

████ Wiltshire Drive,
Haslingden,
Rossendale,
Lancashire,
████

To whom it may concern,

I am writing in regards to the review of Nicola Barcroft's licence at the Station Hotel in Helmshore. I wrote a letter in support of Nicola the last time she was under review. I believe it is a complete outrage and a farce that this is even occurring. I don't want to repeat myself from the last letter of support I wrote, however it seems that is what needs to be done. The Station Hotel, which has been around for over a century, is the local pub for many of the people who live in Helmshore and is an enjoyable and friendly atmosphere. Never in my time that I have lived in Helmshore, which is all twenty one years of it, have I ever known the Station Hotel to be noisy or a problem to the community. I have only known it to be a friendly local pub with live music that has always been enjoyed by all that attends and the surrounding area. The people of Limewood Close seem to be merely making petty complaints about noise as an excuse for something to complain about! This may be a big accusation but when they are making complaints about live music being too noisy when there isn't even a band playing at the pub, it does seem a bit of a farce! The Station means a lot to many people in the area and with the pub industry going into decline as it is, it is one of very few decent pubs left in the area. The people of Limewood Close should have considered the positioning of their properties when buying them i.e. RIGHT NEXT TO A PUB. If this was going to be an issue for them, surely they would have known that before they moved in, hence, their own fault. I don't wish to be rude towards people I do not know, but when they are threatening the livelihood of a well-known and well respected establishment for what seems to me to be 'something to moan about', then I think I am entitled to an opinion. The Station is certainly my own local on the weekend, especially Saturday nights when the live music is on. Nicola has compromised and completed all that was asked of her in terms of noise pollution by putting in a double glazed back door that faces onto the beer garden at the back and all the other requirements have been done also.

I hope you will take into consideration what I have said about Nicola and the Station Hotel and also the letters of support from the numerous locals in favour of keeping the Station Hotel. It says a lot about a place when there are such a large number of people in favour of it than against.

Thank you for your time.

████

[REDACTED]
[REDACTED] West view

Helmshore

Rossendale
[REDACTED]

To whom it may concern,

My name is [REDACTED], I live at [REDACTED] west view, which [REDACTED]
Station pubs [REDACTED]. As you have been made aware by certain local residents
they seem to think there is a noise issue. I say that what they are saying are false
claims.

I find there is no noise, and I have no trouble with any of the proprietors who visit the
station. I myself do visit the station on occasion with friends and family, and I find it to
be a brilliantly run establishment and it is a great place for the community to come
together as in Helmshore there are now 3 pubs, the rest have either closed down or
have become restaurants.

I find it embarrassing that there are certain people in this community that have a
problem with a locally run establishment, which has been there long before the houses
were even built, doing well. It is rare to see something like this even happening these
days. I also find that when these 'residents' need to make false claims against the
station, outrageous. One such claim was about 4 weeks ago, when a band was
scheduled to play on a Saturday night, pulled out due to personnel reasons, therefore
there was only music on from the jukebox. And certain 'residents' complained that the
band which was playing was too loud!

With Rossendale council even considering to change the license of the station I find it
laughable that you are doing this with such reckless disregard for the community.

I stand by the station, and offer my full support to them, not to the council and the
petty 'residents' who live close.

With pleasant regards
[REDACTED]

Amanda Williams

From: [REDACTED]
Sent: 09 September 2014 22:47
To: Licensing Department
Subject: Station Hotel, Helmshore Review

Please accept this email in support of the Station Hotel, Helmshore during it's current review.

The pub has been around for a very long time and, as a local resident [REDACTED] I have no issues with the noise levels and never have in the last eighteen years. This is despite having a front facing bedroom and often sleeping with my windows open.

Of course there is some noise from the pub, ie smokers when they can only use the front entrance but that is to be expected along with the music.

Before the current landlady took over you could almost guarantee trouble in the late hours of the night and she has had none which I am aware of.

This review has become more of a personal attack on Nicola than about the noise, from what I have seen on Facebook.

I know that Nicola has already gone to great lengths to minimise the noise levels for those neighbours who have complained, ie double glazing, a new door and closing the garden two hours early at weekends, along with the windows which can make the pub extremely hot and uncomfortable.

The pub is used as a meeting ground for many clubs/teams, even those which are not organised through the pub. To lose the music license would be detrimental to the pub and would probably result in the closing of it. No one wants that to happen (who wants to deal with a derelict building which anyone could gain access to?), especially the majority of local residents who frequent the pub.

