them open, we can hear both the music and Club members hanging around after closing time. My son with autism struggles to sleep and the noise exacerbates these difficulties.

We are seriously concerned about the criminality associated with the Club including a van which was set alight outside the club as a result of an argument that started in the club. There has also been more ongoing illegal behaviour such as the consumption of nitrous oxide as evidenced by empty canisters left littering the street, accompanied by cigarette butts, empty spirit bottles, and empty pint glasses. We are particularly concerned about the consumption of illegal drugs in the very near vicinity of our children, particularly given the recent increase of County Lines activity in the Reigate/ Redhill area, and the dangers this poses to young people in the area.

Club members and guests do not always park safely outside the Club which makes crossing towards Lesbourne Road more hazardous for residents and particularly for children and young people. This is particularly significant as the crossing is already complicated with traffic coming from 5 different directions so any additional loss of visibility could easily cause an accident.

I would like to request that:

- that there be increased monitoring put in place of the consumption of illegal drugs including a reporting system for residents to report concerns;
- hours be restricted to 11pm;
- live music be restricted to a limited number of nights per year;
- parties to only be for over 21's (as per the previous license);
- there be adequate supervision of members and guests as they arrive, including parking safely, and particularly as they leave to prevent rowdy behaviour.

Licensing,
Reigate & Banstead Borough Council,
Town Hall,
Castlefield Road,
Reigate
RH2 0SH

Wednesday 20th November 2019

Dear Sir / Madam,

Re: Reigate Ex Service & Social Club, 1 Chartfield Road, Reigate – New License

I am writing to you as a resident of Chartfield Road regarding the Ex Service and Social Club's application for a new licence. I would like to make you aware of my objections to the new licence being granted:

Noise – as a residential area and one where many households have young families (ourselves included), the noise created by people in and around the club, particularly at weekends, has been very disruptive. Shouting, screaming, fighting, and the use of abusive language is a regular occurrence in the evening and long into the night.

Anti-social behaviour – we have been heckled by people frequenting the club and have witnessed people urinating in the street and against the wall outside the club. A van was even set on fire outside the club following an argument between two club patrons. A number of cars have also been scratched and vandalised on our road.

Environmental – we frequently find smashed bottles, empty glasses and cigarette butts littering the streets around the club. Not only is this unsightly, it poses a public safety hazard, particularly given the large number of young children in the area.

I have lived on Chartfield Road for nearly 5 years now and we specifically moved to the area because it is seen as a family friendly place to live. The club is contrary to this. It offers nothing to the community from a family perspective and indeed it appears that very few people from the immediate area use the facilities in any capacity. The instances of anti-social behaviour pose threats to public safety. My three children are all under 5 so are not of the age to be passing the club at night time. But if they were older, I would not feel comfortable with them walking passed the club in the evenings. The clientele can be intimidating and at times abusive. We have even had instances of intoxicated patrons driving their cars home.

I know that you will have received a number of these letters, as I am not alone in my concerns and objections to the club's renewed licence being granted. I hope that you will take these objections seriously and act accordingly.

Yours sincerely,

From: [REDACTED]
To: [Licensing](#)
Subject: SES Passed to LS 14.11.19 - Comment on Licence Application - 19/04555/LAPREC
Date: 14 November 2019 13:22:46

Application Ref - 19/04555/LAPREC

Name -

Address -

Phone -

Email - [REDACTED]

Wants to - Object to the Proposal

Comments - I would like to object to this application due to the fact that if granted a new licence I understand that the previous restrictions will no longer apply and therefore they would be able to stay open until 2am and have as main events for any age.

This is just not acceptable due to continued anti social behaviour. There is regular noise late at night and I have received abusive comments from individuals who had clearly been drinking and were standing outside the club when I have parked my car outside the club late at night. I don't think this club has any place in this residential area. It does not serve the local community and the people that frequent do not live in the vicinity so all it provides is a nuisance to local residents. I can't see any justification why a new licence should be granted. In fact it should be closed permanently and the land redeveloped.

[REDACTED]

14th November 2019

Licensing Department
Reigate & Banstead Borough Council
Town Hall
Castlefield Road
Reigate RH2 0SH

Dear Sirs

Reigate Ex Service & Social Club, 1 Chartfield Road, Reigate

I am writing to express my concern at the prospect of a new Licence being granted to the Reigate Ex Service & Social Club. As I understand it any new licence granted will not take into consideration previous issues which means that none of the restrictions in place under the previous licence will apply.

My concerns based on experience, having lived two doors away from the Club for 30 years, are as follows:

- Drunken and violent behaviour resulting in fights, damage to cars and property etc
- Shouting, abusive language late into the night
- Loud noise from the club until the early hours
- Children being exposed to abusive language and behaviour – not only children who live close to the club but those who are left on their own outside the building by people attending the club
- A brick was once thrown through the bedroom window of the house next door to the club
- Urinating in people's gardens
- We know there have been issues around drugs
- Many occasions where police and ambulances have been called – once involving a stabbing following a wake after the funeral of a traveller
- Debris in the road following an event – glasses, broken glass, cigarette ends etc

In summary, no ex serviceman has been inside the club for years. If it is to continue then a strong Licence needs to be in force to control the worst excesses of the people who use it.

All the residents in the area would very much appreciate support from Reigate & Banstead Borough Council in this matter.

Kind regards
[REDACTED]

11th November 2019

To whom it may concern

I have been informed that Reigate Ex Service and Social Club (1 Chartfield Road Reigate) have applied for a new license.

Whilst as local residents we are happy for the club to open, we have concerns over selling alcohol late into the night and too many late events taking place at the club after 11pm at night.

Before their previous license was reduced we regularly experienced loud music and people spilling out onto the grass and roads outside the premises who were shouting and swearing until the early hours, this is particularly antisocial in the summer months when windows are left open in warmer weather and we have to put up with the loud music and shouting and arguing from people that have had too much to drink when we are trying to sleep.

On numerous occasions there was fighting in the streets with the police having to be called many times. We would find empty and broken glasses and bottles around the streets which can cause damage to cars, properties and pets, despite the actual nuisance at the time of the fights to local residents.

As a female in the local area I would have to take alternative routes when walking along the street due to the comments that would get shouted by drinkers stood outside, this made me feel particularly vulnerable, and I certainly wouldn't want to walk past with younger children either.

I would ask you to take into consideration the local residents when considering this license and if it is granted that it should come with the restrictions previously put in place by the licensing committee.

Kind Regards



Licensing

Reigate and Banstead Borough Council

Town Hall

Castlefield Road

Reigate

RH2 0SH

09 November 2019

Dear Sir / Madam

Re: Reigate Ex Service & Social Club, 1 Chartfield Road, Reigate

I am writing with regard the recent application by the Reigate Ex Service and Social Club for a new premises certificate for the provision of the supply of alcohol.

Over past years the behaviour of many attending the social club for functions and parties has been totally unacceptable especially in such a built-up residential area, with many families living with their children in the locality.

We have witnessed shouting, swearing and fighting both during the afternoons following funeral wakes and at night during and after parties. Loud music has been played into the early hours, with the exterior doors left open so as not to contain the noise inside the building.

Birthday parties for the under 21's were a particular nuisance as large numbers of young people descended on the neighbourhood invited or otherwise, which generally declined into chaos and unacceptable behaviour.

