

DEVELOPMENT CONTROL COMMITTEE

7 SEPTEMBER 2023

AMENDMENT SHEET

The Chairperson accepts the amendment sheet in order to allow for Committee to consider necessary modifications to the Committee report to be made so as to take account of late representations and corrections and for any necessary revisions to be accommodated.

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8	13	P/22/455/RLX

The speakers (Mr. Nelson and Ms. Morse) have submitted the following photographs to illustrate their points.

Images 1 for P/22/455/RLX – Coed Parc



Trees removed (X)



9 and 10 Coed Parc Court Oct 2015



and Sept 21 after Phase 1

Images 2 for application P/22/455/RLX - Coed Parc



St Leonard's Road - 13th Dec 2018



- 24th January 2019



Park Street at St Leonard's junction - October 2022

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9	39	P/23/220/FUL

Following the publication of the agenda, Bridgend Town Council and the Designing Out Crime Officer – South Wales Police, have provided representations on the application, that are provided in full for Members attention below.

Bridgend Town Council's Representation:

The Bridgend Town Council Planning Committee met this morning and noted that the above application will be presented to Development Control Committee on Thursday.

The BTC Planning Committee Chairman, Cllr D Unwin will speak at the meeting and has noted that on reading through the report provided with the agenda, that various documents relating to this application do not appear to receive any mention.

The Chairman has asked me to attach the concerns raised by residents which he believes are relevant for consideration. He suggests that these should form part of an addendum report submitted to the Development Control Committee on Thursday morning.

Cllr Unwin has asked me to highlight that this issue remains of grave concern to nearby residents, and they have the full support of the BTC Planning Committee.

Kind regards

Leanne-Edwards
Town Clerk

[Attached Letters of concern:](#)

To Whom It May Concern

We believe the above mentioned planning application is due to be discussed on 3rd July 2023. We live in the property attached to this house and submitted an objection with our concerns - See attachment.

After accessing the planning register, we have noticed that our concerns have not been listed for discussion and would like to ask if this is normal practice? We feel that our objections are very relevant to this application and understand other neighbours also have similar concerns and have also objected.

Another concern for us is that our personal information will be made public which, due to the nature of this objection, we do not agree to. We also note that the applicant has been able to redact their personal information.

We look forward to hearing from you regarding this.

Application No: P/23/220/FUL

Location: 33 Heol Y Nant, Cefn Glas, Bridgend CF31 4HT

Case Office: Lee Evans

We object to the proposal for the reasons outlined below, register a request to speak at Committee and have completed contact details below.

The location property is already being used as a House of Multiple Occupancy (HMO) without planning permission therefore, our reasons for objecting, are based on factual events.

Since November 2022, when four people moved into the HMO, we have experienced an array of anti-social behaviour including unreasonable noise, substance misuse, rowdy behaviour and audible foul language from both inside and outside the property. All of this has resulted in us feeling unsafe within and around our home and has had a huge impact on our quality of life as well as affecting our health, the latter of which has been documented by our GP.

Unreasonable Noise - We had issues from day one regarding noise. This included noise from TVs/radios/video games, so loud that it was as though the 'gadgets' were being used in our house. There was also continual banging from the heavy fire doors which had not been fitted correctly, resulting in loud bangs with every use, day and night, often causing us to jump or startled us out of sleep. This combined noise resulted in us becoming quite distressed as it dictated how we lived in our home/loss of amenity - We were unable to relax in most rooms, needed to wear earplugs in bed and eventually resorted to moving out of our bedroom. However, our son was unable to move out of his room and, despite trying to soundproof the adjoining wall, was constantly disturbed. Not only by the noises already described, but also by loud mobile ring-tones/conversations, groups of people laughing, swearing and singing till late and, quite alarmingly, a man who made strange noises next to the wall.

When we contacted Emmaus about the noise during the first few days, they said they'd ask the occupants to be considerate, explaining we were all shift workers, and they also said they'd fix the fire doors. The occupants were not considerate and the doors didn't get fixed. As the noise continued to disturb us, we again reported it and one of the occupants was then encouraged to use headphones whilst watching the TV. Unfortunately, this was at his discretion and did nothing to address all of the other noise.

Communication between us and Emmaus gradually broke down and we felt ignored. We contacted Shared Regulatory Services (SRS) and were advised to keep a diary. The situation became worse as the occupants settled in and it became like an extension of the large community house, Nant Lais - Groups of men would frequently visit the property and we were subjected to unpredictable, rowdy behaviour.

One such incident was on 27 January 23 when several men arrived at the property in the early evening. What followed was several hours of shouting, swearing, doors constantly banging, and men making noises like dogs howling. We could hear this in every room of our house. At approximately 11pm when they moved this howling into the garden, we contacted the Police and Council but they were unable to help and we were left waiting for the noise to abate so we could go to bed. We had been told initially by Emmaus that we'd be given a number to ring in an emergency, but was never given one. The only number we could find was one that turned out to be weekday, office hours only.

