

APPENDIX
A

NORWICH
City Council

Citywide Services
Public Protection (Licensing)
City Hall
St Peters Street
Norwich NR2 1NH



**Application for the review of a premises licensee or club premises certificate under the
Licensing Act 2003**

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure
that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.
You may wish to keep a copy of the completed form for your records.

I Councillor Brocieck-Coulton and Councillor Barker

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club
premises certificate under section 87 of the Licensing Act 2003 for the premises described in
Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description
The Marlborough Arms 43 Spencer Street

Post town Norwich

Post code (if known) NR3 4PB

Name of premises licence holder or club holding club premises certificate (if known)
John Linford and Deborah Linford

Number of premises licence or club premises certificate (if known)
05/01752/PREMTR

Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)

☒ X

2) a responsible authority (please complete (C) below)

☐

3) a member of the club to which this application relates (please complete (A) below)

☐

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr

☐

Mrs

☐

Miss

☐

Ms

☐

Other title Councillor
(for example, Rev)

Surname

Brociek-Coulton

First names

Julie Dawn

I am 18 years old or over

Please tick ✓ yes

☒ X

Current postal address if different from premises address

159 Angel Road

Post town

Norwich



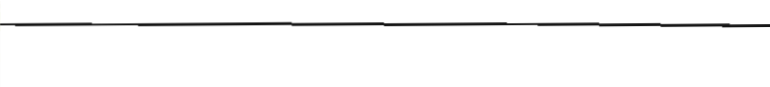

Post Code

NR3 3HX

Daytime contact telephone number

E-mail address (optional)

(B) DETAILS OF OTHER APPLICANT

<p>Name and address Councillor Kevin Barker 170 Silver Road Norwich</p>	
<p> </p>	<p> </p>

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address
Telephone number (if any)
E-mail address (optional)

This application to review relates to the following licensing objective(s)

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please tick one or more boxes ✓

x

7

X

7

Please state the ground(s) for review (please read guidance note 2)

I have had several complaints from the local residents about loud noise, a fight and people sitting outside on the benches until late. Getting louder and louder. They had told the residents to come and tell them if the music was too loud and the windows are never shut and the doors kept open. But when the residents spoke to them they have more or less jeered at them. All we want is for them to be regulated so that they have to close windows and doors and people are not out late at night drinking on in a neighbourhood with such close houses.

Please provide as much information as possible to support the application (please read guidance note 3)

Residents have suffered a lot over the past few years with anti-social behaviour outside the public house.

Drinking till late making lots of noise.

Windows and doors left open so that the karaoke can sound down the street as the Marlborough Arms is on a hill.

(please also see attached statement)

Objection against the Marlborough Public House, Spencer Street from Cllrs Brociek-Coulton and Barker.

We are the local councillors for Sewell ward and have been approached by our local residents with concerns about the Marlborough Public House. I hope these will be taken into consideration when it goes to licensing Committee and please inform us so that one or both of us can be present on that day. The following concerns are:

- Loud music played (such as Karaoke) played until late into the night. Doors and windows wide open. Marlborough Public House is situated at the top of a hill and noise travels, making life impossible for many residents until the early hours of the morning. We know of at least three households who suffer from this.
- Tables outside used until late. Patrons very loud no consideration given to the residents at all. When residents have approached the pub in the past they have been laughed at by the manager.
- Have just received a letter from a neighbour nearby who has had a person from the pub in her garden totally drunk at 2am in the morning. This resident is a lady living on her own and is over 65 years of age. Residents should not have to put up with this.

There should be restricted times to this public house. And the pub should give more consideration to the residents. I know that the residents bought a house near the pub, but it didn't buy people fighting on their road, jeering at people passing down the street, and generally acting like they own the place. Please take notice of what the locals are saying they are the ones not only taking all of the noise but living it too.

From Cllrs Julie Brociek-Coulton and Cllr Kevin Barker.

5

If yes please state the date of that application

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If you have made representations before relating to the premises please state what they were and when you made them

Please tick ✓

yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate **X**
- I understand that if I do not comply with the above requirements my application will be rejected **X**

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 5). If signing on behalf of the applicant please state in what capacity.

Signature

.....

Date

2/10/2012 21/10/12

Capacity

Councillor Councillor

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)

Post town

Post Code

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.



NORWICH
City Council

APPENDIX
B

Premises Licence Summary

Premises Licence Number

05/01752/PREMTR

Premises Details

Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code

The Marlborough Arms
43 Spencer Street
Norwich
Norfolk
NR3 4PB

Telephone number 01603 443301

Where the licence is time limited the dates

Not applicable

Licensable activities authorised by the licence.

