

APPENDIX 6

1. Hi,

Please take this email as an objection to the licencing of Vici Lounge (previously known as Soin Lounge, 74 Oxford Road, New Denham)

In response to the recent application 21/01377/LAPRE, please see below my reasons:

New Denham is a highly residential area, the premises sit opposite and to the side of several properties, all of which were severely adversely effected by the previous occupant's business practices and its clientele for the entire several months of its opening.

Police were called every weekend and frequently during the week, due to the large amount of anti-social behaviour. Which included, arguing, fighting, sexual acts, drug taking, vomiting, urinating, cars screeching, cars crashing. The constant noise and disruption went on virtually every evening for several months, making home life unbearable.

Worth noting that this is a resubmission, the previous submission was withdrawn by the applicant before a decision was made by the council.

This revised submission was submitted on December 24th (Christmas Eve), the applicants must have been aware that council services tend not to operate at full capacity over the Christmas period. Hence, the application was not released to the public domain until week commencing 17th January. Giving the local residents just a few weeks to read, digest and make representations to the licencing team. Once again, the applicant has exhibited little or no consideration for the local community.

With reference to the proposed licensing schedule:

Performance of live music - The application states: "They have a sound proofed door" - Since, the last submission no building works have been apparent. Whilst the door may be sound proof, the rest of the building is not. Music can be heard easily (due to the age and breach of building regulations –which have recently been legally documented and the previous owner fined for non-compliance) I am not sure the building has been fully sound proofed or is even allowed to be altered due to its age. Therefore, the issue regarding playing loud music and the noise pollution generated remains the same.

Playing of loud music/dance music/ recorded music - objection as above

Environmental Concerns

Shisha Area/Smoking Area

The application once again refers to the doors and windows being closed – (please see concerns as listed above). They have stated that a notice will be displayed reminding the patrons to be quiet in the Shisha Area – which I am presuming will be outside. This in itself creates a concern with shisha smoke being omitted and polluting the local area.

Although, having seen the plans/layout of the premises the Shisha Area looks to be based inside – which I believe breaches current regulations:

"The Smokefree (Premises & Enforcement) Regulations 2007 **prohibit the use of shisha pipes** in all enclosed public places and workplaces. The law prohibits the smoking of tobacco and anything that contains tobacco and any other substance."

Therefore, the application should be rejected based on this alone.

Breach of Building Regulations

During the review where the previous licence was revoked, the building regulations were deemed to have been breached, as in, the plans that were agreed upon by the council were completely ignored and therefore the building as it stands at the moment is not legally viable. And to the best of my knowledge no building renovations have taken place and therefore the issue remains the same. Therefore, they should not be able to trade within these premises - please see the lengthy notes from this review.

The Prevention of Public Nuisance

Patrons/Admissions –

Application states that no more than 60 people will be allowed into the premises at any one time. The car parking available is well below the capacity for cars required to service this amount of people. That's, if the space in front of the venue is indeed part of their licence application? Therefore, the concern here is that patrons will once again park their cars in front of the houses and along the roads adjacent to the venue.

Furthermore, how is the licensee going to highlight to patrons that the club is full – this was one of the concerns previously raised, patrons unable to gain access to the club often created noise whilst arriving and departing, were rowdy when waiting in a queue to get in or simply were unhappy to not gain entry and therefore loudly voiced their disapproval.

Plus, sixty plus patrons spilling out into a residential area after 23.00 and onto a main road, is not ideal. Creating noise and disrupting the local community. It is just not acceptable and reasonable to expect local residents to put up with any noise pollution and anti-social activity, in what is a very quiet residential area.

Opening Hours/Sale of Alcohol

Since the previous application the opening times have been reduced to 23.00. This will not prevent anti-social behaviour from continuing on the local residential streets into the early hours. Given the amount of anti-social behaviour previously witnessed. As the newly named Vici Lounge will attract the same type of clientele (still a Shisha Bar) I fail to see how the issues regarding anti-social behaviour will be any different - once again the licencing committee should not grant them a licence where alcohol is involved at all.

It is unacceptable for local residents to once again have to be exposed to this behaviour, which is both damaging mentally and physically and makes home life very unpleasant.

It took a huge community effort to get the previous licence reviewed and eventually withdrawn, several months of police phone calls, logging and recording every anti-social, criminal event via the correct channels, emails to local council officials, emails to planning teams, the local MP was also actively involved. Once again the local community, have to appeal to try and prevent a very similar institution taking root. This particular applicant and his unnamed team seem determined to try and get a nightclub into these premises – ignoring any impact it might have on the local community.

Perhaps the committee would like to investigate why the applicant Ashok Kumar Selvaraj is interested in obtaining a licence for a premises in South Bucks? Given that he himself lives and has

his businesses registered in Hounslow. He has no previous history in hospitality (that I have been able to ascertain) his current business portfolio involves wireless communications and telecommunications'. A very different scenario than licencing, running and managing a night club. I suggest trying to establish who will be in fact running the establishment – perhaps the Soin Family?

Under no circumstances should the application for a trading licence at this premises be permitted.

Please update me as to the progress of this licence application.

Kind regards

Selena Evans

[REDACTED]
New Denham

Buckinghamshire UB9 [REDACTED]

2. Customer Details

Name: Mrs Barbara Comben

Email: [REDACTED]

Address: [REDACTED], New Denham, Buckinghamshire UB9 [REDACTED]

Comments Details

Commenter Type: Neighbour

Stance: Customer objects to the Licensing Application

Reasons for comment:

- Crime Objections
- Noise Disturbance
- Public Nuisance
- Public Safety
- Spoil the amenity of the village

Comments: 9:31 PM on 31 Jan 2022 I strongly object to the licensing of this premises.

