



Memorandum

From: Head of Environmental Regulation Service
To: HEAD OF LICENSING SECTION
FAO: PETE CLEMENS
Date: 9th March 2011
Our Ref: EH.RMO.792651
Investigating Officer: Rhodri Morgan
Extn: 4851

LICENSING ACT 2003

ENVIRONMENTAL HEALTH REPRESENTATION

Premises: SECO Lounge , Mills Bakery, Royal William Yard, Plymouth, PL1 3GD

Name of Licensee: Loungers Ltd.

Type of Application: Variation

Report Prepared By: Rhodri Morgan

Recommendations

- ~~1. That this department has no comments regarding the Application.~~
2. This department would like to make the following representation;

LICENSING ACT 2003
ENVIRONMENTAL HEALTH REPRESENTATION
Name: SECO Lounge
Address: Mills Bakery, Royal William Yard

Report By: Rhodri Morgan

Date of Inspection: N/A

The text in bold are the conditions that this department will be putting before committee to be included in your operating schedule.

The text in italics is for your information.

Public Nuisance

1. No tables to be allocated to customers after 21.00hrs in the outside area, and the outside area must be cleared by 22.30.
2. The supply of alcohol externally shall be by waiter or waitress service only and ancillary to the consumption of a substantial meal.
3. Management will control levels of noise in the outside area and advise customers of the need to respect local residents where appropriate. Any patrons continuing to cause any disturbance or disorder will be asked to leave the premises
4. Management will monitor the external area regularly; will document the monitoring and any material incidents in a log.
5. The written log will be kept on the premises at all times and be available for inspection by any responsible authority on request.
6. *Change of condition Annex 2, The Prevention of Public Nuisance No.7 to read:* **Prominent, clear notices shall be displayed at all exits and externally requesting that customers respect the needs of local residents and leave the premises and area quietly.**
7. The delivery of goods is restricted to the normal working day.
8. Tables under door openings at 1st floor level will be designated as no-smoking areas.
9. No drinks will be permitted to be taken outside the premises after 22.30hrs

Public Safety

This department recommends refusal of the extension of the licensable area demarked in the rear courtyard of the premises.

Licensing Act 2003
Supporting Information for Committee Hearing following the Public
Protection Service Representation

Premises Name: SECO Lounge, Mills Bakery, Royal William Yard.

It is this Responsible Authority's opinion that, having considered the applicants operating schedule that if the application were to be granted, as applied, then there is potential for a negative impact on the licensing objectives of public nuisance and public safety.

Noise generated, particularly from patrons using the external facilities of the SECO Lounge are currently a concern for this Responsible Authority.

This Responsible Authority has received a number of complaints from local residents of the Mill's Bakery Building, of which SECO Lounge is a part, since April 2010. The complaints centered on issues of noise generated by the premises from a number of sources including the use of the outside area, music and cleaning/deliveries. Through working in conjunction with the premises management and local residents Officers of the Environmental Health Department have been able to reduce the impact of some of these issues.

One issue that in the opinion of this Responsible Authority has not been successfully addressed or resolved is the issue of the use of the outside area.

The external seating area at the front of the property currently operates between 0800hrs and 2300hrs and is located directly below residential accommodation. The public nuisance issue arises from large numbers people sat on the tables outside drinking, eating and smoking during these hours.

The problem is exacerbated during periods of warm weather and later evenings of daylight when the outside area encourages more patrons to use the outside area for longer. A further consequence of the good weather is that residents above the premises may wish to open windows to their property which, due to the proximity to the premises increases potential nuisance issues.

During the winter months there have been less issues of public nuisance associated with the premises, it is this responsible authority's opinion that noise issues that arose the previous year are likely to recur.

Prior to receipt of this application and due to these on-going concerns, it had been this Responsible Authority's intention to meet with the management of the SECO Lounge between the months of March and April this year to discuss the management of the premises' intentions as to how they intend to control the use of the outside area and what steps they would take to lessen the public nuisance impact that had been experienced the previous year by local residents.

A combination of conditions and variance of operating hours set out on the previous page are ones that this Responsible Authority believes will go some way to minimizing the impact on local residents. But in attempting to balance the mixed use development, these proposed conditions may not be sufficient, when considering that the occupancy of the outside area will be increased by more than half of its current level.

Considering the use of the building, the extension of a licensable area to the rear courtyard of the premises would significantly impact on public nuisance and public safety of local residents due to it being in the same location of resident access to their living accommodation, which could lead to them being intimidated by being greeted by people 'in drink' at what is essentially their doorstep and the fact that the inherent structure of the courtyard would magnify any sound created there by patrons.

Issues have been raised by local residents during Environmental Health investigations that the outside areas were, at times, being used outside the licensable hours. During initial consultations with the management of the SECO Lounge, it was determined that the external furniture would be kept in-situ as returning them inside and the end of trading was causing a disturbance to local residents. Issues had also been raised over patrons being served alcoholic drinks outside the licensable area of the premises.

Officers of the Environmental Health Department have met with management of the Urban Splash development who operate Royal William Yard. The management of Urban Splash explained that their own security team had witnessed members of the public using the outside furniture after the SECO Lounge had closed.

This clearly is a concern that could potentially lead to public nuisance issues. What this Responsible Authority would advise is that the licensable area is clearly demarcated to discourage members of the public using the seating area when the premises is closed and to clearly define areas where patrons may be served. This Responsible Authority understands the listed status of the area, but would advise that a suitable condition be added to the operating schedule to include demarcation, should consent be given by the responsible undertaker. i.e. English Heritage



*Apt. Mills Bakery, Royal William Yard
Plymouth, PL1*

15.2.11

Licensing Applications
Plymouth Council

Dear Sirs,

SECO LOUNGE new licensing OBJECTION

I understand that the above company have applied for an additional License for premises adjoining their current outlet at the Royal Wm. Yard.