When restrictions were put in place to restrict evening events to a total of 18 a year, to cease parties for under 21's and limiting events to end at 11pm, residents experienced a change. However, the noise levels have increased again over the past 18 months or so, with many guests attending parties congregating outside in the smoking area, screaming, shouting and swearing with confrontation between drunk guests quite a normal occurrence.

Cont..

...2

Past licensees have either struggled to control or been unaware of the behaviour of guests at times and even with last orders at 11pm, little can be done to encourage party goers to keep quiet and go home as they stand in groups outside the premises continuing with loud conversations.

If the licence is to be considered, I implore the panel at the very minimum to maintain restrictions that the Council and Police introduced for good reason and to deliberate whether this venue is appropriately placed for its current use in a residential area, especially with the re-introduction of a license.

Yours faithfully

A solid black rectangular box redacting the signature of the sender.

From: [REDACTED]
To: [Licensing](#)
Subject: Comment on Licence Application - 19/04555/LAPREC
Date: 24 November 2019 18:15:31

Application Ref - 19/04555/LAPREC

Name

Address

Phone -

Email -

Wants to - Object to the Proposal

Comments - The club is situated on a 100% residential street and yet the club patrons are loud and unpleasant having no respect for those living on the same street. The behaviour of the patrons on a residential street is not conducive to its location.

19th November 2019

Licensing

Reigate and Banstead Borough Council

Town Hall, Castlefield Road

Reigate RH2 0SH

Dear Sirs

Re :- Reigate Ex Service and Social Club

1 Chartfield Road, Reigate

I am writing with regard to the application for a new license for this club which is situated in a residential area. My house in Glovers Road is a short distance from the club, and I have lived here for twenty years. Therefore I have experienced, in the past, rowdy behaviour from members of the club, particularly on Friday and Saturday evenings, which continued noisily into the small hours. This would be followed by revellers walking home via Glovers Road, singing, shouting, swearing and fighting.

The most recent license granted to the club made a big difference to those living in the neighbourhood. Parties and events were noisy but finished promptly at 11pm, which is acceptable.

Please consider the residents surrounding this club when making your decision.

Yours faithfully

Licensing, Reigate & Banstead Borough
Town Hall
Castlefield Road
Reigate
RH2 0SH

For the attention of Licensing Officers – Reigate Banstead Council

**RE: REIGATE EX SERVICE & SOCIAL CLUB, 1 CHARTFIELD ROAD,
REIGATE LIQUOR APPLICATION.**

It has been brought to my attention that the Reigate Ex Services Club has applied for a new liquor licence. I hope that the undisputable evidence from recent police reports relating to the activities of this club's associated drunkenness, anti-social behaviour and drug taking will have some bearing on your deliberations and the application refused. You might be able to change the licensee but the clientele will remain the same.

As a local resident I strongly object to this application on the following grounds:

- a) **Prevention of Public Nuisance:** The club's liquor licence was recently subjected to restrictions because of the number of complaints from local residents about the fighting, swearing and shouting taking place outside the club and surrounding streets. There were also complaints about the loud music being played. It is my understanding that the club recently ceased to operate because of financial problems. It would appear that the new application does not incorporate the restrictions applied to the previous license by your good selves, The Licensing Committee, so therefore they hope to secure no restrictions. This would invite the licensees to return to unlimited parties, no age restriction and stay licensed until an unacceptably late time to make it financially viable.
- b) **Prevention of Crime and Disorder:** I personally can only make an observation on this matter but hopefully police reports will support and evidence the alcohol and drug misuse and public disorder directly associated to the club. It is a common problem with youth leaving drinking establishments in Reigate, late and night, walking along residential roads shouting, swearing, couples having a domestic and vandalising public and private property – all drink/drug related. Bins are forever

being thrown into our road and cars damaged. What I can say is that the frequency of public disorder on our road, Lesbourne Road, has tailed off since the club has been closed.

c) **Protection of Children from harm** – I am expecting my first child and I want to be able to raise her in a safe environment free from drink and drug related incidents. Is it too much to ask? Lesbourne Road is very family orientated and we, as law abiding citizens who keep the peace should not have to be subjected to this sort of behaviour. I believe that families are at risk from out of control individuals either through alcohol or drug. If the Ex Services & Social Club license is supported you will be subjecting local residents, children included, to the danger of harm.

I implore you to seriously consider this licence application and refuse it outright. If you are minded to grant the application police resources will be wasted and local residents put in harms way.

Thank you for taking the time to read my objections.

Yours sincerely

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Licensing

Reigate and Banstead Borough Council

Town Hall

Castlefield Road

Reigate, Surrey, RH2 0SH

22nd November, 2019

Dear Sir/Madam

Reigate Ex Service & Social Club, 1 Chartfield Road, Reigate

I am writing in respect of the above application, to say that given the history of this establishment, should a new license be agreed, then the restrictions applied two years ago should be included in the new License.

I request this on the basis that in the past when major events have been held on these premises, it has led to:

Anti-social behaviour

A public nuisance through loud music being played at night

Anti-social parking in the roads around the premises, often to the point where it would be extremely difficult for emergency vehicles to gain access.

Litter in the form of bottle and cans in the surrounding areas not only on the pavement and road outside, but often pushed into the front gardens or hedges of surrounding properties.

This is a predominantly residential area, This is the only entertainment/business premises in Chartfield Road, and it should not be allowed to have a major detrimental impact on the residents who live close to it.

Yours faithfully

[Redacted signature block]

[Redacted signature block]

9 November 2019

Dear Sirs

Re: OBJECTIONS TO REIGATE EX SERVICE AND SOCIAL CLUB LTD APPLICATION FOR A NEW CLUB PREMISES CERTIFICATE


On behalf of my husband any myself we write to express our opposition to the granting of a new licence for this club. For many, many years we have found the club has substantially eroded our quality of life. Our house is directly opposite the club and we are routinely subject to anti-social behaviour including unacceptable noise especially after hours, swearing of the deepest profundity which our children can hear clearly from the house and garden (and has at times been so severe that we have had to keep them out of the garden), the hurling of bottles and glasses into our garden (sometimes with urine in), screams, innumerable fights and scuffles, glassware and bottles stuffed into our hedge causing potentially serious harm, and sleep deprivation on account of the noise levels after hours.

Outside our house a car sustained serious vandalism and a brick was thrown through its window in an apparent argument between two club members - although this was not our car, nor our neighbours (apparently being owned by another club member) - it was abandoned outside our house for about a week, with broken glass all around the pavement.

There have been fights outside the club which have caused psychological distress to our family and frightened our children and smokers routinely gather outside and become increasingly vocal and antisocial as the night progresses.

The club has been unwilling or unable to manage the behaviour of its members and sometimes fails spectacularly to do so. Whenever there are events (parties, funerals etc) we brace ourselves as a community for the inevitable anti-social behaviour that practically always forms a part of these occasions. We always telephone the club to request noise and behaviour is kept in check but the club seems unable to act in an effective way to control the situation.

In summary, **we strongly object to the granting of a new licence for this club** and I cannot stress enough how miserable this club makes us, our children and the community at large. The presence of the club is distressing and the behaviour of many of its members frequently unacceptable. It does nothing serve us as a community (many of the members come from out of town) and erodes our quality of life to a substantial degree. We also feel some of the regular club members create a serious public nuisance with threatening and abusive language to each other which can be clearly overheard from our home even with the windows closed. The habitual throwing of bottles and glasses into our hedge and garden (often containing urine) creates a risk to our children and ourselves.

