

## Appendix H

### Licensing & Environmental Health – Complaints History The Chequers (last 11 years)

No.	Date Received	Complainant From	Details Logged	Enforcement Action Taken
1	24.04.2009	Local resident	Complaint of noise/music from pub at 11:30pm	Officer telephone call – Noise stopped not long after complainant phone to report
2	24.08.2010	Local resident	Loud music, shouting and ASB	<p>07.09.10 – Licensing Officer sent letter sent to licence holder re routine surveillance 28.08 checks. Loud music witnessed from nearby residential premises emanating from the premises. 01:20 hours no music audible, doors still open crowd of people on each occasion outside shouting and causing a nuisance. Advice given re front door open whilst door staff on duty. Reminder given to keep door closed and be more considerate to residents in the area.</p> <p>Telephone call - Action by Licence holder – assurance was given to EH that the door staff takes more control of the door being left open, and that particular night advised they had karaoke. Re positioning of karaoke to the back of the pub.</p>
3	23.08.2012	Local resident	Loud noise from patrons 01:00hrs from the premises – nuisance a regular occurrence most weekends, Friday and Saturday nights early into the morning customers leave, often heard screaming, shouting, falling over drunk and the occasional fight. Damage to property -outside plant pots smashed, and several beer glasses and bottles left on my windowsill and around the front of the house.	<p>Contact with complainant - Advice and request to keep noise diary and incident log.</p> <p>26.10.2012 - Officer Notes - Walked passed at approx 22.40 as part of routine observational exercise. Door person and a few people at the front of the premises and music audible. Some noise from beer garden to the side.</p> <p>Follow up with resident – 05.11.2012 Response back from resident to advise quiet so case closed.</p>
4	01.07.2013	Local resident	Loud music on a Friday night which finishes at 01.00 Saturday morning, has been a problem for the last 4 weeks	<p>Letter sent 03.07.2013 to Mr Bradley Reeve advised of complaints and advice given</p> <p>Letter sent to Regional Manager Ei Group 22.07.2013 advice given re noise complaints 31.07.2013 advised Ei formal warnings sent to premises (DPS) Mr Bradley Reeve re further complaints received</p>

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				03.02.2014 -Letter sent to resident no further complaints received complaint case closed
5	19.07.2013	Local resident	Complaint of noise coming from the garden of the Chequers public house	02.08.13 – Ack letter to resident and request for diary and incident logs  20.08.13 – Further request for diary log within 7 days – none received case closed.
6	01.08.2013	Local resident	Complaint of noise/disturbance emanating from the premises - report of regularly disturbed, broken glass is left everywhere and personal property is smashed. Woken up just gone 1am to find a man on my doorstep, lying on the ground who had been hit twice with a garden chair, belonging to the Marquis of Grandby. His friends were screaming in panic. People still pouring out of The Chequers pub. The police had been called but took a long time to arrive.	01.08.2013 – letter sent to Mr B Reeve advise of resident complaint and reminder/advice given re premises licence conditions. Copy of letter also sent to regional manager Ei group.
7	26.08.2013	Local resident	Complaint of noise/disturbance - noise from the chequers is getting unbearable, the LIVE music can often go on until 12-1am, people are still in the beer garden until 12am most weekends. (bank holiday Sunday ) the noise coming from the pub ended up waking my 2year daughter AGAIN way past 12am, whistle blowing and people Laughing and shouting by crowds of people. Never hear noise from the crown, the marquis do stop people sitting out on their terrace at a certain time and music is off before 11pm, but the chequers gets louder and louder, they often have a dj playing on Friday nights he playing until after 1am some Fridays and I know that the music licence only allowed them to play until 11:30pm	27.08.2013- Letter sent to Mr B Reeve re further complaint in respect of exceeding terminal hours and DJ/music 00:00 – 01:00  29.08.2013 – Telephone call received from Mr Reeve, @ 11.45 tenant of the pub. He has received letter regarding noise nuisance complaint and advised the following: Music always stops at 12.00. Music DJ/ recorded music Friday & Sat. Live music Wednesday finishes 8.00 He regularly goes outside to see if it's too loud. Recent hot weather has meant doors left open. Asked how the complainant knew it was the Chequers as there are 3 other bars/pubs near with music.

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8	31.08.2013	Local resident	<p>Complaint received of loud music and people hanging around outside the Chequers PH.</p> <p>Tenant advised that the noise had woken him from his sleep and he expressed concern about the sheltered housing complex having to deal with the noise.</p>	N/A
9	20.09.2013	Local resident	Complaint of noise from persons hanging around outside the Chequers at approx 1.30am on a Friday/Saturday and Saturday/Sunday.	Licensing Officer spoke with Mr Reeve who advises he requests persons to leave. Music usually finishes by 12.30am but had had doors open.
10	27.09.2013	Local resident	Complaint - Noise from the chequers in Old Harlow.	Resident advised of Out of Hours service and diary sheets given – no further contact received
11	22.10.2013	Local resident	Complaint regarding the Chequers - fight outside front door whereby police called, noise from music and endless stream of people leaving that are very drunk.	24.10.2013 – Ack letter sent and complaint sent to Licensing Enforcement
12	22.10.2013	Local resident	<p>Complaint of noise and disruption of three pubs in Harlow. Resident still left in a position where at weekends sleep is regularly disturbed, broken glass is left everywhere and personal property is smashed.</p> <p>I am tired. Tired of living here, tired of the Council letting a pub have a late license in a built up area, tired of lock ins and just tired of the noise, broken glass and disruption to my life here, in the name of profit. Why can't people just have a good night and leave at 11.30pm? What are you going to do about this?</p>	<p>04.11.2013 – Ack Letter sent to resident and diary sheets logged</p> <p>07.11.2013 – Letter sent to resident to advise – officer has visited the premises to follow up complaint</p>

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			<p>Ack of Council response and the time sheets received. Last weekend, other than the normal shouting of people leaving pubs, The Chequers had loud music until nearly 1am and a lot of people outside chanting and singing - I am guessing in the beer garden. My neighbour told me that you guys at the council had already given them a warning about this - something they clearly are not concerned about. We also had a bunch of middle aged people who thought it would be funny to rattle our post boxes, ring our doorbells at 1.30am, who had come from the Chequers pub and then one man fell over outside our house and his friends scream for 10 mins to get him up, before one so-called friend urinated on him.</p> <p>It is wonderful here. Please can you pass on this information to licensing.</p>	
13	24.03.2014	Local resident	<p>Pub re-opened this weekend following a refurb - Friday night and Saturday night customers were still in the garden at 01.30 hours shouting etc, although it is believed that the pub had shut at this time.</p>	<p>24.03.2014 - Officer telephone call with resident - Advised that EH would write to the DPS bringing the complaint to his attention, and send her diaries for completion. Resident wanted to know why the previous case had been closed. Officer advised that the Council had not substantiated a SN, and that neighbours had not called when allegedly disturbed by noise. Advised that officers completed several OOH visits along with Licensing &amp; Police and no nuisance established. Resident asked why they were not given the OOH number, officer reminded that resident failed to return diaries despite reminders being sent out.</p> <p>25.03.2014 – Letter sent to Mr B Reeve advising of complaint received and reminder id respect of noise compliance</p> <p>25.03.2014 – Letter sent to resident re advice, incident and diary logs sent</p>

