

EH Evidence

Letter dated 9th September author Steven Ireland (attached)

Letter dated 21st September author Jennifer Pickering (attached)

Complainant 1 (date received 24/07/21)

Very loud music till 4am then shouting and screaming from people leaving neon bar. We had no sleep as so loud, 3 children abs 2 adults kept awake.. unacceptable volume!

Complainant 2 (date received 07/09/21)

We are constantly battling complaints from our hotel residents every weekend when Neon is open. The issue of the 4am licenses also brings additional complaints. I have never experienced so many complaints as what we have, since Neon (and previously Sinns) were issued with late night licenses. I would particularly like to raise my complaint again since they have been given 4am TEN licenses with no objections from EHO about noise. This is absurd and is causing a massive loss of revenue to our business. I will continue to log my complaints after every weekend and in the meantime attach a log of how many complaints we have received in the past few weeks alone. As per my original objection when Sinns applied for the change of use and license to be issued, I have no idea why this property has been granted a late night license past 11pm.

Date	Complaint	Response
Sat 14 th August	Noise from music and people outside of neon kept them awake	They departed day early refund given of £220.
21/08/21	A nightclub situated up an alleyway opposite the property and the clientele spilling out onto the high street from 1-4am at the weekend and playing football with drinks can with football language to go with it!	Bad Review
27/8/21	Noise from late music opposite and people shouting and being disruptive	Had to refund £55
27/8/21	Booked a hotel for a break – not late night noise disruption	Discount given of £110 Discount off room
27 th	Cancelled remainder of stay following Neon Disruption	£345 refund
27/28th	Noise from late night venue opposite with shouting and music disrupted 8-month-old baby on numerous occasions	20% discount £91.80 given
27 th	Unhappy about music going on so late into night which disrupted their 2 children throughout night with constant	£37.60

	loud thudding music and shouting from customers.	
27/8/21	Late noise kept awake most of night	Discount given £41
28/29 th	Neon Noise Complaint- kept awake with constant thudding on Sat night and loud people outside	£92 discount
28 th /29 th	Shocked to find they were disturbed by noise from neon even with secondary glazing closed – they booked a family room to relax – not have their kids kept awake all night.	£46 discount
27 th /28 th	Noise from band on Friday 27 th was definitely past allowed sound levels. Did not sleep well at all	20% off given and refund £140.40
28/8/21	Noise was disgraceful and kept awake most of noise.	Left a day early due to noise complaint £256 refund
29/8/21	Complained about noise from premises opposite	£44 discount

Complainant 3 (date received 10/09/21)

Following on from report made last year - C3 and other residents in the area are still having ongoing problems with the noise from NEON. Just recently they have had music playing until as late as 2.45am with people in the beer garden screaming and shouting.

Last night (Thursday) it was going on until nearly 1am so it is not only just weekends where this is happening.

C3 thinks someone needs to look into their licensing terms because they advertise themselves as a bar/bistro but act like a nightclub.

Also provided video footage

Day & Date	Times (Please use 24h or am/pm)		Nature of Occurrence (Please indicate source or origin)	Effect upon Complainant (Indicate how the occurrence affects you)
	From	To		
13/08/20	23 00	2 20	Screaming loud	Affecting sleep
14/08/20	22 00	2 20	The voices of large groups of people	Affected sleep

Day & Date	Times (Please use 24h or am/pm)		Nature of Occurrence (Please indicate source or origin)	Effect upon Complainant (Indicate how the occurrence affects you)
	From	To		
15/08/20	23	3	Load vocals	Affected sleep sleep deprivation
20/08/20				
21/08/20	10 40	ongoing	load	No sleep
27/08/20	10 15	On going	Load voices	No sleep
23/08/20				
28	10 30	2.05	Load screaming voices	No sleep
10/09/20	1.04		Loud	No sleep
11/09/20	10.3		Very loud	
18/09/20	11	1.3	Very loud	Affecting sleep
20/07/21	12.3	1.3	Ongoing noise	No sleep
21/07/21	10.3	.1.45	Very loud	Affecting sleep
06/08/21		1.45	noisy	Affecting sleep
07/08/21	1.3	Ongoing 2.am	Very loud	Affecting sleep
20/08/21	12			
22/08/21				Had to ask security to get people off the roof at coffee no 1 roof
27/08/21	On going	3.45am	Very loud live music intill 12.45am then dj music in till 3.30am	No sleep kepted awake in till 3.45.am
28/08/21	On going	3.45am	Dj music loud and garden loud voices none stop	No sleep had people out side flat at 2am drunk kepted awake in till 3.00am
03/09/21	22.45	23.2	Very noisy	
04/09/21	10.30	2.40am	Music loud stoped at 2.40 am	No sleep
17/09/21	1.00am	1.21am	Shouting in garden very noisy	No sleep
18/09/21	12.45	12.55pm	Shouting in the garden	Woke up

Day & Date	Times (Please use 24h or am/pm)		Nature of Occurrence (Please indicate source or origin)	Effect upon Complainant (Indicate how the occurrence affects you)
	From	To		
24/09/21	22.27	12.06	Music loud getting high base louder 12.06am	

Day & Date	Times (Please use 24h or am/pm)		Nature of Occurrence (Please indicate source or origin)	Effect upon Complainant (Indicate how the occurrence affects you)
	From	To		
1 st oct 2021	11.45		Shouting in garden	Disturbance
	12.25		Shouting getting louder	No sleep
	1240	130	Loud shouting aggressive vial language	No sleep just continual noise
2 nd oct	1030		Shouting in garden very loud base from music	Disturbance
	1215	1250	Very noisy	No sleep
	1.11	1.48	Continual noise from garden base turned up round 1.30	No sleep

Complainant 4 (date received by our department 13/09/21 – email sent 29/08/21)

I was given your email address by my neighbour, as the person to contact about the unbearable and antisocial level of noise coming from the Neon Bar in East Street, Bridport.

The constant shouting and screaming coming from Neon last night kept me awake until about 1.30am. I was just about to ring the police when it suddenly went quieter, presumably because someone else did so first, and I was able to get to sleep. I have to get up at 5.30am for work, and I can't do my job properly on four hours' sleep. I believe they have another late licence tonight, and I'm dreading it. I will call the police if it happens again.

Neon has been a problem for XXX residents ever since it opened. Apart from the noise which keeps us all awake, when it closes the customers come to the flat roof of Coffee#1, and shout and scream and smoke cannabis until the early hours of the morning. I haven't been able to have them (bedroom windows) open at night all summer. I feel very unsafe in my home. My neighbours' children have been kept awake, and we've had people coming into our car park and vomiting and urinating, which makes leaving for work in the mornings a disgusting experience. Last night someone hammered on my neighbour's window at 2am.

The proprietor claims to have spoken to local residents before he opened the bar, but as far as I can ascertain, he's lying. I don't know anyone he spoke to, and the noise and antisocial behaviour was a horrible shock for everyone I've talked to about it. He refuses to listen to anyone who complains. I am at a loss to understand why he was given a licence in the first place, let alone an extension until 4am. XXX is a residential area. The residents of XXX are suffering even more than the rest of us because the outside area at the back of the bar is literally in their back garden.

Apparently they are allowed to continue because it's better than having an empty shop in the town centre. I'm quite sure the residents of XXX and XXX would rather have an empty shop.