I have no objection to the opening of additional premises, however, I do strongly object to the length of their opening hours.

These should match those of the recently agreed hours for Prezzo, which will operate from the same building.

It is to be remembered that this is predominantly a residential estate and any extended hours with the ensuing noise, late into the night becomes very invasive.

The residential Leases state that there is to be no noise after the hours of 11pm until 8am, yet Seco is allowed to have clients making noise well into the early hours of the morning, particularly on the weekends and all through the summer months.

Can someone at the Licensing Department please seriously consider the nuisance that late night revelling creates. Royal William Yard is not a town centre, it is a residential area surrounded by a larger residential area and consideration for the residents undisturbed enjoyment of their apartments should be a prime consideration when the Licensing Committee is considering the hours and conditions.



15.2.11

Plymouth Council Licensing Dept.

SECO LOUNGE Objection to new license

Dear Sirs,

I have an Apartment at the RWY, Mills Bakery.

I am very unhappy to see that Seco Lounge have applied for a new License with hours which extend beyond the hours agreed by the Licensing dept for Prezzo, which is part of the same complex.

Noise, smoking and litter including broken glass is now becoming a real nuisance as well as staff tying their bicycles to the harbour railings of these beautiful historic buildings.

We also have to put up with late night drinking, smoking, Taxi doors banging into the early hours of the morning.

I am happy to see another facility at the RWY, but the hours need to match that of the recently agreed Prezzo Restaurant.

Thank you

Mr P Clemens
Environmental Services
Plymouth City Council
Civic Center
Plymouth
PL1 2AA



Mills Bakery
Royal William Yard
Plymouth
PL1

1st March 2011

Dear Mr Clemens,

Seco License Extension – Royal William Yard

I would like to inform you that, in general, I support Seco's application to extend their activity at Mills Bakery.

However, there is one aspect of the application that I strongly object to, and this is the proposed use of Mills Bakery inner courtyard as an additional dining/drinking area. This objection is based on public nuisance and public safety concerns.

I have no particular problem with outside tables overlooking the marina, providing the licensing hours are similar to Prezzo, and tables are vacated at a reasonable time, but encroachment into Mills Bakery residents entrance will cause a public nuisance.

The entrance at each end of the east/west alley way is clearly marked with "Residents Entrance" embedded in the flagstones.

Staff and patrons already tend to congregate in the western entrance to the alleyway, causing late night problems with noise and smoke. Extending the restaurant into the resident's entrance and inner courtyard will cause the public nuisance to increase significantly, and potentially impacts on public safety, with residents who may be faced with rowdy diners and drunken behavior in the immediate vicinity of their communal entrance door.

I believe that any license granted should respect resident's privacy, and contain a clear demarcation between restaurant and residents areas (ie. entrance to end of east/west alleyway).

Yours sincerely

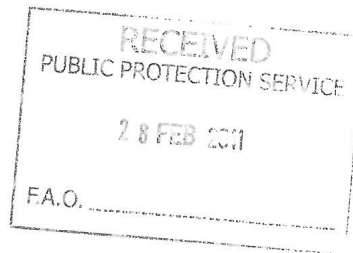
Mr.
Flat Mills Bakery, 4 Royal William Yard
Stonehouse, Plymouth, PL1

Licensing Team Dept of Community Services
Plymouth City Council, Floor 6
Civic Centre, Plymouth, PL1 2AA

CC. Environmental Health Department

21st February 2011

Dear Sir / Madam,



Reference: Objections to Application 026778 for variation for Premises licence for Seco Bar Mills Bakery, Royal William Yard.

We strongly object to:

- the variation on the original licence 020569 and the application 026778.
- We also have objections, strong concerns and wish to make a complaint, on a application 025838 that was issued by the council to allow the bar to stay open past the normal opening hours, through the night until the following morning at 6am, with no consideration to residents, notification to residents or period for the right of objection.

Our apartment is directly above the Seco lounge and spans from the second door towards the sea, past the end bar / wall, over the current bottle store and over next vacant unit. The length of our apartment is the same as the width of the bar ie from front wall to back wall. With a balcony opening with double doors, over the current seating area.

When the Seco lounge opening last March 2010, we have had continuous 24 hour noise and disturbance from normal operating / Customers of Seco lounge and after hours by seco lounge management and employees, and many other issues that will be highlighted. It has been like living in a bar. We have made complaints on several occasions by telephone and writing to the council including environmental health department, planning, licensing, and also the free holders Urban Splash and direct to the licensee direct to the employees and onsite security. Nothing has changed; no consideration has been made to residents for welfare, noise and disturbance, public safety, public nuisance and does not seem to have been taken seriously.

The Seco Lounge has affected our lives in the royal William yard to the point of misery and has been the neighbour from hell. The noise and disturbance has been to the extent we have not been able to stay there full time and live in our home, due to sleepless nights and issues from the bar, we have to spend periods away to get some rest / sleep and reprieve from the noise and disturbance from the Seco Lounge Bar.

At present the Seco lounge has 22 tables beneath our apartment and home, that can seat 88 people drinking and eating throughout the day from the early morning to late at night. But in reality last summer we had more people outside drinking outside the licensed area, up and down the quay. Including the customers of Seco Lounge, employees of Seco Lounge and even witnessed the licensee of Seco lounge walking around with drinks, outside of the licensed boundary areas. We have photographs of people being served food outside the licensed and employees drinking outside the licensed area. With people wandering around with drinks around the building of Mills Bakery. There is no signage or boundary delineation of the licensed premises for information for customers to adhere to and no control measures by the bar put in place to prevent this. We already have planned additional seating outside our apartments and homes for more people due to visit the Prezzo restaurant. This will already increase significant noise and disturbance and public nuisance to our homes and lives. To consider increasing the customers and seating on the quayside, around Mills Bakery and under our apartment and home is unacceptable.