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14	20.10.2014	Local resident	Continuous problems with loud music, screaming, shouting and general noise whilst pub in use.	<p>20.10.2014 – Officer telephone call with resident</p> <p>Discussion with resident re incident. Police and Ambulance were not attending the PH. Resident advised things remained the same with noise, especially late at night. Loud music, Patrons departing and the use of the garden. Officer advised that EH had been monitoring this over the last few months and as yet had not substantiated a SN, and had not received any further complaints.</p> <p>Advised would make contact with the PH again.</p> <p>22.10.2014 – Letter sent to Mr B Reeve and a copy sent to Chequers Old Harlow Ltd advising of compliant investigation Loud music/Shouting in the garden/ Noise from patrons leaving the premises</p> <p>03.02.2015 – Letter to resident closing case within 7 days no diary/incident log returned</p>
15	07.04.2015	Local residents	Resident living with constant noise and ASB. Whilst I accept a degree of this living where we genuinely want people to enjoy themselves, this is tested when the pub has a 'lock in' till 5.00am or when I am cleaning vomit from my garden or car. I note that the pub has this weekend opened up an additional 'bar' in the rear garden, is this included in the current licence or is that just for the premises themselves? Did they not need planning permission to construct another building? I hope that you will be able to look into these issues for me, particularly the new garden bar as this is likely to impact on my right to quiet enjoyment for the Spring and Summer months.	<p>08.04.2015 – Cllr Ack email response sent to resident</p> <p>Essex Police - BENISON inspection in completed in Jan 2015, request for APRIL inspections.</p> <p>14.04.2015 – Officer enquires re outside bar</p> <p>15.04.2015 – Essex Police update – Visit under taken and discussions with the Manager. NO BAR in the area to the rear of the premises. They have built a BBQ for when they have functions/events during the summer months. The Manager ensures everybody is in the pub by 23:00hours (which is part of his Licence) to assist with any noise that may emanate to the residential properties. Manger confirms never had any lockins and never would but they do leave certain lights on in the premises for security and do clear up the premises before retiring. Manager advises customers to leave quietly and not cause a disturbance. The rear of the premises is secure with a six foot wall/fencing around its perimeter. Comments of customers being sick over the complainant's vehicle, aware that there is also two other public houses nearby and a late night restaurant which all have customers leaving their premises</p>

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				<p>late. Is there photographic evidence of customers leaving the premises and being sick as the Manager informed me he would deal with if a result of this premises. The Premises Licence times are Monday to Thursday 11:00 until 00:30 hours also Sunday but Friday and Saturday they are 11:00 hours until 01:00 hours. On Friday, Saturday, Sundays and Mondays of Bank Holiday week-ends the hours are 11:00 until 01:30 hours. Manager concerned by these allegations as he has not had any complaints directed to them directly.</p> <p>16.04.2015 – Email response sent to MP enquiry – Advised Council has investigated and monitored the situation, the Council did not establish Statutory Nuisance or a breach of licence conditions. Updated given in respect of diary/log sheets not been provided by resident. The Council with the police will during 2015/16 continue with a programme of unannounced visits to licensed premises to support licensees efforts to prevent use of illegal drugs, and the Chequers is among the premises that will be cooperating in this programme. The licensing team will be making a number of out of office hours visits to licensed premises to support compliance with license conditions, and will be pleased to include the Chequers on their schedule.</p> <p>22.07.2015 – EH made aware of residents intention to holding a residents meeting. EH informed the purpose of the meeting is establish the extent of the problem, advise residents how to report incidents of ASB and who to report incidents to, we will be asking residents to maintain diaries for a period of 2 weeks where we can then look at the type of nuisance experienced so that we can get an action plan together as to what avenue we and residents need to explore next. Outcome maybe a licencing issue/police issue /ASB issue or stat nuisance.</p> <p>17.08.2015 – Email request by Community Safety for multi-agency meeting on Friday 21st August following receipt of completed diaries from residents in respect of The Chequers. Regarding the content of the diaries and look to see if we can draft an action plan to deal with issues residents raise, please could you confirm your attendance.</p> <p>21.08.2015 – Licensing Officer Email to Cllr, advice given in respect of premises licence review process</p>

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				<p>23.09.2015 – Licensing Officer provided Licensing team's position. Where the licensee is found to be operating outside the licence conditions, the Licensing Team will look to take appropriate and proportionate enforcement action. We are happy to co-ordinate this work with Community Safety and the Police.</p> <p>The reports mention all 3 licensed premises and numerous issues on and off licensed premises including; person urinating, persons vomiting, glasses being left around the streets, doors being banged, car engines left running, noise from Karaoke, amplified music, shouting, swearing, bad parking, noise from car radios etc. It would appear that the problems are exacerbated by the cumulative impact of 3 licensed premises in one area, the density of the built environment and the lack of defensible space between buildings and public spaces. We can and will hold licensee's responsible for observing their current licence conditions but where it is considered by the complainants that these conditions are too permissive, they may bring about a review of the licence. We've already written to a number of persons to offer them assistance on how they may bring about a review. The matter may then be heard by the Licensing Subcommittee. The subcommittee can will listen to representations from all parties including the licensee. If it's considered that the concentration of licensed premises gives rise to problems, then members may wish to consider a cumulative impact policy. We have visited The Chequers, spoken with the proprietor and subsequently written to him about the issues. We have asked that he open discussions with his neighbours so that he can better understand their concerns.</p> <p>23.09.2015 – Licensing Officer updated Community Safety Team - Licensing Team has carried out some late night visits to the Old Harlow area and we have noted one of the 3 pubs to be operating not in accordance with their licence conditions. We have written to them and will look to take appropriate enforcement action. We propose to undertake more checks in the period up to the New Year. We are of course happy to coordinate our enforcement action with your team as per my earlier email.</p> <p>EH - forwarded videos, still images and ASB diaries that you have collected from local residents. Licensing Officer reviewed videos and one appears to show persons outside the Chequers drinking and being very loud. We will take this up with the licensee. Most of the remaining video footage was taken at</p>

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				<p>night and it's very difficult to identify where it was taken. Still images which show bottles and glasses left on the pavement, the images are taken close up, there are few clues to where the image was taken, we have no information as to date and time and, there is no information as to who left the glasses or bottles. We can't presume these bottles came from any of the 3 licensed premises but I do appreciate how this will be of concern to residents.</p> <p>It's clear from the diaries that some residents are concerned about the noise and other issues from the Chequers but none of these residents have complained to the Licensing Team other than via the petition. Licensing Team wrote to all persons on the petition earlier in the summer and provided them with detailed information on how they may call for a review. No residents have called for a review or enquired with the licensing team about the procedure. The Licensing team have been advised by EH that none of the 7 householders on the out of hours service have contacted EHS OOH when they are being bothered by noise.</p> <p>25.09.2015 – Licensing Officer email sent to resident with notes of detailed discussion on the 25.09.2015 – Acknowledgement that the Licensing Team are aware that residents in Market Street and the surrounding roads are concerned about nuisance issues associated with the 3 public houses; Marquis of Granby, The Chequers and Crown. There are 3 separate sections within the council that may offer assistance regarding these issues, advice given in respect of premises licence, obligations, enforcement and procedures under the Licensing Act 2003. Noted that resident does not wish to use the EHS out of hours (OOH) service. Your complaint relates to activities in the street and not to nuisance created on licensed premises. Officer encouraged residents to use the OOH service which will enable the council to make use of powers available under EPA. Advised residents to report their concerns in order that we can help them. Noted that seven households were put on the OOH service in early August in relation to The Chequers and none have to date used the service. Officer noted from conversation that residents are reluctant to call for a review because they fear reprisals and intimidation. Advice given in respect of this and specific mention of the Guidance made under the Act and advised to report to the Police.</p> <p>29.09.2015 – Licensing Officer request to Essex Police for update - Residents</p>



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				<p>in Market Street have expressed various concerns to community safety about the pubs in Old Harlow. Noted that officers have observed the street late at night and early morning and found it to be fairly busy with groups of people standing outside the pubs, loads of taxi movements, person vomiting, person shouting and laughing etc.</p> <p>02.10.2015 – Essex Police update - Essex Police have received NO complaints or Intelligence from residents within Market Street/Fore Street or surroundings areas.</p>
16	15.06.2015	Local resident	<p>Complaint of ridiculously loud music coming from the pub this evening. Can't hear my own TV for the thumping bass and noise disturbance from the pub music. This is a residential area. Live music excessively loud. Can hear every word. Ridiculous noise level.</p> <p>18.06.2015 - Loud music coming from the pub again. 22.44</p>	<p>18.06.2015 - Officer ack letter sent and diary/incident log sheets sent</p> <p>07.07.2015 – Officer follow letter, no diary/log book received case closed within 7 days</p>
17	06.07.2015	Local resident	Resident complaint about noise; music and shouting in beer garden	06.07.2015 - Officer ack letter sent with diary/incident logs sheets
18	26.03.2016	Local resident	<p>Complaint sent to Community Safety – resident had no sleep over the Easter weekend. The chequers on Thursday had something going on that was very loud. This is beyond bearable. What are the next steps you intend to take as summer is near? Please get something underway regarding the Noise.</p> <p>29.03.2016 - Live and disco plus people</p>	<p>27.03.2016 – Officer Ack semail sent to resident</p> <p>30.03.2016 - Officer Ack semail sent to resident details of complaint sent to Licensing Team</p> <p>30.03.2016 – EH Officer update – Letters sent to Mr B Reeve and Manager of premises to advise of complaints.</p> <p>30.03.2016 – Essex Police update – Ack of letters, informed of an incident rang in from the MOP on the 27th March 2016 at 02:10 about a female shouting</p>