Do not hesitate to contact me if you need ther information.

Yours faithfully





Members of Licensing Committee
Reigate & Banstead Borough Council
Town Hall
Castlefield Road
Reigate
RH2 0SH

23rd September 2019

Dear Members of the Licencing Committee

**APPLICATION REFERENCE 19/04555/LAPREC
REIGATE EX SERVICEMENS CLUB, 1 CHARTFIELD ROAD, REIGATE RH2 7JZ**

I note with interest the application by the ex-Servicemen's Club for a new alcohol and live music licence.

In previous years the local community has been materially impacted by incidents of alcohol and drug related nuisance and damage to residential property and vehicles, as well as noise and disruption into the early hours from both within the club and from patrons shouting, arguing and fighting outside along neighbouring roads.

Whilst the club might be considered a valuable community asset in the wider borough, its dominant customer base is not from the Lesbourne Village community and so I would urge the committee members to consider the application for an alcohol and live music licence in this context.

The previous licence was secured after consultation with the local community and Reigate & Banstead Police, and included a number of commitments to minimise disruption and manage any potential impact. This included strictly limiting the number of evening events per year, restricting the holding of birthday parties for under-21s, and limiting licencing hours to 11pm.

Whilst I can fully understand the financial challenges of running such a facility, the provision of cheap alcohol does not help that challenge and invariably leads to anti-social behaviour if not carefully managed. The club should reasonably have specific limits given the 100% residential nature of the area and the dominant local demographic of families with young children. Any licence granted needs to bear in mind the balance between providing such a facility and the disruption it may cause to the local community.

I would urge the committee to therefore ensure that these hard-fought limits on operation are carried over into the new licence. Families in the surrounding streets should have a right to reasonable protection from nuisance, late night disruption and criminal damage.

Yours faithfully

Licensing
Reigate and Banstead Borough Council
Town Hall
Castlefield Road
Reigate
RH2 0SH

13 November 2019

**Application 19/04555/LAPREC
Reigate Ex-Serviceman's Club, Chartfield Road**

Dear Sir/Madam,

I am writing to object to the current application for a new license for the social club in Chartfield Road.

As you will be aware, there have been longstanding problems with noise and antisocial behaviour that make the club's location in the middle of a residential area unsuitable. This despite repeated complaints by residents and visits by the police over a number of years.

- The club is not used by local residents. Its clientele arrive and depart in their own vehicles, disregarding the parking restrictions on the junction between Chartfield Road and Chart Lane, making it dangerous to cross the road, especially with children. These parking restrictions are ignored by both management and guests, and are never enforced as a deterrent.
- After the club closes, customers spill out onto the street and continue to drink/smoke next to their cars, as evidenced by the cigarettes, bottles, glass and other rubbish that is left behind. There is often broken glass on the pavement, making it dangerous for children and pets.
- As a result of a previous complaint, the smoking area has been moved to the side of the building. Although this would go some way to minimising the intimidating atmosphere of having drinkers looking down on the residential road outside, it does nothing to reduce the excessive noise created. Furthermore, the official area is disregarded anyway, with people often just smoking outside the front entrance.
- While walking along Chartfield Road with children, we have witnessed drunk customers urinating on the grassy area to the front of the club. When we complained we were told "It's nothing you haven't seen before."
- There have been numerous incidents of drunken fighting, arguing and swearing outside the club, requiring police attendance. Such events have peaked when the premises have been hired out for special events. This year the fire brigade was also needed when a customer's van was burned out.
- The club is a source of disruptive noise, often well past 11pm – both from within the club and as customers leave at closing time and beyond (just this week the street was blocked by taxis picking up after midnight.)

The club is not used by the local residents, all of whom have had to endure years of antisocial behaviour by the club's members. The management has been unable to control the behaviour of guests, and has disregarded or failed to enforce previous restrictions imposed by the licensing authority. The club has become the source of noise, litter and aggressive drunkenness in an otherwise quiet, safe area of Reigate. As such I would be grateful if you could take these factors into consideration when deciding whether the club should be granted a licence.

Yours faithfully,

A solid black rectangular box redacting the signature of the sender.

Licensing,
Reigate and Banstead Borough Council,
Town Hall,
Castlefield Road,
Reigate RH2 0SH

Re: The Ex-Service and Social Club
1 Chartfield Road,
Reigate RH2

If the Licence is to be renewed it is imperative that the previous Licence, endorsed by the Licensing Committee, is reinstated.

This is a mixed residential neighbourhood with many children and elderly residents. In Glouens Road we have Neighbourhood Watch to keep an eye on the local issues and we feel very strongly about the new Licence.

Before the last Licence was agreed we experienced:

1. Bad, dangerous parking. The Club has no parking
2. Drunk people shouting and singing loudly outside the club until the not so early hours of the next morning. As you can imagine this was extremely anti social for all the residents.
3. Rubbish was being thrown into gardens and in some incidences gardens were used by the drunks as toilets
4. It was extremely frightening; especially for children and elderly residents.

Please, please for the sake of our wonderful neighbourhood can you see that the last Licence is reinstated.

From: [REDACTED]
To: [Licensing](#)
Subject: Comment on Licence Application - 19/04555/LAPREC-LS added to file
Date: 15 November 2019 11:12:14

Application Ref - 19/04555/LAPREC

Name

Address

Phone

Email

Wants to - Object to the Proposal

Comments - I am writing to register my objection to the application for a licence by the Reigate Ex Servicemens Club, 1 Chartfield Road Reigate Surrey RH2 7JZ (19/04555/LAPREC). This opposition is based on the public nuisance that the granting of the licence would, and previously has, caused.

The club's licence was amended a couple of years ago, due to the significant detrimental effect that the activity of the club was having on our area. This was achieved through a long period of discomfort and concerns raised by local residents, over and over again as a result of antisocial behaviour, drugs and alcohol misuse. It is very disappointing that this application does not acknowledge these challenges and restrictions that have been implemented in the past and propose suitable measures to prevent them reoccurring.

We do not want to have a repeat of the unacceptably loud music, property damage and shouting/swearing that has previously plagued this area at the hand of this club.

I live immediately behind the club in Albion Mews; this area is highly residential with a high population of children and families, the presence and nuisance that this club would once again bring to the area is most certainly not welcome. I would urge the committee to consider the history that this club has and the repeated challenges that the local residents have been faced with in the past.

The club should consider how it can be beneficial to its neighbours, rather than once again subjecting us to antisocial levels of noise and discomfort.

I ask that you reject this application, on the grounds that it does not address any of the previous concerns nor propose reasonable measures to mitigate the public nuisance that it has caused.

If you feel it appropriate to grant this application, please impose once again the unaddressed restrictions; principally that the club may be licenced only until 11pm with a half an hour drink up period, and events limited to the same time.

Your consideration of these matters is appreciated.

18th November 2019

REF:

Licensing for the Reigate Ex-Service Men's and Social Club, 1 Chartfield Road, Reigate. RH2 7JZ.

