

On 8 May 2025 15:02, <@thecrowninnlea.co.uk> wrote:

The Crown Inn

Lea, Herefordshire

8/5/25

Thank you for submitting your representation regarding our licensing application for the garden bar. I wanted to reply personally, as we really value being part of this community and maintaining a good relationship with our neighbours.

We understand your concerns about weekday noise, especially with young children at home. Since opening, we've worked carefully to ensure music is kept at a reasonable volume and have already adjusted things like the bass to help reduce disturbance. We believe the music levels we now have in place strike a fair balance that has worked so far. Having the garden bar license is important for the success and sustainability of the business. Part of that includes offering a consistent guest experience every day we're open — including background music, which helps create the right atmosphere. We'll continue to manage this responsibly and keep noise under control as part of our commitment to being a good neighbour.

I am more than happy to meet you onsite to discuss if there is anything else that we can do? We've also noted your comments about the humming or vibration noise at the back of the building and will look into this to see if there's anything further we can do.

Thank you again for sharing your concerns. We hope we can continue to work together positively as neighbours while balancing the needs of the local community and the business.

Warm regards,

The Crown Inn, Lea

From: <@hotmail.com>

Sent: 10 May 2025 22:54

To: <@thecrowninnlea.co.uk>

Cc: <@bhsavidge.co.uk>; licensing@herefordshire.gov.uk

Subject: Re: Crown Inn

Thank you for your email. I understand you have a business to run and I appreciate that you have listened to my concerns regarding the volume of the music and have adjusted this and the upper garden's lights have generally been turned off when it has been agreed, latest I think has been 21.20.

However, as I write this at nearly 23.00, people have not been moved inside at 22.00 as promised on the tour you gave and I can clearly hear lots of loud voices and laughing outside so this needs looking into; I know your aim is managing the pub responsibly.

As explained previously, my children deserve a good night's sleep during the week and having the garden bar open until 22.00 is not necessary when the pub itself is open.

The extractor fan noise is unacceptable from the morning until 22.00 and many neighbours have also complained. We cannot sit in the garden it is that loud. You are welcome to come to my house and listen to your customers from my garden/house as well as the fan noise and see whether you think it is acceptable. I remember on the tour you gave, you complained about the noise from the fridges in your accommodation and this was being sorted so if you could find a way of trying to reduce this, we would all really appreciate it.

I do hope these issues can be resolved and appreciate you working positively with your neighbours.

Best wishes,

From: <@thecrowninnlea.co.uk>

Sent: 14 May 2025 17:22

To: <@hotmail.com>

Cc: <@bhsavidge.co.uk>; licensing@herefordshire.gov.uk <licensing@herefordshire.gov.uk>

Subject: RE: Crown Inn

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Thank you again for your message, and for acknowledging the changes we've already made, particularly around music volume and lighting. I really do appreciate your constructive approach.

Just to clarify our timings, as I'm not sure if there may have been some confusion or miscommunication around this — apologies if so:

- The garden area closes at 9pm.

- The garden lights are set to turn off 15 minutes after that area closes, to ensure guests can exit safely without sudden darkness on the steps.

- Outdoor music is turned off at 10pm (this was previously agreed by the council at 11pm, but we brought it forward as part of our efforts to address local concerns and felt it was the right thing to do).

- The patio space can remain open until 11pm if patrons are using it, which is in line with our premises licence.

We've also been closing the car park entrance from 11pm each night and asking guests to exit via the street side to further reduce outdoor noise near neighbouring properties. On the evening you mentioned, guests should have been moved inside by 11pm. I'll be speaking to the team to ensure this is done more promptly going forward.

While I can't personally manage it every night, I'll be making sure it remains a clear priority with the team.

With regard to the extractor fan — it's a legal requirement for commercial kitchens, and the size and specification are determined by the regulations for a premises of our scale. That said, I'd be happy to come over and hear it from your garden to better understand the impact. If there's anything practical we can do to help reduce the disruption, I'll certainly look into it.

Just to reassure you — we haven't forgotten about tidying up the fence either, it's still on our list and will be sorted.

For transparency, I've attached the meeting notes from the original licence appeal. Please note, our Summer Bar is subject to a new application entirely, and if granted, would see that bar close no later than 10pm each night.

Thanks again for your continued communication. We're committed to running The Crown responsibly and being a considerate neighbour to everyone in the village.

Warm Regards,
Crown @ Lea

From: @hotmail.com
Sent: 19 May 2025 21:51
To: @thecrowninnlea.co.uk>
Cc: @bhsaveidge.co.uk>; Licensing <licensing@herefordshire.gov.uk>
Subject: Re: Crown Inn

Thank you for clarifying and for arranging the exits to avoid less noise and ensuring that guests are moved inside by 11pm. I have been really pleased that the music outside has been quiet but I did notice earlier this evening that the music volume had increased and it was much more noticeable and then it was reduced again by 9. If this could be checked so that it the continuous lower level is constant through the evening, I would appreciate it.

I completely understand re the extractor fan but there are ways to dampen and absorb the noise. I have recorded the sound at 45-50 decibels and when my electrician was over the other day, he mentioned how loud it was and there are several ways that this can be rectified so please could you investigate further? Please feel free to pop round to hear the sound in my garden at any time to check; I am at work all day during the week so if you want to do it during the day on your own then you are welcome. I am home from 6 if you want to chat and come into the house to check the noise level too or come over at the weekend.

Best wishes,