

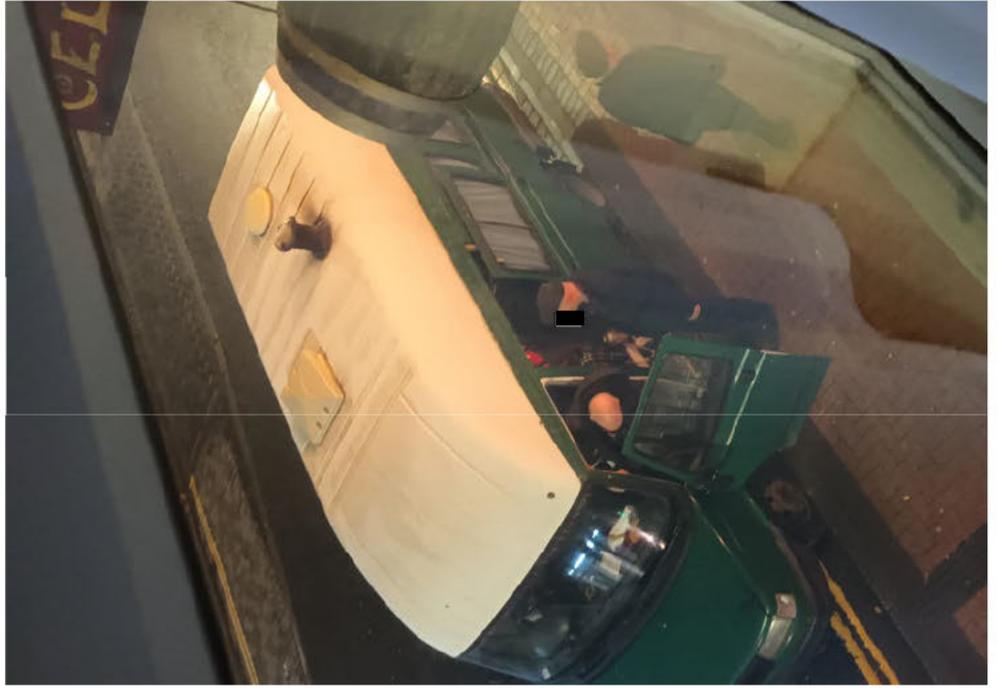
## **1 December 2025**

### *Note regarding Van images:*

These images show a van positioned directly outside the entrance to Chaplin's, with individuals inside the vehicle remaining on site and consuming alcohol. While I understand that Chaplin's' licence permits alcohol to be taken off the premises, I was not aware that this extended to consumption within a vehicle parked immediately outside the venue. In practice, this appears to function as an extension of the premises rather than dispersal, and contributes to continued noise and disturbance directly outside my home.







25 January 2026

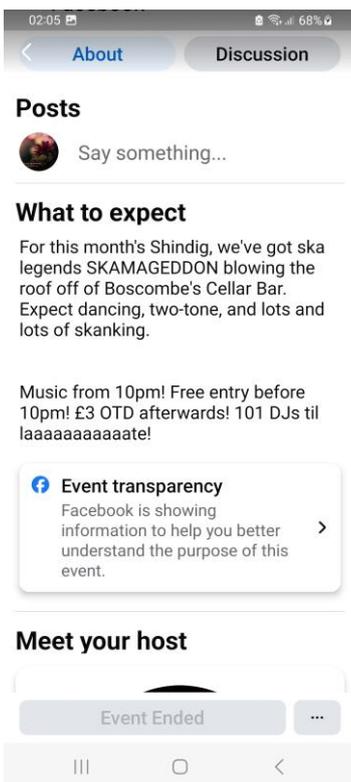
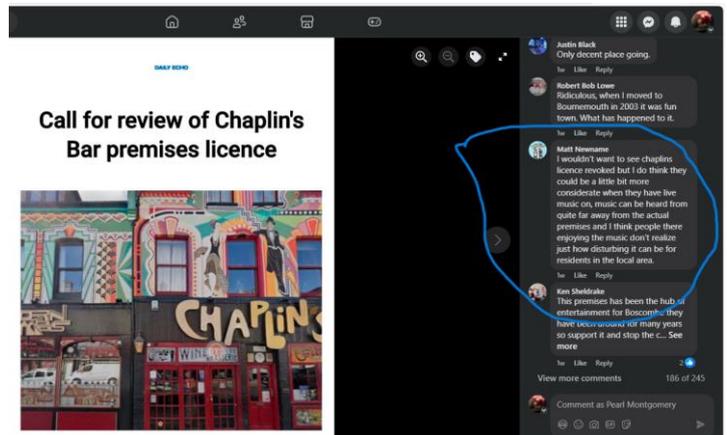
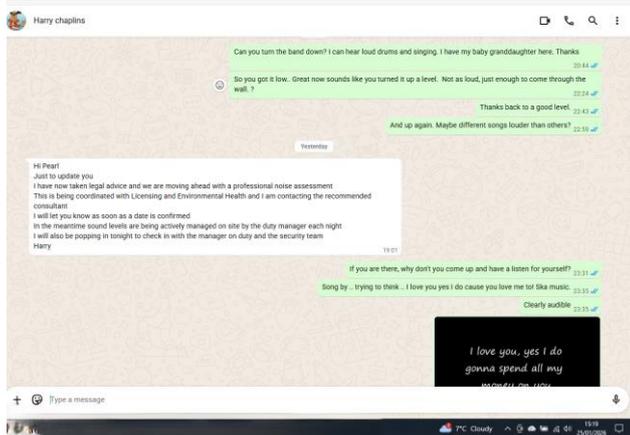
Since I asked for a review, I have tried not to focus on Chaplins as it is affecting my wellbeing, so I have not been recording. However, following the publication in the Echo, I observed multiple comments on social media indicating an intention to create additional noise, including one stating an intention to sing outside. The night after people were outside being loud and laughing, cars were screeching up and down the road, and horns were sounding, including returning for a second time. Their attempt to protest! The following night it was loud again and then the night after this there was someone singing. I did a voice recording then decided to video and captured the tail end of it.

This weekend, I had to request that the music be lowered on Friday evening. Harry responded on Saturday. That Saturday the music was so loud that it was possible for me to sing along to it from inside my flat. I therefore offered Harry the opportunity to come and listen from within my property.

Later that night, while still awake, I looked at Chaplins' promotional material and saw that they were promoting being as loud as they like and "blowing the roof off". This is concerning given my flat is directly connected to the adjoining wall.

These events, taken together, give the clear impression that my application for a licence review is being actively challenged rather than acknowledged. This includes the increase in disturbance following the Echo article, the public comments encouraging noise, and Chaplins' own promotional material encouraging high volume despite being fully aware of my complaint and the shared structure between my home and the premises.

Attached is a screenshot of a public comment made in response to the Echo article stating that Chaplins' music can be heard from a significant distance and that people enjoying the music may not realise the impact on residents living nearby.





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**RE: Complaint about Chaplins Bar**

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**From** Andrew Hill <andrew.hill@bcpcouncil.gov.uk>

**Date** Tue 23/05/2023 08:06

**To** Pearl Montgomery [REDACTED]

Hi Pearl

If we are considering assessment for noise nuisance, we would have 30dBA in the bedrooms at night. However, there are many factors which would need to be considered such as the frequency of occurrence, the time and the duration. Typically the 30dB(A) limit is a 8 hour time weighted average so maybe not applicable to your situation.

The officer, when doing his/her nuisance assessment would need to take into account the locality, i.e. a property beside an established live music venue cannot be afforded the same level of noise protection as a property in a mainly residential area. As this would not be achievable. How long have you lived in the property ?

The other concern I have with your complaint is that the property is being used as an AirBnB and therefore the affected person changes. This is rather frustrating but unfortunately a problem we face with AirBnB's.

Looking at the text message exchanges, the manager is trying to resolve the situation. I wrote out to the business advising them of the complaint, this may have triggered the urgent meeting.

I would however encourage you to contact the out of hours noise team if the noise is excessive so they can witness the noise and take action.

I can also install noise monitoring equipment if you find the problem persists and the noise team are unable to witness it.

Should we monitor the situation to see if your text message exchange has prompted the manager to action ?

Kind Regards



**Andrew Hill**  
**Senior Environmental Health Officer**

Communities

T. 01202 123186

[bcpcouncil.gov.uk](http://bcpcouncil.gov.uk)

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**From:** Pearl Montgomery [REDACTED]  
**Sent:** 22 May 2023 13:55  
**To:** Andrew Hill <andrew.hill@bcpcouncil.gov.uk>  
**Subject:** RE: Complaint about Chaplins Bar

Dear Andrew,

Please see attached messages from my Airbnb guest, and my messages to the venue.

Please would you let me know the monitored level of noise within my flat which is deemed acceptable? Also I am aware that noise monitors in place at the venue will keep it at an acceptable level.

My most recent guests commented the noise going on until 2am.

Harry is aware that the music get's loud, he is also aware that there is not sound proofing on the wall from the venue with my bedroom or the guest bedroom on the other side, even in lockdown I was disturbed which I thought was the venue and as I messaged Harry it turned out to be his bar manager who rents the flat above Chaplin's having a party.

This venue celebrates it's 7 day live music licence, is there to be no rest from the noise, which starts around the times when bedtime is approaching and even on a school night can go on into the early hours.

Proactive rather than reactive seems to be a better way of moving forward. The venue's know the rules with regards to noise nuisance, they just need to stick to them.

I have purchased a noise monitor, I am not sure how I can police it as yet.

Kind Regards  
Pearl

Sent from [Mail](#) for Windows

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**From:** [Andrew Hill](#)  
**Sent:** 17 May 2023 09:24  
**To:** [pearl.montgomery](#) [REDACTED]  
**Subject:** Complaint about Chaplins Bar

Hi Pearl

I refer to your e-mail regarding noise from Chaplins Bar. I have now written out to the venue to make them aware of the complaint and to require that corrective action is taken to reduce the impact on your property.

however any action we take needs to be justified with evidence and therefore I would ask that in future you please contact the council's out of hours noise team so that they can attend and listen to the noise in your property and if required take appropriate immediate action.

Please find below the contact details for the council's out of hours noise team.

Out of hours noise service

To report a noise problem that is happening outside of normal working hours, call us on:

01202 123 456  
0800 506 050

Kind Regards



**Andrew Hill**  
**Senior Environmental Health Officer**

Communities  
T. 01202 123186  
[bcpcouncil.gov.uk](http://bcpcouncil.gov.uk)

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## Chaplin's Licensing Review – Consolidated Factual Overview

### 1. The Property and Residential Context

Flat 527 Christchurch Road is a long-established residential property with bedrooms directly adjoining the Chaplin's premises via a shared party wall. This property has been lived in continuously as a home over many years, including periods where more than one person resided there (including a child). All rooms affected by noise transmission along the party wall are bedrooms.

The residential use of the property pre-dates many later changes to Chaplin's operation, including its development as a regular live-music venue.

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### 2. Nature of the Noise Issue

The core issue is **amplified music and bass vibration** transmitting through the shared structure, particularly during late-night live music and DJ events. The impact is not limited to audible sound but includes **physical vibration** travelling through the party wall, disturbing sleep and normal residential use.

The issue is exacerbated by:

- Music being played directly against the party wall
  - Low-frequency bass
  - Late-night operating hours
  - Outdoor activity (beer garden, dispersal noise, shouting, singing)
- 

### 3. Attempts to Resolve Informally

Over many years, concerns were raised directly with Chaplin's management. Later years WhatsApp messages show repeated assurances that issues would be addressed or managed, but **no lasting structural mitigation** was implemented.

Noise concerns were often framed as temporary, song-dependent, or actively "managed," yet the pattern of disturbance continued.

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### 4. Environmental Health Involvement

Environmental Health has been involved at various points, but mainly conversations with Chaplin's themselves as recommended on the BCP Website.

Most recently, council-issued 60-second triggered recording equipment has been used within the flat. These recordings have **not yet been released**, and their delay has affected the ability to submit complete evidence before the consultation deadline.

It is important to distinguish:

- **Personal recordings** (phone audio/video taken by the resident)
- **Council-generated recordings** (triggered Environmental Health equipment)

These are separate evidence types.

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### 5. Licensing Review Process Issues

- Review application submitted: **9 January 2026**
- A hearing date was said to be requested: **12 January**
- No confirmation was given until **30 January**, after the resident chased on **24 January**
- Consultation deadline: **6 February 2026**
- Hearing date: **3 March 2026**

During this period:

- The resident was instructed to submit evidence in PDF format

- No clear guidance was given on how audio/video evidence should be submitted
- The resident remains unclear how large recordings should be lodged or accessed
- Sixteen representations in support of the premises have been received, but disclosure timing remains uncertain

This has left the resident feeling **procedurally unsupported**, rather than disputing the outcome itself.