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			<p>outside swearing, singing and shouting. Doors and windows not being closed while entertainment is on. Fighting of course</p> <p>28.05.2016 - Very loud music being played, their licence agreement is only up until 23.30, ongoing issue reported previously.</p>	<p>outside the pub. Police Officers got her into a cab and she was taken home. The male who rang the Police was from St. John's Avenue, no phone number given. I have input this incident onto our BACCHUS Licensing system.</p> <p>13.04.2016 – Essex Police update following Pubwatch meeting 12th April 2016, advised licence holder of the Chequers of complaints received by Council and expressed very upset about it. Licence holder reiterated that they always request customers to leave the area quietly and door staff always ensures they do. Informed they always close on time and when an incident with a noisy drunk female sitting on the pavement between Chequers and Marquis they both said they had been closed for well over an hour and the female had not been in their premises at all that night. Licence holder also said that people come past their premises from Old Harlow shopping precinct from restaurant etc., but the pubs are always blamed. All the three pubs have said they do everything by the book. They advised they wished that the complainants talked with them.</p> <p>30.04.2016 – Licensing Team routine observation notes. Officers arrive in Old Harlow at approximately 00.15 and walked around the area whilst making observations.</p> <p>The Chequers was open. Recorded music could be heard but not at a volume likely to cause nuisance. The noise ceased prior to 00.30. Officers continued to observe the premises from Market Street, Station Road and Fore Street. The following issues were noted;</p> <p>At 00.15 - A group of persons were milling around outside the Chequers, talking and laughing,</p> <p>At 00.25 - A person was seen to urinate in Bushes on Fore Street behind The Marquis of Granby. The person was clearly intoxicated and had a fixed stare as he left the area. We could not verify whether the person had been drinking in one of the local pubs</p> <p>At 00.50 - 2 men were seen on Station Road just around the corner from The Chequers. One man could barely stand or hold a conversation. He was being helped by a second man who was trying to persuade him to go home. The</p>

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				<p>other man resisted his requests and was largely uncommunicative. The second man asked one of the officers whether he could order a cab for them. Officer rang can company and ordered a car for member of the public to go home. Just before the car arrived, the men staggered off in the direction of Chippingfield along High Street.</p> <p>At approximately 01.00 a man approached Officers on the corner of High Street and Station Road. The man was displaying signs of being drunk by his uninhibited behaviour. He began by pointing out house prices in the estate agent window and then started talking about having sex with women and holding her hair as he pumped hard. He smelled of alcohol and was very loud. He shouted to friends across the road outside The Chequers to urge them to go with him.</p> <p>Between 00.45 and 01.30 patrons were seen leaving The Chequers. This resulted in a constant stream of PH vehicles and taxis arriving outside The Chequers. A group of persons were sitting on the bench and congregating in the road and on hard standing outside the skin care centre. The patrons were constantly changing places as persons came out of the premises. Most patrons appeared to have left the premises by 01.00 but some persons were seen leaving as late as 01.30. Door supervisors wearing their identification on their sleeve were present up to around 01.00 but appeared to have left the premises shortly after and were not available to supervise patron's departure. Between 01.00 and 01.30 a group of middle aged men congregated on the hard standing outside the skincare centre and linked arms to sing '2 little boys' at the top of their voices. One man held a pint glass aloft which was half full of beer. The group were clearly affected by differing levels of intoxication and would likely have disturbed local residents with their noise. One thick set grey haired man used the vehicle barrier posts to stay upright and could do little more than stagger around. The atmosphere was friendly with little signs of aggression but very noisy and likely to be seemed intimidating by residents. No employees were seen to supervise persons leaving the premises after 01.00 and no attempts were made to ask patrons to move away quietly.</p> <p>Summary: Persons drunk Loud noise when leaving the premises, shouting and singing,</p>

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				<p>Congestion caused by PH vehicles, Likely breach of licence conditions - serving drunk persons, Little or no supervision of persons leaving the premises.</p> <p>01.05.2016 - Licensing Evening Enforcement - Officer notes</p> <p>21.45-22.00 - Chequers, Market Street Reasonable noise noted, however no major issues at this time; No door staff seen; Patrons milling around the street and outside the premises.</p> <p>22.40-23.00 - Chequers Large amount of cigarette butts seen around the entrance to the premises; Still no door staff seen; Patrons still milling around the entrance of the premises (approx. 10-15 at any one time); Music clearly audible.</p> <p>23.20 - Chequers Door Staff (x1) seen at entrance to premises; Music appeared to have stopped.</p> <p>23.37 - Chequers Patrons still in beer garden; Music was still playing but may have been turned down slightly, clearly audible when door open.</p> <p>23.43 - Chequers Man seen leaving the Chequers with a glass from the premises and proceeded to the car park located to the left of the entrance to Seeleys. The man urinated against the wall behind the parked cars, left the glass on the kerb and the man drove off with others.</p> <p>23.50 - Chequers Patrons still in beer garden.</p>

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				<p>00.01 - Chequers Man leaves the Chequers and urinates on the other side of the street when at the same time another man smashes a glass noted to be from the premises on the kerb.</p> <p>00.15 – Chequers The majority of patrons had left by this point only leaving a small number of people present with some outside the entrance to the premises awaiting a vehicle to retrieve them. The beer garden was empty at the time we left however officer returned for a final check of the area.</p> <p>00.30 - Chequers Returned to the area several people at the front and still exiting in the premises but no noise.</p> <p>04.05.2016 – Licensing Team - Premises monitored following complaints from local residents regarding anti-social behaviour in Market Street.</p> <p>03.05.2016 – Licensing Officer sent letter to Mr B Reeve regarding out of hour observations and request for attendance to meeting on the 11.05.2016.</p> <p>04.05.2016 – Licensing officer advised EH of intention of request for meeting with licence holder.</p> <p>04.06.2016 – Email received from resident – Details contained within the letters advised officer of expression of disappointment to Council's actions.</p> <p>03.06.2016 – Officers meeting, it was agreed that we would not be able to further the case from a SN point unless the complaints engaged with the Service. Licensing will continue to do visits.</p> <p>08.06.2016 – Resident letter received in respect of extension of hours due to Queen's Birthday celebrations. Officer sent details of government announcement and blanket extension. In a separate email officer advised resident to reach out to licence holder to discuss concerns and refusal to an invitation for attendance to residents meeting earlier that year was noted.</p>

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				<p>09.06.2016 – Officer email to resident to advise resident of no complaints received following officer visiting premises 10<sup>th</sup> and 11<sup>th</sup> June therefore no visits have been scheduled for this weekend.</p> <p>10.06.2016 - Discussions with Senior Managers, agreement Out of Hours service offered to residents, dependant on availability.</p> <p>10.06.2016 – Resident advised the Council not interest on supporting he out of hours service along, request made that other neighbours are given the opportunity to take park.</p> <p>15.06.2016 – Officers hand delivered OOH letters to residents.</p> <p>15.06.2016 – Officer sent an invitation to resident and requested any persons wishing to discuss any concerns to call the Licensing Team.</p>
19	02.09.2016	Local resident	<p>Resident reported concerns about stabbing at Chequers - resident made aware of a stabbing which occurred at The Chequers PH and expressed concerns about how the establishment was being operated and asked that action be taken by the Licensing Team to prevent further ASB and to allow local residents to live with peace of mind. Resident could not say what action she wanted the Licensing Team to take but expressed they are unhappy with 'the situation'. Reference to intimidation by the owner of the premises and wanted HDC to take action.</p>	<p>02.09.2016 - Licensing Officer advised that he would obtain details of the stabbing from Essex Police but that we are reliant on members of the public to make use of the structures and provisions in the Licensing Act to bring about a review of the licence and/or, to work with EHS to secure action being taken under EPA.</p> <p>05.09.2016 – Essex Police reported no incident reported and investigate and see what if anything has been reported.</p> <p>06.09.2016 – Licensing Officer letter sent to resident – Ack of alleged stabbing, advice given in respect of partnership working and details given in respect of the role of the Police in respect of responsible authority and duty under the Licensing Act in terms of Crime and Disorder. Essex Licensing Officer details provided for resident to contact to discuss this matter. In addition advice given in respect of the review process and interested parties involvement, and Home Office Guidance papers enclosed.</p> <p>06.09.2016 – Officer email to Essex Police advise of resident contact and raise concerns the resident has with the premises and a request made for contact</p>

