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B97 4RL

09th December 2018

Dear Sir/Madam,

Regarding the changes to the Licence conditions at The Queens Head Public House, Bromsgrove rd. Redditch, I would be very much against this. I have lived at this address since 2003 and on numerous occasions have had to go and ask for the music to be turned down. My flat overlooks the car park and the garden to this public house, my bedroom looks on to the back of the pub and garden, my living room and kitchen both look out on to the car park. There have been times where I have not be able to sleep due to the music being to loud or trouble between young people drinking too much or people calling into the pub after drinking in the town. Also from both my kitchen and living room windows I can see what goes on in the car park, I have seen young people passing substances among themselves and also fights have broken out now and again.

This is very disturbing news to hear that there may be changes to the licence held by The Queens Head Public House. Please, I would be very grateful if you would take all this in to consideration and of course all the residents around this public house.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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**From:**  
**Sent:** 10 December 2018 16:46  
**To:** WRS Enquiries  
**Subject:** Licence for Queens Head Pub, Bromsgrove Rd, Redditch  
**Categories:** Tahsin dealing, Licensing

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Dear Sirs or Madame

They want to sell Alcohol until 23-30pm and originally regulated entertainment that has now been changed to recorded music.

We live next door to the Pub at \_\_\_\_\_ is a block of flats closer to the pub than us and a house much closer than

us, they are about 4Mts from the windows of the pub. that is \_\_\_\_\_ or other houses in Coppice Close we have all suffered in the past with amplified music and people on a mike who think they can sing.

until 1-00 and 2-00am in the morning, starting around 10-30pm with customers coming out into the garden and car park to be able to

smoke and with the amplified music at full blast they sang and screamed the noise was horrendous, as the evening went on the

language became, for the want of a better word flowery.. Fights often started, Paramedics were sent for a few times. When them outside wanted to relieve themselves they just came up to the dividing wall and did it both male and female. Once when I went in to see the landlord on a Saturday morning to ask if it could be turned down a bit, it was announced on the mike I had complained. That night

I had a stone put through my garage window. I haven't bothered to complain since to the pub.

All this was reported and complained about to Police, Licensing Dept. Redditch, Councillors and anyone that would listen.

When you consider this application we would like to know will you take into account the fact that they have applied for planning

permission to extend the premises to double the floor space. This could double the customer numbers adding to an increase of noise

level. To make it worse for us and the flats the extension will be 11.5meters nearer and more windows with wide opening patio doors.

All of us have become very afraid to make any Direct complaints because those of us that have complained have had it put to the

customers via the DJ with his mike saying who had complained. I know a lot of this you will not take in to account but it lets you know

that all the 88yr olds and lots of young couples with young children are fearful that we might be going back to all this all over again with the knowledge that now they all seem to be carrying knives.

At this time out of the 8 Houses in Coppice close 3 Have children under 5yrs and one has children over 5yrs that's 50% of the houses

very close to this pub.

Will this license mean that the pub will close at 23-30

Car parking will be a nightmare. they will only have car parking for 16 cars. With the planed extension and the expected number of

customers, the the number of staff needed to run it, including the extended Kitchen staff will use up half. Where will all the customers

be parking? Bromsgrove Rd, Vicaridge Rd, Lowins Hill View WHAT A NUISANCE.

We will be expecting them to be abiding by the restrictions on the last owners ie

CCTV outside and inside,

Be a member of Pub Watch Scheme.

Keep an up dated Incidence Book

Will the staff be given full training dealing with Drugs and Drunkeness

Will there be Take away food, if so is there a last order time this would of course be a huge rubbish and unhygienic problem. with all the litter.

Will there be a time for Last entry.

The notice in the pub window was to high for me to read, I have bifocals, I had to ask other people to read it for me

I hope these points will all be considered when you decide on this application

Please listen to the residents young and old we have to live here

Thank you

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**From:**  
**Sent:** 09 December 2018 21:20  
**To:** WRS Enquiries  
**Subject:** "Objection" The Queens Head Public House, Bromsgrove Road B97 4RL

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09th December 2018

Dear sirs,

It has come to my attention that application's for a premises licence for the sale of alcohol/entertainment, make Internal alterations and substantial extension within the boundaries of the aforesaid.

Would it be possible for an extension to this application as a lot of residents were unaware of this application for a license and expiry date.