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## 6. Representations and Imbalance

Chaplin's has:

- Legal advice
- Professional noise consultants
- Multiple supporting representations
- Ongoing coordination with council departments

The resident is **unrepresented**, preparing evidence alone, while managing technical and procedural complexity.

This is a **process imbalance**, not an emotional claim.

---

## 7. Agent of Change (July 2025 Guidance)

Updated statutory licensing guidance (July 2025) embeds the **Agent of Change principle** into licensing practice. In summary:

- Where a noise-generating use exists adjacent to residential accommodation, the **onus is on the operator** to mitigate noise impact.
- Long-established homes should not be expected to adapt to intensified commercial activity.

Given:

- The proximity of bedrooms to the premises
- The history of amplified music
- The absence of effective soundproofing

This principle appears directly relevant, but it is currently unclear **how or whether it will be explicitly considered** within the review.

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## 8. Business Expansion and Investment Context

Chaplin's has expanded over time:

- Crowdfunding January 2021 raises £16,433. Funds were publicly framed as supporting the venue's survival and operations - including **£5,000 match funding from Dorset LEP**
- Purchase of Flat 3 527 Christchurch Road, £125k on 12 July 2021 and
- Purchase of adjoining property 535 Christchurch Road, £450k 4 December 2023 Listed as a Terraced House
- Expansion into 535 Christchurch Road, to create a restaurant.
- Public statements indicating financial growth and sustainability
- Statements to the resident suggesting the business was in a position to purchase her flat 2025 and would she consider selling.
- Spends on Soundproofing Zero.

No claim is made about misuse of funds. However, the overall picture shows **significant investment and expansion**, alongside the continued absence of structural soundproofing to protect adjoining residential bedrooms.

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## 9. Community Narrative vs Residential Impact

Chaplin's presents itself publicly as:

- A community-focused venue
- A cultural and creative hub
- A beneficiary of public goodwill, awards, and funding

At the same time, the lived experience of the adjoining resident has involved:

- Repeated sleep disruption
- Ongoing stress

The property remains a home and an investment.

---

## 10. Current Position

The resident is not seeking:

- Closure of the venue
- Punitive measures
- Influence over the outcome of the hearing

The focus is on:

- Fair process
  - Clear guidance
  - Proper consideration of residential impact
  - Recognition that this is a **home**, not an abstract complaint
- 

## Closing Reflection

This case is not about popularity, numbers of supporters, or community branding. It is about whether licensing processes adequately protect **long-established residential homes** when commercial venues intensify operations, and whether unrepresented residents are realistically supported in navigating complex procedures.

# Chaplins Noise Incident Record

## Recorded Incidents (Phone Voice Recorder)

- **11 Oct 2025 – 23:42:** Chaplins noise (11.40pm)
  - **09 Nov 2025 – 00:21:** Chaplins street chatter
  - **30 Nov 2025 – 14:46:** Chaplins mid-day Sunday noise
  - **02 Dec 2025 – 23:42:** Chaplins bouncer chat
  - **20 Dec 2025 – 23:57:** Chaplins disturbance (late night)
  - **21 Dec 2025 – 02:45:** Woken by noise (approx. 2.35am)
  - **21 Dec 2025 – 03:03:** Chaplins noise (approx. 2.45am)
  - **21 Dec 2025 – 03:46:** Chaplins disturbance (approx. 3.18am)
  - **22 Dec 2025 – 01:21:** Chaplins noise (1.15am)
  - **24 Dec 2025 – 01:24:** Chaplins disturbance (1.24am)
  - **25 Dec 2025 – 01:38:** Chaplins noise (1.15am, Christmas Day)
  - **26 Dec 2025 – 00:25:** Chaplins band noise
  - **27 Dec 2025 – 07:23:** Long-night disturbance (overnight impact)
  - **28 Dec 2025 – 06:11:** Chaplins disturbance (from 12.49am continuing)
  - **30 Dec 2025 – 01:25:** Chaplins disturbance (1.04am)
- 

## Reported Directly to Harry Seccombe (WhatsApp)

### July 2025

- **27 Jul 2025 – 01:33:** Noise reported; disturbance ongoing
- **27 Jul 2025 – 01:37:** Confirmed noise affecting sleep
- **27 Jul 2025 – 01:39:** Constant bass/beat preventing sleep
- **27 Jul 2025 – 01:57:** Volume creeping up again; insulation queried
- **27 Jul 2025 – 02:04:** Follow-up on DJ/bass issue

### August 2025

- **14 Aug 2025 – 01:37:** Still open and loud
- **14 Aug 2025 – 01:54:** Sent guidance on preventing public nuisance
- **14 Aug 2025 – 10:00:** Noise audible in bedroom, too loud to sleep
- **14 Aug 2025 – 10:18:** Explained room layout and noise transmission
- **14 Aug 2025 – 10:22:** Bass described as car-stereo type noise
- **14 Aug 2025 – 10:27:** Acknowledged response

### October 2025

- **11 Oct 2025 – 02:24:** Loud music reported; DJ asked to reduce volume
- **11 Oct 2025 – 23:55:** Continued loud music while in bed
- **12 Oct 2025 – 00:18:** Waiting for bar to close due to noise
- **12 Oct 2025 – 01:10:** Intervention acknowledged
- **12 Oct 2025 – 01:32:** Technical analysis of bass levels from recording (11.40pm, 11 Oct)

## November 2025

- **09 Nov 2025 – 08:24:** Overnight disturbance (midnight–1.45am); woken again 3.15am
- **09 Nov 2025 – 13:15:** Midnight video evidence sent
- **16 Nov 2025 – 12:03:** Music noted as quiet; query how levels were kept low
- **21 Nov 2025 – 22:22:** Follow-up requested; no resolution update
- **29 Nov 2025 – 02:28:** Loud outside chatting (suspected bouncer)
- **30 Nov 2025 – 00:03:** Band finished but DJ too loud
- **30 Nov 2025 – 00:07:** Strong drum-type beat confirmed
- **30 Nov 2025 – 14:44:** People chatting on top patio
- **30 Nov 2025 – 14:49:** Disturbance at 03:21am after closing (previous night)
- **30 Nov 2025 – 14:49:** People leaving at 06:46am
- **30 Nov 2025 – 14:51:** Earlier disturbance at 02:21am on another night
- **30 Nov 2025 – 15:23:** Discussion with Danny re noise / rear entrance

## December 2025

- **02 Dec 2025 – 22:32:** Bouncers chatting loudly outside
- **02 Dec 2025 – 22:47:** Follow-up re bouncers/customers chatting outside
- **03 Dec 2025 – 10:22:** Bouncers unaware of complaints; chatting with customers
- **03 Dec 2025 – 10:24:** Noise transmission via wall/window
- **03 Dec 2025 – 10:25:** Long-term wall/noise issue reiterated; no action taken
- **11 Dec 2025 – 22:53:** Chased professional noise assessment; loud music reported
- **14 Dec 2025 – 00:55:** Bouncer failing to move crowd on
- **14 Dec 2025 – 01:11:** Action acknowledged
- **17 Dec 2025 – 01:23:** People still outside at 01:22am; loud chatting

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## Reported to the Noise Team (Out-of-Hours Reports)

- **11 Jan 2024** (historic, ongoing case)
- **11 Oct 2025**
- **12 Oct 2025**
- **18 Oct 2025**
- **08 Nov 2025**
- **08 Nov 2025** (second report)
- **09 Nov 2025**
- **09 Nov 2025** (second report)
- **30 Nov 2025**
- **30 Nov 2025** (second report)
- **17 Dec 2025**
- **17 Dec 2025** (second report)
- **18 Dec 2025**
- **Late Nov 2025** (additional entry)
- **Dec 2025** (additional entry)

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## Additional Evidence

- **8 videos**

• 21 photographs





**Cadrim**

dB(A)

47.7

HOLD

MAX  
MIN

SOUND  
LEVEL METER



**Cadrim**



HOLD

MAX  
MIN

SOUND  
LEVEL METER



Cadrim

47.1  
dBA

HOLD

MAX  
MIN

SOUND  
LEVEL METER



**Cadrim**

dB(A)  
47.0

MAX  
MIN

HOLD

SOUND  
LEVEL METER



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**Subject: Guidance Requested – Noise Nuisance & Licensing Concerns (Chaplin’s, 529 Christchurch Road)**

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**From** Pearl Montgomery [REDACTED]  
**Date** Wed 03/12/2025 13:19  
**To** licensing@bcpcouncil.gov.uk <licensing@bcpcouncil.gov.uk>  
**Bcc** Lee Montgomery [REDACTED]

Dear Licensing Team,

I am writing to request guidance on the correct process for initiating a Licensing Review regarding **Chaplin’s, 529 Christchurch Road**.

I live in the adjoining property and have experienced ongoing issues relating to the **Prevention of Public Nuisance** licensing objective. I have raised the matter informally over a long period, but the situation has now become unmanageable and I would like to understand the formal route for requesting a review.

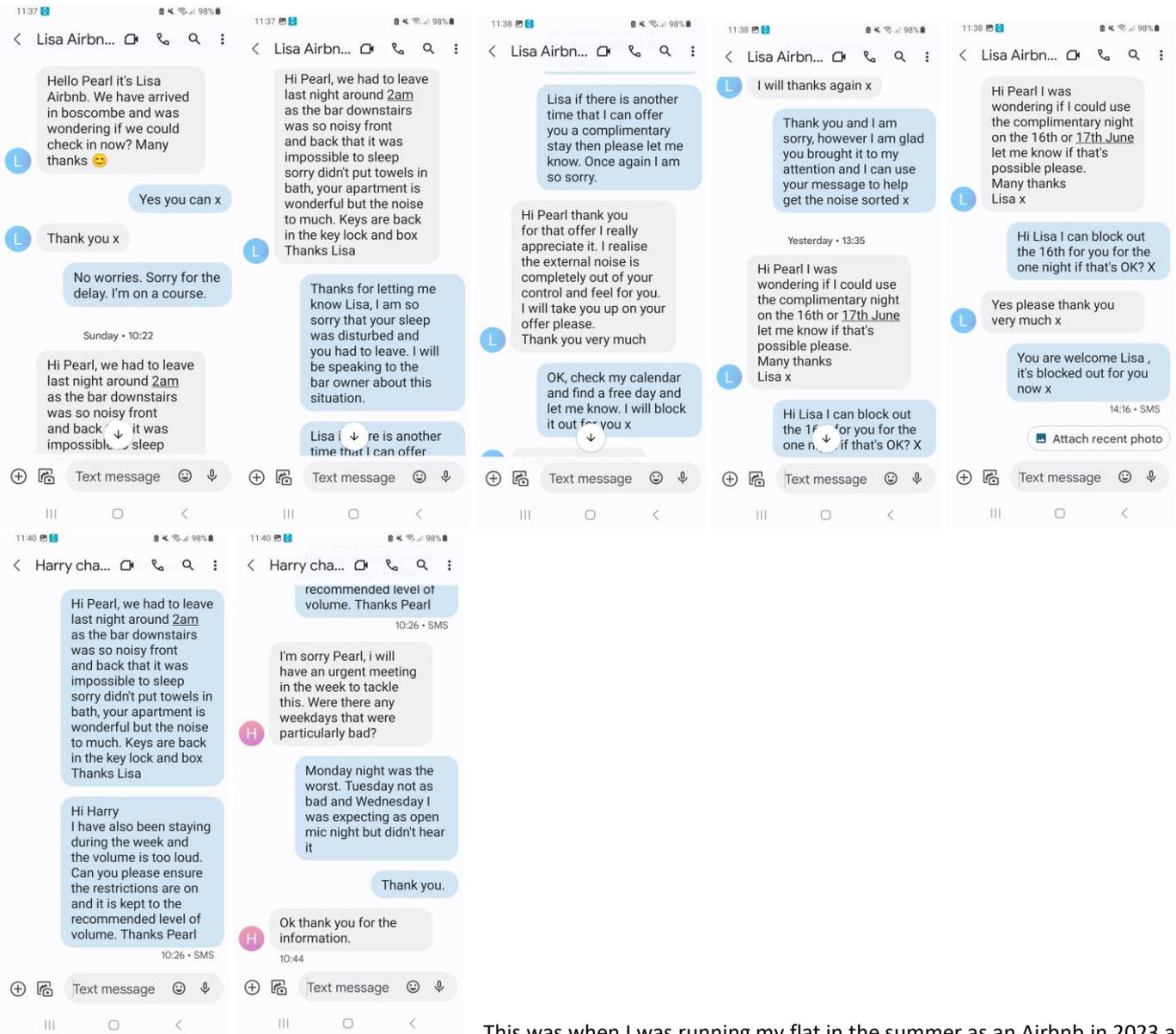
Could you please advise:

1. How I should formally request a Licensing Review;
2. Whether there is a specific application form to complete;
3. How evidence should be submitted; and
4. Any procedural steps I should be aware of before submitting the review.