Late Night Refreshment
Sale by Retail of Alcohol
Recorded Music

The times the licence authorises the carrying out of licensable activities

Late Night Refreshment	Every Day	23:00 - 05:00
Sale by Retail of Alcohol	Every Day	00:00 - 00:00
Recorded Music	Every Day	00:00 - 00:00

The opening hours of the premises

Monday	00:00 - 00:00
Tuesday	00:00 - 00:00
Wednesday	00:00 - 00:00
Thursday	00:00 - 00:00
Friday	00:00 - 00:00
Saturday	00:00 - 00:00
Sunday	00:00 - 00:00

Where the licence authorises supplies of alcohol whether these are on and / or off supplies

Alcohol is supplied for consumption on the Premise

Name, (registered) address of holder of premises licence

Mr John Russell Linford

Hill House
47 Buxton Road
Frettenham
Norfolk
NR12 7NH

Mrs Deborah Lynn Linford
Hill House
47 Buxton Road
Frettenham
Norfolk
NR12 7NH

Registered number of holder, for example company number, charity number (where applicable)

Name, designated premises supervisor where the premises licence authorises for the supply of alcohol

Miss Roberta Hughes

State whether access to the premises by children is restricted or prohibited

Annex 1 – Mandatory conditions

- 1 The following are not prohibited:
 - a) During the first twenty minutes after the above hours, the taking of the alcohol from the premises unless the alcohol is supplied or taken in an open vessel;
 - b) Consumption of the alcohol on the premises or the taking of sale or supply of alcohol to any person residing in the licensed premises;
 - c) The ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
 - d) The sale of alcohol to a trader or club for the purposes of the trade or club;
 - e) The sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces;
 - f) The taking of alcohol from the premises by a person residing there; or
 - g) The supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied; or
 - h) The supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of liquor so supplied, if the liquor is supplied at the expense of their employer or of the person carrying on or in charge of the business on the premises.
- 2 No supply of alcohol may be made under a premises licence -
 - (a) at a time when there is no designated premises supervisor in respect of the premises licence, or
 - (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
- 3 Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

1 **The Prevention of Crime and Disorder**
2 The "No ID, No Sale" scheme will be operated
3 All staff will be instructed on policies regarding under age customers and the law relating to the
4 sale/supply of alcohol.
5 Anyone who appears to be drunk or to have misused illegal substances will not be served.
6 Anyone showing threatening behaviour will be ejected from the premises.
7 Shatterproof glassware will be used and all glasses and bottles will be cleared regularly.

8 **Public Safety**
9 Smoke extractor units will be used in the bars.
10 The necessary fire extinguishers, exits and lighting will be maintained.
11 Public Liability insurance will be in force
12 There will be suitable risk assessments undertaken

13 **The Prevention of Public Nuisance**
14 Background music to be kept at an acceptable level. –
15 Deliveries and collections to be after 12.00.
Outside to be kept litter free.

16 **The Protection of Children From Harm**
17 The Portman Group Code of Practice will be operated.

Annex 3 – Conditions attached after a hearing by the licensing authority

- 1 There will be a maximum of 200 patrons.
- 2 Clear and legible notices will be displayed at exits and other circulatory areas requesting patrons to leave the premises having regard to the needs of local residents, in particular emphasising the need to refrain from shouting and slamming car doors. The sounding of car horns must also be discouraged.
- 3 There will be no new admissions after 23.30.

PREMISES PLAN - INFORMATION AND KEY:

LICENSABLE ACTIVITY - SALE BY RETAIL OF ALCOHOL

LOCATION OF LICENSABLE ACTIVITY -

AREA COVERED BY JUSTICES LICENSE -

LOCATION OF CONSUMPTION OF ALCOHOL -

GROUND FLOOR AREAS - 212.2msq

CIGARETTE VENDING MACHINE -

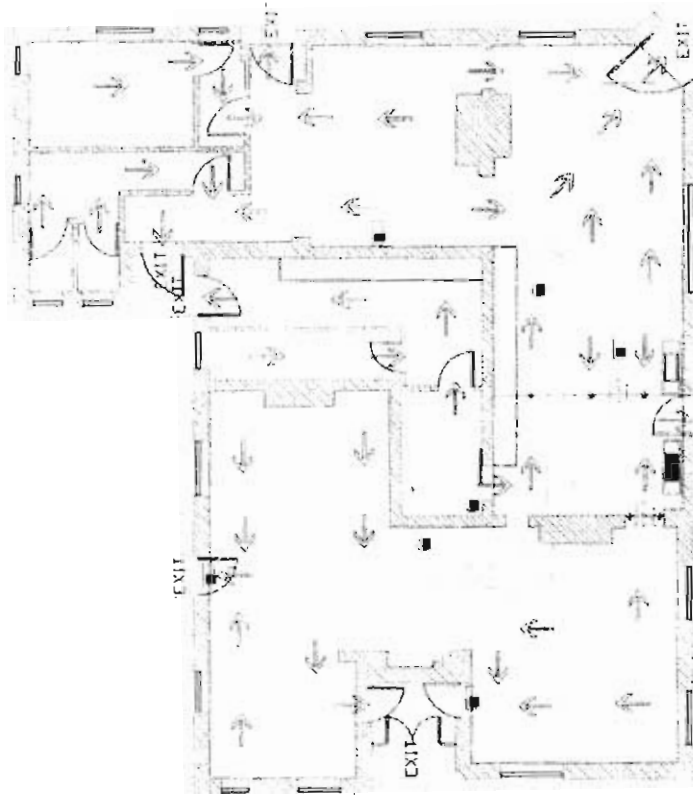
FRUIT MACHINE -

LOCATION OF PREMISES EXITS - EXIT

PUBLIC SAFETY:

THE PREMISES HAS A FIRE RISK ASSESSMENT AND HEALTH AND SAFETY RISK ASSESSMENT.

