

**DUSK, ONGAR ROAD, PILGRIMS HATCH CM15 9SS**

# **APPENDIX 4**

## **REPRESENTATIONS**

### ***Other Persons***

*Rep 1 - Mr Brian Billington*

*Rep 2 - Mrs Carolyn Billington*

*Rep 3 - Local Resident*

*Rep 4 - Local Resident*

*Rep 5 - Local Resident*

*Rep 6 - Local Resident*

*Rep 7 - Local Resident*

*Rep 8 - Local Resident*

*Rep 9 - Local Resident*

*Rep 10 - Mrs Jemma Ballard*

*Rep 12 - Councillor Vicky Davies*

From: [REDACTED]  
Sent: 05 October 2020 17:46  
To: Licensing  
Subject: Dusk Licence Review

Dear Sir/Madam

I saw the notice posted at the golf course re a neighbour's request to have the licence reviewed.

My name is Brian Billington I have lived in Frog Street for 30 years and the past year has been awful at week-ends with the noise and disturbance from the Dusk restaurant/nightclub. How anyone could have granted them a late night licence in a semi rural area is just beyond belief. They have an outside area for smoking, through which the music can be heard loud and clear for some distance, this is totally unreasonable, especially in the early hours of the morning. I have no objection to a restaurant with light music, inside only, and a licence that ends at midnight. I rang Alec's restaurant and they said their licence is to midnight only. There are number of families with young children who have been suffering the noise at week-ends and this is just not right.

Councillors, and officers of the Council, have experienced first hand the noise and what we have to put up with, it is just not acceptable and must be revised for everyone's sake. I understand that 31 years ago there was a nightclub in operation which in the end was stopped through Court action, please don't let this go down that route. Mr Carter the environmental officer gave a long report to the last meeting which was absolutely spot on and hopefully this will be taken into account.

Trying to converse and discuss this with the owners is impossible, they have no regard for their neighbours whatsoever and are only interested in profit. They are currently flouting the Covid 19 restrictions, I walked up to the restaurant the week-end before last, there was over 50 cars in the car park at 10.40pm and two cars drew up and people were let in. I then found out that this was reported this to the police.

Please have some regard for the people who live in this area, and only allow them to operate as a restaurant with midnight closure and no music in the outside area at all.

I STRONGLY OBJECT TO THE CURRENT LICENCE.

Can you please confirm receipt of this email.

Many thanks

Brian Billington

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From: [REDACTED]  
Sent: 05 October 2020 18:02  
To: Licensing  
Subject: DUSK

Follow Up Flag: Follow up  
Flag Status: Completed

My name is Carolyn Billington, I would like my name added to the list of objectors to the current licence held by the above restaurant/nightclub. I would like you to adjust this to a licence for a Restaurant with a no later than midnight closure and no music in the outside smoking space whatsoever. Dusk has caused so much unrest in our area and it is just not right for this to continue.

I STRONGLY OBJECT TO THE CURRENT LICENCE.

I know a number of neighbour's have written in and given much more detail and I fully agree with all their complaints and suggestions.

Please confirm receipt of this email

Thanks

CAROLYN BILLINGTON

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From: [REDACTED]  
Sent: 07 October 2020 17:28  
To: Licensing  
Subject: Dusk

Follow Up Flag: Follow up  
Flag Status: Completed

My name is Carolyn Billington, I live at [REDACTED] Frog Street, CM15 0JL. I would like this added to my previous email regarding the Licence Review for Dusk. My main concern is the noise emanating from The Restaurant and when guests leave. Prior to Covid every weekend was unbearable, being woken up with loud music and noisy customers is just not right for a rural area. All other restaurants close by midnight in Brentwood. Dusk is operating more as a nightclub and it is so unfair on all the neighbours to be constantly disturbed in this way. We cannot complain to them as they are very unreasonable people and have no care or time for their neighbours. It is also very unfair on our neighbours with young children who are constantly disturbed and distressed by not being able to sleep. Please allow them to operate as a restaurant with no outside music and a no later than midnight finish. It would be even better if 10pm was a weekday closing time. Thanks Carolyn Billington

Sent from my iPhone  
[Coronavirus Message - Stay Alert, Control the Virus, Save Lives.]<<https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others>>

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From: [REDACTED]  
Sent: 02 October 2020 16:26  
To: Licensing  
Cc: Vicky Davies; David Carter; Dave Leonard  
Subject: Dusk Ongar Road Pilgrims Hatch Brentwood CM15 9SS - Licence Review

Follow Up Flag: Follow up  
Flag Status: Completed

Dear Sirs,

Please see my original objection email below.