As can be seen from our following highlighted objections, Seco Lounge have broken and continue to break their current license agreement regularly over the last 12 months.

No objections to:

- Extension to the indoor trading space.
- Storage room.
- New customer toilets.

Objections to variation for:

- Increase seating area at front of units, on quayside and next to marina.
- Additional Bar
- Seating area behind unit in centre of Mills Bakery and in enclosed courtyards.

Detailed objections to license variation and license

- **Object to increasing the seating area in front of the new unit on the quay / marina side.** This increases noise and disturbance and public nuisance in all mentioned areas and objections. We understand that there are plans to extend the seating area from 5m the wall along the quayside from the present seating area in front of the new unit. This will double the outside seating area underneath our property. We strongly object to anymore outside seating area beneath our property and home. (Re: Public nuisance, noise and disturbance, Crime and Disorder, Public Safety, harmful to children)
- **Object to additional seating area behind the new units, in the courtyards, in the centre of mills bakery.** This area is the entrance to our apartments and main access for residents. We have to walk through the covered alleyway and past the courtyards. This courtyard is virtually fully enclosed and walls that reach to the roof, on all residential floors. The walls and windows on these walls are where our front doors are for the apartments. The noise echoing around the centre of mills bakery would be outrageous. This noise will be clearly audible in inside our apartments. The thought of drunk patrons to the Seco lounge and smoke at the entrance to the residential apartments fills us with horror. As well as a public nuisance, noise and disturbance, it would also make us feel unsafe through the day and night for entering our residential homes. This is threatening to everyone male, female and children alike. (Re: Public nuisance, noise and disturbance, Crime and Disorder, Public Safety, harmful to children)
- **Object to installation of additional bar.** This increases noise and disturbance and public nuisance in all mentioned areas and objections. (Re: Public nuisance, noise and disturbance)
- **Object to any smoking on the quayside under our apartments and access to our apartments. We have to access our apartments along the quayside (past the Seco lounge), through the alleyway, past the courtyards.** The areas on the quayside, around mills bakery, in the alleyways, in the courtyards, in the foyer area of the residential access to the apartments (which has public access to anyone) needs to be no smoking. We have customers and employees smoking around mills bakery in the alleyways, covered areas and in sheltered areas around the mills bakery building. This increases noise and disturbance and public nuisance, in addition groups of employees smoking and customer intoxicated make us feel unsafe through the day and night for entering our residential homes. This is threatening to everyone male, female and children alike. There are no non-smoking signs on any of the Seco lounges current tables or outside the premises / bar. (Re: Public nuisance, noise and disturbance, Crime and Disorder, Public Safety, harmful to children)
- **Object to any background music in Seco Lounge.** This is audible in our apartments. Seco Lounge has put speakers on the ceiling right under our beds. We have complained numerous times but nothing has changed, it gets turned up through the evening. There does not seem to be any logical reason why there is requirement for music in the bar. And makes our life our nightmare. When we have children staying we can't get them to bed, we end up having to try to sleep through music and not being able to sleep until the bar and employees finish – which is only for a few hours!?. (Re: Public nuisance, noise and disturbance, harmful to children)
- **Object to any use of PA systems and microphones.** The bar regularly uses microphones (ie for quiz nights and public announcements) this is audible in our apartment. (Re: Public nuisance, noise and disturbance, harmful to children)
- **Object to seating area outside being used to 11pm.** This should be brought in line with Prezzo hours and should be restricted to 1030pm, tables cleared by this time. We would like to see the hours decreased. Especially outside, to no drinking or eating outside / under the apartments after 1030pm. And not after 930 pm on Sunday. Even though the licence of the seco lounge outside is until 11pm, we get people smoking and talking outside at all hours. Because the bar is still open until the early hours. (Re: Public nuisance, noise and disturbance, harmful to children)