Our Helmshore is slowly losing it's charm, taking away such a historic community pub can only make matters worse can't it?

Thank you for taking my thoughts into consideration, I hope they help you make the right decision.

[REDACTED]
[REDACTED] West View
Helmshore
Rossendale
Lancashire
[REDACTED]

Amanda Williams

From: Nicola Barcroft [REDACTED]
Sent: 09 September 2014 15:38
To: Licensing Department
Subject: FW: The Station Hotel

From: [REDACTED]
To: [REDACTED]
Subject: The Station Hotel
Date: Mon, 8 Sep 2014 08:14:35 +0100

To whom it may concern,

I am writing this letter in full support of The Station Hotel. You may think I am being [REDACTED] [REDACTED] but I am writing this as a local person who has lived in the area all my life, an employee and friend.

Nicola has done her utmost to fulfil her duties as the landlady and as a neighbour. I know she closes her beer garden before she actually has to and is very aware of what goes on in and outside the pub. I often frequent the pub when I am not working and hand on heart, I can not hear the music from the outside when approaching from the rear entrance of the pub. I am very upset that the original windows had to be removed to make room for mega glazed ugly windows. I know Nicola has also had a limiter fitted for when bands are playing. The police are also frequent visitors to make sure everything is okay and they never seem to comment that the volume of the music is too loud.

On a more personal note, I feel that Nicola is being victimised by some of the neighbours and the things that have been written about her on a social networking site were just awful and soul destroying. Unfortunately, this has been removed from the site, I was going to attach it to this letter as I was disgusted at what I read. I honestly don't know how Nicola has kept going with everything she has had to put up with from the neighbours, she's must be made of strong stuff, I know if it was me, I would have chucked the towel in a long time ago.

Yours Sincerely,

[REDACTED]
[REDACTED] Windsor Avenue
Helmshore
Rossendale
Lancashire
[REDACTED]

Amanda Williams

From: [REDACTED]
Sent: 09 September 2014 20:38
To: Licensing Department
Subject: Fw: Rossendale Licensing Authority

On Friday, 5 September 2014, 0:52, [REDACTED] wrote:

bs p; ;&nbs p;

&n

bs p; ; nbsp;

&n

&a mp;a mp;n bsp;

Haslingden

Lanc's [REDACTED]

The Station Hotel

We are really sad to hear that Nicole Barcroft the landlady of the station hotel is being put through so much stress about having live local bands on at weekend, we going to the pub regular to watch live music to support both pub and the bands. Over time we have seen some of the neighbours complain of the noise, well sorry the pub has been there a lot longer than the houses and although this is the case we feel very strong that some people have got a hate campaign going more about Miss Barcroft than the noise from the music. One night it was said to be to loud cause the windows was open (it was a very very hot day/night) we feel Miss Barcroft had done the best she could to keep both the neighbours and customers happy. It as also be said about glasses being left lying around outside who is to say they are all from the station pub as we have witnessed people walking across the road from a club with glasses in there hand and just putting them down any were they feel like. A Neighbour put a complaint one Saturday in August (sorry cant remember the date) about the band being to loud which we find very funny because the band DID NOT turn up and there was no more 30 people in that night because people were leaving the pub because there was no live music on, which a lot of the local people are use to at weekend. There are to many pubs closing down because nobody go's in them and we feel that Miss Barcroft has done the VERY best to keep the pub going by catering for ever ones needs and giving local up and coming bands a chance they may not get other wise which we feel is good for the community and the community spirit.

We still feel like the pub is the heart and soul of Helmshore and Miss Barcroft has done ever thing that has been ask of her to keep the noise down when bands are on. We feel after all the hard work Miss Barcroft has done to try and keep her custom we feel like the neighbours could try and work with her and stop trying to find fault all time and maybe try getting involved a little more and then they might see what Miss Barcroft is trying to doing.

As you can see from the above address we now live in Haslingden, but have lived in Helmshore a long time (before the new houses were build) and still class the Station as our local pub which we have been going in for many years and still get a lot of pleasure from going in and think you

should let Miss Barcroft keep her music licence because it is one of the few pubs in Haslingden/Helmshore that has live bands on and we get a lot of pleasure watching local bands.