When operating previously in a similar capacity, we were personally affected at night by the cars revving and playing music until the early hours of the morning, laughing gas canisters left strewn around and serious antisocial behaviour. I have two small children and the thought of this place opening once again at the end of our road terrifies me. The clientele that this type of establishment attracts is far from desirable.

We are a quiet residential neighbourhood is not in keeping with our neighbourhood plan, which has just been passed.

The fact that this has once again been resubmitted has actually caused an enormous amount of anxiety for me.

Main concerns are noise, antisocial and illegal behaviour in a very quiet residential area.

Please do not let this re-open!

3. Customer Details

Name: Mrs Julia Soukal

Email: [REDACTED]

Address: [REDACTED], New Denham, Buckinghamshire UB9 [REDACTED]

Comments Details

Commenter Type: Member of Public

Stance: Customer objects to the Licensing Application

Reasons for comment:

- Noise Disturbance
- Opening Hours
- Parking
- Public Nuisance
- Traffic

Comments: 3:03 PM on 04 Feb 2022 Me and my husband are strongly objecting the opening of the new Lounge at 74 Oxford Road. Previous owners used it for same purposes and it took us (people living in this area) long time to fight against the Lounge.

They caused a lot of problems to include:

Noisy behaviour

Suppling drugs

Open in the eve till early in the morning

Parking in front of the houses opposite the Lounge

Having sex in the cars

Loads of empty containers from laughing gas

We don't want in our area places like this, we want a safe place for all residents, younger and oldest, but specially for young children to be exposed to situation like this.

We also don't want the value of our houses to go down because of what might be going on in our area.

We just wonder why they cannot open the pub or nice restaurant for all of our community to enjoy. Why it needs to be something as horrible as previous Lounge?

Why are you thinking of giving people another opportunity to open very similar type of place knowing that a lot of people objected before.

Let's try to use this place for something that will benefit whole our community.

We strongly object to giving permission to the new Lounge to be opened and we are looking forward to hearing from you.

4. Date: 24th January 2022

Dear Sir/Madam and The Licensing Board,

Reference:

- Application: Grant Of A Premised Licence, Licensing Act 2003
- Applicant: ASHOK KUMAR SELVARAL
- For Premises: 74 OXFORD ROAD, DENHAM. UB9 4DN
- Opening Hours: 12:00 - 23:00 and 00:00, Seasonal: 12:00 - 01:00
- Premise Activity: Bar/Shisha

I am writing to submit my representation of objection, after reading the above application notice.

I reside at [REDACTED] Oxford Road, Denham UB9 [REDACTED] and from my home, the said property is adjacent to my 2 o'clock and is approximately 40 meters away. This particular part of Oxford Road is a quiet neighbourhood that comprises families with vulnerable young children, teenagers and the elderly, as well as hard-working members of the community. This application from what I understand would conduct such activities as a Bar/Shisha, in other words - Night Club practises and thus would create the following disturbances, nuisance and safety incidences.

Historically, this kind of licenced activity has proven to cause a huge disturbance and had impacted and harmed our community of not living a peaceful and enjoyable life.

1. Noise Nuisance

At present, after the rush hour traffic has quietened down around most evenings, at 6.30 pm and then the following morning traffic road noise starts at 6 am. I am able to relax and enjoy family time at home and then retire to bed by 9.30 pm, including weekends, starting at 6 am for a full working day.

Additional car traffic and patrons visiting and leaving, playing music/live music at said application late times of the evenings and night hours would cause extra noise, as well as, additional noise pollution. As this is a grade listed building, the building has not been designed for music sound waves to be contained within the building and there would be a constant thud of the bass from my front bedroom, 40 meters away. I would be able to hear all the noise nuisance and patrons voices, especially at night. Being in the past, this premise has had a licence to grant for activities such as

Alcohol sales, Bar/Shisha and Music entertainment and this has proven to attract such visitors for late-night entertainment, which has been harmful and disruptive, especially in regards to my mental health at work and personal relationships, due to destructive sleep throughout the night.

2. Any Social Behaviour

I have witnessed patrons partake in activities on the road directly in front of my home, of smoking drugs, consuming alcohol, miniature gas high canister, and then littered in front of my property, as well patrons urinate outside beside on the waste bins with utter disregard to the community neighbourhood safety - Again, all of which I and my family have personally witnessed from our home.

3. Public Safety

This is a quiet residential family area and granting such a licence would again, encourage unlawful criminal behaviours and activities, as mentioned above, which has harmed my and my family's safety in our home.

To Summaries

Should this establishment be a Michelin Star Restaurant and with the kind of clientele we would expect to see. I would not be writing to oppose.

However, this particular Bar/Shisha business model is not suited in our quiet family neighbourhood community, thus all the above-said points will impact my family's human rights to peacefully enjoy family life.

Equality and Human Rights - Article 8 protects the right to respect for private and family life.

I trust you will take great care in making the right decision for our respectful law-abiding community.

Should you have any questions, please do not hesitate to ask.

Finally, please would you kindly acknowledge this email for my records?

Thank you for your time and consideration.