We later learnt from an article on social media, that there are a group of men who live at Nant Lais known as 'Diamond Dogs' and we believe it was this group who were visiting that night, which explained the howling.

The article focuses on a young man who had recently been released on tag and is a member of this group. He actually came to apologise for the noise two days later. One of the current occupants at the HMO is also a 'Diamond Dog.'

In the six months since the occupants moved in, there have been at least two occasions where the police have removed someone from the property. One particular incident was 28 March 2023 and caused us to question our safety and that of our visiting grandchildren. We can only describe it as a police raid - Several police vehicles arrived and lots of police officers entered the property, one carrying a sharps box. Loud banging followed which sounded like forced entry into one of the upstairs rooms and a man was then removed from the property in handcuffs. This was mid afternoon and children were on their way home from the local schools, some of whom witnessed the incident.

Emails were sent to Emmaus regarding the incidents in January and March. Additionally, SRS also spoke to them about the incident in January. Interestingly, the explanations given by Emmaus were in stark contrast to what we had witnessed and recorded on our CCTV.

We were told that, the incident in January was due to a group of inebriated men who had wandered up from Nant Lais. The occupants of the HMO were apparently concerned about the men causing a disturbance outside so reluctantly, decided to let them in. What we actually heard was the group of men being greeted at the front door by one of the occupants - We have been told previously by SRS that these houses are poorly constructed in relation to sound insulation. Consequently, we can hear quite clearly a lot of what is said, especially when people enter the property and are shouting rather than talking!

In their reply email regarding this incident, we were told investigations were being made and they'd get back to us. We're still waiting for that reply.

After the incident in March we emailed Emmaus about safety concerns. All they told us was there had been a case of mistaken identity - Again, this explanation was so different to what we heard the police saying to the support manager about how the man would be taken to the station and cautioned. In our email to Emmaus, we had explained that on the evening before this incident two men had been seen outside the property who appeared so inebriated that they could hardly stand. Their reply was, unless this behaviour was within the boundary of the property, they would not take action to remedy the problem. One of these men was later identified by our neighbour as an occupant of the HMO and the second was the man who was removed from the property the next day in handcuffs.

Substance Misuse - Emmaus moved one occupant into this property knowing they were using illegal substances - We know this because when we reported witnessing a man hiding behind our car, smoking, coughing and spitting, just after they moved in, a support worker knew exactly who it was. They told us that he was already on a warning for smoking 'weed' at Nant Lais. So why was he moved into this accommodation that is unsupervised? From the first evening, we could hear the smoke detectors going off - Virtually everyone we see entering that property smokes. When combined with people who also use drugs and have been seen in various states of inebriation, we have serious concerns about potential fire hazards in this property.

We have had trouble regarding the smell of cannabis since day one - The front of our house and attic would smell strongly of it. If we opened our bedroom windows, the smell would permeate into the house. Due to the nature of our professional roles, we would face disciplinary action if we went to work smelling of cannabis, therefore, this behaviour was totally unacceptable. We kept reporting this to Emmaus explaining that we would contact the police if it wasn't sorted out.

They told us that smoking cannabis was a civil matter and that the police would not be interested. They also said that they had searched this man's room and couldn't find any evidence of drugs, and yet the problem continued.

One evening when a plumber visiting our property commented on the smell of cannabis outside our door, we contacted Emmaus hoping they'd be able to catch him. But, the person who answered the phone stated that they couldn't deal with it as they were enjoying a family meal with their granddaughter and they abruptly ended the call! We had hoped someone would contact us the next day, but they didn't. This man was evicted by the police in early March.

Current Situation - Although we believe there are only two people currently living in the property, there are always people visiting/staying, including men who generally arrive late evening/night-time and behave in a manner that gives us cause for concern. A young woman also arrived mid afternoon a couple of weeks ago. She was shouting and swearing outside the front door about how one of the occupants "Gets all the fucking support". She then disappeared but returned shortly after, again shouting loudly, "Open the door you mother fucker!" This is totally unacceptable behaviour where young families live!

Noise issues still persist from within the property including noise from the fire doors and constant slamming of the front door every time they use it. Admittedly, the fire doors don't startle us since SRS addressed the problem, but they still disturb us, especially when we're in bed at night. Music too is an issue. Recently, two girls in the property played loud music with all the windows open in their room for approximately 7 hours. We could hear this in our house and garden which completely ruined how we'd planned to spend our day. This is a common occurrence with these women.

