

The Crown Hotel Est1842
No.128 High Street, Boston Spa, Wetherby, LS23 6BW

15TH April 2020

Individual address

Dear (residents name),

Thank you for expressing interest in our licence application. I'm writing to introduce myself and hopefully you to our new business.

Unfortunately due to current difficult times we are unable to meet you in person to reassure you of our intentions in respect of the re-opening of the Crown.

Firstly in respect of the hours we were simply reapplying for the hours and activities that were held by the previous licence holder.

It is not our intention to run a late night premises that would cause noise or disturbance to local residents, you are our intended customers and we need you to embrace the new premises when it finally opens.

Therefore in order to offer reassurance we are happy to amend the licence application so that the operating hours are Sunday to Thursday to 11pm, and midnight on Friday and Saturday only, as it was never our intention to use the later hours on the original application.

In respect of the concerns raised about regulated entertainment we only ever want to host live music that is in keeping with the local area, so the occasional jazz or folk band and even these would be limited to a couple of times a month in practice.

We have a lot of experience of running licensed premises and one of our main priorities is to establish a link to the local community. The manager who will be running the premises has a young family and will be living on site.

It is key to us as an independent business that our impact on the village and the residents that live within close proximity of us is as positive as we can possibly make it.

As part of the application we have offered an extensive operating schedule of legally enforceable licence conditions these are copied at the end of this letter offered as part of the application for your information.

Furthermore we have agreed additional conditions with the local licensing Police and the Council Noise service to provide reassurance.

We will have an extensive CCTV system operating that will not only cover our premises, but also the external areas, and we will work closely with the police and local authorities to identify and prosecute trouble makers.

We will be more than happy to set up a regular residents licensee forum with the other business to ensure that any issues you have been experiencing are addressed permanently going forward.

Thank you for giving me this opportunity to contact you, I apologise for writing to you personally but we wanted to reassure you of our intentions and really want the opportunity to be able to finish the renovation works when this crisis is over and build a local public house for all the community to enjoy.

If you have any question feel free to contact me on if you have any questions about our application.

If you are happy with the amended application if you could please let the Council licensing officer know by e-mailing them on Jane.Wood@leeds.gov.uk.

If we can reach a compromise agreement with you all on the application, it would avoid the necessity for a licensing Committee meeting which given the current circumstance is a difficult matter for the Council to arrange.

Regards

Joe Pinder
joseph.pinder@pindercm.co.uk

- The suggested conditions offered as part of our application are copied below.
- An incident book shall be used to record all instances of public disorder and incidents at the premises.
- The holder of the premises licence shall subscribe to and participate in the local pub watch scheme.
- Clear and prominent notices shall be displayed on the premises warning customers of the need to guard their property and to be aware of the operation of thieves, etc. The notices shall advise customers to report concerns to the designated premises supervisor or the person in charge of the licensed premises.
- All exit routes shall be kept unobstructed, with non-slippery and even surfaces, free of trip hazards and clearly identified.
- All exits doors shall be maintained easily operable without the use of a key, card, code or similar means.
- Exit doors shall be regularly checked to ensure that they function satisfactorily, and a record of the check shall be kept.
- Adequate and appropriate supply of first aid equipment and materials must be available on the premises at all times.
- In the event of complaints of noise received and substantiated by the council's noise officers, the licensee shall cease the activity of live music and appoint a noise consultant registered with the Institute of Acoustics or Association of Noise Consultants to prepare a scheme of further sound insulation and noise control measures, which may include the recalibration of the noise

limiting device, to prevent persons in the neighbourhood from being unreasonably disturbed by noise of music, including live music and amplified music. The scheme shall be submitted for approval by the Council, and the approved scheme fully implemented to the satisfaction of the Council and the licensee notified in writing accordingly, before live music and dancing can resume at the premises.

- Where a noise limiting device is installed, the system must be set by the appointed noise consultant to maximum music noise levels approved by, and in conjunction with, the Council's Pollution Team. The noise limiting device shall be checked and calibrated to the agreed sound levels by the Acoustic Consultant annually and the calibration certificate submitted to the Licensing Team.
- Doors and windows to the premises will be kept closed, so far as practicable, at all times when noise generating regulated entertainment is taking place i.e. live and recorded music.
- A dedicated licensed taxi/mini cab service shall be available with the premises for customers.
- Bottling out from the premises is prohibited between 23:00 hours and 08:00 hours.
- Refuse such as bottles must be placed into receptacles outside the premises at times that will minimise the disturbance to nearby properties.
- The contact telephone number for the premises' duty manager shall be displayed inside the premises or immediately outside the premises such that it is clearly visible from outside without the need to enter the premises.
- The licensee shall adopt the Challenge 25 and the BII National Standards Proof of Age Scheme
- The licensee shall ensure that staff are trained about age restricted products and ensure that they sign to confirm that they have understood the training. The licensee shall keep records of training and instruction given to staff.
- No persons under the age of 16 shall be admitted on the premises after 21:00, with the exemption of a private pre booked party.
- The licensee should regularly monitor staff to check how they are dealing with young people who ask for alcohol and other age restricted products.
- The licensee shall put arrangements in place to ensure that before serving alcohol to young persons, staff ask to see accredited proof of age cards e.g. Citizencard, a Passport, or UK Driving Licence bearing the photograph and date of birth of the bearer.
- The licensee and staff should note any refusals to sell to young people in the incident book. The incident book shall be made available for inspection by the licensing team, police or trading standards.
- Conditions agreed with the Environmental Health Officer.
- Licensable activities shall be conducted and the facilities for licensed activities shall be designed and operated so as to prevent the transmission of audible noise or perceptible vibration through the fabric of the building or structure to adjoining properties.

- Noise from a licensable activity at the premises will not be audible at the nearest noise sensitive premises.
- There shall be no external loudspeakers.
- The PLH/DPS will ensure patrons use beer gardens, external areas and play areas in a manner which does not cause disturbance to nearby residents and business In the vicinity Patrons will not use such areas after 10 pm except for smoking.
- The activities of persons using the external areas shall be monitored after 10 pm and they shall be reminded to have regard to the needs of local residents and to refrain from shouting and anti-social behaviour etc when necessary.
- Conditions agreed with the Police
- A suitable closed circuit Television (CCTV) system will be in operation at the premises at all times when it is being used for the provision of licensable activities and/or when members of the public are permitted to be on the premises. The CCTV system will record images to cover all areas of the premises to which the public have access (save for toilets), including any external areas of the premises such as car parks and beer gardens. The CCTV system will be capable of retaining images for a minimum of 31 days, will be of good quality and will contain the correct time and date stamp information. The CCTV system and images will be kept in a secure environment to which members of the public will not be permitted access. At least one member of staff will be on duty at the premises who is capable of operating the system and downloading images recorded by it. These images will be downloaded and provided, on request, to an officer of a responsible authority.
- The premises licence holder and/or designated premises supervisor will ensure that an Incident Report Register is maintained on the premises to record incidents such as anti social behaviour, admissions refusals and ejections from the premises. The Incident Report Register will contain consecutively numbered pages, the date time and location of the incident, details of the nature of the incident, the names and registration numbers of any door staff involved or to whom the incident was reported, the names and personal licence numbers (if any) of any other staff involved or to whom the incident was reported, the names and numbers of any police officers attending, the police incident and/or crime number, names and addresses of any witnesses and confirmation of whether there is CCTV footage of the incident. The Incident Report Register will be retained for a period of twelve months and produced for inspection immediately on the request of an authorised officer.