



Licensing Team  
PO Box 15  
Coventry City Council  
Earl Street  
Coventry  
CV1 5RR

**RE: PILOT PUB – REVIEW OF LICENSE**

Dear Sir/Madam,

Please accept this letter as my representation regarding the above matter.

**Evidence:**

- Please note that I have been making regular complaint since April 2022 and council have visited the premises at many occasions to collect the evidence and in 3 instance officers came inside the house (front bedroom) to access the level of noise we are currently facing, I hope you will review all of the reports that has been submitted by the visited officers. (I understand that councils are busy on the nights and to get those evidence sometimes, I had to wait 1/2/3 hours for officers to visit the premises and therefore there has been some hard hours put in by my-self and council officers)
- I will also be sending you with various pictures and videos to support my points below, please put the volume level to loud as possible so that you can get feel of the level of noise we are regularly facing (please note that my videos are in small timing as I was unable to send big video size via email, I had to take short videos so I can send them via email). Please note that all of the videos and photos have been taken from inside the house, therefore the noise you are hearing are from inside the house.

**The issues we are currently facing:**

**1. Loud music (noise nuisance) from inside the pub:**

- Please note that the management is not using the 1<sup>st</sup> floor area, that area has been converted into flats and they now rent them out.
- The management is turning the downstairs pub into night club and getting the DJ to play music that is how noise nuisance is taking place (please see email 2 of 2 **appendix 1**, video I have taken to show you that the lights are off inside the pub, disco lights are on and DJ is playing music + **Appendix 2** picture taken to show how lights are on inside he pub on normal day).

- The same has been happening since March 2022, but I did not make any complaint at start, but as soon as it was happening regularly, I had to start to make complaint as the sound at night was unbearable.
- The pub is surrounded by residential properties and my house is [REDACTED] close to the premises, which means that when they play loud music it affects our sleep, mental health and safety, as all you can hear is loud music and people talking outside (who normally are drunk) (not only mine but few of the neighbors having same problems, but they are scared to raise their voice, as they think that the management may harm them if they found out who made the complaint).
- By having night club [REDACTED] yard away from the resident house can bring a lot of troubles with it, as follows (which is happening in this case):
  - i. Noise nuisance – which is currently taking place and council have collected evidence to prove this.
  - ii. Discomfort and quality of life – we can hear the music noise even when watching the TV, let alone when you try and sleep with peace and quiet, when you try and sleep it is like a torture to your mental health as the music will start around 9pm and will go on until 12am.
  - iii. Safety – please see attached **appendix 3**, where you will see one of the customers crossed the road and outside our house, now imagine if you getting out of your house at same time, you will feel scared and not safe, as anything can happen in split second. Not only that when people argue outside and you can hear them you do not feel safe inside your house, let alone outside.
  - iv. Crime – if this is continuing then we will not see crime happening again as it did back in 2010 when court had to close the premises.
  - v. Culture – Pub is fine, as local residents use to relax and respect the resident. However when you turn the same into nightclub, we do not know who is visiting the premises, what they drinking and having inside the pub and clearly when they are outside having cigarette they do not care about local residents and are very loud.
  - vi. Bad customer – as we are all aware that night clubs can only attract bad customers, which is also raise safety of local residents.
  - vii. The pub has been running for very long period of time and have made a lot of money, but they still have not installed double glazed windows. The doors do not help to reduce the noise.
  - viii. There are 100's of pub in the city, which are located within residential areas and they respectfully use the premises for pub activity only and not turning the same into night club, because they do not want to disrespect local

residents or have any effect on quality of their life, deal with crime or bring bad culture into area. However, this management will not care even 1% about the resident, all they care about is how can they use area to make money (financial gain).