ANY DETAILS, IF ANY, IDENTIFYING COMPLIANCE WITH THE PUBLIC SAFETY LICENSING OBJECTIVE ARE INCLUDED IN THE OPERATING SCHEDULE.



EXISTING GROUND FLOOR PLAN



PREMISES PLAN - FIRE KEY:

- Heat Detector
- Emergency Lighting
- Water Extinguisher
- Foam Extinguisher
- Dry Powder Extinguisher
- Chemical Extinguisher
- C O 2 Extinguisher
- Exit Sign
- Illuminated 'Exit' Sign
- Emergency 'Exit' Sign
- Illuminated 'Emergency Exit' Sign
- 'Exit' Sign With Directional Arrow
- Illuminated 'Exit' Sign With Arrow
- ➔ Escape Route

CHECKED BY: REF: RMH21 DATE: 20.06.05

MARLBOROUGH ARMS MARLBOROUGH ROAD
NORWICH

DRAWN BY: RM HALSEY SHEET 1/1 SCALE 1:100



EXISTING GROUND SITE PLAN



NORFOLK
CONSTABULARY

Our Priority is You

Mr Ian Streeter
Licensing Manager
Norwich City Council
St Peters Street
Norwich

Date: 3rd September 2012

The Licensing Team

Bethel Street Police Station
Norwich
Norfolk
NR2 1NN

Tel: 01603 276020

Fax: 01603 276025

Email: licensingteam@norfolk.pnn.police.uk

www.norfolk.police.uk

Non-Emergency Tel: 0845 456 4567

Dear Mr Streeter

Application to review Marlborough Arms – Spencer Street

I can confirm that we have received a copy of the application to review the premises licence for Marlborough Arms, 43 Spencer Street, Norwich.

The Police acknowledge that local residents have highlighted concerns in relation to patrons causing noise from sitting outside until late and noise from music due to windows and doors remaining open.

According to the Police innkeeper system, there have only been two recent incidents linked to the premises this year both were in January 2012. Following further enquires at the time with the management of the premises, management advised that that they now have CCTV installed to assist with preventing crime and disorder and to assist Police with any future criminal investigations.

There have been no further reports of incidents or complaints of noise received therefore the Police have no evidence to add to the residents request for a review. It is noted that the current Premises licence contains no conditions to restrict any noise nuisance from the premises and request that that the committee consider whether it is appropriate for these to be in place.

Yours faithfully,

Michelle Bartram
Licensing Officer



NORWICH City Council

memorandum

To:	Ian Streeter – Licensing	Your ref:
From:	Tony Shearman – Environmental Protection	Our ref: EH12/23202
Date:	4 th September 2012	cc:

Subject: Marlborough Arms, Review Application

Ian,

I have had an opportunity to assess the current review application for the above premises alongside the premises licence and would offer the following representation.

The current premises licence was issued in 2005 at the very beginning of the transition from the old licensing regime to the then new Licensing Act 2003.

At this time the licence was varied to allow the premises to open for 24 hours a day 7 days a week, to sell alcohol, undertake regulated entertainment in the form of recorded music and provide late night refreshment. At this time very little control was applied to the licence to prevent any impact on the licensing objectives.

I was not involved myself in the application at that time but am extremely surprised that the application went through with very little opposition from either the responsible authorities or local residents, as it would seem obvious that a 24/7 drinking establishment in the centre of such a residential area is entirely inappropriate and likely to lead to nuisance and disorder problems, irrespective of how well run the premises may be. Of particular note is that the building is very inadequately insulated and music and customer noise can easily be heard outside the premises even with the windows/doors closed, particularly later in the evening when the ambient noise levels drop.

During the time that the premises licence has been in force there have been a number of complaints from local residents, which I have condensed into the table below. The complaints mainly relate to music noise and disturbance from persons using the outside areas of the premises, either to the front or the rear.

As a result of complaints related to music noise, amplified music from the premises was assessed as a statutory nuisance and an abatement notice served on the licensees on 2008.

As a result of further complaints of noise and disturbance from the premises Michelle Bartram of Norfolk Constabulary and I met with the licensee, John Linford,

on the 21st June 2010. We explained our concerns regarding the inappropriate operating hours of the premises and the lack of noise control from both within and outside the premises and suggested some operating policies that could be adopted to minimise the impacts on the surrounding residents. A written copy of the suggestions was given to Mr Linford, who agreed that he would give them a try. I have attached a copy of the document below. These suggestions have also been communicated to the new manager/DPS of the premises, Roberta Smart, on the 18th June 2012, along with a reminder that karaoke is not authorised by the current premises licence. A copy of this letter is attached.

Taking into account the proximity of the venue to residential properties, the poor insulation of the building and the lack of control applied to the use of the outside areas of the property it is my opinion that the current premises licence is entirely inappropriate for this venue, and without radical change is always highly likely to impact very poorly on the licensing objectives, particularly regarding crime and disorder and public nuisance.

In order to bring the licence back to a more sensible footing I would suggest that the Licensing Sub-committee consider the following suggestions as permanent alterations to the premises licence.

