

Application for the Grant of a premises licence

Premises: The Loft Bar Bridgend

**REPRESENTATIONS**

Name and date submitted	Representation
Representation 1	Noise complaint
Other persons 23 September 2024	I strongly object to a premises license being granted to the above property, as at the moment music is being played at the weekend, from 8.30pm until 2 am ! This is not acceptable, when people are trying to sleep, also the noise when people are leaving, with some urinating in the street.

Representation 2  Other persons 8 October 2024	<p>I am emailing in reference to the above property. This property overlooks my flat and has a TEN licence but has applied for a permanent licence. I have listed below the complaints with dates and also attached some videos to this email. Every Friday and Saturday a bar worker empties the bottle bin/rubbish bag into a bin quite a few times a night. Latest is usually 1.30/2.30am. Very loud and has woken some residents up with this action. The venue has live music until 12/1am and recorded music after this. Our windows are closed on the weekend but music and voices can still be heard. A lot of noise comes from the street entrance with crowds of people outside smoking or vomiting, the door staff create as much noise and often using vulgar language, shouting up/down the street.</p> <p>Friday 13th September – Very loud music till 1.45am – even though he has been advised to stop music by 12am. Glass bottle emptying throughout the night until 2.30am</p> <p>Saturday 14th September – music until 2am – bouncers outside premises giving abuse/shouting to someone they had removed from the building @ 11.30pm. Became very heated at one point. Glass bottle emptying throughout the night.</p> <p>Friday 20th September – Music until 2am. No respect from clientele leaving the premises, loud shouting and urinating in the street. Glass bottle emptying throughout the night.</p> <p>Saturday 21st September – Music until 2am. Same as Friday. More verbal abuse/shouting from the bouncers to someone who had left the building. Glass bottle emptying throughout the night.</p> <p>Friday 27th September – Music until 2am. Got louder when the live artist finished his set. Glass bottle emptying throughout the night.</p> <p>Saturday 28th September – Music still playing until 3am. People still at the premises until gone 4am. Very loud when leaving and emptying bottle into bin also. Total disregard for residents opposite.</p>
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	<p>Friday 4th October – Music very loud from 10pm. Neighbour informed me she had called Environmental Health and they were coming out to investigate the noise complaint. Music went down slightly before the person came out. And was off by 1.30/1.45am.</p> <p>Saturday 5th October – Neighbour informed me she had called Environmental Health again because of the loud music and also the owner/manager knew that someone from the flats had rung and complained about the noise as she had overheard a conversation from bar staff. More glass bottle emptying until 2.30am. Music got louder from 11pm and was off by 1.45am.</p> <p>Looking at where they are keeping the bins for the rubbish/bottles etc, is in front of the building under some shutters.</p> <p>I feel what has been going on the past few weeks since the business has had a TEN licence is detrimental to my physical health and mental health. We do not get any peace from the music and loud shouting from people outside smoking or entering and leaving the business. Even though it is a main road, it is usually respectful in the evenings. Not only that, we get people looking into our living room and kitchen on the weekend. Hence we have to close the blinds and windows. The building does get quite warm due to the windows having to be kept closed. We are still hearing the music and shouting through the windows which causes difficulty in sleeping/relaxing etc.</p>
<p>Representation 3</p> <p>Other persons</p> <p>24 September 2024</p>	<p>Noise complaint</p> <p>I strongly object to a premises license being granted to the above property, as at the moment music is being played at the weekend, from 8.30pm until 2 am ! This is not acceptable, when people are trying to sleep, also the noise when people are leaving, with some urinating in the street.</p>

<p>Representation 4</p> <p>Licensing Officer Fiona Colwill on behalf of South Wales Police</p> <p>8 October 2024</p>	<p>Application for the Grant of a Premises Licence under Section 17 of the Licensing Act 2003</p> <p>The Loft Bar Bridgend, 14 &amp; 20 Nolton Street, Bridgend, CF31 1DU</p> <p>Chief Superintendent S.Jones of South Wales Police, Mid Glamorgan BCU, hereby gives notice as a responsible authority that following enquiries into this application for a premise license, the below representations are proposed which I feel are proportionate and necessary to the application having considered the licensing objectives and the Bridgend County Borough Council statement of licensing policy.</p> <p>South Wales Police Representations</p>
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This is an application for the grant of a Premises License made by Daniel Apsee for the grant of a premises licence at The Loft Bar, Bridgend for the following activities:

