

Summary of complaints following Minor variation issued in February 2017

	Complaints and officer comments	Comments and response from Club secretary
7.7.17	Loud music finished 23:14hrs Noise and fight outside premises police attended. 8 residents' complaints, one in support of club following a note through the door with council details for complaints Comment: response provided confirming club had been contacted and how to request a review of the certificate	Club confirmed they called the police to help us disperse the crowd after a young woman attacked the event organiser. The music was turned off at 23.00hrs - accept that at 8.00 pm the bass was too loud. Asked organisers to turn it down which they did.
24.3.18 14.4.18	- 2 complaints music noise submitted to Environmental protection (EP) complaint of shouting and swearing outside club at 17:30 hrs 18.4.18 EP officer met with club President and Secretary to give advice on statutory nuisance.	
25.6.18	No complaint received	Email confirming complaint received directly regarding from residents regarding noise outside club at 23:44 hrs. Advised CCTV showed 10 men in street not patrons. People in club waiting for taxis. Feel club is unfairly blamed. Previous actions have resulted in staff being disciplined and members barred
21.1.19	Information from Surrey Police via Trading standard re potential underage drinking at the club. Comment: Treated as informative – enforcement powers with other responsible authorities. NFA	n/a
1.2.19	23:30hrs to midnight. Disturbance from customers outside the club	Normal Friday evening no parties or bands
9.2.19	21:00 to 21:30hrs. Argument between men and women outside club. Some left and remainder went back inside.	Party night – people were escorted off the premises and party disintegrated. Club not made aware of issue
15.2.19	23:00hrs. 2 men shouting outside the club. Threw cigarette ends into the street	Unidentified males – no comment
19.2.19	No time specified. Noise from people leaving premises.	Tuesday Bar billiards evening – generally quiet – older clientele
12.3.19	No time/date specified, general complaint that Clientele leaving premises are noisy.	
12.3.19	Early am. Alarm going for hours.	Neighbours did not contact club secretary. One checked outside of building. Windy night – some roof

		damaged sustained. Alarm checked – no fault found
25.3.19	Midnight to 00:10. Group of men left the premises shouting and swearing. Complainant questioned why persons were still on the premises at this time. Video of incident provided by complainant. Comment: Video considered to be of poor evidential quality and does not demonstrate where person have come from.	Monday night darts competition with other league premises. Competition overrun but bar closed at 23:00 hrs. Last people leaving with staff were from the visiting team. Staff member no longer employed Club asked to view video and compare with own CCTV which shows no evidence of club members causing disruption
7.4.19	17:00hrs Shouting and swearing in the street	Sunday – had a singer in the afternoon. Altercation on front porch between 2 members subsequently banned for 3 months
18.5.19	23:00hrs onwards. Music from party heard beyond licensing hours	Chartfield Road street party club provided sweet bags Singer in the club attended by neighbours. Over ran by 10 mins due to enthusiasm and support for local talent
1.6.19	23:00 to 00:00hrs. Loud music – could hear bass in the bedroom. Noise from people leaving 12:15 to 01:20	Party night monitored on site by Secretary ensuring doors and windows etc closed. Music turned back on as party was being cleared away – dealt with quickly by Committee members and staff. Night of the FA cup final – taxis quoted 1.5.hrs waiting time - staff advised to keep people indoors to minimise disruption. Premises finally vacated at 01:40hrs
	General references to customers ignoring the smoking area rules and smoking outside the front door	Constantly reminding smokers. Cannot afford door staff, paid staff to manage the bar, presence of Committee member cannot be guaranteed
		15.6.19 – function -employed door staff to manage crowd leaving and congregating. Committed to using door staff for events in the function hall
		Frequently experience boisterous people returning from town and feel the club is being blamed for this. Bottles and can found in front gardens are not products from the club