

Eskdail Street
Kettering
Northamptonshire
NN16 8RA

15/07/2013

Dear Sir/Madam,

Regarding the review of the premises license of The Challenge Arms pub, 23 Eskdail Street, Kettering, NN16 8RA, I am writing to strongly object to the pub and explain how they continually fail to prevent public nuisance.

My family and I live directly opposite the pub and its car park and over the past few months, we have experienced intolerable levels of noise causing disruption, stress, and anxiety. We regularly call the police to complain of anti-social behaviour taking place in the pub's car park, and we also regularly call the council's out of hours number to complain about loud music. The situation has escalated to the point where my wife, faced with a lack of sleep every weekend, has moved out at the weekends in an attempt to get some sleep. Our main concern though is the effect that this has had on my seven month old daughter, who has disrupted sleep every weekend, waking to loud music, loud swearing, and even violence outside from the Challenge Arms. We are incredibly worried about the long term effects this will have on her development. I bought my house in 2005, when the pub was known as The Beez Neez, a quiet restaurant/bar. Since The Challenge Arms has opened, it has clearly tried to operate as more of a town centre style bar, often resembling a nightclub at times, despite being in a residential street surrounded by houses. I wanted my house to be a nice home for my family, but The Challenge Arms has not made this possible.

There are three main problems:

- 1) **Music.** Over the past few months, the pub has played music at excessive volume every Thursday, Friday, and Saturday night. The loud bass thumps throughout my entire house, a constant drumming beat making sleep impossible, until the pub closes at 11pm on Thursdays and midnight on Fridays/Saturdays. The music is so loud that it can be heard above the television. The thumping dance music, what I would describe as "nightclub music", often wakes my daughter and prevents my wife and I from sleeping. On Thursdays, they have a karaoke night and we then have to endure singing as well. We can hear the DJ using the microphone from inside my house. After many complaints to the council, the pub was served with a Noise Abatement Notice. Despite this, the music volume has been louder than at any time since the pub opened.
- 2) **Car Park.** Even when music is not being played, my family and I are subjected to a great deal of noise and anti social behaviour coming from the car park. The pub does not have a beer garden, instead they let customers take their drinks outside into the car park which they share with three or four neighbouring businesses. At times, there have been groups of 30-40 people congregating in the car park opposite my house, drinking and shouting. We are subjected to loud swearing, smashing bottles and glasses, and there are often fights. The pub does not have any door staff and the car park is not monitored by any pub staff, so customers are left to their own devices. On the times when pub staff are present, they are

often just drinking with their customers and do nothing to keep them quiet or maintain order. The car park is not an enclosed beer garden, and people are free to come and go as they please, which leads to people leaving the pub with their drinks. Customers often treat the pub like an off licence, with people buying drinks from the pub then walking down Eskdail Street with pints and bottles in their hands. I do not understand why pubs in the town centre restrict customers from taking their drinks outside but The Challenge Arms does not, despite being in a residential area.

- 3) Children. The pub lets customers bring young children with them, but this again is not monitored in any way. My wife and I are deeply concerned about this, as children are often left to entertain themselves in the car park next to a busy main road while their parents drink alcohol, sometimes long into the evening. We can often hear babies crying as late as 10pm and my wife raised her concerns with the NSPCC. Again, I do not understand why other town centre pubs do not allow children, yet The Challenge Arms does.

Thanks for taking the time to read my concerns. I have enclosed a chronology of events, including some of the times we have called the council's out of hours service and police. Please keep me informed of any developments regarding the licence review.