**Films**

Monday to Sunday 12:00 to 22:00 hours

**Live Music (Indoors and Outdoors)**

Sunday to Thursday 12:00 to 00:00 hours

Friday and Saturday 12:00 to 00:30 hours

**Seasonal Variations:**

Sundays preceeding a Bank Holiday, Boxing Day, New Year's Eve and New Year's Day 12:00 to 00:30

**Recorded Music (Indoors and Outdoors)**

Sunday to Thursday 09:00 to 00:30 hours

Friday and Saturday 09:00 to 03:00 hours

**Seasonal Variations:**

Sundays preceeding a Bank Holiday, Boxing Day, New Year's Eve and New Year's Day 09:00 to 03:00

**Supply of Alcohol (On and Off Sales)**

Monday to Wednesday 11:00 to 00:00 hours

Thursday to Saturday 11:00 to 02:30 hours

Sunday 11:00 to 23:30 hours

**Seasonal Variations:**

Sundays preceeding a Bank Holiday, Boxing Day, New Year's Eve and New Year's Day 11:00 to 02:30 hours

**Opening Hours**

Monday to Wednesday 09:00 to 00:30 hours

Thursday to Saturday 09:00 03:00 hours

Sunday 09:00 to 00:00 hours

**Seasonal Variations:**

Sundays preceeding a Bank Holiday, Boxing Day, New Year's Eve and New Year's Day 09:00 to 03:00

The premises is situated on Nolton Street, Bridgend which is located within the heart of Bridgend and the Day and Night Time Economy. The applicant describes the premises as a new cocktail/wine bar and events venue with a function room, comprising as ground floor at 14 Nolton Street with the first and second floors at 20 Nolton Street.

A pre application consultation has taken place with the applicant, as advocated in Sect 182 Guidance of the Licensing Act 2003.

Within the Licensing Objectives the applicant has offered a number of conditions including CCTV and SIA Security, however, the applicant has failed to advise what time SIA Security will commence duty, the applicant has also failed to provide indepth information on staff training concerning the Licensing Act 2003 and the 'Think 25' policy they intend to implement at the premises.

South Wales Police are aware that the Local Authority has also received a number of noise complaints from local residents. South Wales Police have also viewed footage concerning noise from patrons, immediately outside the frontage of the property, which the applicant will need to address prior to the grant of any licence.

In principle South Wales Police will not object to the application providing, in addition to those offered by the applicant, the following conditions are attached to the premises licence:

**Prevention of Crime and Disorder**

**The premises shall maintain a digital CCTV recording system capable of recording 31 days of 24 hour recording with a monitor out of view and reach of the customers.**

**Images shall be retained for a period of 31 days. The equipment will be suitably secured with limited access. The CCTV system shall have coverage of all areas to which the public have access within the premises and shall include entrances and exits. The CCTV system shall be maintained and operate at all times that the premises are open to the public. Images shall be made available upon request and within 7 days to the Police or other enforcement officers either to USB, disc or via the NICE system used by South Wales Police, upon lawful demand by a Police officer or Local Authority officer at no cost.**

**The CCTV system will be registered and comply with the requirements under data protection.**

**Signage shall be prominently displayed advising customers that they are being filmed on CCTV.**

**The CCTV system will be checked on a monthly basis to ensure that it is fully operational, and a log confirming this will be kept at the premises for inspection.**

**Signage is to be displayed within the premises and shall display that a zero tolerance drugs policy is being implemented.**

**On a Friday, Saturday, Sunday preceding a Bank Holiday, Christmas Eve, Boxing Day, New Year's Eve and New Year's Day a minimum of 2 SIA registered door staff to be employed for up to 150 patrons, then a**

further one SIA registered door staff for every further 75 patrons. SIA door staff will commence duty no later than 21:00 hours and remain at the premises until 15 minutes after closure to ensure the dispersal of patrons.

