



## Licensing Sub-Committee

**Date:** Monday, 18 October 2021  
**Time:** 10.00 am  
**Venue:** A link to the meeting can be found on the front page of the agenda.

**Membership: (Quorum 3 )**

Councillors Susan Cocking, Emma Parker and David Taylor

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**Chief Executive:** Matt Prosser, County Hall , Dorchester, Dorset DT1 1XJ

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# **A G E N D A**

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**7      LETTER FROM LICENCE HOLDER**

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# Agenda Item 7

NEON Music Bar & Grill  
39 East Street  
Bridport  
Dorset  
DT6 3JX

Dear Councillors, EHO and all concerned,

Thank you very much for supplying the diaries and videos relating to noise complaints at NEON. We are really pleased to have received a log of issues, rather than just a standard letter, as it allows us to be precise in either action we have taken, need to take or indeed object to complaints as false and hearsay.

We appreciate that nightlife is not for all and we have and will always do our best to minimise any concerns or disruption that it causes, but, we would also like to point out that we are a town centre bar and Bridport high street will always be noisy be it the bars, deliveries, market setting up or indeed seagulls, yes seagulls that have registered higher readings on our nightly decibel checks than people, music or traffic combined.

So, to the complaints. We are fully aware of the band on Friday August 27<sup>th</sup> being too loud, they were also non approachable and booked for New Years Eve. They have now been cancelled and will never play at NEON again so we accept any noise complaint up to 00.30. However, please note that there was NO DJ following them. We neither have the room or finances to have 2 on the same night so this is just factually incorrect.

Complainant 1, We know the music outside is at an absolute minimum as we check it regularly. With all of the music complaints in particular, we can not wait for EHO to send out recording equipment as we truly believe there to not be a problem and reports are false or exaggerated at best. Noisy people, as stated before, East and West Streets in Bridport are noisy at the weekend's and we were not the only premise open to 4am that night. That said, drunk people are noisy and we do our best to keep our crowd quiet with lollies as they leave, notices and words from staff and doorstaff. Please may we also point out that we have had less issues with crowd and noise with our 4am licenses as people tend to leave in dribs and drabs rather than 100 leaving at the same time with our 2am.

Complainant 2, We will be very careful to word this constructively. This is clearly The Bull hotel opposite. A very well decorated hotel with lovely rooms, BUT, it is on a high street. Charging the amounts that they do for rooms on a high street, I think I would complain about noise too if I stayed there. They state themselves that ourselves and the previous tenants SINS should not have a late licence. I know for a fact due to my many years on the Bridport pubwatch scheme and my police volunteering that they are perpetual complainers who have also complained about Number 10 bar, Bridport Market stalls, Bridport Kebab shop as well as Sins and ourselves. Their noise issues and complaints will never go away and we are more than confident that our music will not be keeping their guests awake. That said, please see above for remarks regarding Friday 27<sup>th</sup> August.

Complainant 3, A very strange diary as dates all over the place but our findings, thoughts and actions are as follows.

August 27<sup>th</sup> same as above but NO DJ after. August 14<sup>th</sup> we had no music as Vinyl Monkeys cancelled as 1 had covid.

4<sup>th</sup> September closed at 2am so not us at 2.40am.

20<sup>th</sup> 21<sup>st</sup> July Tuesday and Wednesday we don't even open!!

15<sup>th</sup> August NOT OPEN, 23<sup>rd</sup> August NOT OPEN, 22<sup>nd</sup> August NOT OPEN

We think these dates highlight our problem, exaggerated complaints that can not be attributed to us.

Coffee 1 roof is not our domain but we deal with issues there to make sure all is ok when they are closed as we have friends that work there. We have checked their site numerous times when their alarm is activated as that is just what we do. Generally their delivery driver activates it when he leans on their front door. Since sorted after our input.

We strongly believe again that music can not be a disturbance in their houses as it is barely audible in our garden, like barely at all. Confirmed we feel by their video evidence

All that said, we totally accept customer noise complaints from the garden area. We have taken immediate action by putting up more signage about respecting our neighbours and keeping noise down. We have also made the decision to close the garden area at 1am so as to reduce disruption to our neighbours and we will continually monitor this to address any further issues. If we need to close it earlier rest assured, we will.

We also warn loud people in the first instance, we then get them to leave the garden or eject them if necessary. First weekend of October 4 ejected for garden noise. 2 chanting football songs and 2 shouting ooooohhhhhhhhhhhh as friends drank. There is no need, it is not acceptable and it will not be tolerated.

Complainant 4 aaarrggghhhhh really sorry but getting frustrating now. People in their car park, which is coincidentally our car park too, 4 bays. We have never and will never let people leave via the rear of the property, for the very simple reason of our neighbours. We have never experienced vomit or urine when we leave to go home. The likelihood of our customers leaving via East Street and having to walk around Globe Lane or Barrack Street to get into our car park for no reason just seems ludicrous to us. Rax lane is a cut through for lots of people and we agree when going home in the early hours of the morning there are some undesirables that we encounter, but they are not from ours. We can not be held responsible for Rax lane and Lyric court.

If they have issues they really should speak to their landlady Mrs Carol Poole who owns all of Lyric court. She is the lady we spoke too to try and arrange a meeting with her residents when we very first moved in in March 2020. Unfortunately she is a my way or no way type of person and therefore we were never going to be able to work together. If local NPT team wish to arrange a meeting we will come and listen to any concerns and address them if at all possible. She installed cameras to highlight the problems her tenants were having about a year ago. Coincidentally she has never been back with any footage of problems, probably because they do not exist.

Noises we hear or come across during our evenings, during our checks and indeed when we go home include Bridport Market setting up from 04.30am on Saturday mornings. Band and DJ's at number 10 can be heard at ours as people enter and leave their bar and open their front door. (\*). Gunz regularly have parties late into the night in the barber's shop. The new tenants next door above the art and craft shop regularly have music playing when we are closed and leaving site. They also sit on their flat roof at the back smoking weed and playing loud music, this is alongside our garden. None of this is passing the buck it is just highlighting we live in a town centre. Then I go back to the seagulls, I promise you they are louder than anything else you will hear on East Street.

(\*). Having noticed the music spike when No10 door opened and closed we checked the same with our side alley door. There was indeed a spike in decibels, not excessive but an obvious increase and to reduce this we will be fitting a self-closing device to this door before we open this weekend.

We are also considering a 3<sup>rd</sup> doorman so as to patrol the garden area but honestly they are quite expensive and the garden is likely to get quieter now as the weather changes and temperatures drop. Please also note we removed our application for a license out the front on East Street so as to keep noise down out there too.

Ladies and gents, it has been a tough couple of years for all of us. We feel all noise issues, not just ours, seem so much worse now as we were locked down for so long and everywhere was so quiet that people have forgotten what normality was like. All we wish to do is make an honest living at a very difficult time. We invested over £80,000 on making 39 East Street a nicer place to be and we got locked down before we even got to open the doors. We are not going to jeopardise our business and our investment for the sake of closing the garden an hour earlier or turning the music down a notch or two. Please work with us as we will with you to make the business viable and the residents comfortable.

Yours Sincerely

Mike Long and Ellen Choules

NEON Bridport



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