

2 (1)

[Redacted]

**From:** [Redacted]  
**Sent:** Wednesday 29 May 2024 07:51  
**To:** Licensing Policy  
**Cc:** [Redacted]  
**Subject:** The Luxe - extension of hours

As one the Castle Ward Councillors, I write to object to the application to extend late night opening hours at The Luxe, Lion and Lamb Walk, Farnham. Noise of people congregating outside and leaving the premises late in the evening, cooking fumes, music transmitting through the building are all causing residents considerable distress with the current hours. Any extension will just make matters worse. The operation of this restaurant has been under investigation by WBC Environmental Officers for a number of months and continues. To extend the hours now would be a bad mistake in my opinion.  
Regards

[Redacted]

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**From:** [REDACTED]  
**Sent:** 23 May 2024 11:47  
**To:** [REDACTED] Licensing Policy  
**Cc:** [REDACTED]  
**Subject:** Re: WK/202306689 -The Luxe Licensing and noise  
**Attachments:** IMG\_1282.jpg; IMG\_1279.jpg; IMG\_1280.jpg; IMG\_1281.jpg; IMG\_1278.jpg; Screenshot 2024-05-23 at 11.32.jpg  
**Importance:** High

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

Hi [REDACTED]

Thanks for the heads up, yes I'm happy to go ahead with a visit. The kitchen extraction odour is currently the single biggest issue.

Regarding their premise licence application to increase hours, I wholeheartedly object to this. [REDACTED]

I see that the new license application is dated 21<sup>st</sup> of May with representations by 18<sup>th</sup> of June – which is 28 days. However given that there are currently no physical notification signs in place, how can the council offer interested parties the full period of 28 days for people to make representations, if no one knows about it? Isn't the full period of 28 days a legal requirement?

Additionally the representations system on the licensing part of the website does not work (see attached screenshot). This has been the case for over a year now, so anyone who sees a sign would potentially fail to be able to register their concern using the system that is in place. Therefore I have copied Licensing Policy [Licensing.Policy@waverley.gov.uk](mailto:Licensing.Policy@waverley.gov.uk)

Here are my comments relating to this new application, please can I get confirmation that this has been received and registered:

**I object to this license on the grounds that the extended hours will be unfair on residents. Since it opened for business in December last year residents have already suffered from extended periods of music and street noise. Plus terrible odours and noise pollution from the kitchen extraction system, which has still not been deemed to meet the spec shown in its planning permission.**

**This has led to residents being disturbed late at night and unable to open their windows, which is especially a problem during warm weather.**

**Furthermore the applicant has already shown little regard for their residential neighbours. This has been demonstrated by the need for the council to keep intervening in regards to noise pollution, kitchen fumes, and poor waste management. Additionally members of the management at The Luxe have previously demonstrated physical intimidation towards concerned residential neighbours.**

**This part of Lion & Lamb Yard is primarily residential and has been for more than a decade. The discussion should be about restrictions on their current license not about if they should be allowed an extension.**

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**From:** [REDACTED]  
**Sent:** Wednesday 12 June 2024 11:54  
**To:** Licensing Policy; Licensing Policy  
**Subject:** Re: NOTICE OF HEARING - LICENSING ACT 2003 - APPLICATION FOR A VARIATION OF PREMISES LICENCE FOR THE LUXE, 6 LION AND LAMB YARD, FARNHAM, SURREY, GU9 7LL

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

Hello Licensing at Waverley,

I am writing to formally confirm that I intend to attend the hearing, which I now understand will take place on the new date of 16<sup>th</sup> of July at 10am.