1. Opening hours brought back to 0030 hours every day.
2. Sale of alcohol to finish at 0000 hours every day.
3. Provision of late night refreshment to finish at 0030 hours every day.
4. Recorded music to finish at 2300 hours.
5. Appropriate conditions applied to reflect the operating policies in the attached documentation that have already been communicated to the licensee.

Tony Shearman
Environmental Protection Officer

Marlborough Arms – Complaints History

Date	Time	Nature of Complaint
30/6/08	22:00-23:20	Music, shouting and swearing
3/7/08	22:45-23:30	Music, doors open and general noise
8/7/08	02:15-02:30	Loud shouting and banging of door
10/7/08	22:45-23:25	Loud music, general noise and shouting, swearing, doors open
11/7/08	00:10-00:30	Shouting and swearing outside.
12/7/08	01:20-01:35	Loud shouting, swearing, group of people standing outside
12/7/08	03:10-03:25	Group of people waiting outside pub – loud noise and yelling
18/7/08	22:25	Loud music and yelling from pub
25-26/7/08	22:30-04:30	Music in pub, people inside/outside making noise, shouting etc. Kept all awake
13/6/09	Until 00:30	Loud music playing, doors and windows open.
13/6/09	Until 03:00	Regular weekend problem. Lots of shouting, swearing and boisterous behaviour in garden
14/6/09	12:00-16:00	Loud drum and bass
1/8/09	03:50	Shouting and swearing, informant woken up. Increasing over last couple of weeks.
8/8/09	22:05	Loud music, karaoke, doors open.
09/8/09	Until 0600	Loud music and noisy customers until 05:00 hours, fracas outside at 06:00 with shouting and smashing of pots/glasses and a window.
14/8/09	01:00-03:30	Uncontrollable laughter, smashing glass, foul language.
15-16/8/09	23:30-02:00	Disco evening, loud singing, clowning about.
23/8/09	21:50	Door wide open, people shouting and swearing.
4/9/09	00:30-01:15	Laughter/loud jeering
10-11/9/09	20:30-01:00	Laughter and shouting
18-19/9/09	20:00-00:45	Unpleasant mentality, laughing, jeering, screeching voices.
26/2/10		People talking loudly and smoking outside pub.
28-29/2/10	20:00-01:30	Karaoke night, noise abated around midnight. People messing about on microphone until 01:30
3-4/4/10	20:00-00:00-03:30	Rock band. Woken up at 03:30 by loud jeering, only had 3 hours sleep.
21/5/10	23:15	Loud music, lots of shouting, doors open since 20:00.
23/5/10	22:41	People outside singing, shouting from inside, windows open.

6/6/2010	02:55	People gone back inside pub and now singing along to exceptionally loud music.
12/6/10	23:20	Loud music, shouting and unruly behaviour commenced about 1800. All external doors open allowing noise pollution ongoing at 23:20.
13/6/10	05:30	Singing now emerging from premises, ongoing from above, no sleep possible all night.
23/6/10	19:08	Large group of men using foul language in and around the Marlborough Arms. Caller has had to close windows despite the nice weather.
27/6/10	2330	Pub very noisy 18:30-22:30 then became quieter. Just after 2300 lots of people outside shouting and being a nuisance.
3/7/10	2050	Large group of men inside and outside the open doors shouting and causing a disturbance.
8/8/10	18:45	Group of people in doorway area, been getting louder throughout afternoon, very unpleasant language, caller has ad to close their windows,
8/8/10	21:45	Group of people in pub doorway. Shouting swearing, getting louder and more vulgar. Caller has had to close their windows.
9/8/10	21:10	Group of men outside pub in smoking area, yelling, swearing, very loud, drinking started at 15:00 hours today
9/8/10	22:47	Loud shouting, swearing, very foul language, pub doors wide open.
5/9/10	22:23	Very loud music
12/9/10	18:05	Live music, doors open
9/10/10	23:09	People outside making noise.
23/10/10	23:55	Loud live music since 20:00, still going on and upwards of 15 people outside shouting and swearing.
5/3/11	23:15	Live music since 2030, very loud and a regular thing.
10/4/11	22:02	Noise music, shouting, swearing.
20/4/11	23:00	Doors are wide open, people outside are being noisy and it has generally been very noisy all night.
24/4/11	19:45	Very loud music and shouting since 15:00 hours
24/4/11	23:05	Loud music, singing and shouting. Very loud even with doors closed. Gets louder every time someone comes out the back.
4/5/2011	21:36	Shouting from customers outside in doorway.
8/5/11	17:20	High level of vocal noise and incessant bad language, irritating for caller sitting out in his garden.
29/5/11	19:03	Loud noise, music and shouting.
2/6/11	22:40	Loud music and loud vulgar language.
11/6/11	22:20	Loud music.
2/10/11	21:20	LOUD NOISE FROM THE PUB, 3RD NIGHT IN A ROW NOW, SOUNDS OF SINGING, SHOUTING, SWEARING, GENERAL ROWDINESS
23/10/11		excessive noise from the Marlborough pub that can be heard in my living room above the tv! this happens

		every week and Im fed up with it
23/10/11	20:48	Loud music, drumming? Bad karaoke, doors open all the time.
23/10/11	22:03	Loud music, singing, doors wide open, really loud.
19/11/2011	23:55	Very loud music since 21:00 and still going on, people coming in and out and causing problems in street. Cars damaged and alarms activated
4/6/12	17:30-23:20	Loud music and microphone (karaoke?). Caller has had to shut windows, bad language from customers.