Firstly:- The Queens Head Public House has a prolific record of drunken anti-social behaviour over recent years.

The establishment is plighted with drug use and there is nothing in place to protect residents in the immediate area.

The pubs/clubs in the town centre have CCTV on the streets, pedestrian areas, and a notable police presence to deter any violence or anti-social behaviour that may occur, unlike the public house in question whereupon there is none.

Over the years, we as residents have noticed fuelled up drunken youths enter the "Queens Head" after closing time of the town centre pubs and clubs only to cause mayhem, a free for all!

Removal of curtain Conditions was submitted by the predecessor "Westbourne Leisure" and a meeting with many residents with complaints/concerns took place at Redditch Council Chamber.

The outcome was certain measures had to be addressed, NONE OF WHICH WERE adhered to.

Date of meeting:- 22nd October 2012 @ 7pm.

The residents were issued with a Public Document Pack.

The Queens Head Public House Bromsgrove Road B97 4RL in question is positioned in the middle of a residential housing development the closest house being only approximately "3 meters" away, my property is aprox "6 meters" away and others back on to the Queens head grounds.

It is believed that it will also be a "Curry Restaurant" to which the extraction of food fumes/gases will be emitted into the atmosphere and will be unsociable in itself within the community all day everyday.

This sort of environment constitutes an ignorance of environmental issues. I would also like to point out there are countless curry establishments within a 2 mile radius.

Nuisance can be perceived as an offence to the senses, which can cause distress, discomfort and inconvenience.

Prior to 2010 the above public house was owned by Enterprise Inns and we "Never experienced" problems, it was a quiet pub whereupon locals could meet and chat, the licensee adhered to all the operating conditions thus not causing concern to neighbours. However since 2010 when It was taken over all that changed and it became a Nightmare.

During 2010/11 onwards until it was sold in 2018 there were WEEKLY drink promotions especially on Friday and Saturday nights where Carling was advertised at £2.00 a pint and BUY ONE GET ONE FREE that equates to 10 pints for £10.00, twice nightly at 2100 hours and Midnight thus contravening the present last door entry of 11:30pm. This was advertised on "A" boards positioned on the public foot path as well as notice boards on the building resulting in an influx of the wrong calibre of people entering the area. We as residents experienced fights in the street, extreme shouting, foul language, yobs urinating in residents gardens, drinking out of pint glasses in the streets/roads, cars wheel spinning of the car park and taxis sounding their horns in the early hours of the morning, we have also seen a lot of drug taking such as "CANNABIS" as I have previously worked in a night club I know the smell.

The following day I would have to go out and try to clean up the carnage that was left, Broken Glasses on the road and pavement, Litter from the town centre fast food outlets that was purchased as they left the the pubs/clubs upon closing time and descended to the queens head. The council were called out on occasions to clear up broken glass to save injury to pedestrians.

I have personally experienced a bottle thrown at my front window which was thrown with such force it has damaged the UVPC window frame "still damaged", my outside lamp broken, and fence kicked in. I've also had drunken people climb over my fence, urinate on neighbouring gardens and experienced bottles and glasses smashed on my drive.

During 2011, I personally had to temporarily move out of my own house because of these problems, I was constantly finding myself discreetly watching from the front window waiting for something to happen, I was "Totally Unable to sleep" Frightened and at times and have witnessed the police attend incidents. You may ask why as residents we did not report some of the incidents it's very simple "WE ARE FRIGHTENED" of repercussions personal or property, IS THIS A WAY TO LIVE... Even now elderly home owners, widows or widowers are too AFRAID to come forward to speak out.

I am certainly not in favour of the noise levels being raised during "Evening Hours". The noise can still be heard at the back of my house and that is clearly NOT acceptable. There is No or very little ventilation in the aforesaid building so windows are opened and the front door is always left open in the evening/night. I've experienced laser and strobe lighting emitting from the public house into my own bedroom keeping me awake.

The Queens Head Public House is not a suitable building to host such events as "Loud Recorded Music" or even Live Music, as it has No Sound Insulation or Double Glazing to absorb the sound.

The aforementioned public house is NOT a suitable location to be extended to such a degree that it is out of proportion with it's own parking facility's, there is only 18 vehicle spaces thus meaning patrons will park on the main road causing horrendous traffic congestion on this extremely busy road and/or even block residents driveways.