- **Object to employees banging furniture at the end of night and into the early hours**, by putting furniture on tables. Wood on wood echoes through the granite building and is audible in our apartments. Noise from employees of Seco Lounge -scrapping of furniture / tables, moving furniture / tables dragging, banging chairs on top of tables / and upside down until early hours i.e. until 130am starts again 6am. (Re: Public nuisance, noise and disturbance, harmful to children)
- **Object to employees in the seco lounge being in the bar between closing and opening times**. Making noise and disturbance. When we have children staying we cant get them to bed, we end up having to try to sleep and not being able to until the employees finish, which is only for a few hours!?. (Re: Public nuisance, noise and disturbance, , harmful to children)
- **Object to employees using the music system after hours**. We have had to get out of bed and confront employees directly when they have been playing loud music at 6 to 7am. (Re: Public nuisance, noise and disturbance, harmful to children)
- **Object to cleaners in the seco lounge between 3am and 6am making noise that is audible in our apartments**. Seco lounge have cleaners through the night 3am to 7am and then employee preparations for opening up at 7am. Creating noise and disturbance and public nuisance, preventing us from sleeping. (Re: Public nuisance, noise and disturbance, harmful to children)
- **Object to early morning and evening deliveries**. We have had beer keg and bottle deliveries by lorries early morning and in the evening. Dragging beer kegs and bottles over the cobbles is very loud in front of and under our apartment. It sounds like we are having deliveries to our apartment kitchen!?. We have confronted delivery drivers and employees about this, to try and get it resolved, to no avail. (Re: Public nuisance, noise and disturbance, harmful to children)
- **Object to bottling up and moving kegs at the end of the night and early morning by employees in front of the apartment and under our windows**. The employees move crates of bottles and kegs at the end of the night. Out of the stores beneath our apartment and across the cobbled areas to the bar. (Re: Public nuisance, noise and disturbance, harmful to children)
- **Object to bins with bottles and garbage etc being dragged outside our apartment in the evening, end of the night, early hours and in the morning**. The bins are on wheels and are very loud over the cobbles. (Re: Public nuisance, noise and disturbance, harmful to children)
- **Object to customers drinking and eating outside the boundaries of the current license area**. We observe Seco lounge customers, seco lounge employees and even witnessed the seco lounge licensee walking around with drinks, outside of the licensed boundary areas. Customers of Seco lounge observed sitting on Royal William Yard seating around Mills Bakery with drinks and food, in addition leaning on the rails around the marina, on sunny days drinking and eating along quayside. Employees are also seen to serve customers with food and drinks outside the boundaries of the license. We have photographs of people being served food outside the licensed area and employees drinking outside the licensed area. There is no signage or boundary delineation of the licensed premises for information for customers to adhere to and no control measures by the bar put in place to prevent this. (Re: Public nuisance, noise and disturbance, Crime and Disorder, Public Safety, harmful to children)
- **Object to glasses and broken glass being left from customers of the bar outside of the license premises and around the building area of the Mills Bakery**. As was experienced regularly during the sunny summer periods. This is an issue to Public safety and harmful to children. (Re: Public nuisance, Public Safety, harmful to children)
- **Object to smoking outside our apartment and beneath our windows and balcony / double doors**. The talking goes on through the night and can be heard in our apartment and the balconies are not very high so affected by the smoke. (Re: Public nuisance, noise and disturbance, Public Safety, harmful to children)
- **Object to customers outside the bar doors and around seating areas smoking through the night and early hours**. Causing noise and disturbance and public nuisance. (Re: Public nuisance, noise and disturbance, harmful to children)
- **Object to Seco lounge Employees grouping and smoking in the covered alley and in the courtyards in the centre of Mills Bakery**. This they do regularly, leaving cigarette ends, making noise and disturbance, this is the entrance to our apartments. Also uncomfortable and threatening to walk past groups of people loitering. (Re: Public nuisance, noise and disturbance, Public Safety, harmful to children)
- **Object to cigarette ends and litter and rubbish being left by Seco customers and employees outside of licensed area and around Mills Bakery**. (Re: Public nuisance, Public safety, harmful to children)

- **Object to staff drinking after closing time and into the early hours.** We experience noise and disturbance from the Seco lounge until the early hours of the morning. And then staff and employees from Seco lounge after hours drinking / eating once the bar is closed, causing noise and disturbance, and public nuisance. (Re: Public nuisance, noise and disturbance, Crime and Disorder, Public Safety, harmful to children)
- **Object to insufficient policing and security.** During several incidents through last year there is no policing, no door staff, or effort from the owners i.e. to call police or CCTV to cover the outside seating area. (Re: Public nuisance, noise and disturbance, Crime and Disorder, Public Safety, harmful to children)
- **Object to receiving abusive and threatening behaviour from Seco customers drinking outside of licensed premises.** Groups of lads drinking on sunny summer days outside of licensed premises looking into our apartment, abusing my partner whilst she goes about normal house hold tasks and relaxation. Making us feel unsafe and threatened in our own home. (Re: Crime and Disorder and Public Safety)
- **Object to there being no responsible person working regularly at the bar who is responsible for the licensee.** The licensee is not present in the evenings or weekends and does not work regularly at the bar. Thus not supervising or working regularly at the bar to ensure the license conditions are withheld. The licensee / supervisor is responsible for other bars of lounges in the south west area, and rarely at the Royal William Yard and never in the weekends or evenings.
- **Object to extensions of licenses to 6am.** This is a residential area and under no circumstance should provision be made to allow the bar to stay open into the early hours, and shockingly to 6am. Causing noise and disturbance and a public nuisance. There was a recent license 025838 issued by the council allowing the bar to open to 6am. (Re: Public nuisance, noise and disturbance, harmful to children)
- **Object to customers loitering around the bar after hours.** Causing noise and disturbance, and a public nuisance. (Re: Public nuisance, noise and disturbance, Crime and Disorder, Public Safety, harmful to children)
- **Object to Taxi's picking up late at night and the early hours.** This is directly under our apartments and we have engines running, doors slamming, groups of Seco Bar Revellers making noise waiting for taxis. No door staff or outside staff from Seco, the current Seco lounge employees do not pay any attention to the current noise and disturbance made by customers outside. There should be a designated Taxi pick up area near the gates and security. (Re: Public nuisance, noise and disturbance, harmful to children)
- **Object to incidents we have experienced of anti social behaviour after closing hours.** Causing noise and disturbance, and a public nuisance. (Re: Public nuisance, noise and disturbance, Crime and Disorder, Public Safety, harmful to children)

All above objections are what we have experienced, are experiencing and witnessed first hand over the last 12 months of the Seco lounge. There needs to be a serious review of the licence of the Seco lounge and control measures put in place to prevent the residents have any more public nuisance, noise and disturbance, abusive and threatening behaviour or criminal damage.

Crime and Disorder and Public Safety

With increased implementation by the council of drinking at the Royal William around the Mills Bakery, it is imperative that the correct security and policing measures are taken. It is going to be only a matter of time before there is an incident, assault or damage to property and the correct control measures need to be in place

- **No outside CCTV? Why not –** We have major concerns and object to there being no outside CCTV. On the numerous occasions during the sunny summer months when there has been anti social behaviour, large groups of drinkers up and down the quay throughout the day, issues from people leaving the bar, customers shouting and singing at the top of the voices, arguments and raised voices. CCTV would have assisted in the prevention of those incidents and to review for evidence of those incidents.
- **How are these increased drinkers and areas going to be policed?** This is a major concern. We have a gate security man who is part of the residents yard and is paid for by the residents maintenance. As such should not be expected intervene with anti social behaviour or the bars inability to manage their customers. We have not seen any policemen or policewomen in the Royal William Yard on routine patrols.

