

- a) Signs are prominently displayed which state that "workwear" and "minors" are no longer welcome.
- b) Security personnel are stationed at the door onto Deanery Road at all times when the Charterhouse Arms is open (this is in the context of premises which have never previously required security personnel at any time). These personnel are intimidating and we have had cause to complain about their foul language in front of our children (see email enclosed and labelled Email B).
- c) According to their Facebook posts, the Charterhouse Arms is not open to the public Monday to Wednesday, but from our observations it appears to be open on those days on an "invite only" basis to members of the Motorcycle Community.

If you are in any doubt, we would invite you to visit the Charterhouse Arms to assess the situation for yourself.

As part of the refurbishment, the car park has been closed off to cars by a gate and chains.

2. Concerns

a) **Inappropriate change of character and unacceptable noise levels;**

In our opinion, the new management have fundamentally changed the character of the Charterhouse Arms. It is no longer a community pub) it is a "biker club" and their customers have little respect for the fact that the Charterhouse Arms is located in a quiet residential area. In particular:

- i. Noise levels from a number of the visiting motorcycles are extremely loud and it is impossible to have a conversation in our garden at a normal level when the motorcycles are being driven along Chalk Road or Deanery Road,
- ii, Customers who congregate in the closed off car park are very loud and are audible beyond the immediate vicinity of the Charterhouse Arms.

We believe that if consent was granted to the Application, the local community would further suffer from unacceptable noise levels and inappropriate behaviour and language by some customers and staffs

b) Parking concerns

Because the Charterhouse Arms has closed their car park to cars, their customers park on the surrounding residential streets. This has caused increased parking difficulties to the local community.

We had hoped that closure of the Charterhouse Arms car park would be a temporary measure during the current COVID-19 restrictions (when we accept that more outside space is required), but the Application suggests that this may be a permanent closure and we believe that the lack of adequate parking for residents which would result from it would cause an unacceptable nuisance,

3. Suggested Conditions

If (despite our representations) you are inclined to grant consent to the Application, we would ask that the following conditions are imposed:

- a) The Charterhouse Arms must reopen their car park to all vehicles and ensure that parking spaces are available for their customers at all times — our preference would be at least six such spaces.
- b) Staff should not be permitted to park on the residential roads around the Charterhouse Arms.
- c) The Application should be granted on a temporary basis and consent should cease once the current COVID-19 restrictions have been lifted.
- d) No customers should be permitted to congregate in the car park of the Charterhouse Arms after 10pm.
- e) Noise levels of customers in the car park and of motorcycles arriving at and leaving the Charterhouse Arms should be monitored and action taken to keep them to levels which are acceptable in a residential setting.

Thank you for your consideration.

Yours faithfully

[signature redacted]

Subject: Re: Charterhouse Signs

Thank you for your email,

Due to severe number restrictions arising from following the COVID-19 guidelines, we are unable at this point to welcome children. This may well change in the future as our enterprise develops and the situation declines.

From Saturday, we will be operating a limited service, by invitation, to our friends and colleagues; as well as a good number of the local residents who have been very supportive of our vision for the pub.

Everyone will be expected to fill in a registration form prior to entry that will be kept for 21 days as reference for "Track and Trace" should the need arise. With 1m+ Social distancing in what is a small pub and limited toilet facilities, we will be finding our way slowly!

Being a keen Motorcyclist myself, and part of the local Motorcycle Community for the last 35 years, we will be welcoming and encouraging customers from that community. Also being a short distance from both Guildford Harley Davidson and Motolegends Clothing Store we are ideally placed.

As you have rightly pointed out, the Pub has systemically failed with a succession of different Landlords over the years, so serving just local families and their children has proved unviable, We are seeking to reinvent The Charterhouse Arms and create a comfortable atmosphere that has a broader appeal making it a destination venue that will succeed in the future.

We fully intend to work with the Local community to the best of our ability so please, do not hesitate to contact me if you have any questions or problems and we look forward to welcoming you soon.

Best Regards

Sent from my iPad

■ > On 29 Jun 2020, at 14:04, *[Redacted]*

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■ > We have lived on Deanery Road for a number of years. When we first moved here the Charterhouse Arms was a vibrant family friendly pub which did a roaring trade in take away Indian meals.