## **2. Customers leaving after pub is closed from Burnaby Road door:**

- At midnight we have hardly any traffic and when you are in deep sleep, any noise can wake you up.
- They do not leave premises quietly, in fact they will continue to talk outside after the door is closed, as they wait for the taxis.
- We also regularly face taxi honk when they come to pick the customers up, let alone the door banging.
- Imagine you had rough week and need some quality sleep on either Friday or Saturday night and you somehow manage to sleep through loud music and noise from outside, but when customers leave and taxis that come to pick them up honk, you wake up and that it, your sleep is broken and now you are struggling to sleep as your brain is telling you that why is there no one out there who stop this torture.

## **3. Customers smoking by the Burnaby Road door:**

- Noise nuisance – Please see **appendix 4**, you will clearly hear the people smoking outside, again this will happen every other night and very loud when they turn pub into night club.
- Privacy - The pub door is right opposite our front windows downstairs and upstairs, which mean people smoking outside look at straight into our house (this is daily problem from the pub open 12pm to 12am at night), which mean:
  - i. We cannot open our blinds or curtain fully, as there will be people who will be looking into our houses all the time (**see appendix 5**)
  - ii. As we cannot open the blinds and curtain fully, we do not get enough sun light inside the house
  - iii. We been watched when we enter the house and when we leave the house
  - iv. When entering room upstairs during the day or night, it is almost you are scared to go into your own room as someone from outside the pub is watching you and this is having adverse effect on our mental health
  - v. The above really restrict us to do things inside our house, let alone doing stuff in front of the house or even entering and leaving the house.
  - vi. When entering house at night it is a scary experience, as you just try to get out of the car and run inside as the activity that is happening across the

road will scar any family (**see appendix 6** – this is when guy speaks loudly and come to see his mate, now imagine if you are leaving your house at the same time, you are bound to feel unsafe).

**4. Beer garden on Burnaby Road** - This has become the very, very big problem for many residents that are living opposite the pub. Because of the following issues:

- **Very, very close distance** – Please note that the distance from our house to beer garden is [REDACTED] I have been to many pubs around Coventry and other cities, but could not find any pub that has beer garden this close to the resident house.
- **No planning permission:**
  - a) As per government website, the pub does not require planning permission, but as soon as you put table outside and serve alcohol, you need planning permission.
  - b) I have searched on Coventry City Council website but could not find any planning permission submitted by the Pilot Pub.
  - c) I have also emailed planning department 3 times, but they have not responded back to my query (i.e. is there any planning permission submitted by the pub).
- **Noise nuisance:**
  - i. I was not aware of that the beer garden noise and noise from inside the pub was assessed separately until my 3<sup>rd</sup> complaint, otherwise officers would have had same numbers of reports for beer garden noise as noise from inside the pub.
  - ii. However, Frances Tylor has already given them final warning on beer garden noise and there has been another report since notice has been put on door of the Pub for breach of beer garden noise.
  - iii. Please see **appendix 4, appendix 6, appendix 7, appendix 8 and appendix 9** – this is happening when you trying to sleep at night. Because the beer garden is far too close to our house, you can hear them as soon as they talk slightly loudly, let alone when making loud noises which definitely does not let you sleep.
  - iv. I have also seen in two occasions when customers siting in garden area are playing music using portable speaker.
- **Privacy** – as the beer garden is [REDACTED] few of our resident houses, which mean we are having same problems as above:
  - vii. We cannot open our blinds or curtain fully, as there will be people who will be looking into our houses all the time (**see appendix 5**)

- viii. As we cannot open the blinds and curtain fully, we do not get enough sun light inside the house
- ix. We been watched when we enter the house and when we leave the house
- x. When entering room upstairs during the day or night, it is almost you are scared to go into your own room as someone from outside the pub is watching you and this is having adverse effect on our mental health
- xi. The above really restrict us to do things inside our house, let alone doing stuff in front of the house or even entering and leaving the house.
- xii. When entering house at night it is a scary experience, as you just try to get out of the car and run inside as the activity that is happening across the road will scar any family (see **appendix 6** – this is when guy speaks loudly and come to see his mate, now imagine if you are leaving your house at the same time, you are bound to feel unsafe).