- **During the sunny summer months, employees and supervisors of Seco lounge seem unable to clear tables in a timely manner and Seco lounge employees have been observed at the end of the night / early hours to kick people out of the bar and just lock the door.** With people left to cause a public nuisance, noise and disturbance in the early hours outside the bar and in front of / under apartment. We have mentioned to the licensee about the consideration of door staff. This would ensure tables are cleared and there are no incidents outside the bar. We as residents should not be expected to call the police every time there is an incident or public nuisance. On at least several occasions we understand that police were called.
- **With increased outside seating area for drinking and no consideration to increasing preventative to crime and disorder, public safety and public nuisance, it will be a threatening area.** I was the victim of a criminal assault and criminal injuries in 2009, which resulted in hospital operations. I moved to the Royal William yard as a safe, quiet and attractive area. I do not want to have to endure a threatening, public nuisance or public safety issued area outside my home and the entrance to door to the apartments. I do not want to have to endure an area that does not have the correct control measures for crime prevention, public nuisance and public safety in place.
- **With the proposal for allowing groups of seco customers to drink in the inner courtyards: this is where the entrance to our apartments are.** This is an enclosed area, difficult to observe, police and ensure peoples safety. We should not have to walk past customers drinking through the day, and night, to enter our apartment. This is threatening to everyone male, female and children alike.
- **When customers drink outside the licensed boundary they can see directly into our apartment through the double doors with minimum privacy. We have had first hand experience of receiving abusive and threatening behaviour** from Seco customers drinking outside of licensed premises. Looking into our apartment with groups of lads during drinking on sunny summer days, abusing my partner and making remarks whilst she goes about normal house hold tasks and relaxation.
- **Prevention of criminal damage to vehicles needs review.** Vehicle damage in November 2011, our vehicle was parked in the Royal William yard and was subject to a hit and run accident by a non-resident to the Royal William Yard. Causing £5000 of damage. Control measures need to be reviewed and put into place with regards to Residents parking, parking for customers of the bar and restaurants; thus preventing and ensuring that damage to vehicles or items stolen from vehicles or vehicles which are stolen is kept to a minimum or recorded. I.e. CCTV.
- **Prevention of criminal damage to resident's properties and the Royal William Yard.** Control measures need to be reviewed and put into place with regards to prevention of damage to resident's property or the Royal William Yard. I.e. CCTV.

We purchased in the Royal William Yard as a Residential development and did not expect late night / early hours bars and restaurants, directly under and in front of our apartment, with the inherent noise and disturbance that have already been giving and we have been experiencing.

The old historic granite buildings are not sound proof inside through the floors or with the single pane listed windows, so you can hear, music, scrapping of chairs and tables, banging of chairs on top of tables, people talking and drinking outside, people smoking and talking outside, antisocial behaviour, employees making noise on routine chores, noise from cleaning, deliveries, quiz nights, also any noise outside echo's around the royal william yard at night.

We are also horrified that Urban Splash are now advertising commercially and in the local newspapers that the Royal William Yard is to be the "Second Barbican". This was not the vision we were sold by Urban Splash or bought into. This conservation area and heritage 1 buildings need to be managed and control measures put in place to ensure that the area develops with the remit of consideration to residents, the history and the heritage are upheld.

We thank you in advance for consideration to the Residents of the Mills Bakery when reviewing this licence and further commercial business in the Royal William Yard. And that correct control measures are implemented in consideration that it is a residential area.

Yours Sincerely

Apartment , Mills Bakery

Mr
Flat Mills Bakery, 4 Royal William Yard
Stonehouse, Plymouth, PL.

Licensing Team Dept of Community Services
Plymouth City Council, Floor 6
Civic Centre
Plymouth, PL1 2AA
CC. Environmental Health Department



03rd March 2011

Dear Sir / Madam,

Reference: Objections to Application 026778 for variation for Premises licence for Seco Bar Mills Bakery, Royal William Yard.

In addition to our letter of the 21st of February, and objections already put forward, please see below additional objection:

Additional Objections to variation for:

- Increase seating area at front of units, on quayside and next to marina.
- Seating area behind unit in centre of Mills Bakery and in enclosed courtyards.

We wish to add a very important issue and objection to the application for increasing seating area at the front of the proposed extension / units, on quayside and next to marina, and within the Mills Bakery courtyard.

On the grounds of public safety, emergency services vehicle access – ambulance, fire engines and police, disabled and elderly access to the main entrance of Mills Bakery and the lifts. A recent unfortunate incident, over the last few days, which a neighbour has experienced, living over the Seco lounge, as do we, has highlighted major concerns to further restricting any access to the residents entrance of Mills Bakery. When we moved into Mills Bakery and prior to Seco lounge, there were no locking bollards restricting vehicle access to the front of Mills Bakery and our front doors to mills bakery and obviously no seating area. Once Seco Lounge moved in vertical bollards appeared with locks stopping any vehicles access to Mills Bakery residents door and seating across the cobbled roadway next to the quay. As can be seen from the detailed description below, we already have issues with the bollards and tables restricting access to the resident's door. And there are additional tables being put at the North End of Mills Bakery past the alleyway by the new Prezzo restaurant. In an emergency we have to try and find the security, who can be on rounds or anywhere to unlock and remove the bollards. And the current Seco lounge tables have interfered with emergency vehicle access.