I would appreciate guidance before I proceed so that I follow the correct statutory process.

Kind regards,  
**Pearl Montgomery**

File Title - Lisa Airbnb Complaint Harry Response Word



This was when I was running my flat in the summer as an Airbnb in 2023 also reported to Andrew Hill Emails attached in Evidence.

BH1 4AG



Price

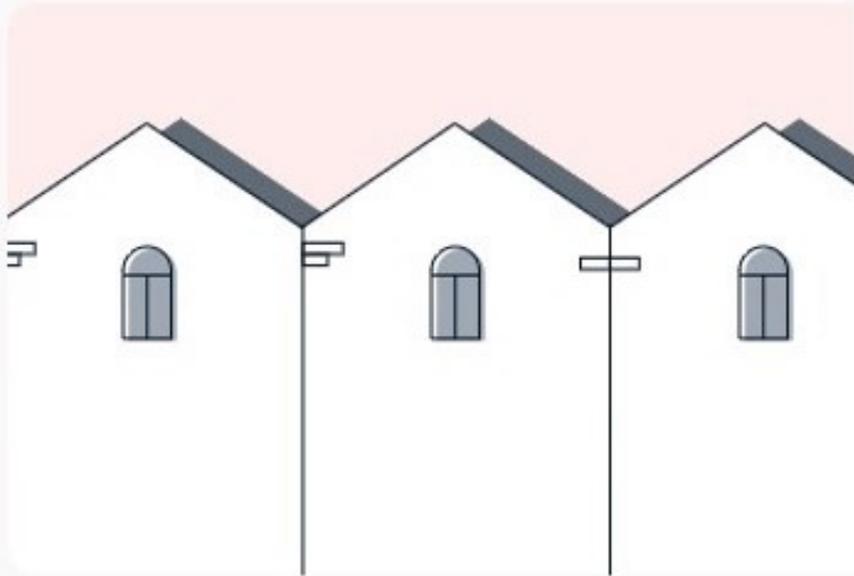
Property type

Sold in years

[UK](#) / [Dorset](#) / [Bournemouth](#) / [BH1 4AG](#)

14 results

Sort: Date sold



### 535 Christchurch Road, Bournemouth, BH1 4AG

Terraced house Freehold

● £450,000

04 Dec 2023



### Flat 3, 527 Christchurch Road, Bournemouth, ...

Flat Leasehold

● £125,000

12 Jul 2021

● £980,000

24 Aug 2017

● £109,500

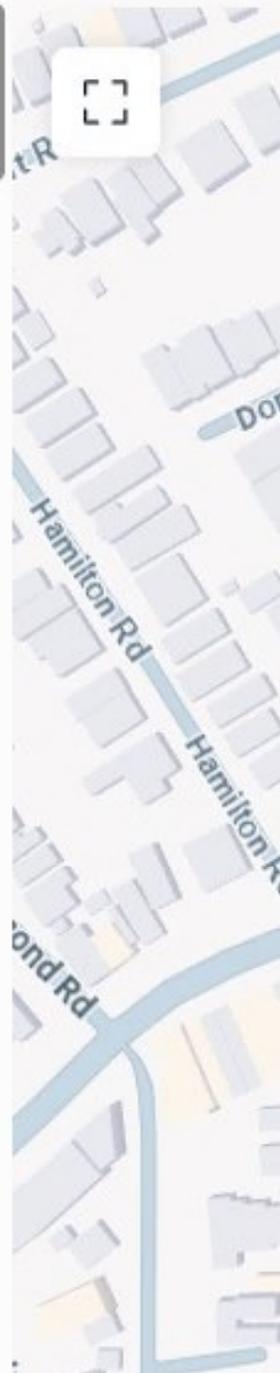
16 Aug 2016

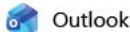
● £105,000

21 Dec 2006

● £107,500

06 Aug 2004





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Re: Request for written clarification, disclosure of findings, and confirmation of privacy safeguards

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From Pearl Montgomery [REDACTED]  
Date Wed 14/01/2026 12:12  
To Paul Barker <paul.barker@bcpcouncil.gov.uk>  
Bcc tom.hayes.mp@parliament.uk <tom.hayes.mp@parliament.uk>

Dear Paul,

Thank you for your email.

At this stage, I do not consent to the reinstallation of the monitoring equipment. I am not satisfied that the data already gathered has been fully disclosed or transparently assessed, and I wish to review all existing material first.

I am therefore making a **formal Subject Access Request** under the UK General Data Protection Regulation and the Data Protection Act 2018. Please provide me with copies of all personal data held in relation to the noise monitoring equipment installed in my property, including but not limited to:

- All 60-second audio recordings created when the trigger button was pressed
- Any audio recordings made during installation or collection
- All sound level graphs recorded during the full monitoring period
- All raw data files produced by the Nor140 equipment
- All screenshots, extracts or calculations derived from that data
- Any logs, timestamps, filenames or metadata associated with the recordings
- Any internal notes, assessments or correspondence that reference my recordings or the data derived from them
- Confirmation of the data retention period and deletion policy for this material

Please provide the data in electronic format.

I understand that you have one calendar month to respond to this request. If any information is withheld, please specify the legal basis relied upon.

Once I have received and reviewed the complete dataset, I will consider any further steps.

I wish all communication on this matter to remain in writing.

Kind regards,  
Pearl Montgomery  
Flat 527 Christchurch Road  
Bournemouth  
BH1 4AG

---

**From:** Paul Barker <paul.barker@bcpcouncil.gov.uk>  
**Sent:** Tuesday, January 13, 2026 10:17  
**To:** pearl.montgomery [REDACTED]  
**Subject:** RE: Request for written clarification, disclosure of findings, and confirmation of privacy safeguards

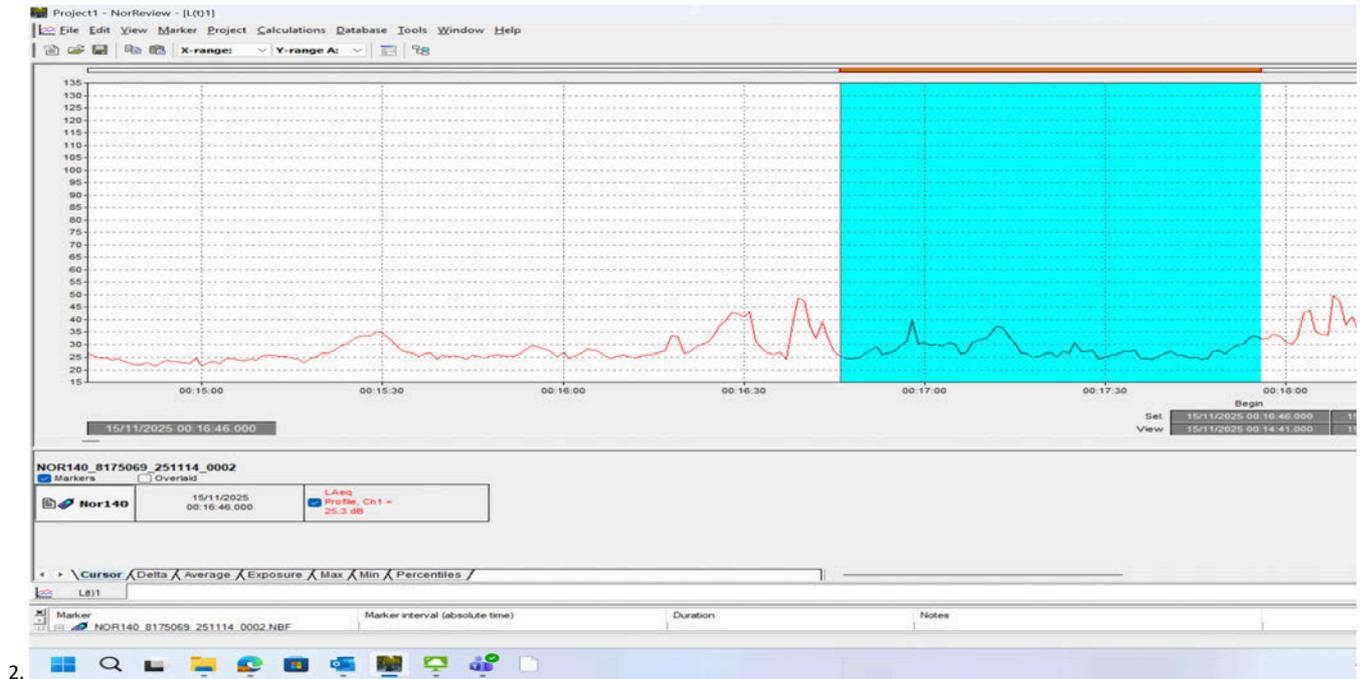
Dear Pearl

Thank you for your email and for raising your concerns regarding the installation and operation of the noise monitoring equipment. I'm sorry to hear that you feel the installation procedure for the noise-recording equipment was not fully clear.

At the top of the page, you will find a copy of the recording made at the time of installation. In that discussion, it is clearly explained that the microphone does not need to be moved. It makes an audible recording only when you press the button, allowing us to play it back in real time. For the remainder of the time, it simply records sound levels on a graph. The recording also reflects your confirmation that you understood the procedure and how the equipment operates. I hope this helps clarify any concerns, but please let me know if you require any further explanation.

In answer to your questions raised below

1. A formal report is not produced, calculations are carried out on the physical recordings you made to establish the sound levels of the music you reported as causing the nuisance. The calculations were made using the best quality recording you made whereby there was no passing traffic or outside voices to give a false reading. This screen shot shows the actual graph generated from your recording



The L90 is a statistical noise level, it is the sound level that is exceeded for 90% of the measurement period in order to cut out any noises supplementary to the actual noise of the music. This is the calculation that is carried out to determine if the noise levels in your bedroom exceed the levels set out in the world health organisation recommendation of 30dB. As you can see from the calculation below in the screen shot, the levels are well within acceptable boundaries

	A	B	C	D	E	F
1	NOR140_8175069_251114_0002					
2	Source	Calculation interval (absolute time) 15/11/2025 00:16:45.000 - 15/11/2025 00:17:55.000 (Profile)	Effective duration: 1.90.0%	Average:	L <sub>avg</sub>	L <sub>avg</sub>
3	Peak	15/11/2025 00:16:45.000 - 15/11/2025 00:17:55.000	00:01:11.000 (1)	24.9 dB	29.7 dB	
4						

2. The data relied upon is shown above
3. The equipment is a class 1 sound level meter made by NorSonic and is their Nor140 model. The equipment is in full laboratory calibrated condition of which certified copies of the calibration are held on line by the calibrating laboratory.
4. The recording at the top of this e mail clearly communicated to you at the time of installation how the equipment worked and what was recorded to which you clearly, verbally state your understanding.
5. The equipment makes a recording that we can playback to listen to only when you have pressed the button. Once 60 seconds have passed the equipment returns to its default of recording the sound levels on a graph. None of the recordings made outside of you pressing the button can be played back.
6. Regarding privacy safeguards I would need further clarification on what you are requesting.
7. The method of calculation of the sound levels is shown above.

When I shared with you the findings of the first installation of the noise equipment, I also offered you the opportunity to have the equipment reinstalled to gather further evidence. To ensure we have a comprehensive and reliable evidence base I would encourage you to reconsider the option of reinstalling the equipment. This is entirely your choice, and please do not feel under any pressure to do so. If you decide not to have the equipment reinstalled, please confirm this with me. In that case, we will not be able to progress your case any further at this time.

For the sake of transparency, Chaplins were not informed about the installation of the monitoring equipment, as doing so would have undermined the integrity of the investigation.

I would be grateful if you could advise me as to when it would be convenient for the equipment to be installed so that the investigation can be progressed.

Kind regards

Paul



**Paul Barker**  
**Environmental Health Officer**  
**Communities**  
 T. 01202 128847  
[paul.barker@bcpcouncil.gov.uk](mailto:paul.barker@bcpcouncil.gov.uk)  
[bcpcouncil.gov.uk](http://bcpcouncil.gov.uk)

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**From:** Pearl Montgomery [REDACTED]  
**Sent:** 09 January 2026 13:51  
**To:** Paul Barker <[paul.barker@bcpcouncil.gov.uk](mailto:paul.barker@bcpcouncil.gov.uk)>  
**Cc:** tom.hayes.mp <[tom.hayes.mp@parliament.uk](mailto:tom.hayes.mp@parliament.uk)>; Andrew Hill <[andrew.hill@bcpcouncil.gov.uk](mailto:andrew.hill@bcpcouncil.gov.uk)>  
**Subject:** Request for written clarification, disclosure of findings, and confirmation of privacy safeguards

Dear Paul,

I am writing to formally address a discrepancy between what I was told at the time the noise monitoring equipment was installed in my flat and what is now being stated in correspondence sent to my MP, and to request full disclosure of the findings and clarification of privacy safeguards.