Marlborough Arms

Meeting with joint premises licence holder John Linford, 10am 21st June 2010
to discuss ongoing complaints relating to music noise and noise from people
outside the premises

Suggested operating policy to minimise complaints

1. Customers to be prevented from drinking outside after 2230 hours
2. Tables and chairs to be removed from any outside area in use after 2230 hours
3. Reduced outside area available to customers after 2230 hours
4. All windows and doors closed after 2230 hours
5. All windows and doors closed whenever regulated entertainment is provided

THIS IS A COPY OF THE DOCUMENT HANDLED TO JOHN
LINFORD AT THE ABOVE MEETING. HE VERBALLY AGREED
TO TRY THE ABOVE POLICIES

W
TOMMY SHEARMAN.



The Marlborough Arms
43 Spencer Street
Norwich
Norfolk
NR3 4PB

FAO Roberta Smart

Citywide Services
Public Protection (Environment)
Norwich City Council
City Hall
Norwich
NR2 1NH

18TH JUNE.
Tuesday, 04 September 2012

Your reference:

Our reference: EH08/35166

EH12/17184

Dear Mrs Smart

Marlborough Arms, 43 Spencer St – Noise Issues

Further to our telephone conversation on Friday please find below confirmation of some of the points discussed.

I can confirm that an abatement notice, served under the Environmental Protection Act 1990, is in force at the premises. This notice has been in place since August 2008 and requires abatement of noise in the form of amplified music. Should music be played at a level that is deemed a statutory nuisance under the act, this may constitute an offence. Any person found guilty of an offence under section 80(4) of the Environmental Protection Act 1990 and on summary conviction will be liable to a fine not exceeding £20,000.

We have recently received a complaint relating to Karaoke taking place at the venue. The premises licence, issued under the Licensing Act 2003, does not authorise karaoke and therefore this activity would be in contravention of the authorisation and an offence under section 136 of the Licensing Act 2003. A person guilty of an offence under this section is liable on summary conviction to imprisonment for a term not exceeding 6 months or to a fine not exceeding £20,000, or to both.

Should the premises licence holder wish for the premises licence to cover karaoke, then a variation would need to be sought to include the licensable activity of 'provision of facilities for making music'. Alternatively Temporary Event Notices may be used to authorise activities not covered by the premises licence.

In order to address some of the previous complaints attributed to the premises, myself and the Police met with the premises licence holder, Mr Linford, in June 2010.

During this meeting I explained that in my opinion, the current premises licence was not restrictive enough considering the position of the venue and the hours that it were able to operate. I suggested to him that he should consider adopting the following operating policies, which if there were a review of the licence, I would insist on as minimum, along with a reduction of hours. As you are now the DPS at the premises I would urge you to also consider adopting them.

Suggested operating policy to minimise complaints

1. Customers to be prevented from drinking outside after 2230 hours
2. Tables and chairs to be removed from any outside area in use after 2230 hours
3. Reduced outside area available to customers after 2230 hours
4. All windows and doors closed after 2230 hours
5. All windows and doors closed whenever regulated entertainment is provided

I hope that this goes some way to explaining the situation at the premises but if you have any queries please feel free to contact me.

Yours sincerely

Tony Shearman
Environmental Protection Officer
Tel: 01603 2122178
Email: anthonysshearman@norwich.gov.uk

APPENDIX
E

**Norwich City Council Licensing Authority
Licensing Act 2003**

**Statement of support or objection to
an application for a premises licence**

Your name/organisation name/name of body you represent (see note 1)	Caroline Taylor
Postal address	48 Spencer Street norwich nr3 4pb
Email address	
Contact telephone number	

Name of the premises you wish to support or object to	
Address of the premises you wish to support or object to.	43 Marborough Arms NoriwcH NR3 4PB

Your support or objection must relate to one of the four Licensing Objectives (see note 2)

Licensing Objective	<i>Please set out your support or objections below. Please use separate sheets if necessary</i>
To prevent crime and disorder	I have lived at the above address for a year and consider the pub a friendly locals pub so do not believe the pub or its opening hours affect crime or disorder. I have been to the pub a few times and noticed several notes up asking to respect the neighbors and keep noise to a minimum when leaving the premises. I have also been in with a friend who smokes and after a certain time they ask all smokers to move the the back of the premises to keep any noise at a minimum.
Public safety	As a young female, i actually feel safer knowing people are about when im walking around the area. I do not see the pub as a threat to my safety, quite the opposite.
To prevent public nuisance	i live directly opposite the pub and always sleep with my window open and have not had any difficulties sleeping so don't see how the pub could be of a nuisance. Occasionally on a weekend they may have a band play but the noise level goes down after a certain time so this does not cause me any difficulties sleeping.
To protect children from harm	No comment - cannot see how the premises would be of harm to children, its more of a locals pub than a family one but then i also don't see many children around surrounding streets.
Please suggest any conditions which would alleviate your concerns.	The one issue i sometimes have are from groups of people walking back from the city at very early hours. I know they haven't come from the pub because i have been woken a few times by noise and the pub has been closed. I would suggest that perhaps alot of nuisance people may be experiencing is down to this. It was only the other week that i saw some lad putting everyone's window wipers up, no damage was caused but this behavior is not as a result of a pub, in fact had the pub been open, the chance is the lad wouldn't have dared do it.