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				<p>between Police and resident in respect of Crime and Disorder.</p> <p>06.09.2016 – Essex Police advise Licensing Officer - findings to investigation to alleged 'stabbing' and the Police are not aware of this and no incident has been reported, so we are to assume it did not happen. Reports that it could be hearsay, nothing on the Police records. Police advise of frustrated Licensees in respect of accusations and reported to the papers. The Police have not had any complaints concerning this pub recently.</p>
20	29.01.2017	Local resident	<p>Resident concerns following a fire at Licensed Premises – resident report of nuisance – lots of fighting (as usual), hear people shouting someone had a knife. This died down and a little while later woken by smoke and noise as the outbuildings were on fire. This was about 1.45am. Video submitted by resident, advised of extensions being built in the garden and cannot understand why there are no building control concerns.</p>	<p>31.01.2017 – Licensing Officer reports by email residents' concerns to Planning/Building Controls</p> <p>31.01.2017 – Licensing Officer Ack email sent to resident in respect of reporting of planning concerns.</p>
21	31.10.2017	Local resident	<p>Concerning Smoking Shelter - is it substantially enclosed?</p>	<p>24.10.2017 - Environmental Health Officer site visit with manager. Inspected smoking shelter. Officer notes - It is a large under cover outdoor space. Two parallel walls, external wall of building and boundary wall with a plastic roof on. Manger advised he had been informed it must not be located within 1ft of the external wall. Officer explained the 50%rule and that any roof would not be compliant. For immediate action- removal of ash trays and no smoking signs and he could install a smoking shelter in garden. Officer left advice documents.</p> <p>25.10.2017 - Environmental Health Officer letter sent Chequers Old Harlow Ltd to confirm details discussed during site visits 24.10. Advice given in respect of regulations and details in respect of fines due to non-compliance.</p>
22	27.05.2018	Cllr Complaint	<p>Complaint regarding noise from the Chequers PH.</p>	<p>27.05.2018 - Cllr Email received in respect of 21:04 in respect of emergency noise service, Cllr advised several residents have contacted the Cllr about the excessive noise emanating from the Chequers pub. Music is being played in the pub garden at a very high volume. Cllr personally visited the pub and the</p>

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				<p>music volume is excessive. Residents also report to have seen drug dealers openly selling drugs nearby. Cllr request to Officer to look into matter urgently.</p> <p>Officer Notes - Received a number of calls (noise service) from HTS who had been contacted by residents and Cllr about an event being held at The Chequers PH. The complainants had said that the noise started early afternoon and was continuing at 9pm.</p> <p>Officer spoke with Cllr who advise that he had been down to the Chequers after being contacted by local residents and that the noise was loud and a matter for concern. Officer agreed to visit.</p> <p>Officer visited the area at 22.40 and listened from Oakwood Mews and Black Lion Court. Faint music could be heard and loud voices, shouting, laughter and giggling from (presumably at this stage) the garden area of The Chequers.</p> <p>Officer spoke with a doorman at the front of the premises and asked to speak with Bradley Reeve. Patrons were milling around at the front of the pub in the road. The entrance doors were open and music could clearly be heard from the street. Bradley Reeve came out and spoke with Officer. He expressed surprise that there was any concern from residents and said that they only hold these events twice a year. Officer went into the garden which was full of patrons and very loud such as to interfere with the discussion being held with Bradley Reeve. Officer advised that the noise was excessive and likely to be causing disturbance to local residents. Bradley Reeve disputed this statement and did not consider the noise to be excessive. Officer suggested that it would be necessary for the Council to discuss this matter with them further during the week. A local resident was seen videoing the front of the premises. Officer left the area at 23.45.</p> <p>29.05.2018 - Officer email confirmed visit to the premises and disclosed discussions Officer had with the owner of The Chequers. Advised intention to discuss the impact of The Chequers business activities with colleagues in Licencing and Environmental Health. Officer requested details of how many complaints the Cllr received and at what time.</p>



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				29.05.2018 – Licensing Officer email sent to Environmental Health to advise of out of hours visit and expressed in their opinion believe there are grounds for concerns which need our attention.
23	27.05.2018	Local resident	Concern expressed by local resident and Councillor in respect of noise from the public house on 27th May 2018	<p>Joint Agency site visit – Harlow District Council Licensing Officer and Essex Police, Licensing Officer visited the Chequers to meet with Bradley Reeve, DPS. Officer notes - Events of 27th May were discussed and of the alleged effect that the premises had had on neighbours.</p> <p>Bradley Reeve advised he had no intention of causing disturbance to his neighbours and was always available to speak with them. He stated that he runs an orderly pub and that Police records will not show any link with elevated crime statistics.</p> <p>There was a discussion around the cumulative impact of 3 premises within a short distance and to the fact that all pubs opened directly onto the road.</p> <p>Essex Police Licensing Officer checked crime statistics and agreed that there was no association between a recent stabbing in the High Road which had earlier been reported to the Chequers. Officer also stated that he had no major concerns at this time although he was aware of heightened resident concerns.</p> <p>Discussion about the use of the outside areas. Bradley Reeve advised that he was running a successful business and that the outside area was integral to their success however, he no longer uses the far end of the garden because it is opposite nearby homes. Bradley Reeve was reminded of his obligations regarding the need to close the garden in accordance with his licence conditions.</p> <p>Bradley Reeve advised that he would look at any reasonable measures to reduce noise impact on local residents but that he is a businessman trying to conduct his business and that some noise from licensed premises is inevitable. The meeting lasted just short of 1 hour.</p>

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24	07.06.2018	Local resident	Complaint in respect of noise from Pub Garden - email received 31.05.2018 – Report noise from The Chequers garden party, even with my doors and windows shut in the heat.	<p>11.06.2018 – Email sent to resident by Environmental Health to advise investigation to music noise from the garden in the Chequers, other matters to be dealt with by licensing. Noise App details provided to replace the use of diaries.</p> <p>Resident requested details why resident would need to be risked assessed to use the noise app. Officer advised this is not what is required. The risk assessment is for OOH service. Resident was asked by Officer to inform if they would like to use the noise app or paper diaries, no confirmation was given.</p> <p>22.08.2018 – Environmental Officer provided advice in respect of concerns and what is required in order for an alleged complaint of noise to be progressed.</p> <p>29.11.2018 – Multi agency meeting, in attendance Essex Police, Licensing Team, Environmental Health – Summary notes taken by officer –</p> <ul style="list-style-type: none"> <li>• <b>Concerns Raised by residents via complaints;</b> ASB in Market Street linked to alcohol consumption and the association with 3 pubs; Chequers, Marquis and Crown. Urination, shouting, smashed glass, criminal damage, assaults, GBH etc.</li> <li>• <b>Complaints since April 2018;</b> Essex Police have 20 complaints reported complaints, 7 after midnight; alleged anti-social behaviour, assault, stabbing, fights, drug dealing, sexual assault, GBH.</li> <li>• <b>HDC licensing</b> have received complaints from 4 households; noise, violence, intimidation, glass, drugs, urination, criminal damage.</li> <li>• <b>HDC EHS</b> have not received any engagement from householders and are unable to investigate further unless complainants are willing to allow officers to visit their homes.</li> <li>• <b>Cllrs</b> have received complaints from residents</li> </ul> <p><b>Measures/actions discussed;</b>  <b>Review.</b> This is conditional on;</p> <ul style="list-style-type: none"> <li>• Application from an interested party or,</li> <li>• Application by a responsible authority</li> <li>• Not frivolous or vexatious</li> <li>• Evidence based</li> </ul> <p>Police will keep this option under consideration and call for a review if evidence</p>