○ **Timing:**

- i. As the pub is open from 12pm, we will regularly will have people making noises from beer garden from around 3-5pm to 12am until pub close.
- ii. We can bear the pain of loud noise during the day, but when you are tired and need a good sleep at night, when there is no traffic and you need some piece and quite so that you can fall asleep, but instead all you can hear is people talking and making noises, which does not let you sleep and hence result in next day being miserable.
- iii. Not only they use beer garden until 11pm/12am, as they have no control over the area, there have been many occasions as follows:
  - a. We have had drunk people sitting outside 5am in the morning and talking (I could not collect the evidence, as this took place before I started to make complaint).
  - b. We have had group of people drinking inside beer garden 2am in the morning (I could not collect the evidence, as this took place before I started to make complaint).
  - c. We have had customers using the area after pub closed at 11pm (see **appendix 10, appendix 11, appendix 12 and appendix 13**). Appendix 12 and 13 to prove that they were still there at 12am.

○ **Safety:**

- i. As I have mentioned above, please see **appendix 3**, when one of the customer crossed the road [REDACTED] this just indicate to us that it is not safe to go out at night, even at your own house.
- ii. Please see **appendix 14** where customers are swearing and one of the pedestrians walk past, now if that pedestrian you or me, we will also feel unsafe as generally swearing does scare people in broad day light, let alone coming from beer garden, where generally you expect people are maybe drunk and can humiliate you.
- iii. By reviewing the videos you will note that it is not safe to walk on path next to where beer garden is placed right next to walking path and at the night anyone walking past that area will feel uncomfortable.

- o **Mental health:**

- i. Because the noise is happening every other day which is impacting our sleep, it is having very negative impact on our mental health and this is a big worry for all the residents around the area.
- ii. We are scared, our quality of life has been taken away from us, the area is becoming dangerous at night and we have been watched/maybe stoked soon as the pub is open until it close at night, this is having very negative impact on our mental health and this is a big worry for all the residents around the area.

**5. Emptying bottles at night** – This is simple practice which most pub follows (i.e. not to empty bottles at night), but this pub has been doing it regularly and I could not get any evidence. However, when office came to assess noise complaint on 27/08/2022 she heard them emptying the bottles and I hope she has mentioned this on her report (I was on the phone to her when them did this).

**6. Littering:**

- o Natural practice of the pub is to clear glasses and bottles before they close each day from inside and outside, but not this pub, they just leave bottles and glasses outside (please see attached appendix 15.1, 15.2, 15.3, 15.4 and 15.5, all are taken on different date).
- o If you visit the premises any time on Burnaby Road all you will see is cigarette butts everywhere.

**7. Car parking:**

- o You may not have received complaint regarding customers using side road for parking, as resident may not have notice or does not want to go through hassle of lengthy process of complaints.
- o Before customers were able to use all side of pub to park the car, but now there is hardly any parking, due to the following:

- i. Back of the pub is mainly used by car wash and car/van parking hire.
  - ii. Burnaby Road side is used by beer garden and remaining parking used by people who is living upstairs.
  - iii. Catesby Road side is partly used by Launderette and big Van that does not fit into area they have allocated at the back of the pub. Therefore, you have minimal parking, which is used by staff. Hence lot of customers use side roads (Rollason Road and Catesby Road) for parking.
- I understand that when planning permission is given to commercial premises, council naturally put a term that premises must keep certain number of car park space, so that resident living nearby does not get distracted by customers parking, I think this term has definitely being discarded by the management.
  - I just feel that if this is not stopped now, soon you will start to receive complaint from local resident on Catesby Road and Rollason Road that they are finding hard to park their car, as customers at Pilot Pub are using the area.