Yours Sincerely,

Kiran Chaeger.
[REDACTED] Oxford Road,
Denham,
Bucks.
UB9 [REDACTED]

5. Dear Licensing Team

We are writing to object to the premises license for 74 Oxford Road, New Denham, UB9 4DN

Our concerns are:

1. The prevention of crime and disorder - this is a densely populated residential area and there are houses less than 10 metres from the premises. When people are leaving (at the late hours on the application) there is the potential for fights and damage to our cars parked outside our houses. There is the potential for illegal and dangerous parking along the pavement and grass verges, as the car park is not big enough.
2. The prevention of public safety - the hours in the application are too late in a residential area. There is the potential for dangerous driving as people are leaving in the dark. The car

park is not large enough causing people to park on the grass verges and pavement, causing people to walk on the A4020 main road into Uxbridge. The venue is going to be an inside shisha bar with no ventilation that I can see, which is against smoking regulations. In the application it says all external windows and doors will remain closed when regulated entertainment is being provided, will the shisha bar not run in that time?

3. The prevention of public nuisance - there is the potential for noise with people queuing to get in and leaving at the late hours. Also, the potential of noise nuisance due to the late timings of live and recorded music that will be harmful to us. The building is not sound proofed due to age. A sound proofed door is inadequate to prevent the noise leakage, as no other measures have been carried out since the last occupants. How am I supposed to sleep (with the late noise) and then go to work the next day caring for women and their babies, as I am a midwife.
4. The protection of children from harm - I don't want my children to witness intoxicated people leaving the venue with a potential for acts of public indecency, as there were with the previous premises with the same modus operandi.

Please consider our objections and we are happy to attend the licensing hearing.

In the application by Mr Selvaraj the address & postcode don't match. If you google TW3 4NS the postcode was terminated by Royal Mail in May 1994.

Kind regards

Mr Simon & Mrs Susan Bettesworth

█ Oxford Road

Denham

UB9 █

6. To whom it may concern

I write to object to the license application made by Mr Ashok Selvaraj on the property 74 Oxford Road.

My reasons for objecting are as follows:

- The proposed bar/shisha application is not dissimilar to how it was operated by the previous proprietor, something that proved to be wholly unsuitable given the fact the immediate area around the property is a family-oriented residential area.
- The make-up of the building, given its Listed status, is wholly inadequate at suppressing loud noise, something demonstrated when operated previously as a late entertainment venue.
- The car park capacity has previously caused parking issues for clients, resulting in parking overspill onto the adjacent roads and pavement area causing a health & safety concern on numerous occasions.
- The type of clientele attracted to this type of establishment has previously been young patrons who regularly demonstrated a total lack of consideration to local residents when entering and exiting the venue during the latter part of the evening - police having been called on numerous occasions in the past in an attempt to get the operator to manage noise and rowdy behaviour, particularly when leaving the premises clients, but to little effect.
- I am not aware the original building work to the Listed premise ever received formal planning consent and has been built to meet the exacting needs of a shisha operation. More importantly, as with many local authorities, Councils have looked to do everything within their remit to halt the damaging effects of smoke inhalation on their residents, and, given an hour shisha session equates to a similar nicotine intake of approx 100 cigarettes, I would

have thought license approval to sell shisha is something the Council would not be looking to promote.

I am more than happy to see 74 Oxford Road open as a traditional pub/restaurant operation, something it has successfully been able to operate as for many years, something that's adding real value to our small community here in New Denham, however, the very thought of it re-opening as a bar/shisha lounge fills me once again with absolute dread knowing that, regardless of who actually holds the license, the clientele type will bring nothing but disruption to our lives.

I hope you will consider the above, and similar objections from my neighbours, and reject this license application.

Yours sincerely

PAUL SMITH
[REDACTED] Oxford Road
UB9 [REDACTED]

7. Good morning,

I am writing as a resident of Oxford Road in objection to this premises being granted the license set out in their application. I live at number 79, directly opposite the premises in question. In the past with previous occupants operating under very similar circumstances, with much of the same services in place. My two young children were kept awake night after night, from the incessant noise from within as well as the antisocial behaviours of the patrons hanging around outside the premises into all hours of the morning, revving engines, blaring music out of their cars, fighting, urinating, shouting, swearing. My children were afraid, and neighbours felt threatened and even had been directly threatened on several occasions.

The current application suggests that noise inside the establishment will be kept to a minimum. Giving the structure of the building, it is plainly obvious that this won't be possible and therefore should not be committed to. Furthermore, the applicant suggests that there will be a maximum occupancy withing the establishment, which will increase the likelihood of patrons hanging around outside of the premises which would increase the chance of noise and anti-social behaviour, now observed from our bedroom windows.

The unacceptable level of noise and dangerous driving that will inevitably ensue from such a premises operating as a bar/shisha lounge with a car park, is a huge health and safety risk for the communities' families. Many of us have children, and many of the children are of primary school age and below and have previously had their sleep and ability to be optimally educated impaired or disrupted by the previous occupants and their patrons blind disregard for the community in which they conducted their business/leisure. It is obvious that with this new licence being granted will come the exact same type of clientele as Soin Lounge had before and therefore once again the families of this community will be forced to feel unsafe, unrested, threatened and uncomfortable in their own homes.