Kind Regards,

Date/ time	Description
Prior to 30.10.12	<p>Police called to pub due to a fight outside and breaking of glass which woke Mrs Wallis up at 11pm.</p> <p>Ongoing loud music heard in bedrooms. All shared as part of the hearing.</p>
30.10.12	Licence hearing
December 2012	<p>Pub appears to have a private party for several teenagers. There appears to be 40-50 teenagers in attendance. At approximately 11pm, Mr Wallis observes a group of male children, singing and shouting and very drunk, leave the pub and loiter in the Selecta Tyre car park. Mr Wallis is concerned about noise, anti social behaviour, and underage drinking so calls the police. Police arrive and help disperse the crowd who are spilling out into the street. The police are seen to take away 3 young teenage girls who are very intoxicated. Staff are observed having no control over the situation. Pub closes when the police arrive. Exact date unknown as a chronology was not being recorded then.</p>
Late January/early February 2013 9-10pm	<p>Two pub staff members, Mr Ozzengin and Ms Harper (both in attendance at the previous license hearing), are observed arguing outside the pub entrance. Ms Harper is in a very intoxicated state and is being refused entrance to the pub. Mr Ozzengin closes the pub, turns off all the lights, but remains inside. Ms Harper sits down on the pavement outside the pub, she is extremely drunk and in a very distressed state. Her teenage son arrives and sits with her, so we did not call the police. Ms Harper remains there for approximately one hour, crying and very upset and intoxicated, before leaving with her son. Mr Ozzengin is then observed leaving the pub. Exact date unknown as chronology was not being recorded then, but we feel this is worth mentioning now because Ms Harper is now the license holder.</p>
11.02.13 9pm	<p>Abusive and threatening language heard and a group observed near the pub entrance appear to be engaged in a verbal argument. Landlord is observed to be present and involved. Due to concerns police are called. One young male leaves in angry and agitated state. The pub is then closed, but the majority of the group are allowed to stay in the pub. Young male returns some time later with a large stick, possibly a pool cue, and unsuccessfully attempts to regain access to the pub.</p>
12.02.13 1.30am	<p>At 1.30am whilst feeding my baby in her bedroom at the front of the house I witness loud music and the room is vibrating with the bass. On return to my own room opposite the pub at 2am I observe the same. Police called and arrive approx 3am. They park outside the pub but cannot gain access because the pub staff have "lost the key". When they do it is clear people are inside playing music. At 4am I am disturbed by people being very loud leaving the pub and they are observed to be the same group involved in the arguing earlier. Husband, daughter, and myself had very little sleep all night.</p>
12.02.13	Complaint made to environmental health
14.02.13	Loud bass from music at the pub is heard in my bedroom and my daughter's room until closing time of 11pm
15.02.13	Above concern raised with environmental health
13.03.13	<p>Email discussion with environmental health. I state that no concerns been observed since 14.02.13 and case is closed. However concerns about the impact good weather will have upon the noise from the pubs beer garden are shared and pub's lack of control in place for disruptive behaviour. Also point out that the pub's signs for cheap alcohol imply the client group it is aiming at</p>

	has changed from a family restaurant (as stated at the hearing 30.10.12) to a town centre style pub.
14.03.13 9pm to 12	Loud bass music is heard in bedroom causing disturbance until pub closes
15.03.13	Above disturbance reported to environmental health
16.03.13 11.30pm	I observed loud noise caused by a group of people using the beer garden-shouting, singing and a heated discussion. By the time environmental health answer the phone the people have disappeared but concerns shared. Officer unable to attend the pub until later. The baby wakes and is distressed and unable to settle until the noise ceases.
17.03.13 12.15am	Loud anti social behaviour heard outside. 5 police cars and approximately 10 policemen are observed at the pub. About 30-40 people are seen to be leaving the pub, approximately one hour after their required closing time. More loud arguing and continued anti social behaviour. The crowd is so large that traffic is struggling to drive down Eskdail Street. No pub staff are visible and no-one is attempting to resolve the situation. Amongst the crowd, my husband observes at least 2 young children, one in a buggy, adults with them appear to be very drunk.
18.03.13	Events of the 16 th and 17 th reported to environmental health. Mrs Wallis spoke to owner Mr Ozzengin and asked him to reduce the noise from the bass as it is causing a disturbance in the house. Mrs Wallis also advises the owner to manage the behaviour of those using the smoking area as at present it is causing a nuisance. Mr Ozzengin states that he would "sort it out" and he apologises for the disturbance of the previous night.
21.03.2013	Loud bass music is heard in the bedrooms until closing time. The baby wakes and is distressed and unable to settle until the noise ceases.
23.03.13	Disturbance from loud bass music in bedroom and anti social behaviour reported to out of hours service. The noise is heard until closing time. The baby wakes and is distressed and unable to settle until the noise ceases.
28.03.13	6pm Mrs Wallis hears loud bass music in her daughter's bedroom whilst putting the baby to bed. The noise continues for the full hour Mrs Wallis is attending to her daughter and therefore she contacts the out of hours service. Mr Baker promptly attends the house and witness's the noise. Whilst Mr Baker is there many young people are observe at pub , some with cans in their hands. Mrs Wallis and Mr Baker discuss that the customers look younger than 18. Mrs Wallis observes regular customers entering the pub who she has previously seen to be present when there has been trouble and points this out to Mr Baker. A man is observed to stagger out of the pub. Throughout the observation there is loud talking and laughter from the group who all have drinks and no attempt by staff to reduce this. Mrs Wallis is advised by Mr Baker to inform police of anti social behaviour and young people at pub, which Mrs Wallis does at 8.30pm. Officer reports at 10pm that he has observed no problems. The baby wakes on and off throughout the evening until the pub closes.
29.03.13	At 9.40pm Mrs Wallis attempts to go to bed but she is disturbed by loud bass music in the bedroom. Whilst upstairs she over hears shouting and looks out of the window to see a very large group of people in the car park shouting, using obscene language, all with drinks. Mrs Wallis watches for five minutes and no