Note: The residents entrance is past the front of the Seco lounge, past the application for the extension into the new next door unit and past the proposed further outside seating in front of the extension and new unit, right down the alleyway and past the courtyards (with more proposed seating) to the main entrance for the lifts to the apartments. Please see below detailed objection.

- **Object to increasing the seating area in front of the new unit on the quay / marina side and Object to additional seating area behind the new units, in the courtyards, in the centre of mills bakery. – With reference to public safety, emergency services vehicle access – ambulance, fire engines and police, disabled and elderly being restricted access to the main entrance of Mills Bakery and the lifts. – Over the last few days there has been an incident where one of the residents and neighbours of Mills Bakery, had a life-threatening situation and had to call ambulance. Two ambulances arrived due to the severity of the life-threatening situation. Access to the lifts of Mills Bakery and the main residents door was required by the Ambulance service. Access was to take down the locked bollards (after finding security to unlock them), past Seco lounge and the current outside seating area, to the alleyway, past the courtyards and to the main residents door. This route was restricted by the current Seco lounge seating and tables. Around 6 tables and 24 seats outside of Seco Lounge had to be moved. This was a threat to public safety. In addition we have lost access for disabled and vehicle access for the elderly. If the current outside seating hinders and restrict emergency services, more seating should not be proposed or allowed**

that would restrict any access to the resident doors and lifts at the Mills Bakery. We strongly object to anymore outside seating area on the quayside and courtyard blocking and restricting access. (Re: Public Safety, emergency services – ambulance, fire engines and police, disabled and elderly being restricted access to the main entrance of Mills Bakery and the lifts.)

The above additional objections are what the residents have experienced and are experiencing due to the locked vertical bollards and current Seco lounge outside seating.

We thank you in advance for consideration to the Residents of the Mills Bakery when reviewing this licence and further commercial business in the Royal William Yard. And that correct control measures are implemented in consideration that it is a residential area.

Yours sincerely

Apartment: Mills Bakery

Please find below a copy of my email sent to other residents of Mills Bakery. We seriously object to the extension of Seco Lounge to the extra premises below our homes and that they require the extension of the same hours that the bar now opens. The noise diminishes our quality of life –the smoke rising into our home will shorten our lives and is detrimental to my husband’s health in particular as he suffers from asthma (we were not informed there would be a bar with smoking directly below our home when we purchased – it was to be retail premises & coffee shop in 2006) and the noise generated from the business disrupts every minute of our days and throughout our nights, making sleep impossible for more than 2 hours at a stretch. It is disgusting that a business like this is permitted to operate directly beneath and directly outside our homes, for which we have paid a very high price and pay extremely high community tax. The continual dropping of cigarette ends on the dock and dumping of the same in tin cans and stinking buckets in the doorway beneath our own doorway & outside and surrounding Seco Lounge is filthy and appalling.

Residents have requested a smoking area be established on the green which is away from the buildings, but our request falls on deaf ears, and it could never be enforced until the area is designated completely non smoking both within and outdoors.

To double the area of tables permitted on the quay, and then add more than double the number when Prezzo restaurant opens, so in total to quadruple the number of patrons drinking and eating outside our homes is a disgrace and a misuse of such historic buildings, the history being one of the main reasons we purchased here. In fact we are having to leave our home and live elsewhere this summer as we cannot cope with the stress of living here – as too has another owner decided to do. He now spends most of his time in another home he owns on the Esplanade, the Hoe.

We look forward to hearing from you,
Yours faithfully

Mills Bakery
4 Royal William Yard
Plymouth
PL1
01752

There is a notification of application for licensing hours by Seco Lounge for the extension of their current premises into the next part of the building with the address of numbers 12-14 Ground Floor, Mills Bakery, Royal William Yard, PL1 3GD which extends from the current bar to where the Residents Entrance tunnel enters the centre of the Mills Bakery. This application covers 2 more dispensing bars, extra toilets, storage (for which it is already in use) and more tables outside on the dock on the western wall of Mills Bakery. Also I think it mentioned knocking through into the existing bar area. This application would be for the same & existing hours of service, which will also mean that the cleaning hours etc will presumably be the same, so that even more of the residents on the western side of MB will be subjected to noise from the use of Seco Lounge between 6.00am and 4.00am or more as is now.

For example the bar opens for breakfast service & closes between 11.00pm and 1.00am depending on the day of the week, with very loud banging around of furniture at closing. Thereafter we are woken during the night by doors being opened noisily(after closing of the bar) in the small hours and then closed and locked a couple of hours later, presumably by cleaning staff. This is clearly audible at differing hours between 1.00am and 5.00am and then the kitchen staff come in at between 6.00am and 7.00am most days and 8.00am on Sundays and commence banging the chairs back onto the floor from the tables where they were put the night before to enable floor cleaning.

10/03/2011

During the winter the exterior noise from tables on the dock has been reasonable as they're only used in good weather and mainly on weekends during the day. However, during the winter months we have endured more noise and smoke from smokers standing in the doorway directly beneath our home all day long and into the small hours, not every hour throughout the day and night obviously, but often enough and for long enough periods of time to be quite offensive - the smoke then seeps into the rooms via the cracks around the door frames and around the window opening. Bear in mind that if the number of tables doubles there could be well over 100 - 160 people sitting outside creating noise and smoke from early morning to the wee small hours from March through to October. Last summer we had to sit wearing headphones to enable us to hear music or the TV at any time during the day and evening - the noise was unbelievable, however, the Environmental Health Officer is amenable to loaning recording machinery to enable us to complain about this, but so far our objections have fallen on deaf ears. If Prezzo adds another 100 tables on the quay, it's going to be unbearable here.

Objections can be sent to licensing@plymouth.gov.uk but there doesn't appear to be a planning number on the notification.