I would just like to state my support for the resident seeking a review of the licence for Dusk on the same grounds as my original objection as below. We have not seen a reduction in nuisance from music, cars and shouting people so far and I note that there has been mention previously by Dusk in relation to less people attending etc due to Covid. I totally agree with this statement that the venue is running at reduced capacity which just seeks to underpin the sheer volume of potential nuisance that will be caused once covid social distancing is removed and normal trading resumes. The thought of this is terrifying. I hope that any assessments recently carried out have taken into consideration the vast reduction in customers at this current time and how this will be magnified once at full trading capacity.

Yours Sincerely

[REDACTED]  
[REDACTED] Brentwood CM15 0JJ

From: [REDACTED]  
Sent: 10 August 2020 09:52  
To: Licensing <licensing@brentwood.gov.uk>; Vicky Davies <vicky.davies@brentwood.gov.uk>; David Carter <david.carter@brentwood.gov.uk>; Dave Leonard <dave.leonard@brentwood.gov.uk>  
Subject: Dusk Restaurant  
Importance: High

Dear Sirs,

I write to state my strong objection to any change to the licencing of Dusk Restaurant. My property is further along Frog Street with fields between us and Dusk, the noise pollution has become intolerable

since the lifting of lockdown and even with windows closed the thump thump thump of music can be heard late into the night, add onto this the shouting, screaming and laughing of people using the outside area followed by cars racing up and down the lane when people leave has made it almost impossible to sleep. My family have owned the property since 1972 and we have never experienced this sort of nuisance in the past.

[REDACTED] aggravated by lack of or disturbed sleep so the thought of the noise pollution from Dusk increasing is very distressing as this would further negatively impact on my health. I would actually like to see the current noise pollution levels reduced by the local authority and made more suitable for its countryside location.

I would also like to ask why the notices in association with this application have not been displayed in visible public areas rather than within the car park ? Surely these should have been displayed in a manner to publicise the application to the surrounding neighbours to ensure as many people as possible were aware and given the opportunity to object should they so wish. Perhaps the notices should be placed along Frog Street/Ongar Road in prominent positions and the deadline extended by a month to allow this to happen.

Kind Regards

[REDACTED]  
Mob: [REDACTED]  
Email: [REDACTED]

[REDACTED] Frog Street, Brentwood Essex. CM15 0JJ

Kind Regards

[REDACTED]  
Mob: [REDACTED]  
Email: [REDACTED]

[REDACTED] Brentwood Essex. CM15 0JJ

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From: [REDACTED]  
Sent: 09 October 2020 16:53  
To: Licensing  
Cc: David Carter; Dave Leonard; Vicky Davies  
Subject: Dusk Ongar Road Pilgrims Hatch Brentwood CM15 9SS - Licence Review

Dear Sirs,

I write in support of the request for a review of the license for Dusk.

Living just across the field to the rear of Dusk we have experienced a continuation in disturbance from music, cars and shouting people since the reopening and this is while they are running at reduced capacity due to Covid restrictions. The thought of this amplifying once restrictions are removed and when the use of the outside area increases in the summer months is extremely concerning. [REDACTED]

[REDACTED]

Frog

Street once was a peaceful country lane but has now resorted to being a late night party lane with cars racing up and down not to mention the rubbish being thrown into the hedgerows which has also clearly increased since Dusks opening.

If Dusk were to operate within the same opening hours as their other restaurants ie. 22.30 Sunday to Wednesday and 23.00 Thursday to Saturday and not play loud music then I would of course have no objection to the continuation of their license. I do however object strongly to any license which allows trading beyond these times and the permitting of loud music or music being played in the outside area.

Yours Sincerely  
[REDACTED]

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Licensing Department  
Town Hall  
Ingrave Road  
Brentwood  
Essex, CM15 8AY  
Sent by email to: [licensing@brentwood.gov.uk](mailto:licensing@brentwood.gov.uk)



6 October 2020

Dear Sir / Madam

**Re: Application for Review of Premises Licence (Licensing Act 2003)  
Dusk, Ongar Road, Pilgrim's Hatch, Brentwood, Essex, CM15 9SS**

I am a local resident living very near to the above establishment. Dusk has posted notice of a licence review. These are my representations to the Licensing Authority in response to this application.

I object to the noise nuisance caused by Dusk and its customers. The sound of music played by Dusk is becoming louder and carries very easily across the fields to our house during evening and early morning hours. Noise at night time carries further and is more pronounced when there is less background noise such as traffic to block out the sound. Customers also often leave the venue making a lot of noise and speed loudly past our house early in the morning.