	<p>one attempts to make the group quieten down. She comes downstairs and Mr Wallis reports that he has had to turn the television volume up due to the noise from the bass. Mrs Wallis informs the out of hours service. As the noise continues and no response has been made by environmental health Mrs Wallis makes another call to the service at 11pm. Whilst on the phone Mrs Wallis looks out of the window and observes there to be several groups of people in the car park shouting, using offensive language and all having drinks in their hands. No one is seen to ask the people to be quiet.</p>
30.03.13	<p>10pm Mrs Wallis hears loud bass music in the bedroom and observes a group of women shouting and singing in the beer garden holding drinks. No staff are observed to try to calm the noise down. Mr Wallis hears loud bass music over the sound of the television in the lounge. All of this is reported to the out of hours service. Despite being tired and wanting to go to bed, Mrs Wallis stays in the lounge until the music is no longer heard in the lounge at 12.</p>
01.04.13	<p>Mrs Wallis sleeps in the lounge from 9pm due to concerns that she will be unable to sleep in her bedroom. At 11pm Mrs Wallis goes to the bathroom and hears loud bass music and shouting. She looks out of the window and observes there to be a group of five people standing nearer the pub's gated entrance on the pavement of Eskdailf Street, holding drinks from the pub and shouting very loudly. No pub staff are present and the customers are free to leave the pub premises with drinks and make as much noise as they want, therefore a call is made to the out of hours service due to anti social behaviour and music.</p>
04.04.13	<p>Mrs Wallis experiences feelings of anxiety about the evening due to it being a Thursday (symptoms are upset stomach, restlessness and a headache).</p>
05.04.13	<p>Advised of new owner at the pub, Ms Katherine Harper, who was known to already work there due to her attending the licence hearing for an extension of opening hours on 30th October 2012.</p> <p>Mrs Wallis hears loud bass music in the bathroom at 9.40pm. On coming downstairs the family dog is barking and very restless so Mrs Wallis looks out the window and observes a large group of young people shouting in the car park. Mrs Wallis contacts the out of hours service.</p> <p>At 10.30 Mrs Wallis attempts to go to bed but on entering her bedroom she hears loud bass music. She also observes a group of fifteen people in the car park shouting and using offensive language. Mrs Wallis calls the out of hours service. At 10.40pm the noise level increases and the behaviour of the group becomes aggressive so she again calls the out of hours service. Whilst on the phone Mrs Wallis observes two males arguing and pushing one another. The men and a woman walk behind the pub out of sight, towards the next door garage. Mrs Wallis therefore contacts the police (678 05042013). Police attend five minutes later where there are a number of young people at the doors of the pub shouting and laughing.</p> <p>During the observations the people in the car park are observed to have glass bottles and pints in their hands. At no time are the customers seen to be asked to keep the noise down by staff.</p> <p>Discussion with Mr Baker about the situation. He advises that the previous</p>

	<p>abatement notice does not stand against new owner but suggests Mrs Wallis continues to report noise disturbance.</p> <p>Throughout the evening Mrs Wallis experiences anxiety, an upset stomach, restlessness and feeling sick. Although she is tired she remains in the lounge until 12.30 because she wants to avoid further disturbance. The family dog is also very restless going towards the front door and barking frequently.</p>
06.04.13	<p>10.10pm Mrs Wallis is disturbed by shouting which she observed was coming from two people standing in the car park of the pub. The noise lasted five minutes.</p> <p>11.10pm Mr Wallis observed loud talking and shouting from a group of twelve people in the car park of the pub. Despite someone whispering to the group the noise continued for some time.</p>
11.05.13	<p>Mrs Wallis informed the police that she had been disturbed by offensive language and shouting from a group of people in the car park.</p>
27.05.13	<p>Mr Wallis informed the police of concerns for his child being witness to aggressive language and football chanting coming from the pub.</p>
06.06.13	<p>Mr Wallis informed Kettering Borough Council that he could hear people singing and loud bass music from the pub over the television. Mr Baker attended the property and recorded a breach of Noise Abatement Notice.</p>
08.06.13	<p>Mrs Wallis informed the out of hours service for Kettering Borough Council that the family had been disturbed by loud bass music in the bedrooms and also from people shouting and swearing in the car park. Mr Baker attended the property.</p>
13.06.13	<p>Kettering borough council notified of disturbance caused by loud bass music.</p>
14.06.13	<p>Kettering borough council notified of disturbance caused by loud bass music.</p> <p>Mr and Mrs Wallis are disturbed by the sound of shouting and breaking glass whilst watching TV. Mr Wallis informed the police of 8 people smashing bottles and acting aggressively towards each other. Incident number 704140613</p>
15.06.13	<p>1am police notified of disturbance caused by anti social behaviour in the car park. Incident number 4150613.</p> <p>Kettering Borough Council's out of hours service informed of disturbance caused by loud bass music from the pub being heard in the family home, lounge and bedrooms.</p>
20.06.13	<p>Mr Wallis informed out of hours service for Kettering Borough Council of the nuisance caused by bass music and people singing at the pub.</p>
21.06.13	<p>Mr Wallis reported loud bass music being heard in the family home, over the television and in the bedrooms to the out of hours service for Kettering Borough Council.</p> <p>Police are notified of the noise from people in the car park and confrontational behaviour. Baby awoken by one particular female customer shouting at</p>