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				<p>is assessed as being sufficient.</p> <p><b>EMRO – early morning restriction order</b></p> <ul style="list-style-type: none"> <li>• Licensing led intervention</li> <li>• Ban on alcohol after midnight</li> <li>• Evidence based</li> <li>• Requires Committee approval</li> <li>• Could be achieved fairly quickly</li> <li>• Additional visits to pubs and area</li> <li>• Consideration of further enforcement of licence conditions</li> </ul> <p><b>Dispersal order</b></p> <ul style="list-style-type: none"> <li>• Police led intervention</li> <li>• Not likely to be used frequently</li> <li>• Allows persons to be excluded from an area – moved on</li> <li>• 48 hour max</li> </ul> <p><b>Engagement with licence holders</b></p> <ul style="list-style-type: none"> <li>• Police and licensing led intervention</li> <li>• Reopen discussions with licence holders</li> <li>• Provision of advice on their responsibilities</li> <li>• Point out what may happen should problems not be addressed</li> </ul> <p><b>Enforcement and presence in the area</b></p> <ul style="list-style-type: none"> <li>• Police and Licensing led interventions</li> <li>• Additional patrols</li> <li>• Camera surveillance</li> <li>• Note of licence breaches and feed back to licensing</li> </ul> <p><b>Noise nuisance</b></p> <ul style="list-style-type: none"> <li>• EHS to redouble efforts to engage with residents</li> <li>• Undertake enforcement where evidence becomes available</li> </ul> <p><b>CCTV</b></p> <ul style="list-style-type: none"> <li>• Community Safety intervention</li> <li>• There is a system in Old Harlow but this does not cover Market Street</li> <li>• Current system in need of upgrade</li> <li>• At least 6 months to implement</li> </ul> <p><b>Anti-social Behaviour Act 2014 interventions</b></p> <ul style="list-style-type: none"> <li>• Community Safety led intervention</li> <li>• May include Community Protection Order</li> </ul>

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				<ul style="list-style-type: none"> <li>• Can result in premises closure</li> </ul> <p><b>Further actions</b>  Police and Licensing to visit premises 29<sup>th</sup> November  Licensing to undertake additional inspections/visits.</p> <p>17.12.2018 Meeting with licensed trade representatives from Market Street, Old Harlow - regarding reported problems in the vicinity of Market Street, Old Harlow  Present, Essex Police, Harlow Council -Community Safety Team Manager, Licensing Team, HDC Principal EHO, The Chequers PH Bradley Reeve, The Crown PH - BDM Greene King, Marquis Lounge - No attendance</p> <p><b>Summary Notes - Measures/actions discussed;</b></p> <p><b>Essex Police</b></p> <ul style="list-style-type: none"> <li>• Brief outline of earlier anti-social behaviour in Market Street which had led to heightened resident concerns</li> <li>• Calls to Police appear to have escalated since April 2018</li> <li>• Police have recently had a high profile presence in Market Street but this can only be sustained in the short term</li> <li>• Police and Council wish to work with the licensed trade to identify measures to reduce tensions and lessen the likelihood of further problems.</li> <li>• Noted that most of the problems occurred on Friday, Saturday and Sunday evenings</li> <li>• All 3 pubic houses close at different times. The Marquis closes first followed by The Crown and The Chequers</li> <li>• Police favour staggered closing to aid dispersal</li> <li>• Residents have raised concerns about drug dealing in the area</li> <li>• Earlier reported violence remains under investigation</li> </ul> <p><b>Licensing</b></p> <ul style="list-style-type: none"> <li>• The Council had received complaints from 4 households during 2018 mainly regarding concerns about anti-social behaviour in the street</li> <li>• In April, many residents had indicated that they would keep diaries and make these available towards the end of the summer</li> <li>• One diary had been received to date.</li> </ul>

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				<p><b>Bradley Reeve – The Chequers</b></p> <ul style="list-style-type: none"> <li>• Noted that flats were built after the PH.</li> <li>• Many locals drink in the pub</li> <li>• Residents in Oakwood Mews don't generally complain</li> <li>• The Chequers does not have any substantial problems inside the premises</li> <li>• Chequers do not allow glass to be taken outside</li> <li>• Close-by residents have BR's mobile number. Action - BR will speak with residents further down the street</li> <li>• They work well with The Crown and have a different clientele</li> <li>• Intend to update their current CCTV next year</li> <li>• Consider they have good procedures in place and dependable door staff</li> <li>• Following a recent fracas, their CCTV was inspected and no problems inside the premises were reported.</li> </ul> <p><b>The Crown BDM</b></p> <ul style="list-style-type: none"> <li>• The Crown does not contribute to the problems</li> <li>• They have music which could possibly give rise to complaints</li> <li>• They have a public right of way at the front and rear</li> <li>• They manage the premises correctly</li> <li>• GK are happy to work to find a solution</li> <li>• Asked that note of the meeting be made available</li> </ul>
25	06.08.2019	Local resident	<p>Noise nuisance reported from Chequers Pub - Increasing noise, nuisance and lack of regard to the licensing conditions, seeing that the Council have taken pro-active action other premises where a noise abatement notice has been served. I am hoping that the portfolio holder has a commitment to residents to deal with noise nuisance and at long last we may get some help.</p> <p>On Thursday, Friday and Saturday last week, large numbers of people were still in the Chequers garden after 1.00am, the landlord</p>	<p>16.08.2018 – Customer adviser sent notice that the Officer the resident contacted is longer an employee.</p> <p>16.08.2019 – Officer email sent to resident to ack of initial email sent on the 06.08.2019. Confirmation of officer to contact going forward in respect of any further complaints. Advised resident of transfer application status and confirmed current premises licence holder is Harvard Lounge Bars Ltd. Update in respect of complaints or concerns in respect of this premises; the licensing team has received no further complaints in respect of the Chequers and noise, no further communication or diaries in respect of further reported noise nuisance. Premises license compliance (conditions) – Advice in respect of the premises licence conditions requirement for licensing team to investigate and</p>

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			<p>has absolutely no respect for residents that surround the garden. The police had to attend a fight on Friday around 1.00am and as usual there was vomit, urine and glasses scattered around the area the following mornings. I understand that the pub is planning another 'Ibiza event' on August Bank Holiday weekend and you are aware from the past, as is the Cllr how much disturbance this causes. Request for info from the Licensing Team</p>	<p>take any enforcement action required, in accordance with the Council's Enforcement Policy and in conjunction with our powers under the Licensing Act 2003.</p> <p>17.08.2019 – FOI request received from resident to provide information. All correspondence between Harlow Council and Essex Police regarding the public houses and ASB in Market Street between April 2017 to date.</p> <p>Minutes from meetings held between officers from Harlow Council and/or its elected Members and residents of Old Harlow to discuss the three public houses in Market St from April 2017 to date.</p> <p>Copies of any complaints relating to the public houses/ASB in Market Street from April 2017 to date (names and addresses of complainants can be redacted).</p> <p>Copies of internal emails between Council departments discussing issues relating to the public houses /ASB in Market Street from April 2017 to date.</p> <p>Copies of all emails to and from Council depts from Robert Halfon MP relating to public houses/ASB in Market Street from April 2017 to date.</p> <p>Copies of the specific license relating to the Chequers Pub confirming hours in which outdoor entertainment is permitted.</p> <p>All correspondence to members of the public advising them that they have been placed on an out of hours list and the corresponding paperwork to your Out of Hours provider confirming this as when residents tried to access this support we were advised the provider had not been informed of this.</p> <p>22.08.2019 – Approval given to resident to use Noise App  24.08.2019 – resident sent via noise app: 24.8.19 - 23.43 - Loud voices  25.08.2019 – resident sent via noise app: 25.8.19 - 4.36 - Loud music  25.08.2019 – resident sent via noise app; 25.8.19 - 18.43 - loud music &amp; voices  25.08.2019 – resident sent via noise app; 25.8.19 - 21.01- unable to specify noise</p>

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				<p>25.08.2019 - sent via noise app; 25.8.19 - 23.00 Music and voices</p> <p>28.08.2019 - Noiseapp recordings from resident deemed loud enough for EH to send warning letter to pub.</p> <p>28.08.2019 – Email received from resident – report of noise and other issues are experienced every Friday and Saturday night so would welcome a Council Officer to attend at these times. The garden of the pub generally has people in until around 1.00am at weekends and residents have to listen to the staff putting all the bottles into the bins in the early hours. Advice requested for what needs to be done to do the risk assessment for visit.</p> <p>28.08.2019 – Email sent to resident, officer advised time spent to listen to the recordings and as a result sent a written warning regarding loud amplified music and loud voices to the Proprietor of the Chequers Pub Old Harlow. Officer sent invitation to consider for out of hours service. Instructions given how to set up and request from officer for further use of the noise app.</p> <p>29.08.2019 – Officer email sent to resident for request to access for risk assessment</p> <p>02.09.2019 – Officer email to resident advised listened to recent noise app recordings and as a result an invitation was sent to undertake a risk assessment visit as per email sent on the 28/8/19 and is the same information that officer related to you on the 19/6/18. Officer advised such a visit can only take place during office hours the earliest being 7.30am. Alternatively, resident was advised a noise nuisance recorder can be installed, again during office hours. If evidence shows a statutory nuisance to be in existence then an abatement notice would be served.</p> <p>07.09.2019 – resident noise app recordings received of voices</p> <p>14.09.2019 – resident noise app recording submitted @ 22.26 hours raised voices</p> <p>15.09.2019 – resident noise recording submitted @ 00.13 hours raised voices</p> <p>16.09.2019 – resident noise recording submitted @ 22.26 hours raised voices</p> <p>02.12.2019 - Discussion with other residents to have permissions to be removed from app.</p>