From:
Sent: 23 February 2011 11:57
To: Licensing (DEVELOPMENT)
Cc: Clemens, Peter (DEVELOPMENT); Morgan, Rhodri (DEVELOPMENT);

Subject: FW: Reference Licensing Hours requested for 12-14 Ground Floor, Mills Bakery, Royal William Yard, Plymouth PL1 3GD

Dear Sirs,

Please see below our first email to you before we actually realised the full extent of the plans that Seco Lounge have for expansion.

We were horrified to learn that not only do Seco intend to extend the dock area they use at present to a distance of 5 m from the wall of all our homes, they are applying to cover with more tables a distance of 5m from the wall of the planned extension which will double the existing number of tables in front of homes of ourselves and other residents. They also have asked to extend into the interior courtyard which is the main access for residents. This means the estimate of numbers of patrons will be much more in number than we thought on first writing. This courtyard within the building is virtually enclosed and has walls which reach to the roof more than 3 stories up. The noise from patrons within this area will be overwhelming as the only windows to allow air into this wing of Mills Bakery are directly above the planned courtyard seating area. These windows are a few feet from our front doors, so amplified noise of conversation will be funnelled directly into our residences and if smoking is permitted any smoke will penetrate the building. We see no notification anywhere of making the whole seating area of courtyard and dock-side a non smoking zone as we have requested. The 'No Smoking' signs have not been seen at all on tables recently.

At present Seco has 22 tables outside our home. These can seat 88 people. In summer 2010 all the RWY teak benches were full with patrons and staff were serving to those benches – we have pictures to corroborate this. Those benches are not within the leased area. Also drinkers were leaning over the railings of the dock, so possible 100 people were served there, and many tables indoors remained empty. If Seco is permitted to double this number of tables on the dock it would allow 176 - 200 people to sit there. On top of this Prezzo has been granted permission for their own tables along the dock and around the corner, so there could be 400-500 people outside alone. As at present on good weather days, and every day in the past summer, we have to sit in our home with head-phones on to enable us to listen to music or watch TV and even spoken conversation is difficult at any time of the day, not just in the evening, we could not wish this dreadful existence for our fellow residents of Mills Bakery. As well as the onslaught of virtually continual cigarette smoke being billowed into our apartment even with the doors and windows shut. Residents should not have to be subjected to passive smoking from a premises or the surrounding area below them, this is not acceptable and should not be allowed to continue, which with this proposed expansion will mean that it will become a massive problem for the residents along the entire front of the building as well as the proposed inner courtyard and thoroughfare.

We therefore object to any of this outdoor expansion – the interior plans are fine, we have no real objection to the restaurant at all, provided the speakers, including those already in place, are installed onto acoustic board as we are still disturbed by music and comparing of quiz nights, and we ask that the practice of stacking chairs onto tables be stopped or is at least done before midnight as this banging noise from the existing bar still disturbs our sleep in the early morning hours and again at 6.00am when the chairs are dumped back onto the floor. Also we request that some noise deadening method is used on the door bolts both new and existing as the noise generated at 1.00am, then again at 2.00am or 3.00am by cleaners entering, then on them leaving at 3.00am or 4.00am and again on opening at 6.00am by the kitchen staff arriving wakes us at every use. So we maintain this to be public nuisance. The double bang-bang of the barista emptying the coffee grounds goes on continually from 8.00am to 1.00am so perhaps this could be

10/03/2011

addressed too if another coffee machine is to be installed in the extension.

Also as regards crime and disorder, in the first summer/autumn of opening the police have been called on two occasions we are aware of, within the restaurant, and our on-site security officers on several more occasions within the yard and there has also been reported crime within RWY such as car break-ins, and drug dealing, so we do not want any extension of that.

With public safety and nuisance in mind there is also the frequent appearance of broken glass both bottle glass and from glasses on all walkways, this week in the residents entry walkway which leads to the inner courtyard there is thick green glass, last week we had to indicate to Seco staff there were several broken glasses beneath tables outside where either the wind or seagulls had sent them flying off tables – in summer weather, glass is a real safety problem to children who run bare-foot around the dock. Rubbish blows all around the site as serviettes and menus disappear off tables, cigarette ends are left everywhere, open buckets of stinking water containing cigarette ends remain beneath our doorway and in the residents entry way and are left for weeks on end to build up.

Another nuisance is the noise generated by patrons waiting after hours on the dock to be collected by taxis. They talk, shout, smoke and generally become a nuisance beneath our windows/balcony doors. We would prefer taxis to collect from the two bus stops covered stands outside the yard as the noise of patrons shouting and doors slamming, engines running are clearly audible from our bedrooms to the back of our apartment. However much Seco says they have plans which will control this, they have done nothing to do so in this past year and have no door staff or outside staff, and indoor staff do not approach any patrons causing problems on the dock or those waiting for taxis.

An example of our frustration and the disruption to our lives was the application that was granted for New Years Eve 2010 (completion application number 025838 for Temporary Event Notice with alcohol from 1159 pm to 6.00 am 31/12/10-/01/01/2011 which we were mortified was passed when it is directly under private residences and we hope that this will not be repeated here again this year as this again is truly unacceptable.

At this time our quality of life is being destroyed as is the history, ambience and peace of this beautiful area of listed buildings. The heritage left to this generation by this stunning architecture has already been compromised by allowing bars to infiltrate what the developers Urban Splash have admitted and advertised is going to be 'a second Barbican'. This should not be allowed by the city planners as the Barbican has become well known as the trouble hotspot of Plymouth, and there the history and heritage has already been destroyed by rampant development of unsuitable businesses and has now replaced Union Street as the seedy part of Plymouth.