#### **8. The Pilot Pub Management:**

- If the management did respect local resident and area around the Pub they would never have used door on Burnaby Road or have beer garden right opposite local residents, but this management does not care anything, all they are interested is how they can make money from premises, currently running the following businesses from one premises:
  1. The pub
  2. Restaurant
  3. Nursery
  4. Upstairs flats are rented
  5. Car wash
  6. Car and van parking
  7. Launderette
- When council took the management into court back in 2010 due to some serious crime at the premises, the management decline that they did not know anything, but this time they have been informed regularly and yet they are completely ignoring council advise as follows:
  - i. France Tylor had meeting with management on Friday and we had noise nuisance report (one of the officers came and visited the premises) for very next day, which means they completely ignored advise by the council.
  - ii. The council put notice on door on 10/08/2022 and since then I had to call officers another 2 times (which you will have reports) for noise nuisance from pub and beer garden, and this is also very, very disappointing as management is completely ignoring notice at the door.

- iii. If they can ignore council advice and notice, do you think they care about local resident? I do not think so.
- iv. This is the kind of behavior that ruin the quality of life and if not punished on time, it can very quickly bring crime into scene and turn the area into unlivable for the local resident, which is happening now.

**My request to Council licensing team that please make the following changes in license of the Pub to restore a quality of life for the local resident living around the pub and to stop this unacceptable behavior of the management (if you really ask me I would simply inform the management that the premises is creating so many problem by using Burnaby road door and this need to stop, you just need to use that door for emergency only):**

- A. **Entertainment** – This should be removed from license, so that management could not turn the pub into night club and get DJ to play music and there should be very clear instruction given to management as to how loud music they can and cannot play, to restore quality of life, stop constant noise nuisance and to prevent future crime.
- B. **Customer smoking by the door on Burnaby Road** – This needs to be moved to Catesby Road, to stop constant noise nuisance at night and mainly to restore our privacy.

I would also like to mention is that Catesby Road door is very far away from the road and hence moving this from Burnaby Road to Catesby Road will improve the quality of area. Because currently if you drive past the pub on Burnaby Road, you can see people smoking outside, but as the Catesby Road is far away from door you will not even notice if there are people outside and smoking. Hence improve the quality of the area in general for kids, teens, family, parents as we are not advertising smoking to public.

- C. **Beer Garden** – This needs to be removed and placed either in front of the premises (Catesby Road) or at the back of the premises, to stop constant noise nuisance, improve quality of life and privacy.

I would also like to mention here is that most days we have full house beer garden on Burnaby Road, there would be hardly even 1 persona using outside area that management have created on Catesby Road, this is very hard to swallow.

Catesby Road outdoor area is waste, as hardly anyone use that area, yet we have constant noise nuisance and privacy problems from Burnaby Road.

By moving the Beer Garden to Catesby Road will generally make the area safe for general public and students who walk past the Burnaby Road, as the Beer Garden will be very far away from the path.

Also, management can control the beer garden on Catesby Road or at the back of the premises by adding gate, which means no one can use the area after they close.

- D. **Timing** – I have been looking at many pubs around the city and there timing and found that most Pubs around the residential area close at 11pm and same need to apply to this pub. We live on one of the busiest road (£30k to £40k cars, vans, HGV use this road on

daily basis) in city and go through lot of traffic noise during the day and deserve some quality sleep at night.

I would like to mention here that some management of the pubs around the city are so good, they naturally close pub at 10pm during weekdays and open until 11pm during weekend. I would be really happy if this management do the same, but I am confident that this management will not automatically do that.

- E. **Close the Burnaby Road door after 10pm** – We constantly get disturbed by the customers leaving and taxi honk, the management can easily close the Burnaby Road door at 9pm and tell customers to leave from Catesby Road door.

**This is my questions to management of the Pub:**

- Would they be happy if council allow local resident to have tent outside their house and put 10 tables to serve alcohol, smoking area and play loud music, would they bear the pain of constant noise nuisance, someone watching you all the time, restrictions to your privacy of life inside the house and restriction on using your own front bedrooms and lounge.
- Would they be happy if this whole report goes out on local newspaper, which only will damage their image as clearly, they have options to stop all this, but decided against it and have not done anything to stop it, in fact carried on creating further problems even after the notice.
- Would their kids prefer to wake up to see people smoking outside the window, drinking and making noises.
- Would you feel safe to walk past drunk people in beer garden and even worse when you turn pub into club.
- There are 100's of pubs around the city, who now operate as restaurant and pub and are very successful, they do not turn their pub into night club or get DJ in to play loud music, as they respect the area around the pub, their image and most importantly local resident, why can't you do the same.
- As a local resident we have always received pain from the Pub because the management are not helping or taking any action to improve quality of life for the resident, please would you confirm the reason.