To summarise, my objections are to promote the below:

- Prevention of harm to young children, pets, elderly and vulnerable from dangers that will ensue

- Prevention of crime
- Prevention of public nuisance and noise
- Prevention of potential destruction of property
- Prevention of public indecency

Kind regards,

Daniel Howard

8. Customer Details

Name: Mr Alan Jordan

Email: [REDACTED]

Address: [REDACTED] Knighton Way Lane, New Denham, Buckinghamshire
UB9 [REDACTED]

Comments Details

Commenter Type: Neighbour

Stance: Customer objects to the Licensing Application

Reasons for comment:

- Crime Objections
- Noise Disturbance
- Opening Hours
- Parking
- Planning Enforcement Notice Issued
- Public Nuisance
- Public Safety
- Safety of Premises
- Spoil the amenity of the village
- Traffic

Comments: 2:19 PM on 08 Feb 2022 I strongly object to the application on the following grounds;

1. This type of business is not appropriate in this area. We are in Buckinghamshire, not Central London.
2. This is a residential area. Past experience of this Lounge has resulted in parking on the main road, speeding traffic, youths urinating in public, and unacceptable noise and disturbances for neighbours.
3. The change of applicant is irrelevant as the basic business proposal is the same as the previous application, which resulted in numerous well documented problems including involving police action on many occasions.

4. There is no additional parking and therefore, once again, cars will park on verges and, most dangerously, on the pavements as they previously did. This forces pedestrians, including children, to walk on the busy A4020.

This is a residential area in South Bucks - PLEASE reject this unsuitable application.

9.

I am appealing against the application for a late night music and smoking venue to reopen at 74 Oxford road.

I live directly opposite the premises and have experienced nothing but absolute unacceptable and antisocial behaviour and a total blight on my house. The last time it was opened as Soin Lounge I was a victim of noise and light pollution. Numerous fights taking place in my front garden, public urination on a regular basis and disregarded drugs thrown onto my premises and various amounts of vomit in my garden. This resulted in having to make three 999 calls.

I was intimidated by the security staff who stood outside the premises and looked directly into my house and every time I left my house even to put the rubbish out they would point and stare in an aggressive manner.

This new application to reopen the lounge is totally unacceptable. There is inadequate sound proofing, inadequate parking and in the middle of a residential area. This is totally unacceptable.

I object to the opening hours and the use of recorded music. Cars pulling in and out of the lounge do so onto a main road. My concerns also will be how at closing time the clientele will leave the building and how much extra noise, antisocial behaviour and traffic it will generate.

I am always amazed that they were allowed to display their application to reopen by printing it up on purple paper that made it almost impossible to read in their window. Again in the timing as I believe it was submitted on Christmas Eve leaving less time for people to be made aware and appeal against it.

I fear for my own mental health as having so much extra strain and from having my sleep being so disturbed again, it is like living with constant jet lag and I should not have to live in fear in my own home.

I trust you take and consider all I have said and turn down this application.

Marion Welsh

10.

Rajvinder Singh
[REDACTED] Oxford Road
New Denham

Buckinghamshire
UB9 [REDACTED]

Date 08/02/2022

Ref: 21/01377/LAPRE 74 Oxford Road, New Denham, Denham, Buckinghamshire, UB9 4DN

Dear Sir/Madam

I'm writing to express formal representations in respect to the review of recently issued licence with the above reference.

I myself and my wife are parents of a 14-month-old baby girl and setting up a late-night venue like this would seriously impact her health and development.

Public safety

- Risk of COVID infection spread, the previous withdrawal of the licence due to non-compliance COVID risk management, no management of face masks, social distancing or track and trace.
- Previously the venue failed to control its patrons with regards to parking and driving, one of the points in regards to the withdrawal of the previous licence of this premises, the issues of patrons parking and driving causing disruption to the other road users as well as the residents and general public, previous objections raised by residents mentioned that patrons would park in residents driveways and access ways causing mass blockages which would be a significant danger if an emergency were to develop.
- Patrons whom frequented the venue when it was open would cause further disruption by taking photo around the area which resulted in further disruptions to other road users and the residents

Crime and public disorder

- Another reason for this venue losing its licence was due to constant fighting between other patrons and the security staff, in some cases the security staff being instigators of violence, which the police have had to attend to regularly, the previous owner & licence holder did use his security staff to intimidate residents into silence.
- Public urination was frequent and is a regular issue with night clubs due to excessive drinking, the front of my house and rear is next to the venue itself and only separated by a fence and wall respectively, such issue would cause smells to linger whilst outside my property would make it impossible to open windows, especially in summer times and would be required especially with a baby in the household. This issue is also caused by taxi drivers after the venue shuts.
- Littering was a major issue during the time this venue was open previously, the subsequent cost to the council for the clearance of this littering would increase.
- People who attended the venue also engaged in sexual activity in public outside of the venue, which is a major health hazard as used contraceptives such as condoms have been left behind. Another reason the previous licence was withdrawn.
- Drug use and dealing was rife at the venue both inside and out which the police also attended to. This issue was also raised in the withdrawal of the licence previously.

Noise Pollution

- The venue failed to control the noise levels it generated, a concern addressed by police on multiple occasions but to no avail, this was another reason the licence was withdrawn with the owner & licence holder failing to acknowledge and address.

