



The Licensing Manager
Licensing Services
Civic Offices
Guildhall Square
Portsmouth
PO1 2AL

12th November 2015

Dear Sir / Madam

Application for variation of existing license LAPREM/6059 Queens Hotel Southsea

I am writing as Chairman of the Residents Association at Homeheights to express our vehement objection to the application by the Queens Hotel to vary their licence, in particular the performance of live and recorded music in the hotel garden from 1000 to 0200 7 days a week, and the sale of alcohol to non- residents from 0730.

Homeheights is an 11 storey retirement development of 74 flats which stands immediately to the east of the hotel gardens separated only by a strip of undeveloped land at a distance of considerably less than 100 metres. The noise from functions in the gardens is trapped and magnified by the size and shape of the building and as a result is extremely intrusive and causes great distress to those residents directly facing the garden on the west of the building. This is often exacerbated by the prevailing south-westerly wind.

I note that part M (a) of the application states that events at the hotel have "been managed well and successfully, always upholding the four licensing objectives". I contend that this is a blatant fabrication of the facts. Following pleas to the Association for a petition to be organised from distressed and angry residents at their wits end over the noise emanating from the hotel, I consulted the council's website. I then advised that the first action to take was to follow that advice and for one resident to raise the issue formally as a test case with the Council Pollution Team. As a result Pollution Team Officers have been called in on numerous occasions over the past year and their monitoring equipment has determined that the noise levels emanating from the hotel were indeed excessive in the majority of instances. As a result they subsequently had cause to visit the hotel to remind them of their obligations under the existing licence. For reference the case number is and the case officer is

I stress that we accept the Queens Hotel as long term neighbours and understand their desire to run a successful and profitable business but contend that there is a reasonable limit to the disturbance that we should have to tolerate. Even indoor events at the hotel have caused problems in the past, particularly when doors have been left open by smokers or for ventilation on hot summer nights, both issues that are easily remedied. An outdoor event being allowed to continue until 2 o'clock in the morning would subject us to intolerable disturbance at an unsocial hour for any resident in the vicinity. In addition whilst accepting that hotel residents have 24 hour access to alcohol, it is evident that the provision of alcohol

HOMEHEIGHTS RESIDENTS ASSOCIATION

to non-residents from 0730 presents an inevitable risk of increased noise levels and antisocial behaviour. I submit therefore that the history of noise disturbance and the inevitable imposition of disturbance at even more anti-social hours mean that this licence variation should not be permitted.

I also note that part M (d) of the application says that the hotel is "very aware of the possibility of upsetting the neighbours, with whom, we have a very good relationship". Frankly if that was the case I would have expected the Queens to have approached the Development Manager or myself to discuss their plans prior to submitting the application. The reality of the situation is that visits to the hotel by a number of residents and the Development Manager in recent months have produced at best short term mollification and at worst, calculated indifference. At no stage has there been any formal or indeed informal attempt to consult or liaise with us as neighbours with whom they purport to have a "good relationship".

Finally with the position of our building facing directly onto the common, I am conscious of the well run events licenced by yourselves such as Victorious and the Fun Fair, which are strictly controlled and always finish at a reasonable hour. We ask no more than that the same restrictions are applied to the Queens Hotel.

Yours sincerely,

Robert Chaffey
Chairman
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Clarence Parade
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