**The following are my queries/questions to council:**

1. Historically when the area was built, the council really cared about the local resident around the Pub. Hence, they placed the front door very far from the road on Catesby Road (in fact pub itself is registered on Catesby Road) and given plenty of spaces at the back of the premises, so that resident around it does not get disturbed by the activity. Whilst placed emergency exits on Burnaby Road and Rollason Road for health and safety reasons of it's customers.

We are now in 21<sup>st</sup> century with new laws to give everyone the better life they deserve and should really improve quality of life as we move forward with life, but it feel like we are going down hill with tis management and council really need to step in to make changes so that the quality of life is improved for the local residents.

My understanding is that alcohol activity is very sensitive area and as a result we have licensing department to review the problems created by the Pub and have power to add restriction in the license to stop the bad behavior by the management. I have done some research and there are some really good cases (please see [Alcohol licensing: using case law - GOV.UK \(www.gov.uk\)](http://www.gov.uk))

I am not sure which part of the law restrict council to go back to the management and say that Pub cannot use Burnaby Road door, as it has created so many problems for the local resident and you really need to use that door for emergency exit only. If we were able to do this in past since the premises is built, why can we not do that now?

2. In 2010 court added very strict restriction within the license of the Pub (i.e. no alcohol activity either on Burnaby Road or Rollason Road etc..), to prevent future crime and also to protect local resident from same problems in the future. I am not sure which part of law that came out since then, which allowed management to serve alcohol from any part of the premises?
3. I do not think that it has been 10 years, since Pub is reopened after the ban by the court and here we are again they are creating problems and bringing crime into scenes again and making the area around it not safe, when will this be stopped for good?
4. Why is 1 premises allowed to run 7 business on cost of local resident quality of life, privacy and mental health?
5. As a local resident it almost feels helpless, as there is nothing we can do. Because you have no power and it almost feel like the management of the Pub has tied your hand behind and put you against the brick wall, where we have no option but to bear this torture on regular basis and it almost feel they telling you that we can do whatever we want, do you think this is acceptable behavior?
6. Recently Coventry City has been announced as city of culture and councils are currently spending lot of money into the town to improve the area and to improve quality of life for everyone. Why can we not tell management that you cannot use the door on Burnaby Road, as this was meant to be only used for emergency only and it need to stay that way for various reasons (listed above)?
7. I understand that there maybe some cost for management to move beer garden, but they should have contacted council for planning permission before doing so and I really think that small cost outweighs the benefits it will bring to the local residents, public around the are and for the management + they should really appreciate that council have not raised any penalties by now?

**I think we deserve the following:**

- There are 30k to 35k cars go past each day from Burnaby Road, which means we go through lot of noise during the day and really deserve some quality sleep at night and without the above changes, it feel that we will never get decent sleep at night without the changes.
- When council give planning permission to anyone, they look at privacy of area surrounding, yet here we are, our privacy have been completely destroyed by the beer garden and smoking area, it also feel that we will never get good privacy of life without the above changes.
- To me the above changes is must to restore some quality of life for local resident around here, which we deserve.

**Confidentially** - I have spoken with couple of regular customers here and they have informed me that management of the Pub may not like who made complaint against them and may do some harm. Therefore, even though I have written this representation, I am feeling very scared at back of my head. This is the reason I have not spoken with any of my neighbors to protect my identity and this is the reason local residents have not made previous complaint against them. Therefore, it is my humble request to council to protect my identity.

There have been many instant when I go to sleep at night and people are making noise, I really pray to God that please send someone to improve this mad behavior by the management and I have really put all my faith on council to introduce the above restrictions, so that our life improves for the future.

Your sincerely,