Yours sincerely

Mills Bakery
Royal William Yard
Plymouth
PL1
01752

10/03/2011

To:
Cc:
Subject: Re Access to Mills Bakery

Good afternoon Mr Clemens and Mr Morgan,

Re Public Safety

Please accept this as an addition to our concerns regarding the extension application by Seco Lounge to add tables to the existing area used already and to add to this another large area covered by tables outside the proposed extension to the existing premises on the dock-side and also the extra inner courtyard tables –

On 14th February our elder daughter underwent hysterectomy surgery at the Nuffield Hospital, Plymouth and returned to our apartment Mills Bakery, RWY to recuperate on Friday 19th Feb. On the morning of Friday 25th Feb she suffered an haemorrhage which within minutes became life threatening. The first ambulance with paramedics arrived, and was then followed by a second.

The in house security officer on duty opened our fire escape door to allow quick access for the paramedics, but the first and later the second ambulance had to drive along the dock-side to the end and then turn around to come back to the entry tunnel which gives residents access, via the courtyard, to our entry system control. This was to be able to bring a stretcher/gurney up to the main lobby area via the lift. To enable the ambulances to enter the dock, security removed one of the poles which stop unauthorised vehicular access. However, to allow the ambulances to progress to the end and turn, approximately 6 tables and therefore 24 chairs which are currently outside Seco, and which stray outside the allotted had to be moved.

If the number of tables already in place are allowed to encroach further onto the dock-side, this will impede emergency access even more, and if the proposed extension tables are permitted, emergency access will definitely be hindered to a greater extent.

As the planned Prezzo Restaurant will have a much larger area of dock-side leased and therefore more area to cover with tables, this will make turning of vehicles virtually impossible at the far north end of the dock. In the instance concerning our daughter they were two regular sized ambulances, but if two or three fire engines required access the time taken to remove tables and chairs hindering progress would make any rescue or implementation of fire fighting equipment a much slower process.

Driving from the RWY, while riding in one of the ambulances with our daughter, proved to be a very uncomfortable experience for myself as even though barely moving, the temporary speed bumps in the Yard meant I was lifted off my seat, even with safety seat belt in place, and our poor daughter who was in great pain and suffering shock, was literally bumped up in the air at every speed bump, and also to a much lesser degree but on more numerous occasions by those along the road of the one way system to the start of Durnford St by Evolution Cove.

We were very lucky that after a second major surgery to secure a burst artery which required a transfusion that day, our daughter has returned to RWY to start recuperation again.

We would not want any other person to have to go through what we have been through in the past few days, but similar instances could happen all too readily and to have time consuming clearing of tables on the dock-side would prove a great hindrance and could be detrimental in a life and death situation.

Therefore we object on the grounds that it is detrimental to PUBLIC SAFETY.

Yours sincerely,

Clemens, Peter (DEVELOPMENT)

From:**Sent:** 15 February 2011 21:58**To:** Clemens, Peter (DEVELOPMENT); Licensing (DEVELOPMENT)**Cc:****Subject:** Reference Licensing Hours requested for 12-14 Ground Floor, Mills Bakery, Royal William Yard, Plymouth PL1 3GD

Dear Sirs

Please see below our objection to the proposal to extend Seco Lounge to the extra premises in Mills Bakery, Royal William Yard.

We ourselves are youngsters in our mid twenties and although enjoy a social atmosphere we are not happy to have our new home life ruined by constant disruptions in and around our home. Directly below our window, staff from Seco are standing in the alley smoking and dumping their cigarette ends in a tin. This smell is disgusting and we can smell it in our home. If Seco is extended this will only get worse with the increasing amount of staff and customers.

We have a 3 year old son and I hope you can appreciate we don't want him running around at the risk of picking up dirty cigarette ends, falling onto broken glass and losing sleep due to the noise disruptions that is caused by Seco and again will only become worse if the lounge bar is extended. It is very disappointing to think our lovely views could be tarnished by tables and chairs, and our child's safety to be put at risk with increasing amount of people smoking and drinking outside our home. There needs to be a designated smoking area situated away from people's homes, and before this proposal is even considered, the council need to deal with the problems in hand which are ruining residents' lives and forcing them to move from their homes!

We hope all of our thoughts are put into consideration. We chose to live in Royal William Yard as it was a beautiful historic place in Plymouth where our son could grow up and feel safe not having to play in the streets and for this privilege we are paying a very high council tax. However, with these ridiculous licensing proposals this is slowly turning into a dangerous, smelly, dirty playground for people to come and drink, litter and disrespect and for us residents who are paying to live here it's simply not fair.

We look forward to hearing from you.

Regards

Residents at Mills Bakery
01752

Flat Mills Bakery
4, Royal William Yard
Plymouth
PL1

7th March 2011

Dear Sirs

Licensing request for 12 – 14 Mills Bakery – Royal William Yard

My husband and I would like you to note our objections to the proposed plans to extend the outside dock area space and the interior courtyard by Seco. Our objections are on the following grounds:

- Noise levels will be increased. It currently to us is unacceptable.
- Public safety and nuisance – already there is frequently broken glass around the restaurant and area leading into the entrance to the flats. Cigarette ends litter the ground and we, as non- smokers, are subjected to walking past people smoking to get into our home! General litter (cans, bags...) is all around the site.
- Crime and disorder – there have been car break-ins and incidences of drug dealing. We do not want this increased. Also if I come home late or am on my own it is quite intimidating walking past people that are drunk. It frightens me.

We have no objection to the interior plans.

I don't feel that in granting these licenses....there is any thought given to how it affects the quality of life for the people that live in the Royal William Yard or to how it is destroying the ambience and peace of such beautiful historic buildings. Any developments or businesses should compliment the buildings not compromise them.

I urge you to please think long and hard and listen to the residents before allowing inappropriate requests.

Yours sincerely