I object to any extension of opening hours and request that the conditions of the current licence, which were put in place a year ago, be implemented. This includes the use of a noise limiter, installation of car park gates and the construction of an additional set of doors at the entrance to the property. I also request that noise levels be reviewed and reduced, opening hours be reduced and that any music played in the outdoor area be set at a very low level.

My wife, [REDACTED] has also written to the Council on the same matter, [REDACTED]  
[REDACTED] We do not need noise nuisances in the area making our life more difficult in this respect.

My wife and I do not feel that the Council has properly listened to neighbours' complaints or done enough to manage the nuisance caused by Dusk in our area. It is operating as a nightclub and I do not understand why this type of establishment has been approved by the Council in a rural location like Frog Street. I also understand that other establishments run by Dusk's owners based in Grays and Romford close much earlier. It is unclear why the Frog Street venue has been granted extended opening hours.

May I ask that if this letter is put into the public domain the above reference to our child and my name and address be redacted.

Yours faithfully

[REDACTED]

Licensing Department  
Town Hall  
Ingrave Road  
Brentwood  
Essex, CM15 8AY



Sent by email to: [licensing@brentwood.gov.uk](mailto:licensing@brentwood.gov.uk)

6 October 2020

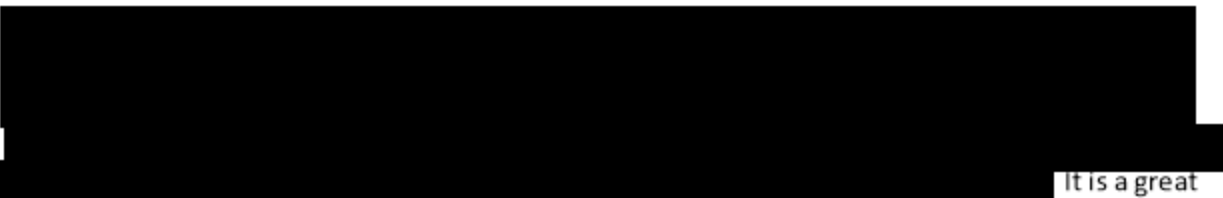
Dear Sir / Madam

**Re: Application for Review of Premises Licence (Licensing Act 2003)  
Dusk, Ongar Road, Pilgrim's Hatch, Brentwood, Essex, CM15 9SS**

I am writing in response to the notice posted outside the above premises regarding the application to review the licence for Dusk.

In summary, I oppose any extension of opening hours (which ideally should be reduced, not extended) and earnestly request a review of noise levels which are currently not acceptable, and also not within previous licence requirements. In addition, Dusk has not implemented requirements of the licence such as installation of an additional inner door, a sound limiter and gates at the car park entrance.

My husband and I live in a property situated very near to Dusk, only 0.5km away across open fields (as the crow flies). I have written to the council before more than once in response to licence applications by Dusk expressing my concerns about the establishment and objecting to the noise and nuisance caused. As an indication of the level of my concern, I also chose to attend a licence application hearing in person at the Brentwood Council offices so that I could verbally voice my objections and to plead that noise levels be respected and minimised and patron behaviour be improved.



It is a great disappointment to us that the noise emitted by Dusk during the late evening and early morning hours, and the rowdy and loud behaviour of its patrons after closure, occurring so near to our property, are disrupting the rural benefits we have enjoyed to date. In the summer months, when windows are open all night, the sound levels are far worse. Cars leaving the establishment late at night roar past our house causing further noise nuisance.

During the hearing that I attended, Dusk was keen to emphasize on several occasions that it had established itself as a high-end, "fine-dining" restaurant for discerning patrons, offering quiet ambient music as part of this experience. This conjured images of Alec's restaurant, only 0.9km

away as the crow flies, positioned in a similar rural setting, which is indeed a luxury restaurant offering a quiet 'fine-dining' experience. Dusk also admitted during the hearing that it had not, at the time of purchasing the property, realised the extent of semi-rural housing located very nearby, showing a lack of in depth research into the nature of its location. It is obvious to everyone concerned, that Dusk is not in fact seeking to be a fine-dining restaurant offering quiet ambient music. It is very evidently a nightclub. Also, very obviously, its location is not appropriate for a nightclub playing loud music into the early hours of the morning and out of which spill rowdy patrons during unsociable hours. By its own admittance, Dusk did not properly research the setting and should not be allowed to operate as a de facto nightclub on Frog Street. I would be very surprised if the council had granted Alec's restaurant a licence to become a nightclub in the quiet of Navestock Side.

Indeed, I am curious to know how Dusk obtained its original licence and who was involved in this decision. I question whether due process was followed, and whether local residents or local councillors were consulted.