Currently, the bedrooms furthest away from our property are being used for the occupants and we believe that they have also been told to minimise the noise during this planning application stage. However, we are extremely concerned that if planning permission is granted, all of the other rooms, including those which adjoin our bedrooms will again be utilised by Emmaus. Having learnt how they now operate, with little or no regard for the local residents and the community, we are convinced that the incidents described will start again, especially in relation to drug use and anti-social behaviour including noise from the multiple, large TV sets that they all seem to use.

Issues with Emmaus - We have always supported the good work of this charity and were on board with the large community house, Nant Lais, and this HMO - We were led to believe that only two, maybe three people would move into the property in order for them to live in the local community. These two people and their background stories were featured on social media - We felt comfortable with what we had read as well as being assured by Emmaus that they would monitor this house and any problems would be addressed. We actually looked forward to welcoming them.

However, in November 2022, Emmaus moved four very different people in and the issues started immediately - We believe this house is an opportunity for the occupants and visitors alike to abuse the rules set by Emmaus as there is no supervision at the property. Initially, Emmaus communicated with us regarding the problems but it wasn't long before our concerns were being ignored and we were simply left to get on with the trouble that Emmaus had brought to our door.

Another issue that concerns us is that the rules set by Emmaus for their companions do not allow them to use drugs/drink alcohol on their premises despite knowing that many of them have addictions. This means that they then go out into the local area, just as the man hiding behind our car did, if they wish to use drugs, etc. The area local to this HMO is populated by young families and older adults as well as several schools including a nursery directly opposite. Surely this is promoting anti-social behaviour in the community. Also, Emmaus admitted in an email that unless such behaviour is taking place within the boundary of their properties, then they are not obliged to remedy any problems.

We now feel that Emmaus have no regard for this residential area where they have chosen to place this HMO. In fact, to knowingly move a person into an unsupervised property, who was already on a warning for drug use, is actually quite insulting and disrespectful to the people in the adjoining properties, including the young family who then found it necessary to move out due to safety concerns for their children and noise related issues. It is also very irresponsible.

In Summary

- We have experienced an array of anti-social behaviour including unreasonable noise, substance misuse, rowdy behaviour and audible foul language since this property became a HMO
- Our quality of life, including our health and well-being has been severely affected by this.
- We have suffered a loss of amenity in our home because of this HMO
- The anti-social behaviour, some of which has necessitated police intervention, has left us with concerns for our safety and that of our young grandchildren
- Due to the occupants using drugs/alcohol, there potential fire hazards at this property
- Shared Regulatory Services have suggested that these properties have poor sound insulation. Therefore to place a HMO in-between two terraced houses is not practical - Heavy fire doors and multiple TVs, etc., generate a lot of noise
- We have always supported this charity but have now lost faith in them - They brought trouble to our door, including knowingly placing at least one drug-user into this HMO, and then failed to help which is an insult to us and other local residents
- Emmaus are not obliged to accept responsibility if anti-social behaviour is not within their boundary despite encouraging their companions to go off the premises if they wish to use drugs
- Should planning permission be granted, then Emmaus will continue to put whoever they want into this unsupervised property and the issues described will continue, or more worryingly, get worse.
- We strongly object to this planning application

Application No: P/23/220/FUL

Location: 33 Heol Y Nant, Cefn Glas, Bridgend CF31 4HT

Case Office: Lee Evans

On the 18th July 2023, we contacted the planning department and spoke to Mr Lee Evans regarding paperwork received in relation to planning application P/23/220/FUL (33 Heol Y Nant, CF31 4HT) - We were a little confused as we'd already objected previously.

We were told by him that the only reason we'd received this second letter was because the original application didn't contain the word 'Retrospective' in the title. Mr Evans also said that as we have already objected previously, then we didn't need to return this one, but could do if we felt it necessary.

We have decided to return this second letter due to recent concerns regarding this property and would like it to be included in our original objection dated 30th May 2023, as well as the email sent dated 1st June 2023 stating that at no time did anyone on Heol Y Nant ever receive a letter from Emmaus informing us of this HMO.

New Concerns

On the 1st July 2023 at approx 10pm, we heard a commotion outside what we thought was our front door. When we checked our cameras, we saw one of the occupants of number 33 staggering up his garden path. We also noticed a young lad standing at the gate to this property shouting over to a group of youths and pointing towards number 33. He then followed the occupant up the path and shortly after, ran off with a mobile phone in his hand, turning and laughing, then joined his friends across the road. Seconds later, the occupant staggered down the path and stood as though he was looking for someone.

This is not the first time this occupant has been seen so inebriated that he can hardly walk. As we said in our previous objection, we know he smokes, and also believe he uses illegal substances. Our concerns, as stated previously, are to do with potential fire hazards, particularly when he is inebriated. However, we are also very concerned now about this man's behaviour within the local community and the 'attraction' of such behaviour to youngsters/others alike.