Kind Regards

[REDACTED]

[REDACTED] Aiden Close

Helmshore

[REDACTED]

To Whom it may concern,

I am writing to you today in support of the right for the Station Hotel to play live music. I have been part of the local live music scene for some time being a vocalist myself. Only at the Station do we have to sound check to make sure our levels are not too high. It seems to myself that Nicola takes great care to make sure sound levels are acceptable in and around the pub. Therefore it surprises me she is the one with her license under review. I find this overkill and un called for.

Yours faithfully,

[REDACTED]

Amanda Williams

From: [REDACTED]
Sent: 08 September 2014 08:31
To: Licensing Department
Subject: The Station Hotel, Helmshore

Dear Sir/Madam,

I am writing in order to protest against the complaints, which have been targeted at the Station Hotel, Helmshore. I live only 100 yards away from the hostelry, at [REDACTED] and have never been disturbed by noise or anti-social behaviour. It is now the only venue for live music in the village and provides a well run and safe facility for the people of Helmshore. I find the licensee a professional and diligent landlady and I know she has done all she can to keep noise to a minimum and respect her neighbours. The festival which happened on the car park last Summer was a splendid occasion, raising money for our hospice. I was present and can testify that it was over by 9pm in the evening and the area was left clean and tidy. I hope that there is a favourable outcome to this ridiculous saga and the unwarranted complainants will stop trying to destroy one of the very few decent pubs in the area.

Yours faithfully, [REDACTED]

Amanda Williams

From: [REDACTED]
Sent: 08 September 2014 22:43
To: Licensing Department
Subject: Station hotel, Helmshore

Hello

I am writing in support of the Station pub in Helmshore.

I am aware that somebody from the new housing estate has made a complaint regarding the noise coming from the pub when live bands are playing. I find this ridiculous given the fact that the pub was there when they chose to buy the house!

Nobody likes noise pollution but when you buy a house next to a busy local pub you surely have to expect a certain amount of noise on a weekend?

Since moving to the area from Britannia 7 years ago we have spent many a Friday or Saturday night in the Station enjoying the live music provided and I can honestly say that I have never found the noise to be excessive. I've also witnessed the landlady and staff covering windows and doors in an effort to contain noise - something I've never seen in any other pub I've been to so they are clearly making a real effort to keep the disturbance to a minimum.

We will continue to support the pub as we have always found it a friendly and welcoming environment wether it's a Friday night with live music playing or a Sunday afternoon after a walk around Helmshore.

To lose the best pub in the village in this way would be a tragedy and I'm sure that 99% of our community would agree.

Regards,

[REDACTED]
Holden Place.

I am writing about the Station Public House that is located directly opposite my home. We have lived at Number [REDACTED] Lime Wood Close with [REDACTED] for almost 8 years, [REDACTED] when we moved in. Before we bought the house the pub was my main concern and I visited a couple of times to see what kind of pub it was and if it would be somewhere we could live next to. We felt that the pub was not a reason to stop us moving to Lime Wood Close.

During the time we have lived alongside the Station I can honestly say that we have had no problems or reasons for complaint. Yes we have experienced noise but I expected a certain level of noise from a pub when we moved next to it and feel we have to be tolerant of it to a certain degree otherwise it would be unreasonable.

The noise we hear is not from music, it is people talking that we can hear more but they are always taken inside at a certain time. To hear the bands I would have to go outside or really make an effort to hear it from inside the house. My [REDACTED] daughter sleeps in the front bedroom and does so without any problem and the noise does not affect her in any way.

Before Nicola took over the previous landlady had live music and bands. When Nicola came I was concerned about how young she was. But she has been great and she has rejuvenated the pub and made it a place where young and old enjoy their time together.

I accept I live opposite a public house and that it was there when I bought the house.

If you need anything else please don't hesitate to contact me

[REDACTED]

[REDACTED] Lime Wood Close
Helmshore

[REDACTED]
[REDACTED] Grane Road,

Haslingden
[REDACTED]

To Whom It May Concern regarding the Station Public house in Helmshore,

I would like to express my opinion in favour of the Station pub; I feel it provides a community feel for locals and people passing through, the pub is warm, friendly, allows dog inside and serves food.

As a local living in the area the pub provides a place to socialise, a safe environment and a range of different types of live music each week to enjoy. I feel the landlady tries her best to keep noise to a minimum by putting foam over windows and doors during live bands; she stops access out the side door to the smoking area to keep noise contained and plays it at a sensible time at the weekend.