- Anti-social behaviour, patrons would often drink to excess and upon leaving would shout, swear, sing loudly, talk loudly and fighting loudly; this would cause a detriment to myself as well as my family.
- Music coming from the venue was never willingly addressed by the owner & licence holder, despite warnings from the council and the police as well as continuous complaints from residents their cavalier attitude to this significant issue is another reason why this venue shouldn't have a licence. This issue was another reason why the licence was withdrawn

Protection of children from harm

- The venue will have a serious impact on my 8-month-old daughter's health, mental and emotional wellbeing, with constant disruptions being caused by the above representative factors, the licence must be withdrawn.
- The careless attitudes of the venues visitors parking and driving is also a clear and present danger not only for my child but also for the children of the residents and the general public who would be walking nearby or crossing the road around the venue.
- Drug use, violence as well as the public indecency this venue brings with it would seriously impact my daughter's emotional growth as these types of activities would harm a child's development which should not be put at risk.
- I base these representations on the fact that the previous licence holders of the venue were granted a late licence to operate up to 23:30 which would mean that this venue will operate as a nightclub which in itself brings its own set of concerns and issues, especially being located in a residential area, despite the changes to the operating hours this will still be an issue that wouldn't change
- I live with my wife and my 14-month-old daughter; a late-night venue would cause significant harm to our health, mental & emotional well-being, which is a serious breach of our human rights to a private & family life and quality of life. My wife and I are in full time employment and this type of venue would prevent us being able to sleep and will impact our job performances and my ability to drive to and from work.

My property is next to the venue in question and the front and back of the property is separated by a fence and brick wall respectively, this barrier would be ineffective against the probable harm this venue would cause as mentioned above, the owner & licence holder previously ignored all warnings from the council and police to address the issue raised above and feel that if I tried to convey my grievances to the owner & licence holder, this would put myself my family and my home at risk to intimidation and reprisals as the security staff have been used by the licence holder & owner keep residents silent.

The venue plans to only allow 60 patrons at a time, this would result a large gathering outside the premises of those wanting to go, further causing issues of noise pollution which would go into the night, causing distress to the residents, especially children.

The licence application was submitted on the 24/12/21, this I believe was deliberately done in order to try and get the permission pushed through as quickly as possible without the residents knowledge, showing a contempt to the neighbours of the property and the surrounding areas, which shows that attitude the owners and proposed licence holder will have to running this operation.

The noise levels from the venue will still be in breach of nuisance laws as the venue hasn't taken sufficient steps to rectify this problem.

It has been established that smoking shisha worse than smoking cigarettes, the health and wellbeing of the population should take precedence as evidenced on the NHS website cited below, the venue will allow smoking of shisha indoors which is a breach of the Smokefree (Premises & Enforcement) Regulations 2007.

<https://www.nhs.uk/live-well/quit-smoking/paan-bidi-and-shisha-risks/>

The new licence holder is simply a different associate to previous licence holder & owner, so it may allow the licence to be obtained again and operated by the same people as before

As my property is directly next door to the venue in question, the decision to grant the licence I feel isn't the correct decision and hope this appeal is upheld as our back bedroom window overlooks the car park and has a clear line of sight as does those who frequent the car park further impeding our right to privacy.

The link below is the publicly available review from the premises review conducted on the 07/10/20 raising the same issues as mentioned in this representation document.

<https://buckinghamshire.moderngov.co.uk/documents/s13515/Appendix%206%20-%20Representation%20-%20Review%20of%2009-00460-LAPRET%20Pollution%20Control%20Final.pdf>

In conclusion the licence should be withdrawn as a late night venue previously impacted the area to such a large degree it upset the serenity of normal life, in my opinion the residents would be more open if this type of venue was a restaurant than a cocktail & shisha bar, my daughters health and wellbeing is of the utmost importance and will use all legal avenue's to ensure this is affected which this licence approval will most certainly affect, the owners & licence holder previously disregarded all warnings from the council and the police on numerous occasions and the residents and myself feel this pattern of behaviour will not change and it would only be a matter of time before this premises loses its licence again and should have its licence withdrawn immediately.

Kindest Regards

Mr Rajvinder Singh
[REDACTED] Oxford Road
New Denham
Buckinghamshire
UB9 [REDACTED]

11. To Whom it may concern,

I would like to raise concerns over the application for a Licence by the Soin Lounge, Denham - 21/01377/LAPRE. Once again the venue is applying for a license to operate a venue that is not suited to the community in which it is situated. The location is a residential area, made up of working families with young children. I do not object to the concept of a Shisha Lounge so long as it is not situated in a residential area where the activities will suggest to children and teens that smoking is an acceptable social activity. Previously at this location, when it was being run as a Shisha Lounge,

not only was it poorly managed but the clientele that it attracted had no consideration or respect for the local community. My concerns are that the same clientele will return resulting in increased anti-social behaviour, dangerous driving and parking, increased noise and disturbance when leaving the venue, damage to local properties, unsanitary behaviour spitting and urinating as previously witnessed, the hours of operation will result in increased noise levels at closing between 23:00 and 00:30, threatening behaviour towards local residents. Even if the venue is extremely well managed they cannot and won't be able to control the noise and behaviour of the clientele once they have been ejected or when they leave the venue, this will result in increased requests for local authority to manage the fall out, and the community will have to suffer the consequences.

Reasons for comment:

- Crime Objections
- Noise Disturbance
- Opening Hours
- Parking
- Public Nuisance
- Public Safety
- Safety of Premises
- Traffic

I trust the licensing committee will take these factors into consideration when processing the application, and grant accordingly. We the local community cannot be expected to be submitted to the disruption, intimidation and disrespect of this type of venue again.

Kind Regards,

Hamish Barker

12. Dear Sir / Madam

I have heard that there is an application been applied for Soin lounge and I am really upset, concerned and worried about this matter. I am a resident at [REDACTED] Oxford Road-which is right opposite the premises and with their application where they wish to operate as a shisha/nightclub-etc. this will really cause a lot of problems for all us residents in this area.