Dear review board,

I am writing to express my concern about the possibility of the renewal of the license for Reigate Ex Service Men's and Social Club at the end of our road. Whilst I do like the idea of a club so near where I can go and play snooker or go for a drink; there has for the last five years been very little cooperation from the club with the residents of the road. I have tried to become a member on two occasions and have even paid my subs, I hoped I would be able to have some influence by being a member. However, I have not managed to gain membership and when I asked about my money, I was told on two occasions the person who dealt with it was away. Consequently, I have not become a member! If this club does get a restricted license, I would like it if they offered a hand of friendship to the surrounding streets offering them reduced membership (this was offered to us many years ago) and ensuring that they respect the residents. Open events and charity events would help to build our confidence.

In the past the license was limited to the club to hold events for over 21's. I remember a school leavers party for 16 year olds that was held there where there were bottles hidden in our garden, nitrous oxide canisters strewn across the road and empty spirit bottles broken on the pavement. We also found girls shoes in one of our bushes.

More recently a van was set alight outside the club, we heard later that this was the result of an argument that started in the club. This was left for over a week, a charred burnt out van at the top of our road, there were three houses for sale at the time, this sort of behaviour has a negative impact on the value of our investments; the owners have since taken their houses off the market.

In the past I have had my car keyed and had a police crime number, several of my neighbours have also had to report this to the police.

We like to sleep with our bedroom window open, however, on several occasions we have been woken after midnight by rowdy club visitors returning home or even more worryingly returning to their cars. After such parties we often sweep up broken glass and clear away nitrous oxide capsules and beer bottles. I have also seen people

urinating against the fence that is opposite number 45 and viewable from our bedroom window. I would appreciate it if their licensing hours could be limited to 11pm. House prices are very expensive in the surrounding area and many householders have stressful jobs and have to get up early to get the train into London or to travel to work; this disruption to our sleep does not help!

Chartfield Road has changed over the years and there are now many houses with children under secondary school age; I can think of 18 young children off the top of my head. These children should not be subjected to seeing and hearing such unruly behaviour. These children should be protected from being exposed to some of the awful language, behaviour and disrespect to the environment. This is a suburban high value housing area and whilst I respect the clubs' historical position in the neighbourhood, their actions need to be respectful of the area in which they are placed. I am also concerned for the new residents due to move into the apartments being built on Albion Road that back onto the club, the noise from the club can be heard in my house a good 15 houses away, I dread to think what it would be like living next door!

Please consider my points when deciding on a license, I am not against the club being there, but it must follow some strict guidelines. I would like hours to be restricted to 11pm and parties to only be for over 21's and for there to be adequate supervision of members in the club and in the surrounding areas as they arrive and leave. Also consider the impact your decisions will have on the many young children in our little road.

Yours faithfully,

A large black rectangular redaction box covering the signature area.

Attn: Reigate and Banstead Borough Council Licensing

Dear Sir / Madam,

I have read through with concern the application for a new club premises certificate for #1 Chartfield Road, the Reigate Ex-Service and Social Club. Since moving to this road in 2009, we have experienced numerous incidents of antisocial, disruptive, even illegal behaviour as a direct result of this club's late evening opening hours and proximity to residences. It is the only licenced club or bar in this immediate area, as the rest of the area is residential. Within Reigate it is certainly one of the cheapest venues to hire, offering drinks at a much lower cost than those of the high street, or of its closest neighbour, the Venture Inn.

The result of cheap drinks and comparatively late licensing has in the past meant that many of the club's patrons spill out into the street outside at closing time -- or at the point at which they can no longer stagger to the bar -- completely oblivious to their noise levels, and very frequently with raised voices, sometimes carrying drinks off premises and sometimes taking their disagreements onto the street. We have witnessed fistfights, shouting and yelling of obscenities, heard cars screeching away up the road, and of course in warmer months with windows open there is a constant din of noise that escalates in volume as it gets past approximately 10 pm. Some of the things we have personally witnessed:

- Two adult men peeing against the fence, right next to the pavement and from an elevated position (the club has a steep banking on one side), completely open view to the three roads and pavements. My then-10 year old son had to witness that one, and turn away in disgust when the men sniggered to themselves. We were walking along the adjacent pavement up to our house at roughly 9 pm.
- The aftermath of a late-running party from the night before all over the pavement, including nitrous capsules, broken beer bottle glass, piles of cigarette ends, vomit, a used condom. This particular mess was left by a loud and raucous party which appeared to feature many underage drinkers who decided to congregate on the pavement outside as of about 10:30pm. Try explaining to a 10 year old what a pile of nitrous oxide containers is doing under his feet on a Monday morning!
- After another loud weeknight party, someone decided to vent his/her anger at the whole road's vehicles, keying the side panels of ~20 cars, including our own. This occurred at some point in the night, and with a streetlight that switches off at 1am and no lights at the top end of the street, was unobserved. It is of course an assumption that this was due to the club, but as it coincided with a late, loud party it's a fair enough conclusion.
- Adult men calling out to and commenting on the clothing of a then-13 year old girl who lives on the road, and who was simply walking on the pavement outside at 5:30pm.

Most, if not all, of these problems would be solved if the club's licensing hours were more closely aligned to its surroundings and its location in a residential area. Several factors limit the club's ability to effectively manage late running evening events and very busy late club hours:

1. It has no patron car park. All users of the club therefore park in the surrounding roads, amidst the many residences without off-street parking. Those leaving the club late and carrying on with their same volume of conversations (or fights) and making their ways back to their cars cause constant noise disturbances in late hours – Sundays, weekdays, etc. We have witnessed loud shouting and carrying on, then car doors slamming outside our house

at the top of the road, at least once or twice a week for years. The only way to control the noise disturbance this causes is to ensure that the patrons have left earlier, with a more reasonable closing time of, say, 10pm. This would encourage more consideration for the surrounding residences and many young children who live in this area.

2. It has virtually no outdoor space. The club added a very small patio area for smokers after there were enough complaints of smokers simply standing in the road, on the pavement or just inside the fencing. This small patio barely contains the large numbers of people who spill out into the street by default to smoke, drink outside in warmer months, or simply congregate further away from the loud music. Without an outdoor space, the proximity of the club's windows and doors to neighbouring houses and their residents is at its closest point no more than ~15 metres. It is nowhere like enough of a space to dull the loud noise of high volume music, and the patrons' loud departures.

This club's location and facilities are simply not suitable for licensing past 10pm, on ANY night. I highly encourage the council to consider rejecting this club's request for late hours licensing, which I understand they are requesting to be 11:30pm on Monday-Wednesday, and 12 midnight on Thursday through Sunday. This is far too late in the evening to allow these sorts of issues to continue, and the council should consider either rejecting this application outright, or attaching some conditions of earlier closing time. Anything after 10pm is likely to result in even worse incidents in future.

Best Regards,



**Licensing
Reigate and Banstead Borough Council
Town Hall
Castlefield Road
Reigate
RH2 0SH**

Re – Reigate Ex Service & social Club, 1, Chartfield Road, Reigate.

Dear Sir and Madam

I am writing about my concern over the possible new licence for the above property.

As a long term resident – from birth – of Glovers Road - I have seen many changes locally – especially recently.

What was built for the British Legion – which was part of the community - has now become quite the reverse.

To have licensed premises in the now densely populated Glovers Fields – a dry area - is worrying in the first instance.

The building does not provide a car park so it impinges on the space of local residents. Customers leaving the building who have access to alcohol are uninhibited regarding behaviour, noise, damage to cars and surroundings – and possibly driving when they shouldn't.

There are also important concerns over the possible involvement of the underage young.