At the time of installation, I was advised that:

- the equipment recorded **60-second clips only when I pressed the trigger button**;
- if I did not press the button, activity within my bedroom would **not** be recorded or heard;

As I had never previously had this type of equipment installed, I was not aware in advance how it would be positioned or how it would operate in practice, and no information was sent to me prior to yourself and Andrew turning up at my flat. Initially, the equipment was placed on my dressing table close to the party wall. After the first evening, it became clear that this position was unsafe, particularly as I had been advised the equipment was delicate. I therefore moved it to a safer position.

After several nights, I was concerned that its new position was too close to the external wall and may capture more external noise than noise experienced within the room. To address this, I purchased an extension lead so that the equipment could be positioned more centrally within the room.

When the equipment was collected, I was advised that because it had been moved, the recordings may not be accurate.

I specifically asked whether private sounds such as snoring would be captured and was reassured that they would not, with the explanation given that recording only occurred when the button was pressed. On that basis, I understood the monitoring to be **limited and resident-triggered**, not continuous.

In your email to me following collection of the equipment, I was advised only that noise levels were "below 30 dB" and that no further action could be taken. I was not provided with any report, data, or written explanation of how this conclusion was reached.

I have now seen correspondence sent via my MP stating that the equipment **continuously monitored sound levels for the entire period of installation**, with the 60-second function relating only to a manual trigger snapshot. This explanation materially differs from what was communicated to me at the time and raises a serious concern regarding **privacy and informed consent**, as I was operating on the clear understanding that **if I did not press the button, no recording would take place**.

Given this contradiction, I require the following in writing:

1. A copy of the full monitoring report and findings.
2. The sound level data relied upon, including the metrics used and the time periods assessed.
3. The make and model of the equipment installed and its configuration.
4. Clear written confirmation of exactly what pressing the trigger button recorded, for how long, and how those recordings were interpreted.
5. Clear confirmation of whether the equipment recorded **actual sounds that could be listened to**, such as voices or other noise inside my bedroom, or whether it **only measured noise levels as numbers**, with no sound recordings saved or listened to at any point.
6. Written confirmation of the privacy safeguards in place and how informed consent was obtained, given the equipment was installed in my bedroom.
7. An explanation of how the data was downloaded, reviewed, and assessed before reaching the stated conclusion.

I am not disputing that the Council must operate within statutory limits. However, I cannot reconcile the assurances given to me at the time of installation with the explanation now being provided, and I consider it essential that the factual position is clearly established and documented.

I would prefer all further communication on this matter to be in writing. I do not consent to further discussion by telephone.

I look forward to receiving the above information.

Kind regards,  
Pearl Montgomery  
Flat [REDACTED] 527 Christchurch Road  
Bournemouth BH1 4AG

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**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form.  
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

**I Pearl Montgomery**

*(Insert name of applicant)*

**apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)**

**Part 1 – Premises or club premises details**

<b>Postal address of premises or, if none, ordnance survey map reference or description</b> 529 Christchurch Road, Boscombe	
<b>Post town</b> Bournemouth	<b>Post code (if known)</b> BH1 4AG

<b>Name of premises licence holder or club holding club premises certificate (if known)</b> Chaplins & Cellar Bar – Harry Seccombe
---

<b>Number of premises licence or club premises certificate (if known)</b>
---

**Part 2 - Applicant details**

I am Pearl Montgomery

Please tick ✓ yes

- 1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)
- 2) a responsible authority (please complete (C) below)
- 3) a member of the club to which this application relates (please complete (A) below)



**(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT**

Name and address
Telephone number (if any)
E-mail address (optional)

**This application to review relates to the following licensing objective(s)**

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please tick one or more boxes ✓

- 
- 
- 
-

**Please state the ground(s) for review (please read guidance note 2)**

I am a local resident who lives next to the premises and shares a party wall with it. The way the premises operates causes ongoing public nuisance. Music played inside the premises travels through the shared wall and causes vibration and disturbance late at night, making it difficult to sleep. There is no sound-proofing to the party wall to stop this. In addition, when customers leave the premises there is no proper control of noise. People are allowed to stand outside at the front smoking, talking, and waiting for taxis, which creates further disturbance late at night. I have tried to resolve this through Environmental Health and other routes, but the problem continues. As the noise comes directly from how the premises is run, I am asking for the licence to be reviewed to prevent further nuisance.

**Please provide as much information as possible to support the application** (please read guidance note 3)

To reduce the ongoing nuisance, I ask that the licensing authority consider the following changes to the premises licence:

- Sound-proofing to the shared party wall to reduce music and vibration passing into neighbouring homes.
- A noise limiter to control music levels inside the premises.
- A review of the licensed hours, taking into account that the majority of pubs and restaurants in the Southbourne area close earlier, and that this premises operates later than most nearby venues while directly adjoining residential accommodation.
- Better control of customers leaving the premises, including active management of smoking and talking outside the front of the building.
- Door staff to remain on duty after closing time to manage dispersal and reduce noise outside.
- Staff to leave the premises quietly at the end of their shift and to say goodbyes inside the premises rather than outside.

Please tick ✓ yes

Have you made an application for review relating to the premises before

If yes please state the date of that application

Day    Month    Year

--	--	--	--	--	--	--	--

**If you have made representations before relating to the premises please state what they were and when you made them**

Please tick ✓

yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate  ✓
- I understand that if I do not comply with the above requirements my application will be rejected  ✓

**IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION**

**Part 3 – Signatures** (please read guidance note 4)

**Signature of applicant or applicant’s solicitor or other duly authorised agent** (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature *Pearl Montgomery*  
 .....

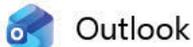
Date **8<sup>th</sup> January 2026**  
 .....

Capacity **Applicant**  
 .....

<b>Contact name (where not previously given) and postal address for correspondence associated with this application</b> (please read guidance note 6)	
<b>Post town</b>	<b>Post Code</b>
<b>Telephone number (if any)</b>	
<b>If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)</b>	

**Notes for Guidance**

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant’s agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.



---

**Fw: Chaplins 529 - 533 Christchurch Road Bournemouth - Review Application**

---

**From** Pearl Montgomery [REDACTED]  
**Date** Sat 24/01/2026 23:01  
**To** licensing@bcpcouncil.gov.uk <licensing@bcpcouncil.gov.uk>

**Dear Sirs,**

**As I have received an automatic out of office reply with no mention of Sarah's return date please would you deal with this email in her absence - see email below that was sent.**

**Many Thanks**

**Pearl**

**Automatic reply: Chaplins 529 - 533 Christchurch Road Bournemouth - Review Application**

Sarah Rogers -  
Licensing<sarah.rogers@bcpcouncil.gov.uk>  
You

**I am currently away from the office. MY EMAILS ARE NOT MONITORED AND WILL NOT RECEIVE A RESPONSE UNTIL AFTER MY RETURN.**

---

**From:** Pearl Montgomery [REDACTED]  
**Sent:** Saturday, January 24, 2026 22:56  
**To:** Sarah Rogers - Licensing <sarah.rogers@bcpcouncil.gov.uk>  
**Subject:** Re: Chaplins 529 - 533 Christchurch Road Bournemouth - Review Application

Dear Sarah,

As it is now 24 January and I have not yet received confirmation of the hearing date, I wanted to follow this up. Please could you let me know whether the provisional date of 3 March 2026 at 10:00 is now confirmed, or if it is still awaiting approval from Democratic Services?

I would also be grateful if you could clarify whether the deadline for representations and supporting evidence remains 6 February 2026.

In addition, please can you confirm where and how my evidence should be submitted (email address and any preferred format), and whether it should be sent to you directly or to another department?

Kind regards,  
Pearl Montgomery

**From:** Sarah Rogers - Licensing <sarah.rogers@bcpcouncil.gov.uk>  
**Sent:** 12 January 2026 12:49  
**To:** Pearl Montgomery [REDACTED]  
**Subject:** Chaplins 529 - 533 Christchurch Road Bournemouth - Review Application

Dear Miss Montgomery

**Licensing Act 2003**  
**Application to Review Premises Licence**

I write to confirm receipt of your application to review the above Premises Licence received on 9 January 2026.

I refer you to the guidance detailing the time scales for processing your application.

The last date for receipt of any representations in support of your application is 6 February 2026.

A review application triggers a formal hearing to which you will be expected to attend in support of your application and to present your evidence to members of the Licensing Sub Committee. I have provisionally requested the 3 March 2026 at 10:00 for hearing and I am awaiting confirmation from our Democratic Services team. In the meantime you should save this date. I will send a formal notice of hearing once this date has been confirmed.

A copy of your application has been sent to the licence holders and all responsible authorities. I shall keep you updated of developments and would be grateful if you could also do the same should any mediation take place between yourself and the licence holders.

Kind regards

Sarah



**Sarah Rogers**  
**Principal Licensing Officer**  
Housing and Public Protection  
T. 01202 093329 M. 07900 665320  
[bcpcouncil.gov.uk](http://bcpcouncil.gov.uk)

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**Re: Chaplins 529 - 533 Christchurch Road Bournemouth - Review Application**

---

**From** Pearl Montgomery [REDACTED]  
**Date** Sun 01/02/2026 06:16  
**To** Tania Jardim <vania.jardim@bcpcouncil.gov.uk>

Dear Tania,

Thank you for your email and guidance regarding submission of written evidence.

I am preparing my written evidence in PDF format in accordance with your request.

Some of my evidence consists of personal recordings taken by me on my phone, including voice recordings and video recordings. These capture amplified music, bass vibration and external crowd noise. As these are environmental noise recordings rather than speech, transcription would not be meaningful. I would be grateful if you could confirm the preferred method for referencing or submitting such recordings (for example, written logs with recordings available on request, or submission via digital link if required).

Separately, I have submitted a Subject Access Request to Environmental Health in relation to noise monitoring data gathered by the council using their monitoring equipment, including the 60-second recordings triggered during the monitoring period. That request commenced on 14 January, and the statutory response deadline is 14 February. I do not yet have access to that material. As any delay in receipt is outside my control, I would be grateful if you could note that I may need to submit any relevant Environmental Health evidence as supplementary or late evidence once it is received.

All material will be clearly marked as evidence in support of application M234135.

Kind regards,  
Pearl

---

**From:** Tania Jardim <vania.jardim@bcpcouncil.gov.uk>  
**Sent:** 30 January 2026 14:52  
**To:** 'Pearl Montgomery' [REDACTED]  
**Subject:** RE: Chaplins 529 - 533 Christchurch Road Bournemouth - Review Application

Dear Ms Montgomery,

I write further to your email below, which has been forwarded to me to respond to in Sarah's absence. Apologies for the delay in getting back to you.

I can confirm that the hearing has now been scheduled for 3 March 2026 at 10:00, and you will be sent the formal Notice of Hearing in due course.

The last day for representations is still the 6 February 2026. I can confirm that we have so far received 16 representations in objection to the application and in support of the premises. These are currently being reviewed and will be forwarded to you in due course. We may not be able to provide

them before the end of the consultation period, but I wanted to make you aware that they have been received.

Please submit any written evidence in PDF format to [licensing@bcpcouncil.gov.uk](mailto:licensing@bcpcouncil.gov.uk), clearly marking it as evidence in support of your application for review (reference M234135).

For any future correspondence, I would recommend sending it to the same email address so that it can be properly allocated to the file and to avoid any delays during Sarah's absence.

I trust the above is helpful, but please do not hesitate to contact me if you have any further queries.

Regards  
Tania



**Tania Jardim**  
**Licensing Officer**  
**Housing & Public Protection**  
T. 01202 123789  
[licensing@bcpcouncil.gov.uk](mailto:licensing@bcpcouncil.gov.uk)  
[bcpcouncil.gov.uk](http://bcpcouncil.gov.uk)



---

**From:** Pearl [REDACTED]  
**Sent:** 24 January 2026 23:01  
**To:** Licensing Com <[licensing@bcpcouncil.gov.uk](mailto:licensing@bcpcouncil.gov.uk)>  
**Subject:** Fw: Chaplins 529 - 533 Christchurch Road Bournemouth - Review Application

Dear Sirs,

As I have received an automatic out of office reply with no mention of Sarah's return date please would you deal with this email in her absence - see email below that was sent.

Many Thanks

Pearl

**Automatic reply: Chaplins 529 - 533 Christchurch Road Bournemouth - Review Application**  
Sarah Rogers - Licensing

You

I am currently away from the office. **MY EMAILS ARE NOT MONITORED AND WILL NOT RECEIVE A RESPONSE UNTIL AFTER MY RETURN.**

---

**From:** Pearl Montgomery  
**Sent:** Saturday, January 24, 2026 22:56

**To:** Sarah Rogers - Licensing

**Subject:** Re: Chaplins 529 - 533 Christchurch Road Bournemouth - Review Application

Dear Sarah,

As it is now 24 January and I have not yet received confirmation of the hearing date, I wanted to follow this up. Please could you let me know whether the provisional date of 3 March 2026 at 10:00 is now confirmed, or if it is still awaiting approval from Democratic Services?