The police have been called out on several occasions in response to neighbours' complaints about the noise levels and nuisance caused by Dusk and its patrons. On more than one occasion, upset neighbours have been told to 'F-off'. When the restaurant is confident it is not under observation it regularly turns up the volume of the music. Patrons, who are supposed to be escorted to their vehicles and quietly shown off the premises, have on occasion been wheel spinning in the car park. Recent images of Dusk's operations online have shown that clientele and staff are not following face covering requirements.

In short, I am very unhappy about the current situation and I do not feel that the Council has to date cared for the residents of our area or sought to help us in removing the nuisance caused by Dusk.

May I ask that if this letter is put into the public domain that the above paragraph regarding our child's condition and my name and address be redacted.

Yours faithfully

A solid black rectangular box used to redact the signature of the sender.



Brentwood Council Licensing Department  
Brentwood Borough Council  
Town Hall  
Ingrave Road  
Brentwood CM15 8AY

Dear Sir or Madam

I write to oppose the current license granted to Dusk, Ongar Road, Pilgrims Hatch, Brentwood, Essex CM15 9SS after seeing a notice relation to the local resident asking for a review under the Prevention of Public Nuisance by the entrance to the car park.

I am glad the resident has asked for the review as this weekend in particular Sunday I could hear much noise from Dusk. Although many cars left at 10pm to be fair, there were shrieking men and women at 11.50pm. I was in bed with the window closed. I then opened the window to see what was going on. The lights were still on at Dusk and the noise was even louder with the window open. I sent a text to my mum on the other staircase.

I also sent a text to my mum on 30<sup>th</sup> August and she has sent that to the council, so it is timestamped, of the noise preventing myself and our family from sleeping. After that evening, I was aware that neighbours were also unable to sleep.

My bedroom window faces the car park. Most evenings I hear noise in the car park from men and women, and I also hear music from Dusk. The noise is men and women singing or chatting or screeching, but as well as that I hear the cars spinning round the car park, beeping their horns, general laughter.

I commence work at 6am currently working from home. I seek that I am able to

sleep in peace without being woken during the night so that my work is not affected. We live in an area that doesn't have many neighbours. My friends that live in central Brentwood don't hear as much noise as I do.

I would like Dusk to succeed as a normal restaurant like The Cuckoo does, its in a semi rural area, and operates as a restaurant only. None of my friends would visit Dusk and none of my friends would go to a Shisha bar as we know the dangers of smoking but also why would we go there. The people that visit Dusk are not local people as shown in their photos. Local people in their late teens/twenties in Brentwood really don't go to these type of places. I have lots of friends that went to schools in Brentwood and we can see straight away that these people aren't from Brentwood area.

I used to loan horses and we have alpacas and until yesterday a goat. I can hear my alpacas stamping around the paddock and frequently have to get up to stroke them in the night when they can hear the noise from next door as they are spooked by the noise from cars/music/shrieking/singing. I should not have to go outside to reassure my animals who normally sleep in a barn.

Please review this license as soon as possible. I support the resident. I do not want music at all. Living next door - at night time where there is no other noise the sound travels. Its been so bad since lock down has been lifted, but they are only operating at a third capacity due to restrictions and winter is coming, so the wind will start to carry the noise even more. Its not even the noise from just the music, it's the noise from customers, cars and the music. Then theres the spotlight shining in my room, the car lights flashing up.

Thank you for your help.







2nd October 2020

Licensing department  
Brentwood Borough Council  
Town Hall  
Ingrave Road  
Brentwood  
Essex CM15 8AY

Dear Sir/Madam

Following my sighting of an application of an Application for Review of Premises License (licensing Act 2003) for premises known as Dusk, Ongar Road, Pilgrims Hatch, CM15 9SS by a local resident, I hereby give my support to the local resident and oppose the license Dusk currently holds. As you know, I have been informing the council for 15 months with regard noise from within the perimeter of Dusk, from loud music to spotlights, to customers screeching, car horns beeping loudly, men cheering, people singing and chanting. I am still unable to sleep through the night due to the spotlight shining through the gap in bedroom curtains. I list below the dates and times I have stored in which I have had reason to contact the council. However, in the current environment, I ask the question why is a shisha outdoor smoking restaurant needed at all. It puts a massive strain on our NHS and 20 minutes of shisha smoking is equivalent to 100 cigarettes. Despite what the proprietors say about this, I have used NHS, Cancer Research and World Health Organisation websites for the information. As such I am quite flabbergasted that this was allowed to open at all, let alone in this semi-rural environment, with no consultation with neighbouring properties. Even local high streets and major Essex towns do not have this type of restaurant, certainly not with opening hours until the early hours of the morning. Yet, this license has been granted, again with no consultation to neighbours, who include local councillors and people working for Essex County Council. Dave Leonard received an email on 16<sup>th</sup> August 2019 so over a year ago, saying we object to the license. Having telephoned other restaurants in a semi-rural area around Brentwood none have the live music license, they are solely restaurants and close at midnight latest on a Friday and Saturday, most earlier.