Signed:

ctaylor

Date: 03/09/12

Norwich City Council Licensing Authority
Licensing Act 2003

22 OCT 2012

Statement of support or objection to
an application for Review of a premises licence

Your name/organisation name/name of body you represent (see note 1)	MRS D. Watkinson
Postal address	44 Spencer Street Norwich Norfolk NR3 4PB.
Email address	
Contact telephone number	
Name of the premises	
Address of the premises	

Your support or objection must relate to one of the four Licensing Objectives (see note 2)

Licensing Objective	Please set out your support or objections below. Please use separate sheets if necessary
To prevent crime and disorder	I object to the Marlborough Arms P.H. Spencer Street, staying open till 5 am. This is a residential area, terrace houses,
Public safety	it would encourage people who have probably had enough to drink elsewhere, to come & drink there and be noisy and cause trouble. I was woken 2 am one
To prevent public nuisance	Sunday morning, by noise, someone was at my front door, saying "they are running after me", I phoned the police, they came, and found a very drunk young man, lying in my front
To protect children from harm	Garden. So don't want a repeat of that. It is quiet now when the pub closes, people leave. So that's an improvement. As before they would stay outside talking 2

Please suggest any conditions which would alleviate your concerns. The Marlborough Arms P.H. To close earlier	laughing till about 2 am. So, as we said on this form, I shall say NO to The Marlborough Arms P.H., being open till 5 A.M.
---	--

Signed:

Date: 17.10.12.

Please see notes on reverse



From: Mary and Dick Taylor |

Sent: 25 October 2012 19:53

To: Licensing

Subject: Re: Marlborough Arms, 43 Spencer Street Norwich NR3 4PB Application for review of licence

I am responding to your letter of 4th October 2012, regarding the license review for the above public house in order to make a statement of support to the application.

I am setting out my statement in the format of the form enclosed with your letter as follows:

Our names: Mr & Mrs D Taylor

Postal address: 42 Spencer Street, Norwich NR3 4PA

Email address:

Contact tele:

Name of premises: The Marlborough Arms, Public house

Address of the premises: 43 Spencer Street, Norwich NR3 4PB

Our support relates to all four of the Licencing Objectives in the following ways:

To prevent crime and disorder: there have been incidents involving patrons, clearly over the limit of alcohol they can legally consume, continuing to drive cars. There have also been fights amongst pub customers in the street, and incidents wherein men exiting the premises have urinated against garden fencing. Drunken patrons have fallen into residents' front gardens causing damage and nuisance.

With regard to public safety, the drunken driving as previously listed is an issue to consider, as is the threatening behaviour demonstrated by some groups leaving the pub late at night. There has been broken glass left in the road after breakages, which is not cleared away.

Public nuisance has been caused by loud music, singing, shouting and general anti social behaviour from inside and outside the pub, particularly in warmer weather, when local residents wish to spend time in their gardens, or have their windows open.

Protecting children from harm: there is a very high level of foul language used by the pub patrons who often stand outside during the day and evening, as well as incidents involving racist and sexist remarks and offensive behaviour. Children have been disturbed from their sleep by lengthy evenings of loud amplified music and/or karaoke evenings which have gone on until the early hours of the morning

All of the above occurrences have been witnessed by ourselves and/or our neighbours. The frequency of incidents is obviously much higher during the summer months, but is by no means limited to that period. At this time, with the license presently held by the Marlborough Arms, lives of local residents are being adversely effected to such a degree that we are unable to enjoy our gardens in the summer because of noise and disturbance during weekends and in the evenings, and we cannot have our windows open for the same reasons. One of our elderly neighbours does not go out into her front garden once the pub is open because it upsets her so. Also, the value of our properties is effected by the proximity of the pub, and residents have been unable to sell because potential buyers have been put off by the antisocial behaviour exhibited outside it.

Regarding conditions which would alleviate our concerns, we strongly feel that the Marlborough Arms, situated as it is in a purely residential area, should not be granted 24 hour licensing, and that the hours should be restricted to the 11.00 - 23.00 period. We also believe that the music license should be withdrawn, and that the sale of alcohol be limited to the opening hours. Attitudes of management and staff should reflect a level of respect for local residents, and patrons should be encouraged to act accordingly, with no alcohol consumed outside after 23.00, patrons to leave quietly, and a dedicated smoking zone to be used, which would avoid the main door of the pub constantly opening and closing during the evening, allowing the noise to burst out.

We hope we have set out our comments of support to the application for a review of the premises license as strongly as we can. This last summer was possibly the worst yet, in the seven years we have lived here, and the quality of so many lives of those in the vicinity of the Marlborough Arms is affected so badly.

We shall attend any relevant meetings with reference to this matter, and will wait to hear from you.

Mary and Dick Taylor

No virus found in this message.