This neighbourhood is a family orientated place and this type of venue will just not be suitable for this area.

I wish to object to this application for the following reasons:

- Crime and disorder
- Public safety
- Public nuisance / Noise /loud music
- Protection for children from harm
- Dangerous driving

Kindly see my email below where I gave more details to why I am so opposed to this venue. As a mother living at 69 Oxford Road with two teenage daughters and I am very worried about this and I really hope and wish you will understand and support my objection.

Many thanks for your help.

I am a resident at [REDACTED] Oxford Road, right opposite the Soin Lounge. I have a family of two teenage daughters.

I believe an application has been made for the premises to be granted license to operate under new management, however I am very concerned about this matter and I strongly oppose to this idea of having a night club/shisha lounge/bar in this area where we are surrounded by residential homes with families and young children.

Last time, Soin Lounge were allowed to operate, I myself experienced and witnessed a lot of disturbing issues of which are listed below:

- Unsociable and unruly behaviour by patrons visiting the lounge
- Urinating in public, right in front of my hedge / faeces in my hedge with their clothing left behind for me to clear up
- Loud shouting, brawls, music, people screaming and shouting until early hours in the morning, keeping us awake which had an impact on my health where I was suffering from sleep deprivation and frequent migraine attacks.
- Cars speeding up and down the main road, revving engines loudly, turning into my drive way and hitting the neighbours cars. Dangerous parking on kerbside.
- Empty alcohol bottles thrown about and left in my driveway
- Drugs and large volumes of alcohol intake on the main road and pavement areas.
- My teenage daughters being wolf-whistled at and harassed when walking home from the bus stop. They felt very unsafe and unsecure with all sorts of unsavoury characters loitering outside our home and opposite in the lounge car park where they stand around checking out females passing by and they know where my daughters live. It became so bad that it was scary for my daughters to go and put the bins out.
- Drug paraphernalia- nitrous oxide canisters strewn about -Sexual activity in cars in the Soin car park and surrounding areas around neighbours hedges. Used condoms on pavements and near the Budget tyre shop Illegal parking

I have collected video evidence of these happenings and therefore I am very concerned if this type of business will be granted license to operate.

I can be contacted on mobile 07979 748911 should you need to further discuss this matter. Thank you for your help.

Kind Regards,
Nish Kermalli

13. Date 28/01/22

Ref: **21/01377/LAPRE 74** Oxford Road, New Denham, Denham, Buckinghamshire, UB9 4DN
Premises licence application

Dear Sirs

I am writing to express formal representations in respect of the above application.

I am a resident of Oxford Road, Denham, South Bucks having lived here for over 22 years. I live here with my wife and three children. During recent times the venue above was taken over and operating as a Shisha lounge.

With the current application requesting live music to be allowed till 2300 on Friday and Saturday and recorded music to be played till 2300 all days indoor and for alcohol to be served till 2330 it is inevitable that the venue will be a continued source of problems if granted. The reason is that the council will effectively be allowing the licence holder to operate a near identical business model as was being operated previously. The previous licence had very similar licence terms as those that have been applied for and the conduct, behaviour, problems and unlawful acts that took place whilst the Shisha business was operating caused a huge public nuisance, a significant drain on local authority resources, created a hellish environment which local residents were forced to tolerate and resulted in unsavoury characters visiting and loitering for extended periods in the near vicinity.

The extent of the problems were so extreme that various regulatory units including licencing, building planning, fire, police were involved and the business received numerous notices and a fine due to continued breaches of regulations and licence conditions. The business continued to operate as most Shisha business appear to, without regard for authority involvement, the noise nuisance was unbearable, all problems continued for some time and it was only resolved once the decision from the licensing review was given and officially served. This affected residents' lives negatively in a number of ways causing many months of misery, distress, impacting mental health and creating high levels of anxiety. The impact on children due to lack of sleep suffered because of ongoing noise, disturbances, cars revving and patrons unable to curtail their boisterous behaviour was significant and cannot be underestimated.

It is crucial to highlight that the venue which is seeking these licence conditions is set in the midst of a residential area, it has approximately 45 residential homes surrounding it, alongside and directly opposite in the immediate vicinity. These homes are mainly comprised of 3 bedroom semi-detached properties indicating that demographic makeup is predominantly families. Many of these families have young children. Council members please consider, would you approve such a business to operate if they were running a Shisha bar neighbouring your residence?

Please consider, how can this application be considered given the area is totally unsuitable for a such a business to operate due to the immediate residential surroundings, aside from the obvious concerns it raises due to the criminality i.e. violence, indecent sexual conduct of its patrons, dangerous driving, noise pollution, air pollution, antisocial behaviour, drugtaking and related behaviour that is commonly associated with these type of establishments. The behaviour seen previously blighted the local community.

It must be factored in that this area is further unsuitable for any nightclub / shisha lounge / bar as it is a residential area occupied by members of the public and children using the footpath. The location is not served well by public transport links meaning 99% of patrons would drive to it in order to partake in its entertainment and refreshments. This clearly means that upon leaving there is a significantly increased risk of drink drivers that will be leaving this venue upon closing. This happened previously as you will see from records if you have access.