Today (31/7/23) someone else has moved into the property - Their TV is so large, it took two men to carry it. I really hope that isn't going to be put on the adjoining wall to our bedrooms - These occupants seem to live in the upstairs rooms.

Emmaus have recently been doing some work on the property, work that they said they'd do 16 months ago. Despite their attempts to make the property look better, it will not change the fact that whoever they choose to house in there, will still have the potential to cause the same issues that we experienced previously.

Therefore, we would like to reiterate that we still do not agree to this planning application.

Please note also, this house has been used as a HMO since November 2022, not a couple of months as Mr Evans keeps stating.

7th January 2023

Dear Shared Regulatory Services,

REF: JF1/990401

NOISE NUISANCE; 33 HEOL Y NANT BRIDGEND CF31 4HT

Please find attached a diary kept by ourselves regarding the noise from our adjoining neighbours.

The house in question is a house of multiple occupancy and belongs to the charity Emmaus and we believe there are four people living there.

The problems started almost immediately when they moved in at the beginning of November 2022, specifically the noise from the fire doors which made us jump every time they slammed. The front door also creaked extremely loud. We spoke to Emmaus regarding this and were told that they had been made aware of the problem by those living there too and that it would be sorted out. They also advised us that those living there (companions) had been made aware that we were shift workers and told them to be considerate with the doors and not allow them to slam closed. Unfortunately, it seems that not all of the companions were prepared to be considerate.

There were other issues regarding noise but we hoped things would calm down once the companions settled into their new home - We were aware that these people had previously been homeless so were keen for this to work for them.

Emmaus tried to fix the doors as did their contractors but there has been little change other than with the front door which no longer creaks, although is often slammed depending who is walking through it. When we spoke to Emmaus on the 12th of December, we were told that they needed to get someone else to look at the fire doors as their contractors were unable to fix them.

To date, nothing has happened and the door issues, plus other concerns still exist and are now causing us a lot of anxiety and interfering with the way we live in our home. There are two shift workers in our house and also a disabled person. The latter has needed to move out of their bedroom because of the noise from number 33 but is still being disturbed by the doors despite the bedroom now used being the furthest room away from the adjoining walls - There is just no escaping the thud of the doors. Also, this room is a spare room and is not ideal for someone with disabilities.

Door Noise

The noise from the doors varies. Generally, they either thud or thud loudly, sometimes however, they are closed more quietly. The thudding causes us to either jump or be disturbed by it including waking us up or preventing us going to sleep. From recording the diary, the thudding of the doors appears to be mainly from the front bedroom area although there is also a door downstairs which thuds loudly, again depending who is closing it.

By noticing who is entering the house and then hearing the doors either thud or close normally, we believe the two of the companions are more considerate and believe they live at the back of the property. We were told on the 15th of December by Angela that one of the problems is that the companions are used to just letting the doors go as they walk through them at the centre. We reminded her that it's not all of them doing it.

Other Noise

Since the companions moved in, one of them in particular has caused us a lot of anguish in relation to noise and other habits. We believe his name is Jeremy and his room is the one adjoining our sons bedroom. After keeping a diary, we believe there is a pattern to some of the noise he makes some of the time. He also makes very weird noises and it seems to be when he hears our son in his bedroom. Our son works shifts and goes to bed late evening. He is aware that people are still making 'normal living noises' at this time of night but feels that the noise is mostly intentional and often not a result of normal behaviour - The man makes strange noises, uses electronic devices (voice changer/Alexa/bluetooth equipment). On one occasion, he actually said goodnight through the wall. This man also has his TV/music so loud that it's like he is living in our house. Our son now uses earplugs and headphones in order to be able to go to sleep but is often woken up by the noise especially the door noises, TV noise and him singing, laughing or shouting and using his mobile phone. Our son has now altered the way he 'moves around' his room when going to bed in order to not bring attention to the fact he is in there. For instance, instead of using a lamp which clicks at the wall socket, he is now using his phone torch.

We have contacted Emmaus on several occasions regarding our concerns. Initially, we were told that only those who had been with them for a while and settled would be moved into the house and we were led to believe that they had to adhere to the Emmaus Companion Agreement, including treating everybody with respect. Furthermore, no companion would be offered an occupancy if they had not adhered to the Emmaus agreement in the previous 6 month period. And yet, on the 12th of December when we reported to Emmaus that we believed one of the male companions was smoking cannabis outside our front gates as well as smelling it in our attic, we were told that he was already on a warning for unlawful drug use (smoking weed).

Emmaus, they have tried to address the TV noise from the bedroom adjoining our son's room. They have replaced his TV (albeit with a much bigger one) so he can use headphones - Apparently, he is deaf. However, generally, he is still extremely noisy and is only using the headphones when he wants to.