I play for the station netball and darts team every week which offers me the chance to exercise and socialise, without these activities there isn't much else available locally. The landlady also helps the local community for example a festival was held last year to raise money for the local hospice as was a race night that raised over £1000 all selfless and for the community.

I feel without this pub the local community would suffer.

Yours sincerely

[REDACTED]

--

[REDACTED]

[REDACTED] Holcombe Rd

Helmshore

Rossendale

[REDACTED]

Dear Sir/Madam,

Please allow me to stress my utter disbelief that you have once again put The Station Hotel Helmshore under review. I live in close proximity to the premises and not once has excessive noise been an issue. As far as I'm aware the venue only has live music on for two hours a week on a Saturday evening. This is the only place for villagers to go socially on a weekend to enjoy live music. The Pub is doing a great job as far as myself and many others are concerned and it would be a travesty to alter what they are allowed to offer its patrons.

Yours sincerely

[REDACTED]

Amanda Williams

From: [REDACTED]
Sent: 07 September 2014 17:42
To: Licensing Department
Subject: Station Pub Helmshore

To whom it may concern

I am writing in connection with the potential licence review at the Station Hotel pub in Helmshore.

Whilst I live within 250 yards of the pub I don't frequent very often but know and have seen that Nicola, the Landlady has taken costly measures to make every effort to reduce noise, new double glazed windows for example and also has sound proof padding to put up against the door and windows when bands are performing. Customers are not able to use the side entrance in order to prevent noise from affecting the neighbours. This Landlady has performed extremely well particularly considering her young age, having managed to keep one of the only two pubs in Helmshore going, not to mention setting up a very good food and takeaway business. The Council should be supporting these efforts.

Whilst I understand that there may well be noise disturbing the local residents I also appreciate that this pub provides jobs for some local residents and opportunities for local bands to perform, practice and advertise their music. I also must question how residents can complain about the noise from a pub. Surely they did not move there before the pub was built? I am disturbed most Sunday mornings, some Saturdays and Thursday evenings by the bells ringing at St Thomas Church, I don't ask to have the bells removed or to prevent the bells from ringing at times to suit me so wonder how this is any different. Would the Council prevent the Cricket Club at Haslingden from playing their matches because the newly built local houses occasionally get cricket balls in their garden?

I feel for the residents in the very near vicinity but wonder actually how many of these are affected or chose to complain and why they would choose to live near a pub, did they honestly expect no noise or disturbance? Some restriction must be in place I understand this, but given that bands are only on there on Saturday evenings, we are only talking about one day a week here.

How many pubs are going to close in Rossendale before we do something about it, revenue, employment and communities are affected and we need to review this before reviewing licences for those who are not involved in the local community or choose not to be part of it.

I do hope this helps towards keeping reasonable licensing hours for the Station and look forward to the outcome.
Thanks

[REDACTED]
[REDACTED] St Thomas Close, Helmshore

Amanda Williams

From: [REDACTED]
Sent: 07 September 2014 17:51
To: Licensing Department
Subject: Station Hotel Helmshore

To Whom it may concern,

I am writing with regards to local fears that the license for the Station Hotel in Helmshore may be under threat.

I have lived close by this establishment for more than 30 years and have watched its continuous service to the community with pride. Whilst many public houses have ceased to trade in recent years the Station has remained open and available to all.

In the Station we have not just a "pub" but a meeting place for many local groups, sporting and charitable. Wedding and Christenings for those who can't afford expensive alternatives. A place where pensioners can meet.

It now seems that after many new houses were allowed to be built within yards of this public house those who chose to buy these properties now find our community venue offensive. And have been tireless in their pursuit of noise abatement issues. The current managers have undertaken many costly improvements to satisfy the demands of our new neighbours without any sign of understanding.

It is absolutely tragic that a small group of individuals who made a choice to buy homes close to a pub, never enter that pub and then demand that those who have the power to remove licenses do so. Heartbreaking when all those many hundreds of local people who enjoy, appreciate and utilise the facilities offered may lose it.

Surely common sense must prevail or we will all be at the mercy of the few. What next village church bells, childrens laughter in the park or ice cream businesses.

I would ask that those who can make this decision be aware of the majority of local feelings and not be swayed by the louder voice of the few.