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26	21.08.2019	Local resident	Nuisance Complaint in respect of The Chequers - Resident reports an understanding it is a pub, but to have people outside in the garden after 11 pm shouting, swearing, fighting is not acceptable, they are supposed to be called in at 11 pm but this never happens, and now another bank holiday festival where the music is so loud we can't even watch tv.	EH Officer sent letter 22.08.2019 to resident to provide details and advice in respect of noise app and reporting.
27	05.07.2020	Local resident	Resident reports - Chequers pub reopening with a live DJ in the pub garden. This is not allowed re: advice with the government and Covid-19.	EH Officer sent email to Covid-19 EH Officers to respond. Council staff carried out licensed premises observations and noted loud music with thumping base from the garden of The Chequers.
28	06.07.2020	Local resident	Resident reports - Patrons outside and leaving the chequers pub old Harlow pre covid and now post covid continue to scream and shout during and past opening hours. This continues down the old Harlow high street and can go on anywhere from 10pm to at least 1am.	Council sent acknowledgement to resident and investigation to Covid-19 breach open.
29	07.07.2020	Several local residents	Complaints about DJ, no social distancing - Resident reports - Last Saturday they had a live and very very loud DJ in the garden, breaking the reopening rules. The pub was packed and no social distancing due to many a customer being very drunk. We heard so much shouting and screaming as well as other antisocial behaviour. I am sure the pub advertising 2 for 1 cocktails all day wouldn't have helped. Resident warned to Council and the police that this was going to happen as it was advertised, resident received a response from Harlow Council to advise that Environmental Health will be informed.	10.07.2020 – Letter sent to Mr Bradley Reeve noted that the Council has prior to re-opening advised the premises of the new Covid regulations and provided advice. Formal warning issued and request to cease activities not permitted by Environment and Licensing Manager.



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			<p>On the day of event, the live and loud music started early afternoon and didn't stop until 11pm. In that time, several hours, resident telephoned Essex police 3 times (and resident believes that other neighbours phoned) and nobody seemed to come out to stop this music or to even check on a pub that was breaking the reopening rules. Resident telephone Environmental Health to be met with a voicemail telling me that they were not answering calls due to Covid, leaving us residents again with no support.</p> <p>Residents reports a problem due to nobody responding, to the best of their knowledge, no one has come out to ensure the pub is running within the rules, they are advertising on their social media that they will be having a live DJ every Friday and every Saturday in the garden, starting this weekend. As you must realise this isn't even remotely the quiet ambient music that is part of the rules.</p> <p>Resident is frustrated that while so many of us people have sacrificed so much during this time to ensure the safety of all that a landlord is allowed to do whatever he likes. I think that it's quite frankly, appalling that the police, the council or Environmental Health are not playing their part in keeping us, customers, staff safe, even when it's very important to do so. Please, can someone please look into this? Nobody is responding to residents' concerns, a pattern that has happened over several years.</p>	

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30	20.07.2020	Local resident	Chequers pub... non-stop noise, cars & music all week, but mainly at the weekend..... so many people, social distancing guidelines are impossible!!	15.09.2020 – Letter sent to resident and request for recordings to be logged via diary sheets  Covid-19 breach investigation open and ongoing.
31	11.08.2020	Local resident	<p>It's with desperation that I am writing again, despite previously being told that there is no problem observed by your department, regarding the Chequers pub when it opened. Nor any powers to do anything about it.</p> <p>The pub is clearly ignoring any social distancing rules or trying to keep shouting down. The pub seems to be packed full, especially in the garden and there is so much shouting that I can hear it from my house. It seems nothing has changed, despite being in the midst of a pandemic and the pub is still run like a nightclub, encouraging as many people in and letting people get so drunk they fight and can barely stand up. It's only been a month and there have been 3 fights already, it's crazy.</p> <p>Also, because of the covid, the pub garden is full until closing time, gone midnight, with no regard for residents around and people are not leaving the area in a quick manner. Last Saturday, we had people outside our homes until past 2am, then cars/motorbikes roaring back and forth at 3am. It s just crazy living here and while I know that it s an opportunity for residents to review the license, I do not think that this is acceptable to leave this responsibility to residents considering the</p>	<p>11.08.2020 –Acknowledgement email sent to resident and request for resident to download noise app.</p> <p>14.08.2020 - CPN Warning letter sent to Mr Reeve in respect of recent activity and Covid-19 breaches</p> <p>15.08.2020 - Officer out of hours visit to premises – approx. 22:10 and officer witnessed the premises heaving with people. A number of people lining the front of the premises and could see a heavy crowd of people to the side opening. From the rear of the premise they could hear very loud voices, not one voice in particular but the sound of many voice mixed together. There was very low level music that could barely hear above the people. From the private car park at Oakwood Mews a noise app recording was taken that should give the noise of a large gathering of loud people. In officers opinion there was no social distancing in the rear garden.</p> <p>16.08.2020 - Officer out of hours visit to premises conducted - approx. 12.50pm. Premises completely empty, no one in the bar area, down the side or in the rear garden. Officer witnessed no one enter or leave the premises. Officer unable to hear or smell anything from the Garden in respect of smoke nuisance. It was dry when I arrived &amp; left.</p>

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			<p>strange times we are currently living in.</p> <p>The general view here, while bumping into neighbours is disbelief. Disbelief that the landlords don't care about their punters, don't seem to care about their neighbourhood.</p>	
32	19.08.2020	Local resident	<p>Chequers Pub Old Harlow - Large gathering of people in pub garden backing in between private houses, people shouting, screaming swearing all night into early hours of morning, I cannot have my patio doors open as it is so loud, every weekend have problems sleeping due to the noise level carrying on well after midnight. Fights and glass breakage all the time with the last 2 weeks police and ambulance being involved. Last weekend I had smashed beer bottles all over my patio, throw over from the pub.</p>	<p>Ack email sent to resident, Covid-19 breach investigation open</p> <p>14.08.2020 - CPN Warning letter sent to Mr Reeve in respect of recent activity and Covid-19 breaches.</p> <p>18.08.2020 – Officer telephoned Mr Bradley Reeve of the Chequers PH Harlow. Officer provided advice and confirmed that an Officer from EH had witnessed non-compliance with the CPN warning on Saturday evening. Mr Reeve confirmed that he received the email from Mr Pitt with the attached CPN warning on Friday evening about 8pm but read it the following Saturday morning. Officer arranged a visit to the Chequers 19.08.2020 at 4pm with a colleague to discuss with Mr Reeve &amp; offer advice on complying with the CPN warning. Officer made Mr Reeve aware that the Council would be following up on the warning this coming weekend both on the Friday &amp; Saturday evenings.</p> <p>20.08.2020 – Officer emailed Mr Reeve following site visit with another on the 19.08.2020 acknowledgment and record made in respect of the site visit with reference to Covid-19 guidance and attention to premise licence conditions discussed during visit. Noted that CPN expires 21.08.2020.</p> <p>20.08.2020 – Email from Mr Reeve received giving details of measure the premises has in place;</p> <ul style="list-style-type: none"> <li>• A wall mounted temperature scanner has been ordered delivery due 3/9/20</li> <li>• We are asking customers to leave our premises quickly and quietly in an orderly manner and not to congregate in groups outside the premises</li> <li>• We have increased our door security to 3 people to monitor activity inside and outside</li> </ul>