Surely the local residents who are council tax payers deserve to be given first consideration over this situation which has proved in the past to be very anti-social.

Yours faithfully



Licensing

Reigate & Banstead Borough Council

Town Hall

Castlefield Rd

Reigate

RH2 0SH

Dear Sirs

Re: Reigate ex-Service & Social Club, Chartfield Rd Reigate

The above premises are close to our house. We have lived here for over 15 years.

Over the years when the club had an alcohol licence there were a significant (ie non trivial, reasonably often) number of instances of anti-social activity and criminality arising, it seemed to me, out of the operation of the club. Examples included fighting, shouting and swearing in the early hours of the morning, extending into the streets around the club. On one occasion I contacted the local police when a number of clearly drunk men were sitting outside the club drinking in the middle of a weekend afternoon and shouting 'f***ing c***' amongst other things.

Music was often played at loud volume into the early hours. There were a number of instances of cars being vandalised in the street. We have had that happen to us on 3 occasions necessitating repairs and insurance claims. Neighbours have also had damage to their cars. The Surrey Mirror at one point ran a story about the vandalism.

I understand that in light of many complaints from the local community in this almost entirely residential part of Reigate a number of conditions were imposed on the club, including improving the position and limiting evening events to 18 per year, never holding birthday parties for under 21s and curtailing the licence such that it ended at 11pm.

We are very concerned that without these or similar restrictions thj club will again become an unpleasant neighbour and a blight on the lives of local residents.

Yours sincerely



To: Licensing Dept.
Re: Application for a New Licence
for Ex Services Club C. Road.

Tel: [REDACTED]

Dear Sir,

I would like to request that restrictions are applied to the request for a new licence to the Christfield Road Ex services club.

This is a residential road with many young people living here. In the past they and the adults have had to put up with Noise, Swearing, Drug dealing (potentially, observed) fights, Litter and loud Music in the Summer months, with all doors open. Please refer to the previous limits imposed, as the to have made as weekends more bearable. ie limiting licensing hours up to 11pm weekdays & w/e's. No under 21 parties.

With Hope [REDACTED]

Dear Reigate Licensing Committee,

I am writing to request that in considering a new license for the 'Reigate Ex Service & Social Club' at 1 Chartfield Road Reigate that the restrictions previously applied to limit the club's license in a residential area are re-applied.

The rationale for this request is that the area surrounding the club is heavily residential and there is real concern of a resurgence of incidents of shouting and swearing in the early hours at closing time causing a disturbance to working people, families with young children and creating cause for alarm amongst older residents.

Additionally, there was an incident of 'key' damage to numerous cars in our road, including our car, which although we have no evidence to link to the club heightens the overall anxiety of living in a safe locality with minimal crime.

An incident that my husband was witness to, occurred one afternoon in broad daylight, when at least a couple of men ran past our house up the road away from the club shouting in an aggressive manner; our neighbour advised us later that she believed the incident was related to a Wake at the club and a potential theft.

I myself witnessed two ladies with drinks in hand leaning on our front garden fence one early evening during the summer. The ladies then sat on the pavement directly outside our house for quite sometime conversing loudly. This made me feel very uncomfortable as this is not expected behaviour on a residential street.

We have also noticed an increase in traffic in our street when events are held at the club as well as making it very difficult at these times to find somewhere to park.

In summary, our request for restrictions to be re-applied in the context of the new licence application for this club are our concerns that the incidences of shouting, aggression and anti-social behaviour that we have experienced may increase in number making the area feel less safe for all the residents.

Many thanks for your consideration.

Regards,

From: [REDACTED]
To: [Licensing](#)
Subject: Comment on Licence Application - 19/04555/LAPREC
Date: 24 November 2019 21:00:56

Application Ref - 19/04555/LAPREC

Name - [REDACTED]

Address - [REDACTED]

Phone [REDACTED]

Email [REDACTED]

Wants to - Object to the Proposal

Comments - Unfortunately I object to this proposal as this establishment is highly disruptive to the local, residential area. The patrons consistently leave litter along the road, including empty bottles being left behind the back wheel of our car, cigarette butts and empty crisp packets as well as bottles and cans left on on the pavement. My car was also keyed across the bonnet while parked on my driveway one evening along with damage to other neighbours' cars on the same evening (this was reported to the police). The patrons have often been noisy when leaving, disrupting our quiet enjoyment of our home and meaning our son has been woken up when sleeping with his windows open during the summer.

Licensing

Reigate & Banstead BC

Town Hall

Castlefield Road

Reigate

RH2 0SH

3th December 2019

Dear Sirs

Reigate Ex Service & Social Club

License application

I moved to Reigate some 18 years ago and had no hesitation buying a house next to the Ex Serviceman's club owing to the fact that I attended the Romford Royal British Legion Club as a Military band member during the ages of 14 to 20.

My Father was an active member of the Royal United Services Club in Romford for many years. He has a memorial trophy at the club in his memory.

We joined the Club shortly after we moved in.

I expected the Reigate club to be similar but to my horror it was anything but.

The first week we moved in there was a group of men leaving after a snooker match but one of the did not want to get into the car. For the next 15 minutes we had to listen to his friends repeating 'get in the F.....g ca get in the Fu.....g car' over and over. This set the tone for the next 18 years for us.

I have spent many years suffering the antisocial behaviour of the club members and guests, most of which has been lodged with Reigate Licensing.

Our neighbour contacted the Royal British Legion regarding the antisocial behaviour but they disassociated themselves from the Club.

Incidents are endless but here is a summary:

Constantly not adhering to the licensing hours

Playing music well beyond the agreed 11pm. On one occasion I called at 2.30 am and asked them when is the music going to stop, they hung up on me.

The last incident occurred only a couple of months ago when a guest logged into their audio system and played her music off her phone till beyond midnight. Apparently the staff did not want to upset her by asking her to leave as she and her friends were quite aggressive. Can you imagine this happening at the Market Pub.

Generally when there is a function it can go on until 2am with people waiting for their cabs up to 3am worst case. While people are waiting they hang around swearing, last time a girl was shouting over and over 'where's my Fu....g phone' about 12.30 am.

Two members were shouting on the corner waiting for their cab, when it arrived they both threw their glasses into the middle of the road. I went out there and swept it up before a car ran over the glass.

I have lost count of the number of times the police have attended.

The club is known for drugs, I have witnessed it and the police even set up a surveillance camera in a house opposite.

My new fence was kicked in by a jealous boy late one night during a function.

My Wife's Company car had its wing kicked in by a guest at an afternoon Christening.

One night the Managers daughter smashed a bottle over her girlfriend's head outside our house and yet again we were interviewed by the police.

My wife had to ask a guest to get off our wall and take her feet off our car. We know she is on the pub watch list and should not have been there.

Guest often over spill on to our driveway drinking and making phone calls, usually swearing.

We affectively live in the back of the house now and when guests leave after a function at 1.30 2,00 am I sleep down stairs in the back of the house on the sofa,

It really has affected my mental health.

Guest do stand in our garden and one occasion a mother told her son who was in our garden to stop being a stupid c..t and get out of this man's garden.

Our neighbours did form a group and we had meetings with the police. We all felt too intimidated to request a License review.

I am not one of these people who move next to a train line and moan about the trains.