Thank you for your time,

[REDACTED] St Thomas Close [REDACTED]

Amanda Williams

From: [REDACTED]
Sent: 09 September 2014 22:24
To: Licensing Department
Cc: [REDACTED]
Subject: Rossendale Licensing Authority - The Station Pub

I've only been going to The Station for a year or so but even in that amount of time I know that the fact their license being reviewed is an absolute joke. What a waste of time.

Nicola is probably, if not definitely, one of the best landladies in the area and is seen as an asset to the pub! The fact that anybody at all thinks they have reason to complain about noise is absurd. I go to The Station near enough every Thursday/Friday/Saturday and I'm well aware that she closes the outside smoking area at least half an hour, if not before, she is supposed to; music is turned down at a reasonable hour, double glazing has been added and also a noise limiter!

I do not understand how anybody has any reason to complain about noise, including the houses surrounding The Station. I used to live on Helmshore Road, very near the pub and never had any issues what so ever. I believe the majority of these so called 'complaints' have come from houses on the NEW estate, behind the pub. The cheek the residents on that estate must have, thinking that they have the right to whinge about music constantly when they were the ones who chose to buy their house, knowing full well it was behind a pub!! God knows what they'd be saying if they lived next to various pubs in Haslingden!

The Station is definitely the centre of Helmshore, especially with all the sports teams meeting there on various nights, encouraging local members of the community to engage, that normally wouldn't & getting people who would normally be at home alone, out and socialising, enjoying themselves.

On a Friday/Saturday night you can always count on an entertaining night there with the live bands/karaoke that add much needed life into the village of Helmshore. Without The Station there would be NO atmosphere to Helmshore at all.

When I heard that people had been complaining about OUR pub I laughed, I thought it was a joke! I can imagine everybody else did. The threat of losing our local has brought our community together and I have never seen the residents of Helmshore become so close. If The Station was ever to be closed down I don't know what would happen to my social life and a lot of peoples in this area, we definitely won't be gracing the so called 'pubs' in Haslingden town centre with our presence! Concentrate on more important matters and stop wasting your time listening to the complaints of residents who have quite clearly built up a vendetta against Nicola!

[REDACTED]

[REDACTED] Jubilee Road,
Haslingden,

Rossendale.
BB4 [REDACTED]

Amanda Williams

From: [REDACTED]
Sent: 08 September 2014 16:35
To: Licensing Department
Subject: The station hotel helmshore

This email is regarding the station pub in helmshore and about it's up coming 2nd review. The landlady has followed every rule in the book and abided by them, gone out of her way to keep the noise down to a minimum and it has succeeded. Now a new complaint has risen on a particular night a band had been cancelled and therefore was no noise at all. This just seems like a hate crime now. The old pub is a landmark of helmshore and has been there many years before those houses were built! I am all for the station.

Thank you

[REDACTED]

Amanda Williams

From: [REDACTED] >
Sent: 09 September 2014 21:38
To: Licensing Department
Subject: The Station Hotel Helmshore

I am writing this letter of support for the Station Hotel in Helmshore. I watch the bands play on a regular basis and the atmosphere is always warm and friendly and a good local venue that does local charity fund raising events i.e. for the Rossendale Hospice.

I sincerely hope that the double glazing and other measures the land lady has put in place represents the responsible nature in which she runs her business.

Regards

[REDACTED]

Councillor C. Gill
Licensing Committee
Rossendale Borough Council
The Business Centre
Futures Park
Bacup
OL13 0BB

9 September 2014

Dear Christine

Review of Premises Licence – The Station Hotel Helmshore

I refer to the application for a licence review dated 12 August 2014 in respect of the above premises.

At the outset I would disclose that I have a personal interest in the matter due to the fact that my daughter has worked at the pub previously - but is not currently employed there. I do however go to the pub myself on a regular basis and therefore know it quite well.

As you will be aware I wrote to you in January of this year in respect of the application dated 17 December 2013 and it is quite clear that many of the objections raised in the officer's current application have been lifted directly from that earlier application. I do though have some serious concerns regarding the consistency of the evidence used in the two applications and the impression this could leave on the Committee:

1. Visit of 14 September 2013

The application dated 17 December 2013 states that the complainant's windows were left open "for ventilation". This fact has been taken out of the current application.