I would also be grateful if you could clarify whether the deadline for representations and supporting evidence remains 6 February 2026.

In addition, please can you confirm where and how my evidence should be submitted (email address and any preferred format), and whether it should be sent to you directly or to another department?

Kind regards,  
Pearl Montgomery

---

**From:** Sarah Rogers - Licensing

**Sent:** 12 January 2026 12:49

**To:** Pearl Montgomery

**Subject:** Chaplins 529 - 533 Christchurch Road Bournemouth - Review Application

Dear Miss Montgomery

**Licensing Act 2003**

**Application to Review Premises Licence**

I write to confirm receipt of your application to review the above Premises Licence received on 9 January 2026.

I refer you to the guidance detailing the time scales for processing your application.

The last date for receipt of any representations in support of your application is 6 February 2026.

A review application triggers a formal hearing to which you will be expected to attend in support of your application and to present your evidence to members of the Licensing Sub Committee. I have provisionally requested the 3 March 2026 at 10:00 for hearing and I am awaiting confirmation from our Democratic Services team. In the meantime you should save this date. I will send a formal notice of hearing once this date has been confirmed.

A copy of your application has been sent to the licence holders and all responsible authorities. I shall keep you updated of developments and would be grateful if you could also do the same should any mediation take place between yourself and the licence holders.

Kind regards

Sarah



**Sarah Rogers**

**Principal Licensing Officer**

Housing and Public Protection

T. 01202 093329 M. 07900 665320

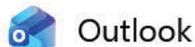
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**Fw: Ongoing Noise Nuisance – Live Bands and DJs at Chaplins, 529 Christchurch Road**

---

**From** Pearl Montgomery [REDACTED]

**Date** Sun 09/11/2025 09:35

**To** tom.hayes.mp@parliament <tom.hayes.mp@parliament>; Environmental Health <environmental.health@bcpcouncil.gov.uk>; licensing@bcpcouncil.gov.uk <licensing@bcpcouncil.gov.uk>

 10 attachments (6 MB)

WhatsApp Audio 2025-10-11 at 23.53.01\_812272d7.mp3; Screenshot (805).png; Screenshot (806).png; Screenshot (807).png; Screenshot (809).png; Screenshot (810).png; Screenshot (811).png; Screenshot (812).png; Screenshot (813).png; Screenshot (814).png;

[WhatsApp Video 2025-11-09 at 01.20.59 48dd962f.mp4](#)

[WhatsApp Video 2025-11-09 at 01.31.24 3f29e93b.mp4](#)

Dear Mr Hayes,

Dear Environmental Health and Licensing Teams,

I am forwarding my original complaint below, along with additional evidence, regarding the ongoing and severe noise nuisance from Chaplins Pub, 529 Christchurch Road, Boscombe. This issue has been ongoing since 2007 and has never been properly resolved. I am therefore copying in my MP, **Mr Hayes**, as I now believe his intervention is necessary to ensure BCP Council take effective enforcement action under the Environmental Protection Act 1990.

I have lived at Flat [REDACTED] 527 Christchurch Road since 2007, and the noise from Chaplins has been a recurring problem throughout that time. In the early years, I didn't report it formally, as I wasn't sure how best to deal with it and tried to manage it directly with the pub owners. Over time, I contacted the council whenever the situation became unbearable, so although reports may appear irregular, they show a clear pattern of ongoing disturbance across many years.

There have also been periods when I moved out temporarily and rented the flat to tenants or operated it as an Airbnb. During those times, both guests and tenants complained about the same issue — late-night music, heavy bass vibration, and sleepless nights caused by Chaplins. Even when I wasn't living there full-time, the underlying problem clearly continued.

Over the years I have had many conversations with both **Harry Seccombe** and **Nick** from Chaplins about the excessive sound levels. While we have always remained on speaking terms, the problem has never been properly addressed because they refuse to install appropriate soundproofing or noise protection along the shared party wall.

During this time, Chaplins has expanded its business — the **beer garden is now larger and louder**, and they have added a **restaurant** by purchasing the adjoining premises. Rather than controlling the existing problem, the noise footprint has increased.

On more than one occasion, Harry has said he would buy my flat to “resolve” the matter, yet when I formally offered to sell a couple of years ago, I was met with silence. It's ironic that such suggestions

are made during noise complaints, yet no genuine action ever follows.

The situation has been the same for years — live bands with drums shaking the walls, followed by DJs playing heavy bass into the early hours. The vibration carries through every room, even with windows closed and white noise or music playing to mask it.

I have attached:

- **WhatsApp screenshots** showing communication with the pub's owner about the noise;
- **Video and audio recordings** taken from inside my flat;
- **Screenshots and evidence** from recent nights confirming the disturbance continues.

I can also provide **Airbnb guest feedback and messages from previous tenants** who experienced the same disturbance, should they be required to support this complaint.

As further evidence, I have even had to include a clear **noise disclaimer in my Airbnb listing** to warn potential guests about the disturbance from Chaplins. This was added following repeated guest complaints about sleepless nights and vibration from live music and DJs. It demonstrates the ongoing impact this issue has had not only on me but also on visitors staying in the property.

In the past, I was told that because I moved into the property when Chaplins was already trading as a pub, there was little I could do. However, the **character and scale of the business have changed significantly** since then — with live amplified music, DJs, and an expanded beer garden — creating a far greater impact than originally existed. This now constitutes a **clear and unreasonable noise nuisance** under current environmental legislation.

I am now living back at the property full-time and intend to remain here long-term. I want this situation dealt with properly and once and for all so I can live peacefully in my own home without being disturbed by excessive noise every week.

To date, no one from BCP Council has ever visited my flat during the late-night hours when the disturbance is occurring, so the full impact of the noise and vibration has never been properly witnessed or recorded. I would therefore ask that an officer attends during operational hours or that noise monitoring equipment is installed without delay.

This has been an **ongoing environmental nuisance for nearly two decades**. It has seriously affected my quality of life, caused repeated loss of sleep, and even led to a guest refund when the disturbance disrupted their stay.

I request that this matter be treated as a **formal statutory nuisance complaint** and that appropriate enforcement and monitoring action is taken.

Mr Hayes — as my MP for Bournemouth East, I would appreciate your assistance in ensuring BCP Council take effective action to properly assess and resolve this issue. The situation has gone unresolved for far too long, despite years of communication and clear evidence.

Please confirm receipt of this email and all attachments.

Kind regards,

**Pearl Montgomery**

Flat ■ 527 Christchurch Road  
Bournemouth BH1 4AG

---

**From:** Pearl Montgomery [REDACTED]  
**Sent:** Saturday, November 08, 2025 00:24  
**To:** Environmental Health <environmental.health@bcpcouncil.gov.uk>; licensing@bcpcouncil.gov.uk <licensing@bcpcouncil.gov.uk>  
**Subject:** Ongoing Noise Nuisance – Live Bands and DJs at Chaplins, 529 Christchurch Road

Dear Environmental Health Team,

I'm writing to report an ongoing and serious noise disturbance coming from Chaplins pub at 529 Christchurch Road. I live in Flat [REDACTED] 527 Christchurch Road, which shares a wall with their live music area.

When bands play, particularly with live drums, the sound and vibration carry directly through the walls. It can be clearly heard and felt in both bedrooms, the bathroom, and the living room — it often feels as though I'm in the same room as the band.

After the bands finish, the disturbance continues with DJs who play loud, bass-heavy music into the early hours. The low-frequency vibration from the DJ sets is often even worse than the live drums and regularly continues well past midnight. Chaplins' advertised opening hours are Sunday to Thursday until 1 am, and Friday and Saturday until 3 am, with live music or DJs most nights from around 9 pm onwards.

I know they are capable of keeping the noise at a much lower level, as there have been occasions where it has been more controlled. This suggests the volume depends on whoever is performing or running the music, rather than being consistently managed by the pub owners. In the past the council has put limiters in the pub, but once these are removed the noise goes back up.

I've raised this issue directly with the owner, Harry Seccombe, several times and even sent him links to appropriate sound insulation for the party wall. While he apologises when approached, he takes no action. As I am the only resident directly adjoining the music area, it seems easy for them to ignore the issue.

In addition to the noise from inside, there are regular disturbances outside when people come and go — conversations with bouncers, shouting, and the occasional ruckus when someone is removed.

The ongoing noise is causing repeated disturbance and vibration throughout my flat, and regular loss of sleep. I understand the out-of-hours team usually requires multiple complaints for a night visit, but as I am the only resident directly adjoining the live music area, I would like this treated as a formal **statutory nuisance complaint**. I am happy to complete a noise diary and to have monitoring equipment installed if needed.

Please confirm the next steps for progressing this complaint.

Kind regards,

**Pearl**

Flat [REDACTED] 527 Christchurch Road  
Bournemouth BH1 4AG

# File Title - Whatsapp Chats with Harry

The screenshot shows a WhatsApp chat window on a Windows desktop. The chat is with a contact named "Harry chaplins". The interface includes a left sidebar with navigation icons and a main chat area with a patterned background. The chat history shows a date separator for "27/07/2025", a system message about end-to-end encryption, and a green message from Harry: "That base is too loud Harry. Please get it turned down. Since when did you start running techno raves." (01:28). This is followed by four photos of a yellow sound level meter showing readings of 47.0, 49.1, 46.0, and 49.9 (01:29). A white message from the user says "I'll get it turned down now" (01:30), followed by four "This message was deleted" notifications (01:31). The bottom of the chat shows a plus icon and the name "CHAP". The Windows taskbar at the bottom displays various application icons, a search bar, and system tray information including "Rain coming" and the date "15/01/2026".

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

27/07/2025

This message was deleted 01:31

They're doing it now 01:33

Is that ok now 01:37

Thank you 01:33 ✓✓

Thanks. 01:34 ✓✓

Yes thanks. Trying to sleep 01:37 ✓✓

It's the constant beat. Gets to you when Trying to sleep. 01:39 ✓✓

Yes sorry about that. The manager will keep an eye on it to make sure it doesn't creep up. I'll make sure they do noise checks more frequently with the DJs from now on, we've had a couple of new ones recently. 01:40

Yes please do. It's slightly creeping up again now. The music has been OK until this evening. I thought you had fixed the wall with some insulation. 01:57 ✓✓

He's going to turn the main desk down , it's probably because he's playing reggae now. I'm not sure why you're hearing tonight in particular. 02:04

14/08/2025

Boscombe, Bournemouth BH1 4AG 21 yd · 6 mins

Menu · moderntimesrestaurant.co.uk

+ CHAP

Type here to search

Rain coming 02:29 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

Closed - Opens 11:30 am  
Kitchen: Closed - Opens 12 pm >  
More hours  
01202 251953

Still open and loud Harry. 01:37 ✓✓

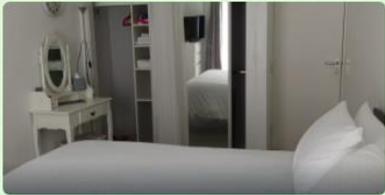
**Guidance for licensees on how to prevent public nuisance**  
Complete Licensing has produced this guide to help you understand what the main public nuisance issues are likely to be for your business, how to assess their impact and how to control them.  
share.google

Guidance for licensees on how to prevent public nuisance <https://share.google/377LSsoXhvHK7JvEi> 01:54 ✓✓

Was that music noise at the front of the building? Manger said it was the music the staff were playing as they were closing down and that they turned it off as soon as they received a call. I've told them to make sure all closing staff are reminded not to have loud music whilst closing down. 09:04

Yes when I called they turned it down, not off. I only call or message when I can hear it in my bedroom which is at the front and against your wall. And only when it is too loud to sleep to. 10:00 ✓✓

Ok thanks for the additional information, sorry you were disturbed again. 10:10 🙏



+ CHAP

Type here to search

Cold weather 02:29 15/01/2026

WhatsApp

Chats

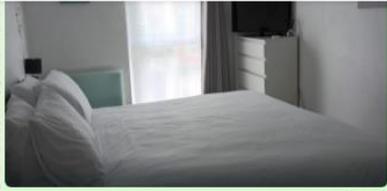
HARRY

All Unread Favourites

Groups

Harry chaplins

14/08/2025



10:15 ✓

This is the room layout. So the noise predominantly comes from the area where the dressing table sits and next door is the bathroom where it is louder still. So if you can work out where in the pub it's coming up from then maybe you can change things around. The window will be the one closest to you above the Reptilarium. 10:18 ✓

Ok that's helpful. I'm away until September but will look at this when I return. The noise from the dj's I guess is different from the ground floor bar. The ground floor bar I could move the speakers around and down stairs might be from the fireplace or an alcove on the stairs down that could potentially be insulated. I'd have to do some measurements. 10:22