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				<ul style="list-style-type: none"> <li>Our aim is to create a friendly and safe environment for local residents and visiting customers.</li> </ul> <p>21.08.2020 – Officer Ack Mr Reeve email and further detailed advice given.</p> <p>21.08.2020 – Email to resident to advise of investigation.</p> <p>22.08.2020 – Email to Mr Reeve following site visit, noted no RA was available for inspection. FB not aware of a RA. Highlighted RA advice give on the 14.08,</p> <p>22.08.2020 – Mr Reeve email received, advised he had been away from the premises. Mr Reeve advised that advice taken on board and will be implementing new suggested points upon return to the premises.</p>
33	22.08.2020	Local resident	Resident advised another bad night with screaming, shouting, and no social distancing, making it another difficult night sleeping, he has no respect for any of his neighbours.	22.08.2020 - Email ack sent to resident.
34	23.08.2020	Local resident	Resident reported another bad night with shouting and screaming, and I could see again people standing in the far corner, something was kicking of at about 11.45, and I heard sirens, but not sure if they were going to pub.	Ack email sent to resident, Covid-19 breach investigation open
35	23.08.2020	Local resident	Resident reporting noise - recordings sent of noise and fight from previous Wednesday, details given. Fight was at 11.30pm and on Wednesday night it was 7.00pm. Police called - when bottles started being broken as was genuinely fearful someone would be seriously hurt.	<p>23.08.2020 – Email ack sent to resident and request for details in respect of recordings (confirm what times and location)</p> <p>Officer advised of site visit planned for 23.08.20.</p> <p>Officer visited 23.08.20 – Officer notes – Officer spoke to FBO who said he was in control of the restaurant. Not yet registered. He advised he was covering &amp; helping Mr Reeve in his absence to look after the bar. FBO advised Mr Reeve is still away. Advised of the importance of Mr Reeve completing the RA as we had not received this yet &amp; the required date for complying with CPN</p>

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				<p>warning was Friday night. Officer informed FBO that an email was sent to Mr Reeve again last night following visit yesterday &amp; had no reply.</p> <p>Officer discussed their booking system both on line &amp; those who turn up on the night. Notebook was available with names &amp; mobile numbers. Advice given on how this could be improved to include, No of persons in each booking/times of arrival /length of time of booking &amp; where possible when persons left, also the use of a clicker may help in keeping track of numbers.</p> <p>FBO advised he stopped persons coming into the premises after 9.50pm as all tables were booked then, about 129 persons on the premises.</p> <p>There was a table of 5 young lads who RBO said were drunk, they kept making noise all evening &amp; did not stop when approached by staff.</p> <p>FBO advised that they left the premises before the fight started @ 11.30pm to the front of the pub.</p> <p>23.08.2020 – Mr Reeve email with attached completed risk assessment as per request.</p> <p>24.08.2020 - Enquires made with Essex Police. Essex Police confirm - three calls regarding a large fight at the Chequers, 20+ people fighting reported by door staff at around 23:30. Police attendance at 22:30 and advice given to Door staff.</p> <p>24.08.2020 – Email sent to Mr Reeve – acknowledgement of RA and request to confirm capacity indoors and outdoors.</p> <p>26.08.2020 – Multiagency meeting arranged to review complaints at The Chequers and Covi-19 breaches</p> <p>28.08.2020 – Essex Police update of premises visit 28.08 at 22:20 notes - spoke to land lord, approx 70 customers quite nicely distributed throughout social distancing as best they can. One way in and out being used, book for check and trace being completed, couldn't see any issues</p>
36	29.08.2020	Local resident	Resident request update in respect of investigation and advised the pub is advertising that it will be having music on this weekend, resident concerned.	<p>Ack email sent to resident, Covid-19 breach investigation open.</p> <p>29.08.2020 - Officer advised - Police Officers visited the premises last night @ approximately 10.20pm. Council have been informed that there were no issues at the time of this visit. Officer also been briefed this morning that there were</p>

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			<p>29.08.2020 – Further email from resident - last night was fine, but it was pouring with rain. Q asked - can you please confirm if the playing of music is now allowed as I understood that it wasn't and have not seen any changes to the statutory instrument.</p>	<p>no reported Police incidents last night in Harlow. Request for details of experienced any problems last night. Advised Police/HDC Licensing, Environmental Health &amp; Community Safety teams are working together to resolve this &amp; other issues in Harlow.</p> <p>29.08.2020 – Officer advised from the Police report that there were about 70 persons inside &amp; outside the premises last night @ 10.20pm as Social Distancing has to be maintained. Advice given in respect of music.</p>
37	30.08.2020	Local resident	<p>Resident sent recordings of notice and advised Police called.</p> <p>Resident is of the understanding CPN issued and expressed disappointment that Council, Council's licensing team and Police have let residents down. Reports neighbours have constantly told you all that this pub is a trouble pub, noise, drugs and so many fights.</p> <p>Reports of music played from the Chequers pub garden can be heard in resident's garden/kitchen. It started off a bit lower, but is being cranked up and advised that they have to either shut kitchen door/windows or put on my own radio to block it out.</p> <p>31.08.2020- Residents update - downloaded the noise app a couple of years ago and sent some recordings, heard nothing. When the Chequers did their bank holiday DJ event, I tried to use it again to find I could no longer. I'd been taken off the list without warning when I needed it the most.</p> <p>Reported neighbours did diaries, handed in by resident to the council building and they were 'lost'. The moral of the neighbours hit</p>	<p>Ack email sent to resident, Covid-19 breach investigation open and advice given re Noise App.</p>

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			<p>rock bottom then and advise nobody wanted to go through that again.</p> <p>Expressed it is very hard to get neighbours to change their minds now to sort out things because of two reasons, no support from the council so there is apathy, and the second is because people have to be named to the pub when the pub. Reports of threatening behaviour from the landlord when approached previously and puts people off going forward. The fact that neighbours don't do these things doesn't mean they find the pub acceptable, far from it.</p> <p>Resident expressed Harlow council doesn't seem to want to do anything in respect of these premises. Sympathy with council cuts, and expressed it is frustrating that the council still receives so many complaints and nothing is ever initiated by the council themselves.</p>	
38	30.08.2020	Local resident	<p>Reports there is a rave going on in the pub garden, loud Music , shouting and screaming, Cars abandoned all over Market Street. We Thought there was an epidemic and this is extremely dangerous at these times. All the neighbours can't believe it.</p> <p>Resident confirms - definitely not back ground music, it's 6.45 and the shouting had already started as well, once more our night will again be hell. This place is advertised as Essex Hottest Venue, a pub in the middle of a residential area.</p>	<p>Ack email sent to resident, Covid-19 breach investigation open.</p> <p>30.08.2020 - Officer request for info from Essex Police Chequers overnight 29th /30th August. Police confirm there have been no reports to Essex Police .</p>

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			<p>31.08.2020 – Resident advised this situation has gone on for years and we are all tired of no action being taken, like other residents I was asked to keep diaries and use the noise app, which I did, but nothing changed.</p>	
39	02.09.2020	Local resident	<p>Resident report to Council departments in Respect of planning matter- concerned that the chequers pub are currently building a very large marquee in their garden without planning permission.</p> <p>04.09.2020 – Report of loud music being played at The Chequers, video sent in.</p> <p>08.09.2020 – Resident reports, under the marquee in the tent, they have ashtrays in the photos published online. It is clear that people are allowed to smoke in the new structure.</p> <p>09.09.2020 – Resident reports after 5 hours of live music since 3pm, we are now being subjected to the pub customers singing in the garden, it is hard to see how encouraging all the people in the pub to sing ‘Sweet Caroline’ and similar tunes, comply in any way. The country is on the verge of a second wave of the pandemic and this complete disregard to the safety of others is disgraceful.</p> <p>09.09.2020 - I can't even sit in my house with doors closed I can still hear the music</p> <p>12.09.2020 – Resident report to customer service of noise complaint from Chequers Pub Old Harlow with live music in garden,</p>	<p>Ack email sent to resident, Covid-19 breach investigation open.</p> <p>02.09.2020 – Officer observation from out of hours notes on 04.09.2020</p> <ul style="list-style-type: none"> <li>• Track and Trace details taken on arrival and no tables available.</li> <li>• No PPE worn by staff</li> <li>• No screening between the tables.</li> <li>• No Table service in outside seating area</li> <li>• No social distancing barring the table layout, multiple bubbles mixing throughout which staff seemed to ignore.</li> <li>• The bar was as if covid never happened, at least 4 customers waiting to be served and then 4 or 5 staff members behind the bar despite it being quite small.</li> <li>• No one-way system to the bar but not from the bar. We had to cross over in the same walkway with people going in and out to get drinks.</li> <li>• There wasn't dancing or singing as such but lots of shouting/ loud conversations. Half of the customers were at their tables whilst the other half were floating about mixing with other people.</li> <li>• Capacity inside and outside were fine.</li> <li>• At least 5 customers and a staff member smoking inside entrance and a few more drinkers grouped around the smokers.</li> <li>• Some customers drunk and loud; music was a reasonable volume.</li> <li>• Lots of people not adhering to social distancing when greeting and interacting e.g. hugging, kissing.</li> <li>• General chit chat audible from outside but nothing unreasonable.</li> <li>• Advertised live music taking place on the premises on Sundays, this is advertised near the side entrance.</li> <li>• The toilet signage no more than two people in the toilets at any one time. This was not respected by the customers.</li> <li>• Hand sanitizer was available by the entrance.</li> </ul>