14/6/19 – 2300 Cars leaving screeching, shrieking and screaming of people in the car park – advised Dave Leonard – he conducted enquiries

28/6/19 – loud music, cars leaving car park, spotlights – advised Dave Leonard – advised he monitoring

23/7/19 – Contacted Dusk through Facebook as they were not answering the phone at 23.46pm to turn music down. Told that they would but to no avail.

24/7/19 – Loud music – advised Dave Leonard, who responded that based on what Dusk are saying they do, they do not need a license. Thus, Mr Leonard believed Dusk were operating as they informed him

8/8/19 – Again very loud music – advised Dave Leonard. So now we are two weeks later and Dave Leonard advised Dusk now DO need a license for their activities, as informed by neighbours previously

12/8/19 – Richard Bates contacted us to say breach of planning re spotlights – SPOTLIGHTS STILL REMAINING SHINING IN OUR BEDROOM – Thus over a year later, this breach still remains, again Dusk doing exactly as they want, ignoring planning

16/8/19 – Emailed Dave Leonard stating our objections to the license. Sent a referral link a year later. Told Mr Leonard about the screeching and beeping of car horns. Informed Mr Leonard that many children are unable to sleep, advised about the noise from the outside area, advised about a FIREWORK DISPLAY despite our alpacas, goat and horses in the direct neighbouring fields surrounding Dusk (note plural more than one horse and owner), all field animals going beserk, alongside many of us with dogs. NO NOTICE WAS GIVEN TO RESIDENTS IN ADVANCE OF THIS DISPLAY, thus no opportunity to get animals inside. Indeed, FIREWORK SHELLS WERE FOUND IN OUR ALPACA FIELD AND ON THE ONGAR ROAD. Dave Leonard was told of this on 16/8/19. Dusk to not consider local neighbours whatsoever.

17/9/19 Police Ref: 19/001771/LIPRCO

15/2/20 – Contacted Vicky Davies, Dave Leonard, David Carter, Cliff Poppy, Barry Aspinell and Richard Bates re noise from Dusk re extremely loud FESTIVAL type music. This was heard from properties in Warren Lane and Solid Lane. Dave Leonard telephoned subsequently and said that DUSK CANNOT CONTROL THE SOUND SYSTEMS THAT OTHER PEOPLE BRING IN WHEN THEY RENT THE PREMISES PRIVATELY.

14/3/20 – Extremely loud music – could not watch TV in our lounge that has double glazed windows without the loud booming music in the background. We do not have TV's bedrooms, we sit as a family to watch TV some evenings. With booming music coming through double glazing THIS IS NOT BACKGROUND MUSIC whilst customers eat a meal.

19/7/20 – at 12.24pm sworn at and had phone slammed down by Dusk when asked to turn music down

28/7/20 – wedding more than 30 guests setting off orange flares in car park from cars. Music very late into the evening, very loud.

29/7/20 – Very loud music, 1AM wedding guests left, total chaos, very loud. Advised Vicky Davies, Dave Leonard, David Carter and sent video evidence of the flares

30/8/20 – Very loud music, everyone in home including all children unable to sleep, thus AT RISK OF HARM. Husband went to ask for music to be turned down "ITS NOT TOO LOUD FOR OUR CUSTOMERS". At this point please read customer reviews on trip advisor and open table where customers dining where the DJ is state "THE MUSIC IS TOO LOUD TO HOLD A CONVERSATION". Customers also say "THE OUTDOOR DJ IS EXCELLENT"

1/9/20 – Video sent to all applicable councillors from my bedroom, evidencing extreme noise. Field animals running around scared. Children again unable to sleep, alongside adults in household.

6/9/20 – More video evidence sent to Councillors

10/9/20 – Midnight music very loud and people going in – reported to council

12/9/20 – 1230am very loud music from venue and outside noise in car park – reported to council

13/9/20- Noise again 1150-0055 very very loud drum like base music – reported to council

21/9/20 – asked for spotlights to be rerouted – again a year later – reported to council

24/9/20 – Loud noise from inside and outside Dusk - REPORTED TO POLICE – as lights on and doors still open after 10pm

25/9/20 – Loud noise from inside and outside Dusk - ANOTHER NEIGHBOUR REPORTED TO POLICE – The neighbour went to the venue and saw people, witnessed shrieking men and women after 10pm

26/9/20 – Loud noise from car park, shrieking of men and women, very loud chanting and singing

PUTTING A SEARCH FOR DUSKLOUNGE BRENTWOOD into facebook and Instagram:

People standing drinking – against UK law

People standing posing by statues without masks on in groups – against UK law

People standing in larger groups than six – against UK law

All on public social media, with timestamps, reported to Councillors.