This club is not a club for local people or ex servicemen, It is now a place where you can get cheap beer, have parties and be as antisocial as you like because there are no consequences. The members who run the club are not there late at night when they need to be. When I do phone to complain about the antisocial behaviour there are generally only bar staff there and they do not have time to patrol outside.

It is up to me to move people on or ask them to stop urinating against my wall.

The area is now completely residential and the antisocial behaviour has completely turned the residents against the club.

Our neighbour informed us that a rock was thrown through our window shortly before we moved in after the tenant asked the crowd to keep the noise down.

I can't imagine a new license being granted in an area which is now completely residential, especially in view of the history of the Club.

The Club is no longer a Club for Ex Service men. There are some decent members there but they are never around to see the antisocial behaviour in the early hours during and after a party.

We have experienced 17-year olds + running up and down the streets shouting F..k off you C..t over and over and many fights, admittedly not in the last year.

We got very fed up a few years ago and tried to sell our house. The majority of people said they liked the area but did not want to be near the club as they were aware of its reputation. We gave up.

Yours sincerely

18th November 2019

Licensing
Reigate & Banstead Borough Council
Town Hall
Castlefield Road
Reigate
RH2 0SH

Dear Sir/Madam

RE: Reigate Ex-Service & Social Club

Thank you for your notification regarding the application for a new license.

I am sorry to hear about their financial difficulty, as this must be stressful for those involved. We would not want the club to close indefinitely as it has been there for so long. However, I hope they are able to resolve this issue with an alternative solution to later licenced hours.

We live just down the road from the club, and our concerns are on the grounds of crime and disorder, public nuisance and public safety.

We remember previously that there used to be a lot of noise and disruption from the club, late into the night. This was frustrating for several reasons. First of all it is annoying simply because it is a quiet neighbourhood and naturally people who live here have sought out peace and quiet. It was much rowdier than a local pub for example. This is partly due to the loud music (which I'm sure sounded great inside, but from down the road it was just a series of loud noises and bass), and often the doors were left open so the sound travelled further. It is also partly due to the fact that attendees often spilled out of the premises and stood outside talking loudly, often shouting excitedly at each other, and sometimes even arguing or fighting. I understand that when you're out and having a laugh you often become desensitized to the noise you create, however as a resident it was incredibly aggravating and you'd find yourself watching the clock waiting for it to end.

Furthermore, because of the nature of the noise pollution, and because the intoxicated people would spill out of the club, it could feel slightly intimidating, in case they were to damage your car or start a fight etc. This was particularly intimidating if you could hear them shouting and swearing down the road.

As your notification letter confirmed previous antisocial behaviour due to alcohol and drugs misuse, we disapprove of a late licence that could enable similar behaviour in the future. I assume that most of the people who go to the club live locally. It would be irresponsible to ignore the negative impact of drug and alcohol abuse on the wider community and the lives of anybody affected by the antisocial behaviour. I therefore disapprove on ethical grounds as well.

Nevertheless, recently the noise pollution has been infrequent. When events are held now it must be said that the noise is tolerable. This can undoubtedly be accredited to shorter licence hours to 11pm, allowing for 30 minutes of final orders drinking up time. Knowing that the club closes at 11 is reassuring because less time to drink means less chance of antisocial behaviour. If they want to continue, there are bars in Reigate just a short walk or cab journey away, where they wouldn't be disruptive to a quiet residential area.

We would be happy for them to continue on similar grounds, with limits on the number of events per annum and no birthday parties for under 21.

We would also be happy to consider any other proposals you suggest. I am just confirming that we approve of the abovementioned rules, insofar as we noticed a positive difference compared to before.

Thank you for considering our comments. We look forward to hearing from you in due course.

Yours faithfully,



Licensing,
Reigate and Banstead Borough Council,
Town Hall,
Castlefield Road,
Reigate,
Surrey,
RH2 0SH

12th November 2019

Dear Sir / Madam,

Re: Reigate Ex Service & Social Club, 1 Chartfield Road, Reigate

I write to register my objection to the licensing application made by Reigate Ex Service & Social Club. The basis for my objection is that their license is damaging to the surrounding area in terms of crime, public nuisance and disorder.

I have personally experienced the following:

- Feeling extremely intimidated by a large crowd of noisy and clearly intoxicated men standing outside the club on the corner of Chart Lane and Lesbourne Road late in the evening
- Being 'catcalled' on a few occasions, which is uncomfortable and intimidating, particularly when I am alone. I now avoid walking past the club after dark or in the evenings through the summer
- My partner's car wing mirror was kicked off one night. Neighbours reported that this was by a person leaving the club
- Large intoxicated groups causing a noise nuisance as they wait for cars and taxis on Lesbourne Road or make their way down the road on foot stumbling into cars, bins (which are pushed over into cars or onto the pavements, causing mess and damage) and our fence. Needless to say, this behaviour damages property and disturbs sleep
- Foul language heard outside the club and on surrounding roads when members are exiting
- Obvious recreational drug use around the premises, evidenced by a strong smell of marijuana
- Loud music coming from the premises into the evening. In the summer it has previously made it difficult to enjoy our garden or sleep with the windows open
- Litter surrounding the premises, including takeaway boxes and cans

If the club is permitted to stay open later, more often or with fewer restrictions, it seems inevitable that this would cause an increase in crime, public nuisance and disorder, damaging the surrounding area.

Faithfully,



17th November 2019

Licensing
Reigate & Banstead Borough Council
Town Hall
Castlefield Road
Reigate
RH2 0SH

Dear Sirs

License for Reigate ex Service & Social Club, 1 Chartfield Road, Reigate

I read with alarm that the above organisation has applied to have a new license with no restrictions and wish to log my objections.

- This is a very residential area with lots of young children. The last licence curtailed the licensing hours to 11 pm with 30 minutes drinking up time. I had been told that after 10 pm they would close the fire doors so the noise of parties was lessened. However on warm evenings this is not the case and the fire doors are opened and people congregate in the garden. As you can imagine the noise of a party – people and music – resonates throughout my house. I really object to have the drinking time extended to 2 am every night as we will be unable to sleep. Added to this noise at the end of the party is the noise of car doors banging when people leave and shouting and swearing at each other in the street.
- The last licence also had a restriction on the age for birthday parties. This was implemented after frequent trouble at the end of 21st birthday parties with drunks fighting in the street. The police were often called out. This is obviously at tax payers' expense and putting the police in danger. It is also frightening for us in our homes to hear and see all this going on. The restrictions worked and we had much less trouble. If this is not restricted I can only see that we will have the same problems and with the extension to 2 am it would give more time for people to get drunk.
- We have also had problems with people keying cars and wing mirrors when drunk and leaving the club and falling into fences. Again giving people more time to drink will increase the risk of this happening.

Please do not grant a licence with no restrictions – we have had to suffer enough in the past. If people want to drink with extended hours there are enough places in the centre of Reigate.

Yours faithfully

A large black rectangular redaction box covering the signature and name of the sender.

From: [REDACTED]
To: [Licensing](#)
Subject: Comment on Licence Application - 19/04555/LAPREC-LS actioned
Date: 25 November 2019 11:18:45

Application Ref - 19/04555/LAPREC

Name - [REDACTED]

Address - [REDACTED]

Phone - [REDACTED]

Email - [REDACTED]

Wants to - Object to the Proposal

Comments - I live on the opposite side of the road junction of Chart lane and Chartfield Close where the club is situated and wish to object to this application on the grounds of both prevention of nuisance and public safety. I also have some safeguarding of children concerns.

