

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: 20/01333/EJLAPP

Your ref:

Date: 25th March 2020

Dear Mrs Mitchell

Licensing Act 2003,

Premises Licence Review.

Joules Wine Bar, 85 Bell Street, Reigate, Surrey, RH2 7AN

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 Joules Wine Bar, 85 Bell Street, Reigate, Surrey.

The reason for making representation is that the current licence in respect of the live and recorded music have the ability to cause public nuisance and the operating schedule does not contain sufficient measures to promote the licensing objectives.

There are 29 residential flats within 50m radius with some immediately adjacent to the premises and we have received noise complaints in the past from local residents:

20.07.2019 - Excessively loud music from the bar vibrates my windows with bass from approx 8:30pm until 2:30am. Queue for bar placed outside my windows, and not outside their own premises where there is adequate space to do so. Some people knock on my windows or bang on my windows. Lots of shouting outside the windows. People smoking outside my windows in the queue for the bar, living room and bedroom smell like cigarettes - Noise App recordings made

23.07.2018 - After 11pm Thursdays to Saturdays the noise from people in the beer garden is so loud.

09.07.2018 - We are all delighted by the success of the England football team, but to have to put up with "football's coming home" being bellowed on Saturday night from the time you opened until closure without any noise monitoring, displayed the utmost contempt for your neighbours some of whom (myself included,) were kept awake until gone 2am and some had to get up at 5am to go to work! Even earplugs failed to reduce the noise!!

02.07.2018 - Continuous heavy bass notes from music being played. Screaming and shouting from the customers.

For the prevention of public nuisance due to the proximity of residential premises to the licensed premises, and previous complaints I am putting forward the following conditions:

Prevention of noise break out from the premises:

- All windows and external doors shall be kept closed between 19:00 hours and 02:30hours, or at any time when regulated entertainment takes place, except for the immediate access and egress of persons.
- The premises 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.
- 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.

- Speakers shall not be located/operated in the entrance lobby or outside the premises.
- Staff and/or door staff shall monitor customers smoking outside the premises on a regular basis and ensure patrons do not cause a public nuisance.

Use of a last entry time for the premises

- There shall be no admittance or re-admittance to the premises after 23:00hours.
- Signs advising of the curfew to be prominently displayed at the entrance to the premises and also on their website/online communications

Effective management of external areas

- 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.
- Staff shall monitor customers smoking outside the premises on a regular basis and ensure patrons do not cause a public nuisance.
- 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 after 22:00hours

Prevention of customers causing disturbance when leaving the premises

- Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and leave the area quietly.

- 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.

Yours sincerely,



Eugenia Govett

Environmental Services Officer

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