



3<sup>rd</sup> November 2015

Dear Mr Christopher

I have just returned from holiday and received a copy of your letter and representation. We haven't met yet, but I would welcome the opportunity to meet with you as soon as possible if that would be helpful. My direct number is 0113 200 2485 if you'd like to call to discuss matters or arrange an appointment.

I began working at this hotel on the 27<sup>th</sup> July 2015 and am a very experienced General Manager that takes all concerns seriously. Before joining Clayton Hotel I was with Jurys Inns for many years, latterly as General Manager of Jurys Inn Leeds. I believe in dealing with matters in person, so am always happy to tackle any issues personally with you. It is so much easier in my experience with verbal dialogue. I am used to working with local residents and with responsible authorities having worked with them before. In fact I have worked with the EHO before to address issues of noise and nuisance from another venue nearby that was disturbing my hotel residents.

I am very aware of the proximity of the local residents and make sure the management team and security team have that in mind at all times. Since I started at the Clayton Hotel I have had no contact with either you or any local resident regarding any issues including noise, so until I received your letter, I was not in a position to address the matters raised.

When I started at the hotel I reviewed the licence and general operations at the hotel. I am not proposing to change the way the hotel operates other than to introduce a strong management team and well trained staff. As you may be aware, the hotel has for a number of years been a full service hotel, offering accommodation and conference and banqueting facilities. We are applying for variation of the licence to ensure that functions at the hotel can continue to be provided here as they have been for many years. I have already met the police and the EHO since being in position and no issues have been raised directly with me - which I am obviously very happy about. I have already undertaken re-training of all staff, and employed a new management team to assist me. As general manager I have also applied to become the designated premises supervisor and will give my full attention to any complaints brought to my attention by you or the local residents.

I can confirm that there is no current "redevelopment of the ground floor", but we have applied for approval of an up to date plan following minor alterations made by the previous operators. The sale of alcohol to hotel residents and their bona fide guests is and always has been permitted 24 hours daily but we are seeking authorisation for the sale of alcohol until 01.00 for non-residents perhaps attending a function. As far as entertainment is concerned I would envisage that in the main it will continue to be a DJ playing recorded music and possibly on occasion live music at a private party or wedding reception. The function room is at the rear of the hotel and there are no plans to change this.

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The hotel is a really exciting opportunity for me and I am anxious for it to work both for my hotel residents and the local community. I want local people to use the hotel as well as attracting guests from elsewhere. As I have already mentioned most of our function business is wedding receptions for local couples and celebrations for local businesses.

We have more hotel bedrooms than any hotel in Yorkshire and are full many days a week. That said, with 334 bedrooms, I know we can occasionally have a number of guests who like to enjoy themselves without consideration for others, which is why it is important our security and night teams keep these disturbances to a minimum. This isn't just for the sake of local residents, but also for the hotel residents who will not return if they are disturbed. We do not market/promote ourselves as a "Stag and Hen" hotel nor do we work with any Companies who promote/organise these weekends. That said I accept that we do have groups staying with us and we must ensure their behaviour does not disturb others.

Since I returned from holiday yesterday and read your letter I have been considering ways to alleviate some of the concerns. Firstly I am looking into the possibility of moving the designated smoking area to the rear of the hotel, giving you and the residents a direct telephone number of the duty manager in case they need to make contact urgently and liaising with the taxi companies to see if we can identify another area for drop offs and pick-ups. I note that one of the residents has already indicated that the noise from waiting coaches has stopped and I will endeavour to ensure this continues. I have also agreed with the EHO to put in place additional signage to remind people to respect our neighbours, my team will take all reasonable steps to ensure that drinks are not consumed outside the main entrance of the hotel and generally they will be more visible late at night to immediately deal with any revellers.

I will look forward to meeting you in the near future and am positive you will see how serious I am at wanting to run a very successful hotel as well as not upsetting local residents.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Roger Clark-Coates', written in a cursive style.

Roger Clark-Coates  
General Manager