The area around the Club is now entirely residential and therefore is not suitable for an entertainment venue of this kind. Many of the residents are either old, or young families. The roads are inadequate and the potential for disturbance is significant. The streets are packed full of residential parking, have low-level street-lighting and the roads are unsuitable for such traffic. My feeling, as I know nobody locally who attends, is that the club does not serve the local community but rather one stretched across the area and County, in which case it should not be for local residents to bear the inconvenience. As neighbours we have had concerns over the operation of this club for some time, and consideration of our past experience should influence this application. The new management will no doubt be wishing to increase the numbers and frequency of those using the club, so we can only expect that problems of the past will be magnified.

Public safety will be impacted by those travelling by car to the venue through normally quiet residential streets. Pedestrians will be at greater risk when crossing roads and the absence of adequate parking (as it is residential and full, plus the club does not provide parking) will lead to both unsafe parking near junctions etc. and disturbance to neighbours, including the blocking of driveways and being unable to park ourselves.

Living on a corner plot as I do, I often find metal capsules (I'm told possibly laughing gas) thrown into my garden, alongside an assortment of cans and bottles. I have to assume that at least some of these items come from those leaving the club. This is both a nuisance (as I have to have it cleared up) but also a hazard for grandchildren in my garden.

As a residential area it is unreasonable for the quiet to be disturbed during the evenings by the activities of the club, especially late into the evening, the noise from those smoking outside and as people arrive and leave. Some of the timings requested are post mid-night closing, which is totally unreasonable. For the sake of my neighbours with children, and those of us who are much older, I'd expect quiet by at least 10.00pm most nights. No mitigations have been proposed for the spillage of sound from the club. This was previously raised regarding an external patio application but equally applies here. We should be protected from hearing whatever is going on inside the club and from the very real problem of their clients spilling out into their grounds. The club previously had a limit on the age for parties to restrict the most raucous. If, for whatever reason, the club gains permission for later finishing activities, as it mentions in its application, then perhaps they should be under a duty to notify local residents, along with an assurance about when it will be quiet.

I'm concerned for the well-being of any children attending the club, either as part of a group (perhaps a birthday party) or with other guests. The presence of an open bar is hardly helpful for children and the complete abdication of safeguarding responsibility within the club's application is worrying. Might I suggest the bar be shut up when any under-age children are using the building? Plus better acceptance of safeguarding responsibilities by the club.

I recognise that the Club has existed for many years and will wish to continue in some form, so that clarity of its

licence position is needed and should be reasonable. Some reasonable conditions I suggest are:

- oNoise control measures and limits to avoid any spillage of event sound into the neighbourhood.
- oA reasonable limit on the maximum number attending any event.
- oA ban on the consumption of alcohol outside of the building.
- oA limit on the number of evening events permitted (I understand this was previously 18 per year).
- oA minimum age limit for evening birthday parties and similar events (previously no under 21s).
- oBar to be closed up, with no alcohol on sale, when under-age children are present.
- oImprovements to their safeguarding proposals.
- oRequiring a transport policy to be agreed and implemented that minimises the traffic and parking disruption and includes green travel policies.
- oCrucially, that events and alcohol licencing should end at 10.00pm, with the building closed by 10.30pm with any late evenings exceptionally agreed to be advised to residents as mentioned above.

Thank you for your care and attention to my concerns.

From: [REDACTED]
To: [Licensing](#)
Subject: Comment on Licence Application - 19/04555/LAPREC
Date: 26 November 2019 09:55:44

Application Ref - 19/04555/LAPREC

Name - [REDACTED]

Address - [REDACTED]

Phone - [REDACTED]

Email - [REDACTED]

Wants to - Object to the Proposal

Comments - As a resident of Chartfield Road my family is directly affected by the ex serviceman's club. The noise from parties can be very disruptive as we sleep at the front of the house, we have often heard fighting in the Road after parties at the club have finished. Earlier this year a van was set alight one evening after an incident at the club. When walking past the club during the afternoon early evening with my family I have noticed drinkers coming out to smoke drugs in their car, they also leave big dogs in the front of cars barking at people as they go past. We know by the amount of parking on the road during weekends that those that use the club are not local residents, they are travelling in and potentially driving home after drinking. If the club is to regain its license they the committee should enforce restricted opening times, the amount of parties permitted etc so that the local resident are not disturbed by the noise and disruption.

Dear Sir / Madam,

Regate Ex Service & Social Club, 1
Chartfield Road

I would like to state very clearly my objection to a new license with no restrictions for the above premises.

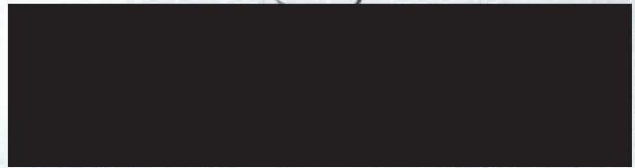
In the past two years alone we have experienced somebody urinating up the side of our house. My son has been verbally threatened, and I have had to personally assist somebody who was inebriated and asleep in a neighbour's front garden.

There is regular shouting and swearing late at night after events, the music can be loud and departing revellers very loud.

These issues are very clearly a public nuisance, and to threaten my son is potentially crime and disorder.

To say that we would be horrified if no restrictions were placed on a new license, is an understatement. Unlimited parties daily until 2am is unthinkable.

Yours Sincerely

A black rectangular redaction box covering the signature of the sender.

RE: Reigate Ex Service & Social Club
1, Chartfield Road, Reigate.

Dear Sir or Madam,

I understand that the above club's license was recently lost due to financial difficulties and therefore they may wish to apply to be re-licensed.

Following a long history of police intervention and extremely unacceptable behaviour by people using these premises, the Licensing Committee and the Police previously ensured that the club agreed to:

1. Improve and limit the evening events to 18 per year;
2. Never to hold birthday parties for under 21s;
3. Curtail their licensing hours to 11pm allowing for 30 minutes drinking up time;
4. Any events would be limited to 11pm.

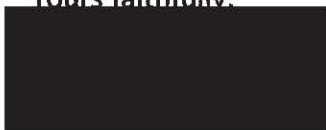
A new license would presumably not necessarily apply these restrictions unless we as the local community ask for *at least* such restrictions.

The local houses are populated with young families, children and one or two elderly residents and the previous behaviour of those attending the club was appalling to all, sometimes frightening. There was damage to cars, property, fences, overloud music and on occasion took up possibly the whole of the police patrol section available; more than one or two units attempting to restrain fighting and swearing club occupiers - and often well after the supposed closing time. Having spent a short time in the Police myself, I know what a drain that would have been on local Police operations and availability of Police to deal with it.

I moved into this road in 1977 and knew of the club before that, when it was a British Legion operation and well liked as a community centre, for ex-service personnel, jumble sales, children's parties, women's clubs and so on. It certainly was not what it became under the recent owners.

Therefore, it is with some sadness that I object to renewal of the license.

Yours faithfully,



From: [REDACTED]
To: [Licensing](#)
Cc: [Dianne Mitchell](#)
Subject: Police objection to CPC application for Reigate Ex Serviceman's Club
Date: 27 November 2019 09:53:02

Dear RBBC Licensing,

Surrey Police wish to object to the Club Premises Certificate application, for The Reigate Ex Serviceman's Club.