> Since that time, as you will be aware, successive licensees have failed to make a viable living from the pub) which is regrettable. We have therefore been watching the recent refurbishment with great interest and indeed hope.

> However we were disappointed to see the sign (photo attached) erected last week informing us that our children are not welcome, This suggests that you have no interest in serving the local community, which is predominantly made up of families and many of whom would happily patronise a family friendly pub serving good food (as they did in the past). Other signs denoting Harley Davidson logos have given rise to fears on the Deanery Road WhatsApp Group that the target market for the refurbished pub will be bikers.

■ > It may be that this is a case of misinformation, miscommunication or poor judgement. I would be grateful if you could let me know and I will, of course, pass on your reply to the local community,

> Many thanks,

Subject: Re: Polite Request

Thank you for your email I will have a word with our staff,

We apologise for the upset it has caused to you and your family.

We are always willing to support our neighbourhood friends.

Kind regards

Charterhouse arms management team,

Sent from my iPhone

> Please could you ask the men standing outside the Charterhouse Arms (I assume they are security personnel) to refrain from using profanities in the course of their conversations.

> As you are aware this is a family neighbourhood and repeated use of the F word as my 10 year old daughter and I walk passed on a Sunday afternoon is entirely inappropriate.

> Many thanks for your co-operation,

Paul Hughes

From: Licensing Policy
Sent: Friday 28 August 2020 10:33
To: Paul Hughes
Subject: FW: WK/202002805 : Representation received

From: licensing@waverley.gov.uk <licensing@waverley.gov.uk>

Sent: Thursday 27 August 2020 18:04

To: Licensing Policy <Licensing.Policy@waverley.gov.uk>

Subject: WK/202002805 : Representation received

Address: The Charterhouse Arms, Charterhouse Arms, Deanery Road, Godalming, Surrey, GU7 2PQ

Please check above worksheet for representation received online

I object on the grounds of public nuisance in a residential area. The car park servery duplicates existing bar and kitchen facilities in the pub which has walls containing bar, washing up, kitchen noise and cooking smells. If the publican wants to serve customers outside they can walk with trays to their tables. The new servery and large deck in car park change use of the space causing considerable noise disturbance. There is a seating area Chalk Road side which the building shielded the noise of drinker's rowdiness, and had a time restriction must be clear by 22.00. The huge increase in noise from people drinking and eating outside in the car-park and large groups of motorbikes revving on arrival and departure cause massive air pollution, the car park had space for under 10 cars. The change in use is highly detrimental to the quiet enjoyment of my house and garden and the wellbeing of my pets and radically changes the character of the neighbourhood and burdens it unfairly

Dear Licensing team

After trying repeatedly but unsuccessfully to submit my representation this evening, I am having to resort to email in order to get it to you before the deadline. After much trouble with error messages on number of characters in comments section (despite being within the limit), your sewer is now down altogether as the screenshot below shows. I trust that you will accept this representation in view of the circumstances.

Details of my Representation are as follows:

Representation Type: Neighbour

Personal Details: Godalming

Email:

Comments:

Objection - public nuisance in residential area: Use of car park and large rear deck as a drinking/eating area already causes considerable noise nuisance to neighbours. The external servery would magnify this for nearby properties, some of which are in extreme proximity.

Seating area already exists at the front of pub. While rear outside seating may be appropriate during Covid, an outside servery duplicates existing interior kitchen/bar facilities with level walkways that enable collection/serving of orders. As a permanent fixture, servery is neither necessary or appropriate as it unfairly burdens the neighbourhood with unacceptable levels of noise and cooking smell.

Conditions are needed for any temporary outside sale/consumption of alcohol at the rear with considerable restrictions on hours — eg cut-off of 9pm.

Noise and pollution levels from motorbikes and outside custom is spoiling neighbours' right to enjoyment of home and garden and changing character of the area.

I understand from my conversation with Paul Hughes today that I can submit relevant photographs which I will do tomorrow morning in a separate email.

From:

Sent: Friday 28 August 2020 10:00

To: Licensing Policy <Licensing.Policy@waverley.gov.uk>

Subject: Representation re Charterhouse Arms - Licensing Application

[** This email originates from an external source**]

Dear Licensing team

I attach photographs showing proximity of residential properties to the newly developed rear of the Charterhouse Arms. I hope they help to demonstrate the detrimental impact of increased noise on the neighbourhood from use of the external alcohol servery. Best wishes