And when the base is on, it's like listening to a car with loud music outside your home where the speakers sound really poor as if new ones are required as the ones you have may burst. 10:22 ✓

Are you living back there full time now? 10:23

Yes I am 10:24 ✓

If you put it on the market in the future please let me know. I will address this as soon as I return and in the meantime have upgraded instructions to the staff 10:26

Thank you Harry 10:27 ✓

+ CHAP

Windows taskbar: Type here to search, Edge, Word, Chrome, Zoom, Mail, Outlook, WhatsApp, Calendar, OneDrive, File Explorer, Task View, Cold weather, 02:30, 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

11/10/2025

Noise tonight back to the car stereo scenario Harry.. can you speak to the dj please. Thanks Pearl 02:24 ✓✓

23:53 ✓✓

Listen with headphones and full volume.. this is what I hear lying in bed trying to sleep. Last night and tonight loud. I hope the dj coming on next keeps the volume down. 23:55 ✓✓

12/10/2025

144 kB

00:18 ✓✓

I guess another night waiting for your bar to close. 00:18 ✓✓

I've spoke to the manager and Nik and they're on it so hopefully you won't get any noise now. I'd also spoke to them today regarding last night. 01:00

+ CHAP

Windows taskbar: Type here to search, Edge, Word, Chrome, Zoom, Mail, OneDrive, WhatsApp, File Explorer, Task View, Settings, Print, Feels colder, 02:30 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

thank you 01:10 ✓

FYI when thought I was going to have to wait til 3 got up and downloaded that recording onto my AI – this is what it said:

The clip (11.40 pm, 11 Oct, from my bed) showed deep bass around 66 Hz with peaks up to -7 dB – that's really strong sound hitting the mic. Even though it was just recorded on my Samsung lying still on the bed, you can still hear the music and vocals clearly. Phones like mine suppress background noise, so the fact lyrics come through shows how loud and penetrating it actually is in here.

Now that you say the music's down, I'm going back to bed. 🙏 01:32 ✓

09/11/2025

1:15

0:53 2:36 01:19

+ CHAP

Type here to search

Feels colder 02:31 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

09/11/2025

0:53 2:36 01:19

that was 2 of three videos that managed to go through to you, 12.15am when they were leaving and then again at just after 1pm finally got to sleep at about 1.45, as music was loud from the band and then the dj, which seemed to get turned down a little at about 12.30pm. Then I was woken up again at 3.15am by another ruckus which dissipated at 3.30am. My natural wake up clock is 7.30am, been trying to get back to sleep but no, so up and awake and tired, I went to bed at 11.30pm last night and even my sleep music does not drown out your pub music when you do not keep it at a low level. There are too many repeat messages considering you are able to keep the volume low, why does it keep creeping up. I put up with the noise outside on the street, but when I have ...

Read more 08:24

32 MB

2:36

The midnight video 13:15

Hi Pearl,  
Thanks for sending that over and for taking the time to explain everything so clearly. I'm sorry it disturbed you

+ CHAP

Type here to search

Earnings upcoming

02:31 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

09/11/2025

The midnight video 13:15 ✓

Hi Pearl,  
Thanks for sending that over and for taking the time to explain everything so clearly. I'm sorry it disturbed you again. I'll be doing a full review with the team tomorrow to work out what happened and what we can do to prevent a repeat.

We're also looking at some soundproofing options, so I'll include that in the update. I'll send you a fuller response once I've had that meeting to let you know what actions we're taking.

Kind Regards,  
Harry 19:12

16/11/2025

Hello Harry, I have noticed that this week and even this weekend the music was very quiet. Please would you let me know how you managed to keep the levels low so that it did not reach into my room because your system worked? Many thanks Pearl 12:03 ✓

21/11/2025

Sorry I haven't got back to you, I've been ill all week. I'll get back to you soon to update you on what we're doing and what we will be doing. I'll be on the premises both evenings this weekend , just like the last two weekends. 22:22

22/11/2025

OK thanks Harry I hope you are feeling better. 10:13 ✓

27/11/2025

Just to let you know whatever is on tonight I can hear it. Singing from what I can tell as volume goes up and down. I presume it is because you are not there keeping things in order. Can't get the staff I guess? What is Nick doing?

+ CHAP

Type here to search

Earnings upcoming

02:32 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

28/11/2025

Hi Pearl  
Just a quick update  
We have started some early works in the building  
We found an old chimney void and have sealed it as it might have been carrying sound up towards your flat  
We have more work planned for next week  
I will keep you posted  
Any feedback from your side does help

We are checking noise levels on all music nights  
Ashley is usually the manager on duty  
If you want his number you can WhatsApp him direct as he reacts fast to anything that needs sorting

The issue outside a couple of weeks ago was when Dan was away and the cover doorman was not as sharp as we expect  
Dan is now back  
We are staggering closing again so people leave in smaller groups

Nick has also been away for a month and only got back a couple of days ago  
He is back on the door...[Read more](#)

17:15

Hi Harry,  
Thanks again for keeping me updated. I just want to explain clearly what I'm still hearing, so it's easier to visualise from inside your bar.  
Looking at the cellar bar (photo I've attached), the wall by the stairs on the left side of the stage is exactly where the sound travels up into my flat and reaches my bedroom. When bands are in that cellar bar, I mainly hear:

- Music coming through the wall, not just in the air – it travels up through the building. Sometimes I hear applaud and a bit of voice cheering but the music the most, and vibration from drums or if the speaker is there bass.

In the bathroom, I suspect that was the chimney

- A patter of voices along with the music – it often sounds like people are just outside or in a garden area, this re

...[Read more](#)

21:10

+ CHAP

Type here to search

9°C Mostly cloudy

02:32 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

and a bit of voice cheering but the music the most, and vibration from drums or if the speaker is there bass.  
In the bathroom, I suspect that was the chimney

- A patter of voices along with the music – it often sounds like people are just outside or in a garden area, this reaches the second bedroom, I have tried going into the second bedroom but when the music is loud it is the same in there.

With regards to the open mic night, It hasn't sounded like the usual top bar recently – it feels like open mic has been moved downstairs. When it is was upstairs it was not a problem, I could hear it but not loudly and it finishes before 12 normally.  
If any insulation could be looked at on that stairwell/bedroom wall area, I genuinely believe it would make a big difference.  
I hope that gives a clearer picture of what's happening on my side. I'll keep monitoring and let you know when things improve.  
I also gave photos to chatgpt, to explain the scenario, and it said the following:

Now it's clear: you have two different sources of noise coming from two different directions – and they meet inside your home.

1. Street Noise
  - Comes through the window at the front of your bedroom.
  - That's expected and separate – ordinary street noise (voices, taxis etc).
2. Bar/Band Noise (the real problem)
  - Does not come in through the window.
  - It comes through the party wall, entering the flat starting right behind your dressing table area.
  - From there, it spreads sideways along the wall into the:
    - wardrobe area,
    - bathroom,
    - second bedroom,
    - and even reaches the lounge – meaning it is using structural routes inside the building.

This explains why it sounds sometimes like outside, sometimes like inside the flat – because it is structure-borne noise, not air-borne.

Plain Explanation of What's Happening  
There are two completely separate noise paths:  
Source How It Travels Where You Hear It

+ CHAP

9°C Mostly cloudy 02:33 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

noise, not air-born 28/11/2025

Plain Explanation of What's Happening  
There are two completely separate noise paths:  
Source How It Travels Where You Hear It  
Street Through the bedroom window Bedroom front only  
Chaplin's cellar bar Through the party wall / building structure Dressing table → bathroom → 2nd bed → lounge

The wall noise doesn't enter like normal sound – it vibrates through the building, using one or more of these routes:

- party wall separating Chaplin's from Reptilarium
- stairwell wall that leads to garden
- internal ceiling cavities
- any hollow spaces or uninsulated areas

That's why it appears in random rooms – it's not trying to get in through the air – it is already inside the building fabric.

The stage equipment fires directly at the party wall → that wall connects upward into your flat → noise spreads inside your interior walls and cavities.

How It Can Be Fixed (Simple, Targeted)  
The window isn't the problem – the party wall is.  
Therefore:  
Don't rebuild anything. Don't treat the whole building. Treat just that wall.

✓ On Chaplin's side:

- Move speakers/bass/drum kit away from that front corner
- Add bass traps or heavy curtain on that wall
- Place equipment on isolation pads
- Seal any visible gaps

✓ If possible, on that one wall (Chaplin's side OR Reptilarium side):

- Fit acoustic plasterboard or sound panels
- Add dense insulation batts
- These can sit right on top of the existing wall – no major construction needed

One clear line to use:  
The street noise comes through the window, but the music doesn't – it comes through the party wall and spreads inside the flat, which is why I can hear it in multiple rooms even with windows closed.

21:10 ✓

+ CHAP

Type here to search

9°C Mostly cloudy 02:33 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

28/11/2025

21:11

21:12

+ CHAP

Type here to search

9°C Mostly cloudy

02:33 15/01/2026

WhatsApp

Chats

HARRY

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Groups

Harry chaplins



21:12

I see the chimney, above the stairs the little cubbyhole where people sit, and you can see the wall between us outside, and the stage packed into the corner, under the stairwell to the wall which runs up and along of course.

21:15 ✓✓



21:20 ✓✓

that's the band the other week, lady with blonde hair - and the week before the band with the guy with the mohican. The blonde haired lady band was not loud inside the venue, but the Mohican guy band was loud.

+ CHAP

Type here to search

9°C Mostly cloudy

02:34 15/01/2026

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Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

I hope all this info helps. thanks Pearl 21:21 ✓✓

21:22 ✓✓

**Material** What it does How it's fitted

- Acoustic plasterboard (e.g. Gyproc SoundBloc, Knauf Soundshield) Adds extra density to block music and vibration Screwed directly onto the existing wall – normal plasterer can do it
- Acoustic panels / boards (e.g. SRS Maxiboard, ProSound Soundboard4) Reduces both voices & bass Fixed onto battens or frame, no demolition needed
- Bass isolation pads Stops drums/bass vibrating into the wall Equipment sits on them instead of directly on floor
- Heavy acoustic curtain / wall hanging Softens crowd noise & echo Hung just like a normal curtain, easy to add/remove
- Acoustic sealant Blocks sound leaks through gaps Used around skirting, joins and pipes – cheap but effective

Most of these are available from B&Q, Wickes, Screwfix, Acousti...[Read more](#) 21:28 ✓✓

Thank you Pearl , that's a lot of information but it's very useful for us. 22:31

29/11/2025

Noisy outside .. seems to be never ending like you are sending out a few at a time with instructions to create a rucus. Music OK not too much coming through 02:23 ✓✓



+ CHAP

Type here to search

9°C Mostly cloudy 02:34 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

He is having a right good old chat to... must be the bouncer ? 02:28 ✓✓



02:41 ✓✓

30/11/2025

Harry waited for band to finish to sleep, but that dj needs to turn down a bit. 00:03 ✓✓

Ok I'll send that to the manager. 00:06

Thanks drum type beat strong 00:07 ✓✓

Harry, there are people sitting chatting on the top patio. Do they live there or customers? 14:44 ✓✓

I'm not sure I've sent the manager up. 14:46

+ CHAP

9°C Mostly cloudy 02:35 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

Thanks drum type beat strong 00:07 ✓✓

Harry, there are people sitting chatting on the top patio. Do they live there or customers? 14:44 ✓✓

I'm not sure I've sent the manager up. 14:45

3.21 am last night after closing to [redacted] flat 14:49 ✓✓

6.46 am them leaving 14:49 ✓✓

It's his flat fair enough. But I am sure you get the picture.