Taxi's will be another problem dropping off and picking up causing disruption and noise, banging of car doors and honking of horns to alert prospective passengers of there arrival.

My objections to the internal alterations/extension and licensing are:-

Crime and disorder.

The internal alterations is too knock the wall down through in to the lean-to and also into the former large

garage area thus enabling a 100% floor space increase or more to effectually make a Night Club.

The large extension allowing even more people in the establishment resulting in a greater amount of noise, whilst there and leaving.

The Queens Head Public House at present is a small local pub and by allowing the licensing and conversions as per plans will cause major concerns, alternately they are going to take advantage of the town centre Pub/Club closing times which actually have a earlier closing time than the Queens Head at present in order to maximise the potential of customers so thus can PROFIT at the residents expense and distress living within the immediate vicinity.

People need there sleep to be able to work/function the next day and do NOT deserve to be kept awake all night.

We as residents believe that it will allow a RECURRENCE WORSE than 2010/11 onwards.

The thought of consenting the licence without a public/residents meeting is "LUDICROUS"

Allowing drunken individuals to enter a pub in a Residential area to cause ANTI-SOCIAL behaviour and or damage is not acceptable.

Unlike the town centre there is NO street CCTV or police presence to discourage bad behaviour and when something happens we have to wait for the police to arrive, by which time the perpetrators have long gone and as residents we are left to pick up the pieces, No human should have to put with this.

#### Public Safety.

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As members of the public we would fear for are safety if damage to our property was imminent and we approached the person or persons.

We would be afraid to go out or if we came home late for fear of attack from groups of drunken youths or individuals.

#### Public Nuisance.

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We believe the noise emitting from the establishment would be vast, loud music, shouting from persons outside and fights, glass smashing, taxi's pulling up outside sounding of horns to collect people, extortionate amount of litter from fast food outlets thrown around in the street in essence a total environmental health hazard.

Nuisance impacts on people's/residents enjoyment of their environment.

#### Protection of Children from harm.

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There are family's with children within close proximity of this public house and is not right to subject them to such incidents that happened during 2010/11 onwards, to allow children too witness fights, swearing, and disturbing there sleep patterns will have a devastating impact on there development.

#### Sleep deprivation.

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The right to sleep is a fundamental human right, by being disturbed by the above listed, would violate a Supreme Court order.

A citizen has the right to sound sleep because it is fundamental to life.

"Sleep is essential for a Human Being to maintain the delicate balance of health necessary for its very existence and survival. Sleep is therefore,a fundamental and basic requirement without which, the existence of life would be in peril."

There is working people who live within very close proximity of this establishment, one in particular is a

HGV lorry driver who requires his sleep for obvious reasons another who has to get up at 04:00am to start work on early shifts.

West Mercia Constabulary supports the national community safety plan, in particular providing a citizen focused service to the public in partnership with others to deliver safer communities.

West Mercia Constabulary is committed to reducing and detecting crime, it is also committed to providing a quality service which inspires public confidence.

Force policy in accordance with the Human Rights Act 1998 {amendment} act 2000.

It is my belief that if this license is permitted residents living adjacent and within close proximity of the Public House in question the police will fail or fall well short of the above policy and be putting people's health, welfare, property and Human Rights at risk.

These conditions are put in place to help protect the neighbouring community/residents and there family's from experiencing problems.

I would like it known that since the predecessor took over the Queens Head Bromsgrove Road, Redditch they have failed there Licensing Objectives B,C,D,E, on all counts, even present day we as residents see Taxi's dropping of customers to Enter the public house after midnight on Fridays and Saturday's, it makes a mockery of the present conditions to which is quite clearly outlined.

It appears that whoever runs this establishment do not care nor have any respect for those residents who have to put up with this disruption as long as they make profit at what expense.

A catalog of complaints have been logged since 2011 to the council and police.

Finally as residents and home owners, I believe i speak for all concerned, this problematic issue that is ongoing. The owners and staff who run the establishment can go home after they finish and get there sleep, WE CANNOT we have to work with no sleep.

I would like to add, and all residents in the vicinity will agree, it has been so quiet since "The Queens Head Public House" has been shut, and No anti-social behaviour has taken place.

Please acknowledge receipt of this email.

Thank you and Regards

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Sent from my iPhone.

Sent from my iPhone