There are at least 10 children within the immediate vicinity that I know of, 7 of these still at primary school.

There are many front line keyworkers in the immediate vicinity that I know of.

Crime rate for July and August has gone up sharply in the area.

2/10/20 – Reported to Police RBN9740204242C – re Covid breaches that have already been reported with photographic evidence to council.

Dusk has covers for over 300 inside and 110 outside. The indoor restaurant has its grand reopening on 16/10/20 so has not yet properly reopened. See their own advertising. They also advertise for VIP Tuesdays – Free Entrance/LIVE DJ/Free Shisha. Again serious COVID breaches as DJ and music not allowed as told by police. Police have asked that we collate any noise we hear at all from our property in relation to Dusk and fill in forms on line. Police also aware that this has been reported on many occasions to Council.

We seek that Dusk is known as a restaurant like Alec's in Navestock or Smiths etc. where it is a nice restaurant to go for a meal that local people would also visit. Indeed when Dusk first opened we attended the opening evening as looked forward to the restaurant opening, alongside many of our neighbours. However, almost immediately, the noise began and we realised this is not simply a restaurant to go for a nice meal. A restaurant with no music similar to those mentioned above, with same opening hours as those above, would work in this area. Not live music, not bellydancing, not live films, not weddings etc, but simply a nice restaurant. No outdoor shisha area. It really does not work. Again, this can be evidenced by the number of complaints with Joy Fook (if any at all!) compared with Dusk. We have lived here for 16 years and before Dusk opened, you hadn't heard of me!

Thus, I conclude, that I oppose the current license Dusk hold and show above the reasons for my opposition. This should be supported by Councillor Cliff Poppy, who has also written that he has heard the noise from Warren Lane, and Mr David Carter from the licensing department, whom Mr Leonard said had been intimidated by Dusk when he visited the premises and could hear loud noise across the other side of the car park.

Kind regards.



**From:** [REDACTED]

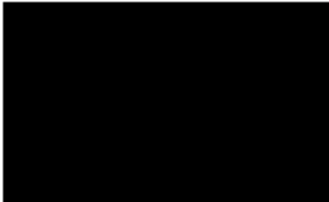
**Sent:** 02 October 2020 12:51

**To:** Licensing <licensing@brentwood.gov.uk>

**Cc:** Paul Adams <paul.adams@brentwood.gov.uk>; Vicky Davies <vicky.davies@brentwood.gov.uk>

**Subject:** dusk licensingobjection

**Importance:** High



2nd October 2020

Licensing department  
Brentwood Borough Council  
Town Hall  
Ingrave Road  
Brentwood  
Essex CM15 8AY

Dear Sir/Madam

Following my sighting of an Application for Review of Premises License (licensing Act 2003) for premises known as Dusk, Ongar Road, Pilgrims Hatch, CM15 9SS by a local resident, I am writing to let it be known that I whole heartedly, 100% back the local residents opposition to the current license.

Dusk operate under their own rules, have zero consideration for local neighbours, they are running a West End of London establishment in a semi-rural location, it's incredible and mind blowing how they are allowed to operate with the noise and utter disregard for anyone.

Personally I have complained by phone to no avail countless times, usually the only response I get when I ask them to turn the music down is the silence on the phone from being hung up upon. I have been to ask them on a personal basis numerous times, the staff are vile and very aggressive and they tell me it's not loud and to 'go away', 'don't cause us trouble' and make me very aware they 'know where I live'.


I have emailed the council, I have phoned 101 and no one does anything or listens or takes actions – I am baffled why nothing gets done or dusk do not get investigated and in turn, licenses cancelled and closed down.

Even more alarming is the fact they are applying for a more extensive license, how can that even be considered when they can't even play by the rule book they currently have in place, how does this new application even take a moment of the councils time.