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Version: 2013.0.2742 / Virus Database: 2617/5853 - Release Date: 10/25/12

Norwich City Council Licensing Authority
Licensing Act 2003

Statement of support or objection to
an application for Review of a premises licence

RECEIVED
- 6 SEP 2012
LICENSING OFFICE

Your name/organisation name/name of body you represent (see note 1)	Sarah Wide
Postal address	53 Marlborough Road Norwich, NR3 4PL.
Email address	
Contact telephone number	
Name of the premises	The Marlborough Arms
Address of the premises	43 Spencer Street, Norwich

Your support or objection must relate to one of the four Licensing Objectives (see note 2)

Licensing Objective	Please set out your support or objections below. Please use separate sheets if necessary
To prevent crime and disorder	I was the first resident to make an official complaint to Environmental Health about nuisance behaviour from the Marlborough Arms. People felt I was encroaching on their enjoyment + my door was kicked up with brute force by an anonymous member of the public on 2 separate occasions - 30th OCT 2010, 31st Dec 2010. I am no longer safe at home. I have experienced intimidation in the street from somebody who is harbouring a grudge towards me - it was a terrifying experience for a lone woman to be totally unprotected at night.
Public safety is of paramount importance to those residents who are vulnerable to attack - eg - the lone woman who is chronically sick with anxiety + depression - me!	
To prevent public nuisance	The proprietor of a public house should undertake measures to ensure that residents who live within close proximity of this establishment can go to bed at a reasonable hour without being subjected to a barrage of abuse + foul language every hour of the morning.
To protect children from harm	children should be shielded from vice + debauchery which comes about by those intoxicated by liquor!

Please suggest any conditions which would alleviate your concerns.	The Marlborough Arms has done little to comply to the terms + conditions laid down by Environmental Health. They were asked to put up notices requesting quiet from 11pm onwards + windows after midnight. Ensure quiet from outdoor smoking area. They have not complied - they are not following the line.
Signed	Date: 10th August, 2012

Please see notes on reverse

Dear Mr Sheeter I apologize for the delay in returning the required documentation regarding the review of licensing of Marlborough Arms, but I have had to nurse my mother in Gorleston-on-Sea after she sustained an injury falling down stairs. S.Wide. 66/09/12



09 OCT 2000

Post Room

RECORD MADE BY* Ms Sarah Wide
ADDRESS* 53 Marlborough Road
Norwich
NR3 4PL

PREMISES TO WHICH COMPLAINT REL/

Complaint Reference No: EH09/20256

This contemporaneous record signed by me is true to the best of my knowledge and belief and I make it knowing that if it is tendered in evidence I shall be liable to prosecution if I have willfully stated in it anything which I know to be false or do not believe to be true.

Signed _____

Dated 28/10/09

DATE	TIME FROM TO	DESCRIPTION OF NOISE AND ITS EFFECTS
4/09/09	1 am - 3.30 am	woken up by uncontrollable laughter, smacking of glass - foul language - sleep deprivation - i.e.
5/09/09	11.25 pm - 2 am	late evening - music played - loud singing, downing about
6/09/09	12.30 - 1.15 pm	woken up by laughter / loud jeering / got back to sleep
7/09/09	8.30 - 1 am	prevented from going to bed due to loud laughter shouting
8/09/09	8 pm - 12.45	noisy night with incessant music to cry laughing, jeering, women's voices & shouting
28/02/10	8 pm - 1.30 am	karaoke night - no, celebrated around midnight
03/04/10	8 pm - 3.30 am	party at club on microphones until 1.30 am
01/05/10	7.45 - 1.30 am	loud music, rock band was playing in hall
03/06/10	6 pm - 1.30 am	loud music, rock band was playing in hall

*Please amend if incorrect

2. I am unable to extend my sleep in the morning because my next door neighbours get up early to go to farm.

Page 3 of 4 Please return completed log to Norwich City Council, City Hall, St Peters Street
Norwich NR2 1NH

* Effects - on many occasions my weekends have been ruined due to noise disturbance from Marlborough Arms. I experience headache/exhaustion/aching limbs/fur-like symptoms as a result of sleep deprivation. my doctor is very concerned about my emotional & physical state of health. my blood pressure is too high. After an unsettled night's sleep, like an effort to drag myself out of bed - the whole day is endured with a feeling of sluggishness and lethargy.

www.norwich.gov.uk

Revised Log sheet

Recorded By: Ms Sarah Wide

53 Marlborough Road

Norwich. NR3 4PL.

Premises to which complaint relates - 43 Spencer Street Norwich.

<u>Date</u>	<u>Time</u> <u>From</u>	<u>To</u>	<u>Description of noise & its effects</u>
14/08/09	1am - 3.30am	-	woken up by uncontrollable laughter, smashing of glass - foul language - sleep deprivation - feel ill - satiated all day Disco evening - music finally abated -
2009 15/08/09	11.30 - 2am	-	loud singing / clowning about.
04/09/09	12.30 - 1.15am	-	woken up by laughter / loud jeering - took many hours to get back to sleep.
10/09/09	9.30pm - 1am	-	Prevented from going to bed due to usual laughter + shouting + patrons
18/09/09	8pm - 12.45	-	Noisy night with peasant mentality; laughing / jeering / woman's voice screaming
2010 28/02/10	8pm - 1.30am	-	Karaoke night - noise abated around midnight - people merrily around on microphones until 1.30am -
03/04/10	8pm - 3.30am	-	Easter Sunday - rock band who woken up in a deep sleep by loud jeering in smoking area.
21/05/10	7.45 - 1.30am	-	Large throng of people laughing outside main door interspersed with music - could not go to bed.
07/06/10	6pm - 1.30am	-	great mass of people assembled outside - pub v. noisy; foul language / swearing in backyard Slept 2am - 6pm - a fragmented 4 hours sleep.