We are aware of the poor construction of these houses - We have previously needed help from Bridgend Council (Helen Williams) to address a piano noise nuisance with the previous occupants. This was dealt with very professionally and was resolved. Something we were very grateful for. We know that the neighbours on the other side of 33 are also having issues with the noise but have chosen to fight noise with noise. Something we don't really want to do.

When we discovered that Emmaus had bought number 33 we were worried about who would move in, as were many of the other neighbours. Some even wanted to start a petition. However, we have always supported Emmaus and were keen for this to work and looked forward to welcoming the companions and were assured that any problems would be addressed. But, we now feel that Emmaus are ignoring what we are telling them and would appreciate your help regarding this.

If you decide that a noise nuisance is occurring at 33 then we need to ask whether any correspondence sent could be sent to either the manager, Claire Gore, or Jemma Wray as we are concerned about how the companions will react to a letter sent directly to 33. We have no idea who the people are living there or their background. As we have stated, we don't think it's all of the companions and we are still keen for this to work. We just need to have some peace from the doors in order to be able to sleep in our bedroom again. If they can fix those doors, then hopefully, we can learn to live with the other noises although the use of cannabis will also need to be addressed as we have young grand children who often stay with us.

The contact details for Claire Gore is;

Accommodation and Support Manager
Emmaus South Wales,
Nantlais
Bridgend,
CF31 4SD

Tel: 01656 750829
Mobile: 07458027023

And Jemma Wray is;

Jemma Wray
Chief Executive
Emmaus South Wales
6 Caroline Street, Bridgend, CF31 1DQ

Mob: 07741 739738

We look forward to hearing from you regarding this.

Please note that even though we didn't report a noise nuisance until the 12th of December, after speaking to Helen Williams (BCBC) about number 33 prior to this, we were advised that if the noise became an issue then we should contact yourselves to get a diary. We had also started to keep a diary of the issues we were experiencing in order to discuss them with Emmaus. Therefore, the first few entries were recorded prior to receiving the paperwork from yourselves and we hope this is acceptable.

We didn't record the door noise initially because we had emailed Emmaus to make them aware of the noise and were assured that they would be sorted out.

27/11/22

0025 - Emailed Jemma Wray as we are still being kept awake by music, men laughing and swearing loudly. We have tried ear plugs to sleep but they don't help. The doors are noisy too but some are being closed quietly which proves they can control them if they want to.

29/11/22

0511 - Woken up by loud yawning noises heard through the wall of adjoins bedroom.

We had a visit from Claire Gore who manages the Emmaus centre. Unfortunately, we were out but she spoke to our son at the front door. Our son said she was whispering as didn't want the companions to hear what she was saying but told our son that she had spoken to them all about the noise. Also, that she had tried to adjust the doors herself but couldn't and that they had asked their contractors to look at them which would be next week sometime.

1/12/22

0820 - Woken up by a man on the phone, almost as though he is in our house. This continued for 40 minutes.

1710 - Fire alarm heard upstairs. We heard a lot of activity on the stairs and a woman shouted 'Jeremy' and a man could be heard laughing and the alarm stopped. This was the second time this had happened, the first time being on the day they moved in (10/11/22).

1945 - 0050 - TV very loud and can be heard initially whilst we are downstairs then in the bedrooms. We eventually fall asleep around 0050.

2/12/22

2204 - TV and weird screaming noise (recording) heard through the wall of son's bedroom who has just gone to bed.

7/12/22

We contacted Emmaus today about the doors and were told the contractors would be out today to fix them.

1813 - Door thud, extremely loud and shook the adjoining wall. Also shouting and laughing heard straight after.

8/12/22

The contractors were at number 33 again fixing the doors.

1958 - Several door thuds that cause us to jump. There is no difference despite them saying they'd fixed them. 12 slams/thuds in approx 3 minutes.

2003 - A man spotted behind one of our cars just outside our gate, smoking and spitting. Looks like he is hiding.

2255 - 2305 - Slamming doors, shouting, singing/laughing and weird noises. Sounds like just one person? TV or music can be heard in most of our rooms.

9/12/22

2318 - 2400 - TV can be heard in hall and all bedrooms. Doors allowed to thud constantly. We need ear plugs to try to sleep.

10/12/22

0005 - 0100 - TV still going. Ear plugs not working. Sent a text message to Jemma Wray at 0038 in desperation - We haven't slept properly since they moved in on the 10th November.

0115 - Just dozing off, door thuds startled us and we're awake again

0200 - Son woken up by a noise & ? TV

0308 - Woken up by something, fortunately, went back to sleep

11/12

We have avoided sitting in the living room and also moved into the back bedroom in order to sleep. Despite this, the doors can still be heard thudding.

Husband went into the attic to get the Christmas decorations out and the attic smelt strongly of cannabis.