I raise the following representations based upon previous issues resulting from the Shisha lounge:

Prevention of crime and disorder

- VIOLENCE - used by patrons and security staff, this includes security staff punching patrons, patrons fighting in the street outside after having left the venue around closing time. This behaviour occurred regularly
- PUBLIC ORDER – patrons urinating in the street whilst waiting to be granted entry in the queue, people opting to use the outside of the venue as a toilet upon leaving, cab drivers taking the opportunity to relieve their bladders whilst awaiting on fares or picking people up, all in the vicinity of the frontage of the venue or the field alongside
- INDECENCY – sexual activity taking place by patrons of the venue whilst waiting to go in.
- DRUGS – being smoked openly outside the venue by groups attending the venue

Public Safety

- DRIVING - Driving dangerously at excessive speeds, well above the speed limit. Dangerous manoeuvres of cars attempting to do 'U' turns having missed the venue, cars clogging up the entrance area of the car park causing backing up of patron vehicles on the road causing obstructions and people to brake suddenly or swerve to avoid collisions due to the obstruction.
- PARKING - Cars parked on the surrounding streets around the venue taking up any available spaces in front of neighbouring properties and properties opposite
- PHOTOGRAPHY – people stopping vehicles in the middle of the road outside venue causing an obstruction whilst taking 'selfie' shots or 'posed' shots with complete ignorance and disregard to the traffic and safety of other road users

Prevention of public nuisance

- NOISE POLLUTION – patrons singing in the venue heard 40 metres away indoors, cars heard revving engines to excess levels sporadically in the early hours, typically around closing time, cars being driven at high speeds away from the venue creating excessive noise
- ASB – noise, cheering, swearing, shouting, loud verbal discussions and singing heard, caused by patrons and staff leaving the venue from early hours until around 0500
- MUSIC – recorded music and live music being played to excessive levels that can be heard outside for up to around 80 metres away. Music pollution going on till early hours of the morning upon occasion till 0330. Bass beats heard continuously thumping into the early hours.

Protection of children from harm

- Due to the ongoing noise and disruption occurring around the venue this is having a significant impact on children living in the area. This affects my children preventing them being able to sleep and rest as they could before SOIN LOUNGE's opening, therefore impacting upon their behaviour, performance in school, studying and daily routines. This is harming the children' emotional wellbeing.
- Careless and dangerous driving as mentioned before poses significant risk to any children or frail elderly persons walking near the venue or attempting to cross the road.
- Witnessing of any indecency or violence as mentioned above would clearly have a negative impact upon any child who happens to see it.

Whilst this application originates from an unknown applicant, the problems that typically occur whenever these Shisha businesses operate cannot be ignored. It is a very real and persistent problem and there are numerous reports in the media which show that typical behaviour of owners of these businesses will operate on the basis of knowing that they will breach the regulations and rules, get fined or closed, and simply re-apply for licences using other licence applicants as “front men”. Changing the name of the business is a similar tactic used by former owners, where once granted the business is operated by the same original teams. Frequently the operators have no regard for lawful authorities or enforcement actions: and fines are simply too low in value to be able to offer enough of a deterrent to prevent the operators continuing the business despite orders being imposed upon them and fines issued. We have seen this exact scenario with the former operators of this Shisha lounge.

- [Councils call for powers to tackle 'lawless' shisha bars | Smoking | The Guardian](#)
- [Manager of Soin Lounge, Denham, fined over illegal activity | Bucks Free Press](#)
- [Redbridge - Rogue Ilford shisha lounge hit with over £12k fines for operating illegally](#)
- [Shisha Lounge fined £20k for illegal operation | London Borough of Hounslow](#)

In the application made it states

All doors and windows will remain closed whilst regulated entertainment is provided. If shisha is being smoked how will this be possible. Surely this will force smoking shisha in an enclosed space. Does this meet fire regulations? There is no mention of shutters.

A noise limiting device will be installed on the premises if regulated entertainment takes place What is this, who will manage, control, enforce this, if it is something that can be turned off how will this make any difference, will there be records kept of this device activity viewable by the council and how will the integrity of those records be maintained

There will be no noise emanating from the premises.

Based on my understanding this is impossible due to the shutters they have at the rear of the property which I imagine must be open for air circulation otherwise they will be smoking in an enclosed space.

Staff to be dedicated to leaving customers 1 hour before leaving.

Where staff were outside previously when it was run as a Shisha bar they did not/could not control the leaving customers, cars revving, racing on the road between 0000 – 0300 (estimated times). They had SIA licenced security there before, again there was lack of control of leaving customers

All external doors and windows to remain closed regardless of entertainment being provided. No noise shall emanate from the premises that gives rise to a nuisance

Repeat....Based on my understanding this is impossible due to the shutters they have at the rear of the property which I imagine must be open for air circulation otherwise they will be smoking in an enclosed space. Does this meet fire regulations? There is no mention of shutters.

NOTE The first highlighted point states that this will happen when its regulated entertainment. The application is inconsistent and unclear which suggests that there is no clear direction as to when the doors and windows will remain closed.

No more than 60 customers will be allowed in the premises at any one time The venue does not have adequate parking for 60 cars.

Impact

I am an emergency services shift worker as are two of my neighbours. I get up at 0500 frequently. Sometimes earlier for specific activities for work. Unfortunately, I cannot rest properly with this disturbance taking place. It has a negative impact on me and my work, my driving and my overall performance as I cannot concentrate well due to lack of rest and broken sleep cycles. My wife is also continuously disturbed for the same reasons. The consequence of the disturbance aggravates my wife's health condition, thus affecting her health negatively and impacts upon her long-term health issues. My children are of school age. There is no doubt this disruption will impact their rest and wellbeing negatively for the same reasons. My children are suffering from disturbed sleep, migraines and irritability. They have exams pending and this will have a negative impact.