The Premises Licence Holder will ensure that a door staff duty register is maintained with start and end of tours of duty and will record the full 16 digit SIA licence number, full name, usual signature and on/off duty times. The register shall include name and contact details of the company supplying door staff. The register will be made available for inspection when required by any authorised officer.

An incident log whether electronic or written shall be maintained to record any activity of a violent, criminal or anti-social nature. The record will contain the time and date, the nature of the incident, the people involved, the action taken and details of the person responsible for the management of the premises at the time of the incident. The book must be kept available for inspection by the Police and authorised officers of the Licensing Authority.

#### **Protection of Children from Harm**

Implement and operate 'Challenge 25 Scheme' to include:

Display of appropriate warning signs to the effect that any persons appearing to be under the age of 25 will be subject to challenge in respect of age restricted goods. Such signage to be displayed at the entrance to the Premises, and where alcohol is displayed

Staff will be trained to ask any customers who appear to be under 25 to produce an acceptable form of ID when they attempt to purchase alcohol.

Only acceptable forms of ID to be:

- a) PASS Accredited Proof of Age
- b) Photo driving licence
- c) Passport
- d) Military ID

Only original documents are acceptable. Photographs of the aforementioned documents (shown on mobile phones etc) will not be accepted.

All staff involved in the sale of alcohol at the Premises to receive training concerning use of Challenge 25 scheme, production of ID and acceptable forms of identification, refusals register and proxy sales of alcohol. Such training to be documented and signed and dated by the individual staff member concerned. A

	<p><b>written record of the same to be retained at the Premises and made available to any Authorised Officer on request. Refresher training to be carried out at least every 6 months.</b></p> <p><b>To record incidents of refusal of sales of ‘age restricted goods’, to persons who appear underage, in the format of a ‘Refusal Register’. The Register to be retained at the premises and be available to any Authorised Officer on request for inspection.</b></p> <p><b>The DPS to review the Refusals Register monthly and record the outcome within the Register, together with any remedial action taken.</b></p> <p><b>Persons under the age of 18 will only be permitted on the premises for private functions taking place within the function rooms.</b></p> <p><b>Signage will be displayed that it is illegal for any person to attempt to purchase alcohol for a person under the age of 18.</b></p> <p>The Police consider the conditions to be just, proportionate and necessary having regard for the Four Licensing Objectives and our obligations under Section 17 of the Crime and Disorder Act 1998.</p>
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<p>Representation 5</p> <p>Matthew Jones Housing and Pollution Enforcement Supervisor on behalf of Shared Regulatory Services Wales 8 October 2024</p>	<p>I refer to the recent application to grant the premises licence at 14 &amp; 20 Nolton Street Bridgend CF31 1DU.</p> <p>The application states that they wish to have live music until 00.00am Sunday to Thursday and until 00.30am on Friday and Saturday. They also state they wish to have recorded music until 00.30am Sunday to Wednesday and until 03:00am Thursday to Saturday.</p> <p>To date the applicant has been submitting TENS to open their establishment prior to the premises licence being granted and we have been receiving numerous complaints in Environmental Health. There are concerns regarding noise nuisance caused to nearby residential properties due to the times of the live and recorded music especially when the background levels are lower e.g. in the early hours. In the application it states ‘ Noise levels will be kept to a reasonable level. Customers will be made aware of what is acceptable behaviour within the premises. We will erect signs at the entrance/exits to remind customer of residents nearby and to be respectful of that’. There has been no mention of any mitigation or control measures that will be implemented to ensure that these activities in the</p>
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premises will not cause a nuisance to residential properties – which is currently what is being reported by numerous separate residents.

I note that there has been no supporting information provided to demonstrate how the licensing objective of prevention of public nuisance will be promoted. The information provide in this section, details only what I've noted above.

I spoke to the applicant about the TENS recently and raised these concerns but he claimed that there are no issues present despite me explaining the nature of the complaints.

At present and in view of the above, I wish to object to the applications time until such time that the applicant can demonstrate that the premises will have no negative impact on other residential properties in the area.