+ CHAP

Type here to search

9°C Mostly cloudy 02:36 15/01/2026

WhatsApp

Chats

HARRY

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Groups

Harry chaplins

6.46 am them leaving 14:49 ✓✓

It's his flat fair enough. But I am sure you get the picture. 14:50 ✓✓

Same night before 14:50 ✓✓



2.21 am and left few hours after. 14:51 ✓✓

He could use the rear entrance if a crowd. I have seen him but have not said anything. 14:52 ✓✓

I can ask him to be quieter or use the rear entrance. He's a nice guy so if you speak to him too he'd be fine. But either way I'll have a chat to him 14:54

Yes he is a nice guy I know that's why I have not said anything it may just be a one off or twice. 14:55 ✓✓

I didn't want to ask while we're trying to resolve these issues but were you still considering selling your flat, I know we talked about it about a year ago or more. Were possible in a slightly better position to do that now. Absolutely no problem if not but I thought I might ask, I hope you don't mind. 14:58

I am going to sell in the summer of 2027 .. that is my thoughts currently 14:59 ✓✓

+ CHAP

9°C Mostly cloudy 02:37 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

Ok. Well we would be interested.  
In the meantime we will continue to address the ongoing problems. 15:01

Spoke to [REDACTED] he said OK, understands and will use back entrance. 15:23

02/12/2025

Your bouncers are having a right good chinwag or the bouncer and someone else. Why can't the stand inside if the want to chat. Noise travels up. 22:32

If they have to be outside, I would suggest you use the rear entrance for people to come in and exit. Or just have an entrance where people speak to bouncers inside rather than outside. I know bouncers have to speak to people, but when the black guy from over the road just pops by for a chat at 10.30 at night, it's very inconsiderate Harry. Don't you staff take any notice of you or do you not actually tell them anything. ? 22:47

03/12/2025

The bouncers told me they knew nothing about noise complaints, 2 of them outside having a nice chat and the guy from over the road joining them for a time, there were two girls too whom I politely asked if the would smoke in the garden as the bouncers said it was not their job to ask people not to be outside on the pavement. The girls understood a simple request and the reason for it. 10:22

I saw the window, and what I noticed was that the wall is the same wall upstairs that bands stand against, so no wonder. It was loud, hence me getting dressed to go and speak to bouncers and see where the music was coming from. 10:24

We have spoken about this wall a number of times, yet still years later, no action has been taken. In that time a new restaurant etc.. no noise reducing decor. 10:25

The security unfortunately cannot stand inside and I have to have them as it is a condition of the license, it would be negative not to have security at all even if I could change it. I will speak to the head of security again and ask them to keep their voices down and stop customers smoking outside.

+ CHAP

9°C Mostly cloudy 02:37 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

The security are very well aware of the noise complaints.

When you're talking about a window and a wall I presume you mean the window of the cellar bar entrance? The wall that is behind the performers when they perform in the cellar on stage is the front facing wall not the party wall. We have insulated the chimney and we are looking at how we can insulate the party wall but part of that process is trying to understand where and how that sound is travelling...[Read more](#)

12:55

Hi Harry,

Thank you for the update. I'll read this properly when I have some time.

Pearl

13:10

Hi Harry,

If you do arrange for a professional company to assess the noise, please let me know. I'm happy to allow access so they can hear how the sound is experienced inside my flat. As I'm not a structural expert, all I can do is describe what I hear from my side and let them draw their own conclusions.

Pearl

13:21

Hi Pearl  
Thanks for that  
Yes of course I will let you know when the professional company is booked in  
Access to your flat would really help so they can hear it the way you do  
I appreciate that

Harry

13:32

11/12/2025

Hello Harry  
I am just enquiring about an update on the company you are contacting to arrange a date for them to come out

+ CHAP

Type here to search

9°C Mostly cloudy

02:37 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

03/12/2025  
11/12/2025

Hello Harry  
I am just enquiring about an update on the company you are contacting to arrange a date for them to come out. Have you contacted them yet? My attention goes to this due to loud music last night and even this evening, which is surprising considering it is meant to be quizz night. I look forward to your response. My patience, however, is wearing thin. Many thanks Pearl

22:53 ✓

14/12/2025



00:53 ✓

Your Bouncer needs to get these people to move along .. I have already had to shout down from my window. He is not doing anything I just saw him walk forward a little and not even engage with this crowd from your bar.

00:55 ✓

Hi Pearl  
Thanks for letting me know  
I am speaking to the Nik and the manager now and asking them to move people on straight away  
Sorrv you had to deal with that

+ CHAP

Type here to search

9°C Mostly cloudy 02:38 15/01/2026

WhatsApp

Chats

HARRY

All Unread Favourites

Groups

Harry chaplins

00:53

Your Bouncer needs to get these people to move along .. I have already had to shout down from my window. He is not doing anything I just saw him walk forward a little and not even engage with this crowd from your bar. 00:55

Hi Pearl  
Thanks for letting me know  
I am speaking to the Nik and the manager now and asking them to move people on straight away  
Sorry you had to deal with that.  
Harry 01:00

17/12/2025

Thank you 01:11

0:30 01:22

+ CHAP

Type here to search

9°C Mostly cloudy 02:39 15/01/2026

**From:** [Pearl Montgomery](#)  
**To:** [Licensing Com](#)  
**Cc:** [Tania Jardim](#); [tom.hayes.mp](#)  
**Subject:** M234135 – Additional supporting example  
**Date:** 05 February 2026 16:38:24  
**Attachments:** [Agenda item - Re-admission of the Press and Public Announcement of the decision of the Sub-Committee.pdf](#)

---

Dear Licensing Team,

I attach this as an example where neighbouring residents were not objecting to the existence of the venue, but to sound affecting them inside their homes. The disturbance I describe includes both audible noise externally and sound and vibration within the adjoining structure. It is provided for context regarding the nature of the disturbance described.

Please add this to the information I have already provided.

Kind regards,  
Pearl Montgomery

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## Agenda item

### Re-admission of the Press and Public: Announcement of the decision of the Sub-Committee

- [Meeting of Licensing Sub-Committee, Wednesday 10th April, 2024 10.30 am \(Item 8.\)](#)

#### Minutes:

#### NOTIFICATION OF DECISION FOLLOWING A LICENSING PANEL HEARING TO DETERMINE AN APPLICATION FOR THE VARIATION OF A PREMISES LICENCE UNDER SECTION 34 OF THE LICENSING ACT 2003

**PREMISES: BANK FOOD & DRINK, 75 THE BROADWAY, LONDON, NW7 3BX (“the Premises”)**

**APPLICANT: ARMANDO LUSHA**

#### TAKE NOTICE THAT ON 10 APRIL 2024

The Sub-Committee convened to determine an application for the variation of a premises licence under s.34 of the Licensing Act 2003.

**BARNET COUNCIL**, as the Licensing Authority for the Premises **RESOLVED** that:

the application to vary a premises licence for Bank Food & Drink, 75 The Broadway, London, NW7 3BX is **GRANTED** subject to the modifications and conditions stated below.

#### REASONS:

The Sub-Committee has considered an application for the variation of a premises licence under the Licensing Act 2003 for the Premises known as Bank Food & Drink, 75 The Broadway, London, NW7 3BX.

The current premises licence already permits the supply of alcohol for consumption on and off the premises between the hours of 10:00 to 23:30 Monday to Sunday as well as other licensing activities as summarised at Annex 1 of the Agenda documents.

The application sought to extend current licensable hours and add additional licensable activities as follows:

#### **(1) Supply of alcohol for consumption on and off the premises:**

Monday, Tuesday, Wednesday and Sunday: 10:00 to 00:00.

Thursday, Friday and Saturday: 10:00 to 01:00.

#### **(2) Playing recorded music, live music and anything of a similar description (indoors):**

Monday, Tuesday, Wednesday and Sunday: 10:00 to 00:00.

Thursday, Friday and Saturday: 23:00 to 02:00.

A copy of the existing licence and existing licence conditions was attached at **Annex 1** (pages 17-23). The Premises are situated in an area of mixed commercial and residential properties.

The hearing was held as an in-person meeting. The Sub-Committee consisted of three members. All members of the Sub-Committee were in attendance throughout the hearing, and during deliberation which took place separately in a closed session.

Following the consultation process, the Licensing Authority received two valid representations. One is from the Scientific Services Team for the Council as Responsible Authority, who argue that the application should be refused but if not, then specific conditions should be added to the licence. The objections are based on the prevention of public nuisance, namely that the Responsible Authority considers that the noise generated from the Premises by failing to install noise reducing equipment and its customers, including when they depart the Premises at the end of licensing hours or otherwise loiter around outside, would be excessive and cause too much disruption to residents within the locality.

The second representation was received from a local resident. This objection is based on the prevention of crime and disorder, the prevention of public nuisance, the protection of children from harm and public safety. The objector's objection is based on the noise nuisance and alleged anti-social behaviour caused by customers of the Premises and which says that complaints to the Council have been made. It is also alleged that there have been ongoing breaches of the current licence in that the Premises.

These are shown in full in **Annex 4** to the Agenda and refer to objections cover all four of the licensing objectives.

The Applicant prior to the sub-committee hearing agreed with the Police conditions and the Police as a Responsible Authority has not objected to the variation of the Premise licence at **Annex 3**.

During the hearing, Mr Lusha attended and was represented by Mr Anestis Skoupras, Licensing Agent.

Ms Elisabeth Hammond, the Licensing Officer attended the hearing for the Council.

The local resident, Mr Naim Gecaj and Ms Anna Cane, the team leader for Scientific Services of the Council attended the hearing as objectors to the variation of the Premises licence.

#### *Presentation to Sub-Committee by the Licensing Officer*

The Licensing Officer presented their report to Sub-Committee. The Licensing Officer explained that consultation had taken place once the application to vary the Premise licence had been received and there had been 2 representations received, objecting to the licence being varied, on all four licensing objectives.

It was confirmed there was no objection by the Police, to vary the Premise licence and had agreed conditions with the Police.

The Sub-Committee queried a provision in the current licence regarding non-standard timings, namely what was a terminal hour, whether the Premises could remain open for 24 hours on New Years Eve. The Licensing Officer advised that the Applicant would have to provide further clarification.

The Applicant advised the Sub-Committee that a seasonal variation for New Year's Eve to allow the above licensable activities from the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day. However, the Applicant advised that they have not remained open for 24 hours.

#### *Presentation to the Sub-Committee by Applicant's Agent*

Mr Skoupras advised the Sub-Committee, that the Applicant was seeking to extend the licensable activity of supply of alcohol for consumption on and off the premises and add playing recorded or live music to the licence.

The Applicant's business has been struggling financially and the purpose of extending the hours was in an effort to make the business viable. In addition to this, the Applicant had been engaging the Council's Scientific Services Team, following their visits and had followed their recommendations. They had also obtained a report from a sound engineer. They had also agreed conditions with the Police. They were happy to agree with any recommendations that the Sub-Committee have.

The Sub-Committee queried with the Applicant whether he had read the concerns of the residents regarding noise nuisance. The Applicant advised the panel that he read these and had taken steps to address these concerns.

The Applicant advised that he placed signage in the Premises for customers to leave quietly when exiting the Premises, had invested £15,000 in order remedy the soundproofing issues, which included works to the roof and the walls of the Premises.

The Applicant is aware that complaints were received by the Council in respect of noise nuisance and has been working to address to this with the Council and local residents. The Applicant further advised the Sub-Committee he understood that extend the hours could upset local residents however he had made changes to the Premises, by installing better soundproofing windows.

Mr Skoupras further advised the Sub-Committee, that the grant of the application would offer greater flexibility to serve customers. The Applicant confirmed that he was happy to follow any recommendations of the Council's Scientific Team and any additional conditions that the Sub-Committee wished to impose on the licence.

The Sub-Committee asked the Applicant about the nature of his business, staffing, and the capacity levels. The Applicant advised his business was a lounge restaurant and that the Premises could hold up to 150 people, the front of the Premises can seat between 50-60 customers and the rear of the Premises which included a sushi bar could seat approximately 95 customers however the Premises has never reached that capacity.

Further queries were made by the Sub-Committee regarding the agreed conditions with the Police that: *"the licence holder will ensure that there is food available to purchase at all times the licensable activity of the sale alcohol is permitted"* as the application did not request a variation of timing for late night refreshments and how would the Applicant achieve this.

Mr Skoupras advised the Sub-Committee when discussing conditions with the Police it was agreed that they would serve cold food as they have a sushi bar as the service of hot food is finished by 11pm. The Applicant further added that the last orders for the Premises in respect of hot food is around 10pm and the kitchen closes at 11pm as all the food is made to order and that he did not want the customers to feel rushed, especially for larger parties that came later in the evening and wanted to extend to hours in order to properly accommodate the customers.

Another query was raised relating to the agreed conditions with the Police that: *"The premises shall not operate routinely as a 'nightclub' whereby the premises is open for amplified music for entertainment with dancing. In the event that the premises host such an event (i.e., operate under a TEN) for this purpose, the licence holder/DPS must risk assessment the need for SIA door staff/security"*. Whether the Applicant would have a dancefloor or have the potential to turn the premises similar to a nightclub.

The Applicant advised the Sub-Committee that the Premises would operate like a lounge, with a DJ but the music would not be too loud however there is no rule against dancing.

The Chair clarified that the Sub-Committee was aware that dancing is not licensable activity unless it was a performance of dance ('adult entertainment') which is a type of regulated entertainment.

Mr Skoupras confirmed with the Sub-Committee, that if the Premises were to hold any events that including dancing, they would apply for a temporary event notice.

In respect of staffing, the Applicant advised that as the business is struggling that he previously employed between 26-30 staff members however that staffing number is 16 and depends on demand.

#### *Presentation to the Sub-Committee by the Responsible Authority*

Ms Cane advised the Sub-Committee that the application should be refused for the reasons specified in the Scientific Services objections.