2. Visit of 28 September 2013

The application dated 17 December states that the complainant's windows were left open "as it was quite warm". I did however point out in my previous letter that the recorded temperature that evening was only 8 degrees centigrade in Haslingden and below the seasonal average for September.

It is interesting that the references to the temperature, and the windows being open, have now been removed.

3. Visit of 6 December 2013

In the first application, the visiting officer stated that music could be heard in a child's bedroom "though the words could not be made out". The report also stated that a child was sleeping in the room at the time.

I pointed out in my letter that the music was not so loud as to disturb the child's sleep – and now the reference to the child sleeping seems to have been taken out of the current application.

The first application also states that the officer noted that the music stopped at 10.30 "probably on a break" and he left the premises at this time. I pointed out that there is nothing in the papers to suggest that this was just a break, and he certainly did not appear to have been called back later in the evening.

The current application takes out the reference to the music stopping at 10.30.

In view of the above I believe the Committee should question the officer as to why highlighted weaknesses in the evidence have been removed from the current application, and whether this constitutes balanced and unbiased reporting of the matter.

In addition to the above, I have a number of points to make in respect of the use of the language in the application, which in my view is often unbalanced and could potentially influence the Committee unfairly:

1. The current application again states that there have been "numerous complaints from various neighbours". The report however again goes on to say that there have in fact been only 7 neighbours that have complained since May 2013 (and presumably these same 7 are the ones that have complained on "numerous" occasions). The Committee will be aware that the Station Hotel is in a highly built up area and if it was such an issue one would have expected more people to have come forward. Indeed I understand that the neighbours closest to the pub have no issues with the noises levels.
2. The current application states that "The noise limiter was installed on 4 March 2014. Throughout March, April and early May numerous" (again the word "numerous"!)" attempts were made to arrange for the limiter to be set to coincide with a "typical rock band playing at the Station Hotel". I struggle as to why there was this difficulty? It is not as though the pub has moved; presumably the acts were advertised in advance of performing? and presumably they were typical acts due to the fact that the neighbours saw fit to complain again. So why the difficulty? and why the implication in the report that the fault lies with the licensee Miss Barcroft? It would be far better for the Committee's understanding if the application report used facts and proper documented evidence (e.g. how many occasions? and why the "numerous" attempts were not successful?) rather than ambiguous and unbalanced language.
3. The current application again refers to the "outdoor music events" in August 2011 and August 2013; indeed at Council, the Councillor for the ward referred to them as "music festivals"! We should be clear that these "festivals" were in actual fact one off charity fund-raising events; both on Bank Holidays, and both finishing at 9.00 pm. It should also be recognised that the fundraisers were two years apart. So let's put these into the proper context of what they actually were rather than use language designed to paint an unfavourable picture.

I think given these actual facts in relation to the fundraisers, some additional degree of noise is not unreasonable. It is a shame that the complainants could join in with the sense of occasion and even went so far as to write to Rossendale Hospice enclosing a picture of a member of staff in a Hospice T Shirt smoking – which seems quite vindictive.

4. The report states that the residents had "also raised a number of concerns through their MP or Local Councillors." It does not however provide an updated actual picture, where, despite having been persuaded to write to the brewery in the early days, the MP was actually drinking in the pub recently (with his dog), and seemed (from chatting to my daughter) to not have any issues with the establishment. I would imagine that this is purely down to the fact that his views towards the pub have changed, rather than being influenced by the forthcoming by-election in the ward.

I would also point out to the Committee that the application concludes by saying "despite works and actions being agreed and still ongoing (my emphasis) to provide a long term solution" ... In view of this admission, does the application for a review not seem premature?

As you will see from the above, there are concerns that the application for the review (and the evidence and language used therein) has been written in such a way as to persuade the Committee to a particular outcome. The application does not make reference to the considerable support that has been demonstrated by local residents towards the pub since

the original application was lodged, nor to the outcomes of the weekly police inspections which, I understand, are always favourable. Indeed, I understand that one of the local police officers will be providing separate evidence in support of the pub – which to my mind would be highly persuasive of it being an asset to the community.

In terms of more balanced evidence, the Committee should be aware that Miss Barcroft:

- a. Has installed the noise monitoring equipment requested;
- b. Has put up signs around the exits to ask customers to keep noise to a minimum and respect the neighbourhood;
- c. Has staff patrol the outside of the premises every hour;
- d. Herself goes outside to ensure the noise is not too loud;
- e. Installed new double glazing windows;
- f. Has in the past fortnight installed a new double glazed door to the beer garden in order to reduce noise levels.