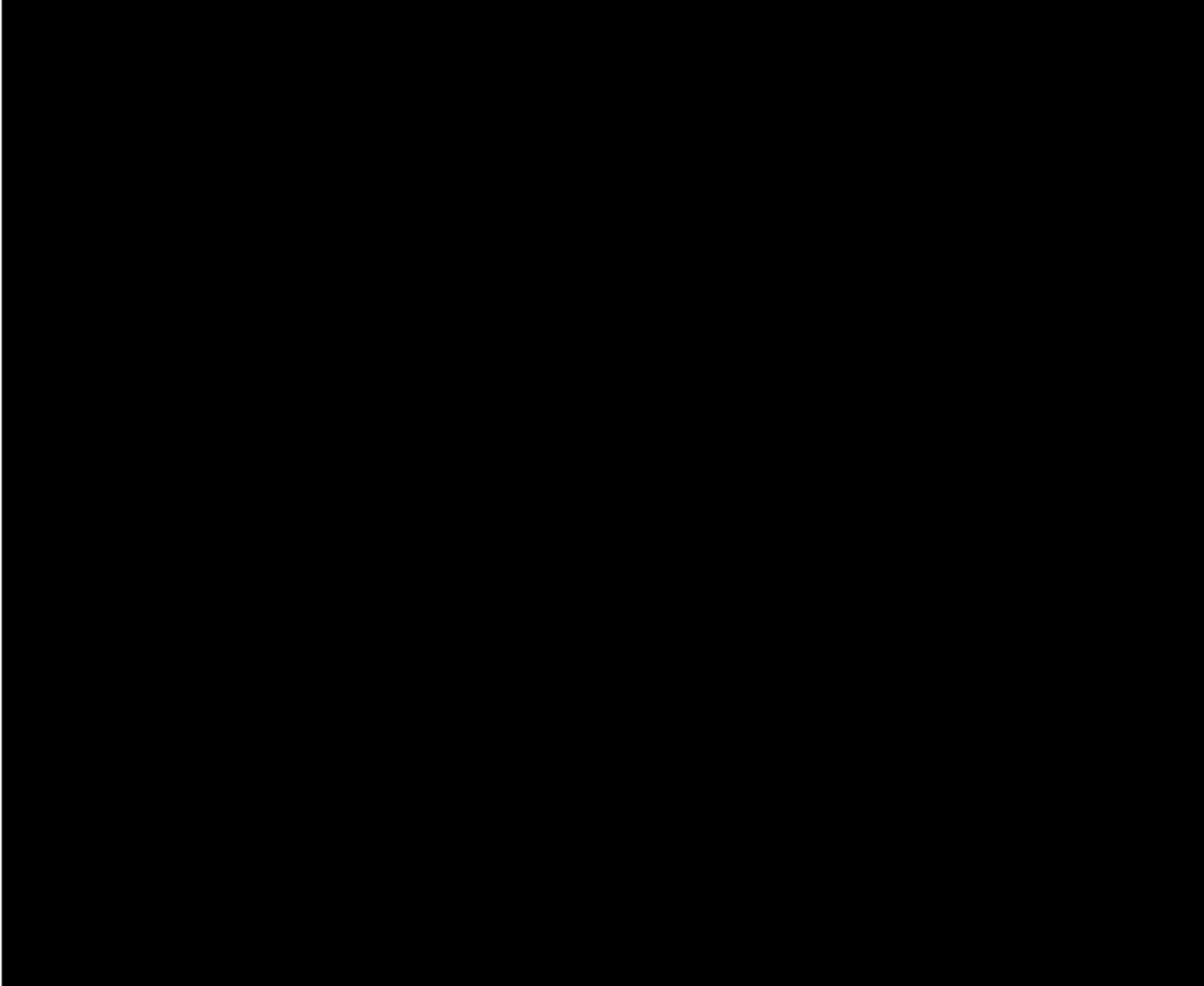
Spotlights point directly at my house, unsure why, maybe because we complain about the noise – please have them point the spotlight at the car park and not my home, why can this not be enforced ???

The noise is a joke, neighbours would not complain unless it was a regular nuisance, it's surely no coincidence I am not the only one with a grievance, what can be done to make them adhere to the conditions they have in place – this cannot continue, its causing distress and sleepless nights for my family.

The above has been going on for more than a year as you know, it's time to stop ignoring local residents plea for help in controlling Dusk.