Summary

If granted this licence would encourage more of the same and inevitably result in similar problems, have a negative impact on the local community and the lives of all residents in the area.... young children, students, mature retired residents and all in-between.

This licence must be refused so as to prevent crime and disorder, reduce risk to public safety, to protect children from harm and prevent the public nuisance it has caused previously when operating as an identical business to that which is proposed. Approval of this application will prevent all local residents enjoyment of their homes and represents an infringement on our human right to a private and family life.

Vince Bangay
[REDACTED] Oxford Road
Denham,
UB9 [REDACTED]

14. Date 08/02/22

Reference Ref: 2101377 LAPRE

74 Oxford Road, New Denham, Denham, Buckinghamshire, UB9 4DN

Premises licence application – OBJECTION

To whom it will concern,

I am writing to express a formal representation with regards to the above application. I would like to object against this application from being approved.

I have been a resident of Oxford Road, South Bucks, UB9 [REDACTED] for over 7 years. I live on my own and during August 2020 the venue to which this premises license application above is referred to is now called SOIN Lounge.

The previous license was very similar, if not exactly the same which was revoked in November 2020 due to the business breaching various licensing acts with regards to conduct, behaviour, public nuisance, noise nuisance and many more.

This time round it looks like the opening times have changed slightly, however for this residential area, having live/recorded music for anything past 10pm, is definitely and should be a no. Let alone the opening times for Christmas Eve and New Years Eve, having this facility open until 1am should be rejected. With regards to the music, sound proof doors will have no effect on the music and noise, as the whole building is not suitable to handle any type of music. This is a grade 2 listed building, how will this prevent the noise of the loud music travel down the street. The answer, it won't! And we will suffer again.

The business model is exactly the same as the one that had its license revoked, that gives me great worry. This type of business as a "shisha lounge" inside an internal structure, where the building is clearly not suitable, should also be of great concern for the licensing board, local council and police, as this will eat up their resources should this license be granted. Stating only 60 patrons will be admitted to the building at one time is quite probably worse, as all the overspill from rejected patrons will flow onto the local street, I see no online booking system mentioned, no booking system at all in fact, this seems to have once again been not thought out.

As a resident who lives directly opposite the venue, this new application causes me great concern and wanted to share with you my personal experience as to why I oppose this premises licence for SOIN Lounge.

This license should be rejected based upon the following:

1) The prevention of crime and disorder

During the time that SOIN lounge was open, from 2 August 2020 through to when its licence was revoked in November 2020, there was numerous accounts of crime and disorder both within the premise and around the surrounding area including outside residential properties mostly late at night or early hours of the morning. Examples of this include drug use, public sexual acts, violence, with some taking place on the boundary of my property as well as dangerous driving, with potential that the drivers were under the influence. The issue being, the new license applicant is only taking care of what goes on inside the venue and nothing has been mentioned about what happens outside the venue. Most of the crime happens outside the venue from these patrons. The only way to prevent crime is by not having this business in our area.

2) Public safety

During the hours that the venue was open, the residents directly next to and opposite witnessed and recorded many acts of dangerous driving to both gain access to the venue and when patrons left. Other public safety breaches included acts of violence, anti-social behaviour and a report of a patron carrying a firearm within the venue.

3) The prevention of public nuisance

As stated above, we experienced noise nuisance until 2.30 / 3 a.m. some mornings, we recorded individuals smoking cannabis and we could smell this within my residence. Closing your venue at 11am and midnight won't prevent this once again. There were acts of violence with many fights breaking out both within the car park and falling out onto the main street and even within the boundary of my property. We witnessed vomiting and urination within the bushes opposite my property and beside the venue. We often heard people shouting and screaming at each other as patrons left the premise within the early hours of the morning.

4) The protection of children from harm

The license applicant states no children will be allowed inside the venue. That doesn't protect the local children from the speeding cars that go to this venue where a child may be walking on the pavement, or the loud music when the children are unable to sleep. Or the patrons smoking drugs outside a child's bedroom window at 10:30pm.

Although I do not have children, I know that many of the residents around the venue have families including the house directly next door. They were forced to move out of the property after having to move their children from the bedrooms into other rooms so they could sleep. I also heard that when the resident complained to the venue, they were treated with disdain and ignored. I'm sure that other properties around the venue will have children and they could be impacted by these incidents.

All of these events were gathered by residents to form a report that was sent to local authorities including licencing, building control, planning, fire and police were involved as well as meeting with our local MP, Joy Morrissey and local councillor Guy Hollis. A huge impact to local resources and services during the time.

I believe that the individual who is applying for the same licence for this venue is a partner of the previous licence holder who breached building control and planning, noise abatement orders and licencing terms, which meant that they were prohibited from running SOIN Lounge. Our concern is that the residents around the premises will experience the same levels of crime, disorder and public safety concerns that we did during 2020. The experience resulted in me personally being fearful of leaving my property, impact to my sleep and wellbeing and if the situation had continued, I may have been forced out of my home, which would create a huge financial burden for me.

I ask that you take into account the lives of those affected by SOIN Lounge and help us to not go through this again. This license must be refused to prevent crime and disorder, reduce risk to public safety, prevent public nuisance and protect any children from harm as stated above with evidence presented in great detail.

I have also enclosed my previous representation as reference.

Thank you,

Satvinder Dohil

■ Oxford Road,
Denham,
Bucks,
UB9 ■