The above improvements have cost Miss Barcroft over £10,000, which the Committee will appreciate is a lot of money for a public house in the current climate.

Summary

As I stated in my last letter, there has been a public house on this site for a great many years, and long before the houses in the immediate locality were built. Accordingly, when buying the properties the local residents would have known about the pub and presumably the price they paid for their properties reflected this fact. The position is somewhat analogous to buying a property close to an airport; one would not then expect residents to complain to the airport authority about the noise.

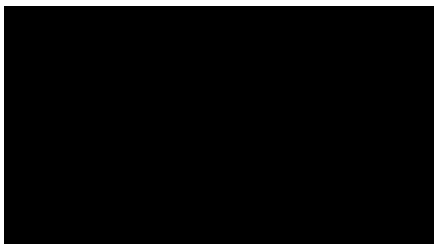
Obviously I accept that residents should not be inflicted with unreasonable amounts of noise into the early hours, but there ought to be a degree of going into this with your eyes open.

Notwithstanding the above however:

1. There are various issues with the selective use of evidence from the first application to the current one – and also the nature of the language used in both;
2. The application gives scant weight to the steps Miss Barcroft has made, and is continuing to make, to appease her neighbours at considerable cost to herself;
3. The Committee should ensure that it recognises what a devastating impact the loss of yet another pub (in addition to the Bridge End, The Clarence and The British Legion) would have on the community and the great many local Helmshore residents that are supportive of it and the associated Tex-Mex catering business. I am certain that if it were to close, it would leave very many locals aggrieved at the loss of this community asset.

Consequently, I would request that the Committee is supportive of the present operation of the pub, without additional restrictions or conditions being imposed which could impact upon its ability to continue.

Yours Sincerely



Amanda Williams

From: [REDACTED]
Sent: 09 September 2014 15:37
To: Licensing Department
Subject: FW: Letter of support

> Subject: Letter of support

> From: [REDACTED]

> Date: Mon, 8 Sep 2014 16:46:29 +0100

> To: [REDACTED]

>

>

>>

>> Dear Sir/Madam

>>

>> Re: Noise complaint

>>

>> I write this letter in support of Miss Nicola Barcroft and The Station Hotel. I believe that there has once again been a complaint made in relation to the amount of noise coming from the public house.

>>

>> As a regular of the pub I am surprised that there has been a problem considering the measures that have been put in place to reduce the noise emitted from the building. There has been new doors and windows put in place as well as the beer garden being closed at 9 o'clock. As you can appreciate this means that the pub becomes warm and people will go outside the front entrance in order to both smoke and to cool down. Miss Barcroft has done her best to advise customers to be considerate of the neighbours and the noise they make when leaving the premises by putting signs and speaking to her customers about the noise. As many of the regulars are now aware of the ongoing problems they are doing their best in order to keep the noise to a minimum when outside the building.

>>

>> This is a local pub for local people. Miss Barcroft has put a lot of time and money into the pub and over the last 5 years has prospered in an unstable economy. Some of this success is due to the constant variety of events and music which has been on over the last five years. There have been a number of charity events raising hundreds of pounds for local charities, most noticeable of these was the 'Limewood' event which took place over the August bank holiday in 2013. This event was in aid of Air Ambulance and raised several hundreds of pounds through a live music event. This event was well attended and the police made a couple of visits during the course of the day due to complaints. As far as I am aware the police found no problems and there was a licence for the event which had ended and was cleaned up by 10pm. It has been apparent that since this event certain people have continued to complain in order to stop the weekly events as well as the charity events.

>>

>> To make further restrictions on the pub could be detrimental to the success Miss Barcroft has so far managed in difficult economical circumstances. With so many pubs closing and buildings remaining empty it is apparent that there is a need to help and support local business and clearly with the costly changes Miss Barcroft has made already and the persistent harassment she has endured a resolution is needed.

>>

>> I hope that this letter of support for The Station and Miss Barcroft is received and considered

>>

>> Yours sincerely

>>
>> [REDACTED]
>> [REDACTED] Raven Avenue
>> Helmshore
>> Rossendale
>> Lancashire
>> BB4 [REDACTED]
>>