Kind Regards and with every hope you can help, 

\*\*\*\* PLEASE COULD YOU ACKNOWLEDGE RECEIPT OF THIS LETTER \*\*\*\*



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From: Jemma Dimambro [REDACTED]  
Sent: 07 October 2020 21:00  
To: Licensing  
Cc: Dave Leonard  
Subject: Dusk License

To who it may concern,

This email is to oppose the license Dusk currently holds and question, why they haven't got a normal restaurant license like other restaurants in the area i.e. Alec's Restaurant which is also in a rural area but has to close at 12pm and doesn't cause any noise disruption with DJs or live music. To be quite frank, I'm quite concerned why Dusk have been granted such a license in a green belt area. As a family with young children the noise can be quite disruptive of an evening, trying to get to sleep. The music can be heard quite clearly from our bedrooms, especially my sons which is in the loft room. In the summer months with windows open it's even worse. This also goes against the rules of the license set for them which states -

The Applicant then stated that he had door staff to keep the noise down and escort customers to the car park. There was no intention to become a club. In the evening coffee would be served. There would be lighting in the car park to deter suspicious activity. There would be ambient music for smoking a hookah. There would also be a Michelin star chef. Also, there would be no dining but just sitting and eating food. Also, noise would be minimal as 300 people were very unlikely to leave together. On Fridays/Saturdays there would be 2 door staff. It was clarified that there were 120 covers inside and 65 outside with 110 covers in the function room. This was part of the Planning permission to take noise prevention measures. The restaurant closed at 10.30pm. Door staff check people's bags.

The staff were trained to identify underage patrons and detect underage drinking. There was ongoing staff training. Everyone would be chaperoned to their cars. The Committee then retired to consider its decision. The Committee discussed various aspects of the matter but decided to adjourn the hearing to allow time for a site visit of the premises, as clarity was required on the construction and use of the outdoor space. The Committee conducted a site visit on 1st

October 2019 in the presence of officers, the Applicant and 5 objectors. All parties had been invited to attend. The Committee then returned to consider its decision. The Committee felt that conditions needed to be imposed to meet the requirements of the prevention of public nuisance and the protection of children from harm objectives under the Licensing Act 2003. The Committee decided to grant the hours requested as detailed at paragraph 4.3 of the Report. The Committee imposed the conditions requested by the Police as described at pages 61 to 63 of the Report but amended as follows -

1. Condition 1 (ii) as requested but the words "and the areas where alcohol sales take place" to be deleted.
2. Condition 3 (e) the words "or alcohol" to be added;
3. Condition 9 first line the words "at the cash point of sale" be deleted and replace with "at all entry points" & "At the point of sale" in the penultimate line to be deleted.
4. Condition 10 to be deleted.
5. Condition 11 first line to be deleted and replace with "All staff shall"

In reference to the outside area there shall be the following additional conditions -

1. The retractable roof will be completely shut/closed by 2100hrs each day.
2. There shall be no use of the outside space on Sunday to Thursday after 2230hrs and on Friday and Saturday after 0000hrs except for the purpose of smoking.
3. The area is to be staffed when it is being used.
4. There shall be no licensable recorded music after 2230hrs each day.
5. The passageway will be staffed at times of use.
6. There should be a second interior door installed at the front entrance.
7. Noise limiters shall be installed in the outside space in discussion and agreement of the Licensing Department of the Council.
8. Signage to be displayed requesting patrons to use courtesy & respect to neighbours

The Committee also advised that it would be of benefit to have a barrier at the entrance to the car park and barriers at end of car park to obscure the building from the nearest house.

None of the above is abided by. No.2 states no use of outside space Sunday till

Thursday after 10:30pm. They have an event coming up which they are calling their "re opening" which advertises VIP Tuesday - live music and free shisha. No.4 states no recorded music after 10:30pm this is never the case. It often carry's on til lam.

Not only is the music disruptive, but the cars in and out throughout the night, often beeping and customers can also be very loud vocally.

The license conditions also state that they should have a barrier at the entrance to the car park which would be closed of a night. And customers would be escorted to the car park to their cars. Most weekends we are woken to cars wheel spinning and revving their engines needlessly. If the barriers were closed cars would have to leave and would not be able to do this.

As I'm sure you can understand we choose to live in a rural village area for a reason, away from the hustle and bustle of a busy high street. Having a restaurant (which seems more like a nightclub) pop up at the end of your garden, causing countless disruption and waking your children up of a night is unacceptable and I am appalled that the Council are allowing this and allowing Dusk to basically do whatever the please. Thank you for your time and consideration in this matter.

Kind Regards  
Jemma Ballard

Sent from my iPhone

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From: Vicky Davies  
Sent: 19 October 2020 18:39  
To: Dave Leonard  
Cc: Barry Aspinell; David Kendall  
Subject: License review request for Dusk restaurant pilgrims Hatch

Dear Mr Leonard

I wish to support the review of license for Dusk restaurant Pilgrims Hatch Over the past months I have received a very high number of complaints from residents living in the vicinity of the restaurant.

The main cause of concern is the high volume of music regularly emanating from the outside shisha lounge area. This music is reported as being heard beyond their operating hours and causing distress and disruption to resident's lives  
Cllr Vicky Davies  
Pilgrims Hatch Ward

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