12/12

0810 Woken up by a massive slamming of ? front door.

We contacted Bridgend Council to ask for the diary.

We also spoke to Emmaus (Angela) about the issues we were having. They said that they had tried to fix the doors but couldn't and that another contractor was going to try and fix them. I asked when that would be and were told that it was up to the contractor when they came. I said that wasn't acceptable and it was down to them to get it sorted as it was affecting our home life. She was then quite rude and said if I raised my voice again she'd put the phone down. I apologised for being 'assertive' but also told her we were exhausted as hadn't slept properly since the 'companions' had moved in and the doors were driving

us crazy. We then chatted and she actually agreed that the doors were a nuisance and even said she wouldn't like 'it' next door to her.

I tried to explain that we were not against the 'companions' living there as we have always supported Emmaus and that we believed that it was just one person making all the noise. She said she wasn't able to comment on individuals in the house. I then told her about the man behind our car smoking and how it looked like he was hiding. She said that he was probably smoking weed but shouldn't be doing it at the property. I said he wasn't, he was smoking it outside our gates and that if it continued, we'd be reporting it to the police but she said the police wouldn't be interested as it was a civil matter. I told her that we believe it was the same man who was smoking that is making all the noise, letting the doors bang and that he even said goodnight to our son through the wall one night. And she simply said, "Jeremy." She then spoke about how this Jeremy had been moved into the house despite having a warning for smoking. She then went on to say that when Claire finds out about this, he'll be in trouble and that he'd probably get another warning for this and then out after that.

We decided to try and live with the noise so didn't complete the diary immediately. We also hoped, after speaking to Angela, that the issues would be addressed and the situation would settle down. But it didn't. We didn't hear anything from Emmaus and nobody appeared to arrive to fix the doors. Even though we hoped we could ignore the noise we couldn't. We contacted them again on the **15th** to ask what was happening about the doors and were told that they were waiting for another contractor to look at them. We were also told that regarding the TV noise, that, "to appease us" they had spoken to Jeremy who had agreed that if they swapped his TV for one with bluetooth that he would use headphones. According to Angela, he is deaf which is why he puts his TV on loud. We said it's nothing to do with appeasing us, but us wanting to be able to live and sleep in our house. She apologised for perhaps using the wrong word. They also said that they had searched Jeremy's room but couldn't find any evidence of cannabis use. His bedroom window is permanently open.

19/12

1540 Two very loud door thuds. Loud music starts. We went out.

1655 Arrived home. Door banged as we came in.

1710 doors banging shouting heard ? On phone.

1731 door bang

1732 door bang

1733 door bang - Really loud

1735 door bang

1830 Electronic female voice heard really loud as though it's in our house.

1835 As above continues, sounds like a Bluetooth speaker in adjoining living room.

1842 Door thud, device is quiet.

1914 Door thud, very loud startling us all.

1935 - 1955 Repetitive sounds/female electronic voice/music heard over our tv. Sounds to be coming from upstairs of 33. Much louder upstairs.

2006 Turned down.

2032 Woman's voice (electronic) really loud and another house member shouts 'turn that down.' There's a discussion, raised voices, doors slam/thud and it goes quiet.

2036 - 2050- Same as 2032 with music playing really loud now . Door slams x 3

2105 - 2210 Music has stopped but there's a game being played. It's a shooting game in the adjoining room downstairs (living room) which can be heard above our tv. Can even hear the people shout as they get killed.

2215 - We go to bed. Two of us wear ear plugs to sleep.

20/12

0749 - Door thuds loudly, heard in back bedroom.

0819 - 0845 - Alarm, repetitive electronic alarm. There are people moving around the house as we can also hear doors slamming. We are unable to just sit in our living room like we do when we first get up with a hot drink.

0910 - 0918 - Numerous door thuds and a massive front door slam as someone leaves the house.

1724 - Front door slams

1741 - Door thuds x 4

1948 - Door thuds x 2

2009 - Door thud

2055 - Loud singing in adjoining bedroom (woman's voice, we are family). Son who is a shift worker needed to wear headphones in bed. It was quiet prior to him going into his room.

2102 - Door thud

2105 - Door thud

21/12

1840 - We had an engineer at our house to fix a leaking radiator. When he arrived he commented on the "aroma" outside our house. We contacted Emmaus to report this but the call was cut short as Angela said she had only left her telephone on by mistake and that she was having a family meal with her granddaughter.

2045 - Loud music in adjoining bedroom, son has just gone into his room.

2050 - Loud sports match including commentating. Can be heard downstairs too clearly.

2136 - TV off. Door thud.

22/12

We thought Emmaus would contact us regarding

0835 - Wanted to sit in living room to drink tea and watch the birds in the garden but there is the same repetitive alarm noise (3 sounds in a series of three, over and over). There are people in the house moving around but the alarm continues.