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			<p>audible from inside my bedroom at 10pm with my window closed.</p> <p>12.09.2020 Trying to sleep, I have 10 hours at work tomorrow, there is definitely a very large gathering in the marquee and you can see shadows of people standing and moving about, you don't make that much noise in groups around a table, and the music definitely wasn't background, as I could hear it, especially the base.</p> <p>12.09.2020 – resident reports, it's 20.13 on Saturday and the music once again is blaring out of the Chequers, people already shouting and singing, and we have video proof of this. This is a respectable neighbourhood which is tarnished and brought down dramatically by this pub, our lives are hell at the weekend, residents complaining about the racket and anti-social behaviour from this pub, but no one will intervene and get it sorted, this is turning quickly into a nightclub, with drugs also included and dealings going on in the street, I cannot understand as local councillors how you can allow this to happen in your area, has someone got to be killed before action is taken, we have fights every weekend with police being called, but you demand we the residents put our self at risk.</p> <p>15.09.2020 – resident report, ack of letter received from Council, noted Council worker witnessed this but requested to keep a noise reference log.</p>	<p>06.09.2020 – Officer email to Essex Police to advise of complaints Noise level from last night - First report approx 10 ish trying to sleep and Second report at 11.45 woke resident up with a big argument.</p> <p>06.09.2020 – Officer emailed resident with ack of incident log</p> <p>07.09.2020 – Essex Police Advise - initial call was a report of a fight that could be heard in the garden of the pub. Police attend and speak with a female who disclosed a verbal argument with another girl, later the victim was identified and assault was recorded - she alleged she was punched. Initial call was made at 19:20 – Police Licensing Officer reported, Police called to a fight in the beer garden, 2 x females had an altercation resulting in the suspect punching the victim in the face. Suspect ejected by door staff and the victim refused details.</p> <p>10.09.2020 – Officer site visit 09.09.2020 @ 5.45 and 6.10pm Summary officer notes - Entered the premises &amp; spoke with Mr Reeve.</p> <p>At the time of this unannounced visit, a wedding party of 30 persons including children was taking place. Almost everyone was seated at tables which were in compliance with Guidance/Regs published previous day. 1 Live singer elevated on a stage with distance between the tables, which were set out underneath the structure in the garden; No smoking underneath the structure, however 2 men smoking to the side of the premises to the front of pub by the gate; No masks worn by any of the patrons or by members of staff; No dance floor or was dancing taking place. In terms of the premises licence no breaches witnessed during this visit. Mr Reeve confirmed CCTV was in place and working however Mr Reeve advised this did not cover the entire Garden at this stage and currently being held for 7 days. Mr Reeve confirmed door staff are keeping an incident log book and advised they haven't had many incidents at the premises to record. Officer advice given and outlined any music provided should be at low level. Officer referred to our colleagues in Essex with my observations. Key concern on this visit was the musician. Mr Reeve advised that he would stop singing/playing by 8pm, understand this did not happen.</p>

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			<p>19.09.2020 – resident report, now 11.10pm, and noise audible. I have called the police. The 'tent' is packed, the music is still at an unbearable level, people shouting and singing- it's clear there is no social distancing, and yet nothing can be done. I've called the Council out of hours.</p>	<p>09.09.2020 - Further officers visited Oakwood mews car park at about 7pm on &amp; could clearly hear the musician from the rear garden.</p> <p>11.09.2020 – Essex Police advise of site visit planned for 15.09.2020 at 9am with Harlow Council Licensing and Mr Reeve</p> <p>12.09.2020 – Out of hour's officer patrols Old Harlow, summary notes - The Chequers - Visit - Very loud pumping base music and flashing light show in the 'marquee' type structure. NoiseApp recordings taken are attached; 21:56 was taken in Oakwood Mews car park, Recording 22:32 was taken from the other side of the garden where people could clearly be heard singing along, the music stopped at 23:16. Following patrols from the crown we went back to Oakwood Mew's car park, loud voices could be heard from within the marquee (recording 23:30) there was no attempt to clear the garden and marquee. Officer informed the doorman that the garden should be cleared by 23:20 and asked to speak to Bradley Reeve. A very large group of people were then removed from the garden (including marquee) and outpoured to the front of the pub, many with glassed and we heard one glass smash, no show from Mr Reeve.</p> <p>16.09.2020 – EH officers update Essex County Council/Public Health England of Covid-19 breach investigation.</p> <p>17.09.2020 – Essex County Council issue Direction Order, copy sent by email to Mr Reeve</p> <p>18.09.2020 – Council Officer advised resident by email of Direction Order Issued</p>
	17.09.2020	Local resident	<p>Resident submitted complaint and advised they live nearby to the chequers and have had many years blighted by anti-social behaviour, noise and nuisance, in common with many residents in the locality. At various times we have been assured that the matters are either being dealt with or the Council has apportioned the lack of action to other</p>	<p>Ack email sent to resident, Covid-19 breach investigation open.</p>

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			<p>agencies such as the Police or Essex County Council. However, the situation has got much worse recently residents have needed to involve officers from Environmental Health, and an elected member, we understand that the pub was issued with a Community Protection Order. Unfortunately this has had little effect and the noise and ASB has continued but with the added issue of disregard to the Covid provisions. The pub has not been compliant with social distancing, and has flouted the regulations on music. Only this weekend have we provided evidence of these issues Environmental Health. I appreciate that the Council needs to go through the correct processes before any action can be taken but the situation is unbearable. Today, the landlord has erected huge scaffolding which I understand is to be used to increase the capacity of the public. Unfortunately, I need to request that this is dealt with as a formal complaint.</p>	
40	18.09.2020	Local resident	<p>Customer Service advises of resident contact and they wish to report they live in Old Harlow. Wanted to say "Thank you" as there seems to be an improvement in the Chequers when its open in regard to noise.</p>	19.09.2020 – Essex Police report of Covid 19 Breach
41	19.09.2020	Local resident	<p>Resident reports, music may not be as loud as last week but the customers are still shouting and singing the landlord clearly thinks he is untouchable. I have made a COVID report to the police tonight under the reference no below: With regards to the</p>	Ack email sent to resident, Covid-19 breach investigation open.

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			Chequers, the music may not be loud, but people are still shouting at each other and the Noise level is just as loud as other weekends, so I'm pretty certain there is no social distancing going on.	
42	22.09.2020	Local resident	Noise diaries received from resident.	Ack email sent to resident, Covid-19 breach investigation open.
43	06.10.2020	Local resident	Resident report, The Chequers at 21.32 was pouring outside, the noise level which has increased vastly from the previous 2 weeks, they think indicates that there were a fair more people then allowed in the marquee, and also note the shadows of people, very few were sitting. It was also pouring with rain, so no one was in the garden.	Ack email sent to resident, Covid-19 breach investigation open.
44	06.10.2020	Planning	In respect of outside structure, Planning advised The Chequers. Mr Reeve has been in contact and informed that he has the support of some residents for this. Referred to Planning Inspector.	Ack email sent to resident, Covid-19 breach investigation open.
45	09.10.2020	Local resident	Reports, people were not seated in the Marquee, and that they also reported it to Essex Police at the weekend. We knew after a few weeks that this would happen, and action really needs to be taken.	<p>11.09.2020 – Council Officer updated resident by email</p> <p>22.10.2020 – Essex County Email to EH Officers in respect of reviewing the direction for Chequers. Request made for update.</p> <p>22.10.2020 – Council Officer advise Essex County Council in respect of reviewing the direction for Chequers. Mr Reeve has not yet contacted us with an attempt to discuss how he could alter his business to comply with the COVID regulations. Request for direction to remain in place.</p> <p>23.10.2020 – Essex County Council acknowledges and confirms the Direction will be kept under review.</p>