She advised the Sub-Committee that she visited the Premises in March 2024 and found the measures put in place to reduce noise nuisance was not adequate, which would lead to noise nuisance for residents as the Premises is close to residential properties.

Ms Cane advised that the Premises has only one door which goes out on to the main road. There are residential properties above the Premises and within the locality of the Premises most venues are normally closed by 11pm and this Premises is only venue that operates with later hours. The concern of the Scientific Services Team is that later hours would attract larger crowd and parties and would stand out as the only noise source in the area between 11pm to 2am.

Further to this, Ms Cane advised that on a visit she noted that there no staff or measures in place directing customers to leaving quietly.

The Sub-Committee asked Ms Cane when the last visit to the Premises was, and whether works were carried out to minimise noise nuisance. The Sub-Committee were informed that the last visit was on 11 March 2024. In respect to limiting the noise

nuisance there were no noise limiters in place, that the fire door was not suitably soundproof and there was no control of customers leaving the Premises. Ms Cane further advised that the Applicant needs to demonstrate that they could manage their customers and noise before extending hours.

Ms Cane acknowledged that the noise could be reduced however the Scientific Services would want to see measures in place before the application is granted.

*Presentation to the Sub-Committee by local resident*

Mr Gecaj advised that the Sub-Committee, when the Applicant first occupied the Premises and work was being carried the water was cut off and his family was left without water for two days.

He further advised the Sub-Committee that due to noise emanating from the Premises it had affected his son and his struggled to sleep in turn had affected his son's school attendance. The Applicant allegedly has a 60-inch TV, and it can be heard in his bedroom.

The Premises had also affected Mr Gecaj, he is employed as a bus driver and there are occasions that he cannot sleep until 2pm due to noise coming from the Applicant's customers. Mr Gecaj informed the Sub-Committee due to the lack of sleep; he had an incident whilst driving at work, which resulted in his termination.

He further advised that he had made attempts to communicate with the Applicant, but the Applicant did not seem to take the concerns of residents onboard.

The Sub-Committee asked Mr Gecaj, that living above a restaurant would it be reasonable to expect there would be some inconvenience. Mr Gecaj acknowledged that there would be, however he had purchased his property 20 years ago and it was previously a bank. He further advised when it was converted to a restaurant a large commercial fan was place by his window which caused noise nuisance. He had to instruct solicitors to challenge the position of the fan.

He further advised that he could hear customers leaving and staff shouting. Mr Gecaj referred to specific incidents that did not relate to the application. The Sub-Committee reminded Mr Gecaj that they cannot consider matters that fall outside the licensing objectives.

Further enquiries were made with Mr Gecaj in respect of music being played. He advised that music was being played during the daytime but not in the early hours of the morning.

Mr Skoupras provided a letter from Chalset Sound Engineering Technology dated 9 April 2024 which advised that the noise limiter does not exceed 88.7 decibels. Mr Skoupras advised that the music had been tested at very high level. However, the Sub-Committee raised that the decibel level was tested when the Premises was empty, and noise would generally become louder with customers.

The Sub-Committee asked the Applicant whether he would agree to install a noise limiter in the Premises to a level which has been agreed with the Scientific Services Team. The Applicant confirmed that he would, and they had already installed two noise limiters 1 being located that 1m away from the closest neighbouring window and one by the front.

The Sub-Committee enquired with Ms Cane what would be the recommended limit. Ms Cane advised that there was not a specific number but there is a British Standard, and the recommended limit would be done in conjunction with a noise consultation.

In respect of the fire door not being soundproof, the Applicant confirmed that he had ordered a new door to comply with the Scientific Services recommendations and it is expected to arrive at the end of the month (April).

Further queries were raised with the Applicant in respect of Mr Gecaj's representations pertaining to customers loitering outside the Premises and moving customers on. The Applicant advised that he has two people at the front door, who are dressed smartly but has not employed SIA security.

He further advised that if the licence is granted, he would employ SIA security but not everyday as it is unaffordable. If there were events on Thursday to Saturday, he would be able to do this. In addition to this there are currently notices in the Premises which ask the customers to leave quietly.

In respect of the fan, the Applicant advised that as the kitchen closes at 10pm, they would try and close the ventilation system by 11pm to further reduce noise.

Ms Cane advised the Sub-Committee that noise relating the fan was not included in their objections. However, under planning conditions, the fan noise output will be 5 decibels below background levels, operating in a different regime than initially

envisioned. This is being addressed through ongoing consultations but believes that this has been addressed.

The Chair explained that as they are deciding whether to modify the conditions of the licence or to reject the whole or part of the application, they would consider the hours and days being proposed.

The Applicant and Mr Skouporas confirmed that they were content with any recommendations that is made by Sub-Committee. They would reduce the late hours, allow music to stop 1 hour before the Premises closes to allow for dispersal of customers, serve cold food and close the Premises with the Sub-Committee's recommendations.

## Decision

The Sub-Committee carefully considered all the relevant information including:

- Written and Oral representations by all the parties
- The Licensing Act 2003 and the steps appropriate to promote the Licensing Objectives
- The guidance issued under section 182 of the Licensing Act 2003
- Barnet Council's licensing policy
- The Human Rights Act 1998

Following representations from interested parties about noise nuisance, the Sub-Committee decided to vary the operating hours set out in the application with modification.

The Sub-Committee is not wholly persuaded that the application seeking to extend the licensable activities to the hours sought would further the licensing objectives, in particular the prevention of public nuisance.

The Sub-Committee accepted that there were some issues in this area with noise nuisances but did not find that the granting of this variation of the licence would make those issues worse, if the Applicant was to install the correct equipment/devices to reduce noise emanating from the Premises and follow the recommendations of the Council's Scientific Services Team.

The Sub-Committee recognises that the Applicant is willing to work with the Council's Scientific Services to ensure that Premises is to the standard required to minimise noise nuisance. In addition to reducing the proposed hours, the Applicant confirmed that they would content to proceed to the Premises being closed later, on Friday and Saturday.

The Sub-Committee took into consideration the proposed recommendation by the Scientific Team in order reduce noise nuisance and achieve a balance between the interests of local residents and the needs of the Applicant's business.

The Statutory Guidance states that:

*"2.15 The 2003 Act enables licensing authorities and responsible authorities, through representations, to consider what constitutes public nuisance and what is appropriate to prevent it in terms of conditions attached to specific premises licences and club premises certificates. It is therefore important that in considering the promotion of this licensing objective, licensing authorities and responsible authorities focus on the effect of the licensable activities at the specific premises on persons living and working (including those carrying on business) in the area around the premises which may be disproportionate and unreasonable. The issues will mainly concern noise nuisance, light pollution, noxious smells and litter.*

.....

*2.17 Conditions relating to noise nuisance will usually concern steps appropriate to control the levels of noise emanating from premises. This might be achieved by a simple measure such as ensuring that doors and windows are kept closed after a particular time, or persons are not permitted in garden areas of the premises after a certain time. More sophisticated measures like the installation of acoustic curtains or rubber speaker mounts to mitigate sound escape from the premises may be appropriate. However, conditions in relation to live or recorded music may not be enforceable in circumstances where the entertainment activity itself is not licensable (see chapter 16). Any conditions appropriate to promote the prevention of public nuisance should be tailored to the type, nature and characteristics of the specific premises and its licensable activities. Licensing authorities should avoid inappropriate or disproportionate measures that could deter events that are valuable to the community, such as live music. Noise limiters, for example, are expensive to purchase and install and are likely to be a considerable burden for smaller venues.*

.....

*2.19 Where applications have given rise to representations, any appropriate conditions should normally focus on the most sensitive periods. For example, the most sensitive period for people being disturbed by unreasonably loud music is at night and into the early morning when residents in adjacent properties may be attempting to go to sleep or are sleeping. This is why there is still a need for a licence for performances of live music between 11 pm and 8 am. In certain circumstances,*

conditions relating to noise emanating from the premises may also be appropriate to address any disturbance anticipated as customers enter and leave.

*2.21 Beyond the immediate area surrounding the premises, these are matters for the personal responsibility of individuals under the law. An individual who engages in anti-social behaviour is accountable in their own right. However, it would be perfectly reasonable for a licensing authority to impose a condition, following relevant representations, that requires the licence holder or club to place signs at the exits from the building encouraging patrons to be quiet until they leave the area, or that, if they wish to smoke, to do so at designated places on the premises instead of outside, and to respect the rights of people living nearby to a peaceful night."*

Having taken all the representations into account, the statutory provisions and the Statutory Guidance issued under section 182 of the Licensing Act 2003 and the Council's Licensing Policy, the Sub-Committee has decided to **GRANT** the application to vary the premises licence with the following modifications:

**a) Supply of alcohol for consumption on the premises**

Monday to Thursday 10:00 to 23:30

Friday to Saturday 10:00 to 00:30

Sunday 10:00 to 23:30

**b) Live music and Recorded music**

Monday to Thursday 10:00 to 23:30

Friday to Saturday 10:00 to 00:30

Sunday 10:00 to 23:30

**c) Hours premises are open to the public**

Monday to Thursday 10:00 to 00:00

Friday to Saturday 10:00 to 01:00

Sunday 10:00 to 00:00

Additional Conditions to be added to the existing Licence conditions in Annex 3 of the licence:

1. The Premises shall not be used under the varied terms of this licence until they have been insulated so as to prevent the transmission of excessive airborne or impact sound to neighbouring residential dwellings. The insulation works shall be installed in accordance with details submitted to and approved in writing by the Council's Consumer and Public Protection Department and shall thereafter be maintained to the same standard.
2. An acoustic report from an independent suitably qualified Acoustician shall be submitted to the Council's Consumer and Public Protection Department to assess whether any further acoustic works are necessary to protect residents living in neighbouring dwellings from noise and vibration. The works required to be carried out to achieve compliance with the recommendations of that report shall be completed to the written satisfaction of the Council's Consumer and Public Protection Department and shall thereafter be maintained to the same standard.
3. A noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Council's Consumer and Public Protection Department, so as to ensure that no noise nuisance is caused to local residents or businesses. The operational panel of the noise limiter shall then be secured by key or password to the satisfaction of officers from the Council's Consumer and Public Protection Department and access shall only be by persons authorised by the Premises Licence holder. The limiter shall not be altered without prior agreement with the Council's Consumer and Public Protection Department. No alteration or modification to any existing sound system(s) should be affected without prior knowledge of an authorised Officer of the Council's Consumer and Public Protection Department. No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device.
4. The rear fire door of the Premises located in the garden room must be constructed to provide sound insulation to prevent noise nuisance within neighbouring dwellings and be approved by the Council's Consumer and Public Protection Department.

5. No music or amplified sound shall be generated within the Premises so as to give rise to nuisance within neighbouring dwellings.
5. No noise or vibration shall be generated within the Premises shall give rise to a nuisance to the occupiers of neighbouring properties.
7. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.
3. Persons wishing to leave the premises to smoke shall not be permitted to take drinks outside with them.
9. A minimum of two SIA door supervisor(s) shall be on duty at the entrance of the Premises on Friday and Saturday from 10 pm until 30 minutes after the Premises closes to the public and the customers have left its vicinity. At least one of the SIA door supervisors must be female are used to search female customers.
10. Customers shall be supervised when leaving the premises and shall be asked to leave quietly.
11. The door supervisor(s) shall properly control customers outside the Premises so that they leave quickly and quietly and do not congregate on the pavement outside the Premises causing noise and nuisance to residents living in the vicinity.
12. All reasonable steps shall be taken to stop customers congregating on the highway outside the Premises within 50 meters of the Premises.

The Sub-Committee would like to remind the Applicant that a breach of the licence including the conditions set out above could result in a review of the conditions and even a revocation of the premises licence.

### **Right to Appeal**

Any party aggrieved with the decision of the Licensing Panel on one or more grounds set out in schedule 5 of Licensing Act 2003 may appeal to the local Magistrate's Court within 21 days of notification of this decision.

**From:** [Pearl Montgomery](#)  
**To:** [Licensing Com](#)  
**Cc:** [Tania Jardim](#); [tom.hayes.mp](#)  
**Subject:** Additional supporting context – Chaplins Licensing Review (Ref: M234135)  
**Date:** 06 February 2026 12:48:26

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Dear Licensing Team,

Please include the following as supporting context to my licensing review.

Licensing Taskforce Report – July 2025 (Extract)

The taskforce recommended stronger guidance or a mandatory requirement for licensing authorities to ensure that the agent of change principle is considered when making licensing decisions, such as setting conditions on a licence.

In planning and development, the agent of change principle is used to guide how noise and other impacts are mitigated so that activities can continue alongside neighbouring uses.

The report further recommended stronger links between planning and licensing processes so that both actively consider the principle when making decisions.

My review seeks mitigation of structural noise transmission together with proportionate operational controls, and I consider this context relevant to the assessment of appropriate conditions.

Kind regards,

Pearl Montgomery

Reference: M234135