Effects - on many occasions my weekends have been ruined due to noise disturbance from Marlborough Arms. I experience headaches / exhaustion / aching limbs / flu-like symptoms as a result of sleep deprivation. My doctor is v. concerned about my emotional & physical state my blood pressure is too high - a physical response to stressful environment.

I suffer from long-term and enduring mental health problems. My medical condition is exacerbated by patrons of a public house who have not been nurtured in the correct way to behave in a residential area. This pub attracts the thuggish element - it seems like the whole neighbourhood is transformed into a seething,

Criminal underworld with people who are unable to conduct themselves in a civilized manner due to the intoxication of liquor. The landlord adopts a cavalier attitude to the situation and is unresponsive to any phone calls I have made about addressing noise disturbance. I have been worn ragged over the years by the continual barrage of people partying into the small hours of the morning.

I mentioned that I was subjected to an outburst of aggression at 1am in Oct/Dec 2010. My front door was kicked in with brute force by an anonymous member of the public - I believe this foul deed was attributed to the Marlborough Arms -

What a despicable act, terrorizing a defenceless woman - My door was covered in boot prints - I was frozen with fear, I phoned the police, but there were no witnesses. I was so frightened that I left my lights on all night &

I consider it to be inappropriate for a public house to have 24 licensing in a residential area. It continues to be an intolerable situation. This pub should have its license revoked, not reviewed. I think that I speak for the silent majority.

Norwich City Council Licensing Authority
Licensing Act 2003

24 AUG 2012

Statement of support or objection to
an application for Review of a premises licence



Your name/organisation name/name of body you represent (see note 1)	I WITTRICK
Postal address	61 SPENCER ST
Email address	NIC
Contact telephone number	NIC
Name of the premises	MARLBOROUGH
Address of the premises	43 SPENCER ST.

Your support or objection must relate to one of the four Licensing Objectives (see note 2)

Licensing Objective	Please set out your support or objections below. Please use separate sheets if necessary
To prevent crime and disorder	
Public safety	
To prevent public nuisance	NOISE OUTSIDE PUB
To protect children from harm	WHEN USE OF ABUSIVE LANGUAGE WHEN FOOTBALL

Please suggest any conditions which would alleviate your concerns.	HOURS NEED REVIEWING 24 hours
--	----------------------------------

Signed: ,

Date: 22

Please see notes on reverse

Norwich City Council Licensing Authority
Licensing Act 2003

RECEIVED
4 SEP 2012
LICENSING OFFICE

Statement of support or objection to
an application for Review of a premises licence

Your name/organisation name/name of body you represent (see note 1)	John White
Postal address	82 Marlborough Road NR3 4PJ
Email address	com.
Contact telephone number	

Name of the premises	Marlborough Arms
Address of the premises	43 Spencer Street

Your support or objection must relate to one of the four Licensing Objectives (see note 2)

Licensing Objective	Please set out your support or objections below. Please use separate sheets if necessary
To prevent crime and disorder	- Patrons drink/driving after consuming alcohol. - urinating in alleyways
Public safety	Irregular parking by patrons, often on or across pavement. This causes pedestrians to divert onto road.
To prevent public nuisance	loud noise during late hours Doors left open allowing noise to filter outside Drunken patrons spilling onto street - noisy
To protect children from harm	Foul and abusive language from patrons - not directed at passers-by, but audible. Parking as above.

Please suggest any conditions which would alleviate your concerns.	1) no patrons out front after 9pm - remove tables etc 2) Signs on exterior - advising patrons to be quiet / consider neighbours. 3) Advise Police of drink/drive issue.
--	---

Signed:

Date: 01/09/12

Please see notes on reverse





Norwich City Council Licensing Authority
Licensing Act 2003



**Statement of support or objection to
an application for Review of a premises licence**

Your name/organisation name/name of body you represent (see note 1)	Stefanie Zegowitz
Postal address	72 Marlborough Rd Norwich, NR3 4PH
Email address	
Contact telephone number	

Name of the premises	Marlborough Arms PH
Address of the premises	43 Spencer Street Norwich, NR3 4PB

Your support or objection must relate to one of the four Licensing Objectives (see note 2)

Licensing Objective	Please set out your support or objections below. Please use separate sheets if necessary
To prevent crime and disorder	
Public safety	
To prevent public nuisance	I was woken up several times on the weekend in the middle of the night because of drunk customers leaving the premises and being very loud and noisy and shouting
To protect children from harm	
Please suggest any conditions which would alleviate your concerns.	shorter opening hours (until 10pm during the week, until 12pm midnight on the weekends)

Signed:

Date: 19/08/12

Please see notes on reverse