0915 Front door slams so loud it shakes our house. Alarm stops and there's a series of door thuds upstairs.

0922 - Door thud

1003 - Door thud

1004 - Door thud, loud

1009 - Door thud

1013 - Door thud, very loud

1017 - Door thud

1020 - Door thud x 3

1025 - 1110 - A lot of noise, sounds like cleaning which is normal activity for any household but the numerous door slams, some that make you jump is not normal. I'm expected to be resting after a hospital procedure which is why I have been able to be so accurate at recording the door activity.

1310 - Extremely loud music in adjoining living room. Including ELO, Don't get me down.

1320 - Two loud bangs and door thuds, raised voices heard, music turned down slightly.

1325 - Door thuds loud x 2, more shouting heard.

1328 - Music stops

1330 - Door thud

1337 - Door thud x 2

1340 - Door thud, loud startling me as I'm sat in the living room.

1710 - Door thud, loud x 3

1714 - Door thud

1842 - Door thud, loud

2030 - Door thud

2045 - Door thud, loud

2054 - Son goes into his bedroom - singing in adjoining bedroom starts for about 5 minutes.

2225 - Shouting heard despite being in bed in furthest away bedroom

2235 - 2320 Numerous door thuds heard, too many to count, disturbing all of us.

23/12

0815 - Door thud, woke husband up who has just gone to bed after a night shift.

0831 - Door thud, loud, followed by slamming of front door. Someone left for work.

1645 - Door thud, music on loud as though it's in our house.

1700 - Door thud, loud.

1710 - Music quieter but can still be heard.

1910 - 1925 - Sounds like a shooting game in adjoining living room. We need to turn our tv up to hear it but can still hear the games over our tv.

2105 - Game noises stop. Door thud, loud, making us jump.

2120 - 2159 Shouting and screaming upstairs in adjoining room to our sons who is a shift worker and has gone to bed because he is up early. Man and woman playing a game and talking loudly and swearing as though they're in sons room. The game can also be heard over our tv downstairs.

2205-2235 - Several door thuds heard,

28/12

1334 - 1345 Door thuds, loud x 6. Disturbed Husband who is on nights and is in bed.

2338 - Door thuds x 2, heard in back bedroom

2345 - Door thuds x 2, loud, two of us startled out of sleep including in back bedroom.

30/12

2125 - 2130 - Door thuds x 6

2248 - Door thuds x 2

2305 - Door thuds x 3

2325 - Door thuds x 2

My concerns

- The drug use in the property of number 33. As soon as you would open front door the smell or cannabis would hit you. Never had the problem until the tenants in 33 Heol y nant moved in I lived there 6 years.

- Safety of my children playing outside.

- The party's they would have then the managers of Emmaus would send the people who were invited to the party to come and knock my door to apologise for the noise not the tenants. I had a new born baby in the property and two other children under the age of 13.

- Police there arresting two different men on two occasions.

- Alcohol miss-use

- The fire doors would slam and if you rung up to complain tenants would make more noise.

- Hammering walls after 9pm in the evening. Waking my children up.

I object to the house becoming shared accommodation.

Case officer - Lee Evans

P/23/220/FUL

Speak at commit ↓ no

Do you object /support - Object



Aa



Designing Out Crime Officer – South Wales Police Representation:

FAO: Planning Officer – Lee Evans

Planning Department

Bridgend County Borough Council

RE: P/23/220/FUL – 33 Heol y Nant, Cefn Glas, Bridgend, CF31 4HT

Dear Lee,

South Wales Police have been asked to provide a response in relation to the above planning application and in doing so, have viewed the following documents in relation to this proposal;

- Location Plan
- Layout
- Plans

The proposal relates to retrospective planning permission for a 4 bed House of Multiple Occupation (HMO) at 33 Heol Y Nant, Cefn Glas, Bridgend which is currently owned by “Emmaus – South Wales”. There are to be no structural changes within the property and all residents will share the communal facilities on the ground floor.

South Wales Police recognise that Houses in Multiple Occupation (HMO's) provide an important source of housing and form part of a balanced housing provision mix.

South Wales Police would however argue that the characteristics of an HMO and its more transient population mean that they are significantly at a higher risk of crime than a single family, occupied dwelling.

It is also recognised that there are concerns in some areas that HMO's can have an impact on crime, disorder, parking, nuisance and general neighbourhood cohesion. Research carried out by the Police Foundation (2015) indicates that HMOs had higher burglary, violent incidents and fire risks.

Many HMOs are associated with crime and other problems due to the following factors,

Many HMOs are occupied by groups that can be considered vulnerable, such as students, members of ethnic minorities and low-income groups.

HMOs by their very nature mean that occupants will have multiple possessions of potential value and buildings will attract multiple visitors which may significantly increase the opportunities for crime, nuisance and noise. The desire to advertise these premises to young, professionals enhances the risk.