The reason for this objection, is that Surrey Police believe, based on the proposed operating schedule, the application in its current format, does not adequately promote the crime and disorder licensing objective.

Surrey Police believe the following conditions attached to the Club Premises Certificate (subject to issue), would promote the crime and disorder licensing objective and be proportionate to the new CPC operating schedule .

1. A CCTV system shall be installed on the premises and fully maintained, showing correct date and time information. The CCTV will cover areas within the premises used for licensable activity, external doorways and the smoking area. The CCTV shall provide good quality images of people entering and exiting the premises. The committee must ensure copies of CCTV images are available at the request of the Police or other authorised licensing authority within 24 hours. CCTV footage must be retained for a minimum of 31 days.
2. Staff training for licensable activity, shall be on appointment, be recorded and refreshed every 12 months. Training shall cover:
 - The licensing objectives.
 - The requirements for ID as part of age verification.
 - Dealing with an intoxicated person & disorderly incidents /disorderly persons.
 - Dealing with drug related activity
 - Recording of any refusal to sell alcohol
 - Recording of incidents
 - Reporting of incidents to police and information to be shared with police to promote the licensing objectives
 - Safeguarding of children in licensed premises
3. **An incident log shall be maintained on the premises, which documents the date and time of any incidents involving the premises, which could undermine the licensing objectives. This shall be completed within 24 hours of the incident, be available upon request of a police officer or an authorised officer and will record the following:**
 - All crimes reported at the venue
 - All ejections of patrons
 - Any complaints received concerning crime and disorder
 - All drugs seized or found
 - Any incidents of disorder
 - Any faults in the CCTV system, including action taken to remedy
 - Persons banned from the premises
4. **There shall be a record of any refused sale of alcohol. The refusal register shall be inspected on a regular basis (no less than weekly) by a representative of the committee and a record made of the inspection.**
5. The committee shall ensure a 'Challenge 21/25' policy is adopted within licensable areas at all times. Signage of the 'Challenge 21/25' policy shall be prominently displayed on the premises.
6. Where licensable activity takes place under the authorisation of a Temporary Event Notice, a committee member shall be present until the event ends.
7. To promote the licensing objectives, a member of the committee shall be a Personal

Licence Holder.

I have mediated with the applicant on these proposed conditions ,which are agreeable to the applicant . I am aware the applicant has forwarded the committees agreement to these proposed conditions to RBBC Licensing.

For your consideration.

Kind Regards

Ian Sandwell

Licensing Enforcement Officer(LEO)

Eastern Community Safety Team

Reigate Police station

Surrey Police

Telephone Surrey 101 Ext-31465

Postal Address : PO Box 101, Guildford, GU1 9PE.

Environmental Health

The Licensing Authority for the District of Reigate & Banstead BC
c/o The Licensing Team
Environmental Health
Reigate and Banstead Borough Council
Town Hall, Castlefield Road
Reigate, Surrey
RH2 0SH

Our ref: 19/08634/EJLAPP
Your ref:
Date: 4th December 2019

Dear Mrs Mitchell

**Licensing Act 2003,
Application for a Premises Licence.
Reigate Ex-Servicemens & Social Club 1 Chartfield Road RH2 7JZ**

As a responsible authority as defined in section 13(4)(e) of the Licensing Act 2003 we hereby make representation in respect of the premises known as Reigate Ex-Servicemens and Social Club.

The reason for making representation is that the proposed licence in respect of the live and recorded music, as well as smoking area and general running of the club have the ability to cause public nuisance and the operating schedule does not contain sufficient measures to promote the licensing objectives.

Yours sincerely,



Eugenia Govett
Environmental Services Officer
Direct dial: 01737 276666

Email: [REDACTED]

[REDACTED]

From: Eugenia Govett
Sent: 04 December 2019 21:16
To: Licensing <licensing@reigate-banstead.gov.uk>
Cc: Dianne Mitchell [REDACTED]
Subject: Reigate ex-servicemans club reps

Dear Licensing team,

Please find attached letter in regards to the Reigate Ex-Servicemans & Social Clubs premises application.

I will be submitting the following conditions as part of my representation:

Prevention of Noise Breakout from the Premises:

1. All windows and external doors shall be kept closed between 19:00 hours and 00:00 hours, or at any time when regulated entertainment takes place, except for the immediate access and egress of persons.
2. Speakers shall not be located/operated in the entrance lobby or outside the premises.
3. The Club shall ensure that any regulated entertainment provided at the premises shall not cause a disturbance to local residents. At all times any noise shall be inaudible in any residential property, the test of which is that it shall be no more than barely audible at the boundary of any residential property.
4. While any regulated entertainment takes place, a member of staff shall at least once an hour undertake monitoring of noise levels at the boundary of the nearest noise-sensitive locations (as defined in within the 50m radius on the attached map) A written record shall be kept of any monitoring, including the date, time and location of monitoring, and any action taken. Records shall be kept for no less than six months and shall be made available upon request by a police officer or an authorised officer of Reigate and Banstead Borough Council.
5. No seating or tables shall be permitted to be sited to the front of the club, i.e. that area facing Chartfield Road.

Communication with Residents:

6. A direct telephone number for the manager of the premises shall be publicly available at all times the premises are open. This telephone number is to be made available to residents in the vicinity.

Smoking area:

7. Notices shall be prominently displayed at any area used for smoking, requesting patrons to respect the needs of local residents and use the area quietly.
8. Staff shall monitor customers smoking outside the premises at least once an hour during opening times and ensure patrons do not cause a public nuisance. A written record shall be kept of any monitoring, including the date, time and any action taken. Records shall be kept for no less than six months and shall be made available upon request by a police officer or an authorised officer of Reigate and Banstead Borough Council.
9. Patrons permitted to temporarily leave and then re-enter the premises, eg. to smoke, shall not be permitted to take drinks or glass containers with them.
10. Members and their guests shall not be permitted to congregate outside of the premises other than in the designated smoking area.
11. No more than five smokers at a time allowed out into the smoking area after 21:00hours

Deliveries:

12. No deliveries must be made to the premises between 22:00 and 08:00 hours.
13. Delivery drivers shall conduct the delivery in a manner that will not cause a noise disturbance to the occupiers of any residential properties surrounding the delivery address. This includes the avoidance of slamming doors, playing loud music, shouting, overrevving engines and sounding horns to signal their arrival. The driver shall turn the engine off immediately upon arrival at the delivery address and will park considerately without causing any obstruction to the highway.

Leaving the premises:

14. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and leave the area quietly.
15. The licence holder shall enter into an agreement with a hackney carriage and/or private hire firm to provide transport for customers, with contact numbers made readily available to customers, who will be encouraged to use such services.
16. A call-back system must be operated and drivers instructed not to sound their horns when collecting customers.

Kind regards,

Eugenia Govett

Eugenia Govett
Environmental Services Officer
[REDACTED]

Reigate and Banstead Borough Council, Town Hall, Castlefield Road, Reigate RH2 0SH
www.reigate-banstead.gov.uk

Please note my working days are:
Wednesday, Thursday, Friday weekly

for external customers who wish to reply to this e mail, please reply to environmental.protection@reigate-hanstead.gov.uk. This inbox is monitored regularly by the business support team and can be passed to someone to handle if i am away from the office.

Chat with us on [Twitter](#) and [Facebook](#) or follow the council on [LinkedIn](#)



Images courtesy of RBBC residents