	<p>another "fucking pussy" repeatedly. Incident number 625120613. Household, including baby, unable to settle to sleep until the area has calmed at 1am.</p>
22.06.13	<p>Mr Wallis informed the out of hour's service for Kettering Borough Council of disturbance caused by bass music and anti social behaviour.</p> <p>10.50pm Mr Wallis informed the police that there was approximately 20 + people in the car park shouting and using offensive language.</p> <p>10.55pm Mr Wallis rang 999 due to witnessing a girl screaming "help" whilst being held by the arms from behind from someone. A young male kicked the fence of the pub and Mr Ozzengin was observed to chase him down the street, only to be separated by other customers. Police attended half an hour later when the situation had de-escalated. Incident number 731220613</p>
27.06.13	<p>Mr Wallis informed the out of hour's service for Kettering Borough Council that he could hear bass music, people singing and a DJ talking. Mr Baker attended the property.</p>
28.06.13	<p>Mrs Wallis stays at her mother's house due to stress and inadequate sleep.</p> <p>Mr Wallis contacted the out of hour's service for Kettering Borough Council and reported that he could hear loud bass music over his television and in the bedrooms. Mr Baker attended the property.</p> <p>11.30pm Mr Wallis contacted the police due to a larger group of people (30+) being very noisy and using offensive language. Incident number 671280613.</p>
29.06.13	<p>The out of hours service for Kettering Borough Council are notified of the loud bass music being heard in the family home above the television and in all of the bedrooms. Mr Baker later attended the property.</p> <p>A group of approximately 30 people observed in the car park shouting, using aggressive language and therefore the police are informed. Incident number 706290613.</p> <p>Mrs Wallis reported her concerns in respect of the children in the car park late into the evening playing to the NSPCC. NSPCC advise that they would share the concerns with the police.</p>
05.07.13	<p>11pm Mrs Wallis observes a group of people on the street outside of the pub drinking alcoholic drinks and shouting obscene language. Police are informed of this, incident number 750050713</p>
06.07.13	<p>Mrs Wallis reported to the police that the family had been disturbed by the rowdy behaviour of customers at the pub who were swearing and shouting in the car park. Mrs Wallis also reported witnessing two girls urinating in Eden Street next to the Furniture Warehouse shutters after they left the pub with bottles of drinks.</p> <p>Out of hours service for Kettering Borough Council informed of disturbance caused by anti social behaviour and loud bass music. Mr Baker attended the property later on.</p>
11.07.13	<p>Mr and Mrs Wallis attempted to go to bed but were unable to sleep due to loud bass music, singing and the sound of a DJ speaking. Mr Wallis notified Kettering Borough Council's out of hour's service and Mr Baker attended the</p>

	<p>property.</p> <p>Mr Wallis contacted the police after Mr Baker left the house due to the level of noise caused by a large group of people (approximately 20) shouting and swearing. Incident number 652110713. During this baby wakes distressed and unable to settle until the pub closed.</p>
12.07.13	<p>Mrs Wallis informed the police of concerns in respect of young children being at the pub until late into the evening whilst adults drink alcohol. Concerns expressed about young children playing in the concrete car park with poor supervision despite the car park being an access road to other businesses and situated next to a busy road. Incident number 139120713.</p> <p>Mrs Wallis and the baby stayed at her mother's house due to anxiety caused by the previous night's events.</p>
13.07.13	<p>Daughter awoken by group of people shouting and swearing in the pub car park at approx. 9.30pm. Police called. Incident number 677130713.</p> <p>Shouting and swearing continues by 20-30 people in the pub car park until midnight, daughter unsettled and unable to sleep until pub closes. At midnight, Mr Wallis observes a group of people leave the pub and stand in front of the house for 5 minutes, shouting and swearing. One female is seen urinating in our next door neighbour's front garden.</p>