The more transient nature of some HMO residents mean that community links are likely to be less well developed which is likely to reduce capable guardianship (self-policing in the neighbourhood).

HMOs tend to have periods of under occupancy, vacant or part vacant properties can be more vulnerable to crime.

Many HMOs have poor quality security and safety features.

Some HMOs suffer from poor management.

High density of HMOs can act as a multiple of above factors so can influence crime and incident data for an area.

The following observations relate to the proposed, likely or potential risks associated with this development, and are based on the current crime profile for the area, information from the Local Neighbourhood Policing Team and the information provided.

The crime figures have been taken from the **Police.Uk** website for the Newcastle ward and relate to the twelve-month period of July 2022 – June 2023.

Anti-Social Behaviour	106
Burglary	10
Criminal Damage and Arson	33
Vehicle Crime	19
Violence and Sexual Offences	144
Drugs	17
Public Order	51
Other Theft	25
Other Crime	5
Possession of Weapons	2
Shoplifting	4
Robbery	1
Bicycle Theft	1

It is worth noting that since November 2022, when the premises was used originally as a HMO, there have been only two recorded incidents to South Wales Police, with the last call being recorded in March 2023. This related to a person refusing to leave the premises after being evicted by the Landlord.

However, should the Planning Committee approve the application, we would respectfully ask that a condition is set as part of the Planning Terms and Conditions, to ensure that the following recommendations are put in place. This will ensure that all legal requirements are met and the premises will be run in the most efficient and appropriate manner.

Recommendations:

(i). Landlord/Agent

- The Landlord/Agent **MUST** comply with the following -
2.33 The Housing (Wales) Act 2014 makes significant changes to legislation affecting public and private housing in Wales.
2.34 Under the Act landlords and agents must comply and become registered and licensed via Rent Smart Wales (www.rentsmart.gov.wales). This will mean that:
 - all private landlords who have a rental property in Wales must register themselves and the addresses of their rental properties in Wales.
 - landlords who undertake defined letting or property management activities at a rental property in Wales must become licensed. If a landlord instructs an agent to do such work on their behalf, it is that agent who must become licensed.
 - in order to get a licence a person must be adequately trained, and also declare themselves 'fit and proper'.
 - licensing training must be through approved training courses delivered by authorised training bodies

REASON: To comply with legislation and be accountable to tenants and other services.

(ii). Management Plan

The Landlord and staff should have a Management Plan in place. It is understood from the applicant that the following actions are to be taken by the Manager and support workers;

- Weekly Visual Check
- Monthly Property Check
- Monthly Support Session followed by Health and Safety room check
- Meeting every Monday morning to check in and discuss any issues, contractor visits etc
- 9am check in at main house Mon-Fri
- Washing up rota
- Weekly Cleaner
- All tenants have been with Emmaus for 6 months in the main accommodation prior to moving into this address. This will help to identify any resident who may cause issues.
- There is to be 24/7 cover – main support staff Mondays to Fridays and out of hours staff on call.
- In addition to the above, it is recommended that neighbouring residents are provided with a contact number for the Manager and staff so that any issues can be raised immediately and a solution found at the earliest opportunity. This will help to prevent any possible neighbour disputes and promote good neighbour relationships between all parties.
- It is also important that the Manager is acquainted with the Local Policing Inspector for the area, as this will help to build a good working relationship with the local Police.

Policy Support:

- The Crime & Disorder Act 1998 created a statutory partnership between local authorities, the police and other key partners to work together in reducing crime and disorder in all aspects of their work.
- Section 17 of the Act states:
“It is the duty of the authority to exercise its various functions with due regard to the likely effect on crime and disorder in its area and the need to do all that it reasonably can to prevent crime and disorder.”
- TAN 12 Design. Para 5.17.1 “Local authorities are required to have due regard to crime and disorder prevention in the exercise of their functions under Section 17 of the Crime and Disorder Act 1998. Consideration should be given to practical ways in which the design of development can reduce opportunities for crime, disorder and anti-social behaviour.”
- Planning Policy Wales
- 4.10.12 Local Authorities under Legal Obligation to consider the need to prevent and reduce crime and disorder.....
- 8.2.1. – Transport – Provision of safe, convenient and well signed routes
- 9.1.1. –Housing – Objective to provide homes that are in good condition, in safe neighbourhoods and sustainable communities
- 9.1.2. Housing – Greater emphasis on quality, good design, and the creation of places to live that are safe and attractive.

Yours sincerely

Joy Nicholls

Designing-Out Crime Officer

South Wales Police

**JONATHAN PARSONS
GROUP MANAGER – PLANNING & DEVELOPMENT SERVICES
7 SEPTEMBER 2023**