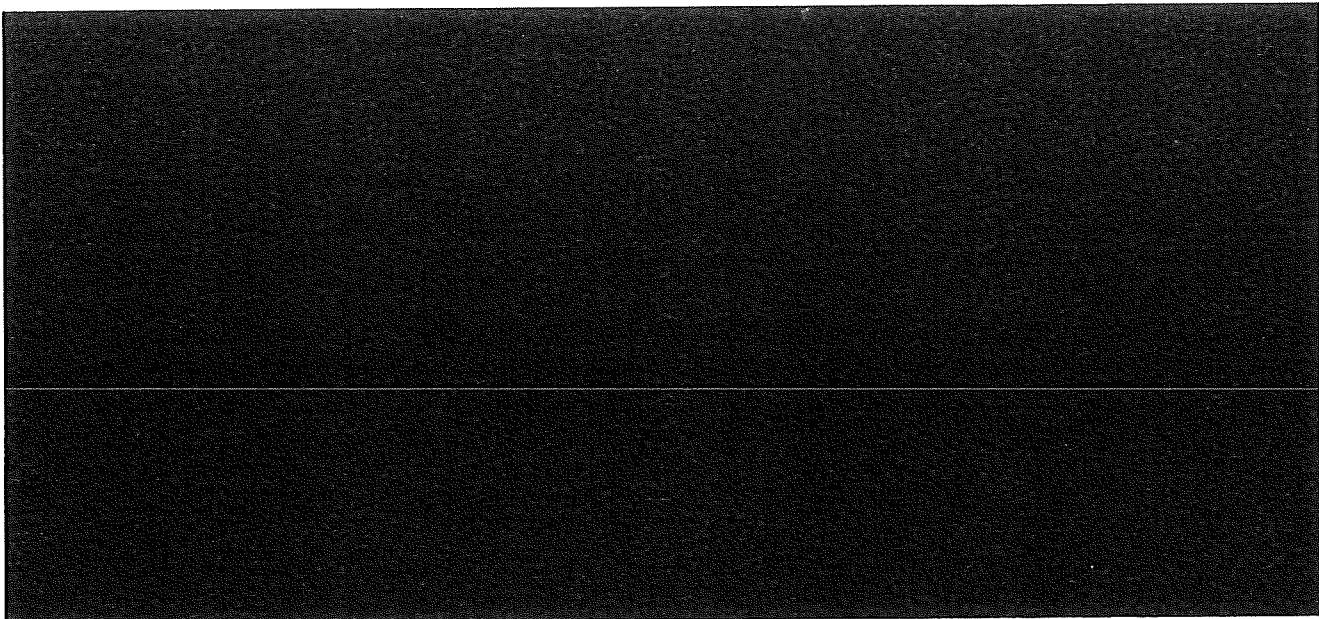
I'm not sure if my objection to this particular application has been recorded. So I offer the statement below, which I feel comes under the licensing objective of prevention of public nuisance:

I object to this license on the grounds that the extended hours will be unfair on residents. Since it opened for business in December last year residents have already suffered from extended periods of music and street noise. Plus terrible odours and noise pollution from the kitchen extraction system, which has still not been deemed to meet the spec shown in its planning permission.

This has led to residents being disturbed late at night and unable to open their windows, which is especially a problem during warm weather.

Furthermore the applicant has already shown little regard for their residential neighbours. This has been demonstrated by the need for the council to keep intervening in regards to noise pollution, kitchen fumes, and poor waste management. Additionally members of the management at The Luxe have previously demonstrated physical intimidation towards concerned residential neighbours.

This part of Lion & Lamb Yard is primarily residential and has been for more than a decade. The discussion should be about restrictions on their current license not about if they should be allowed an extension.



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**From:** [REDACTED]  
**Sent:** 05 June 2024 16:48  
**To:** Licensing Policy  
**Subject:** The Luxe, 6 Lion and Lamb Yard, Farnham

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

As a local resident in Farnham I wish to make an objection to the extension of hours of selling alcohol, entertainment and closing time to The Luxe , Lion and Lamb Yard.

If approved this would cause disruption to the residents who live in the Lion and Lamb Yard and surrounding area, by way of noise and possibly unruly behaviour.

This could also create a precedence for other pubs and bars in Farnham which would in turn change the nature and character of the town.

As someone who lived in Harrogate, North Yorkshire, where this was allowed to happen and then seeing the problems it made , I hope you will see the long term effects this will have. Notably now North Yorkshire Council have changed it's policy on late opening as the disturbances became too difficult to deal with.

Kind regards

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 06 June 2024 11:10  
**To:** Licensing Policy  
**Subject:** THE LUXE, 6 LION AND LAMB YARD, FARNHAM  
**Attachments:** FULL VARY PUBLIC NOTICE THE LUXE.doc

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

Dear Sirs

We have received the attached application from our tenant of the above property. As the landlord's managing agent for The Lion & Lamb Yard we object to the proposed licencing application as we consider the extended hours will be detrimental to the neighbouring residential tenants' occupy adjacent properties.

Yours faithfully

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 06 June 2024 18:46  
**To:** Licensing Policy  
**Cc:** Licensing Policy  
**Subject:** RE: Licensing Act 2003 - Application

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

Dear [REDACTED]

Please see below Farnham Town Council's objection to the proposed variation to the premises licence of The Luxe.

Kind regards

**Variation**

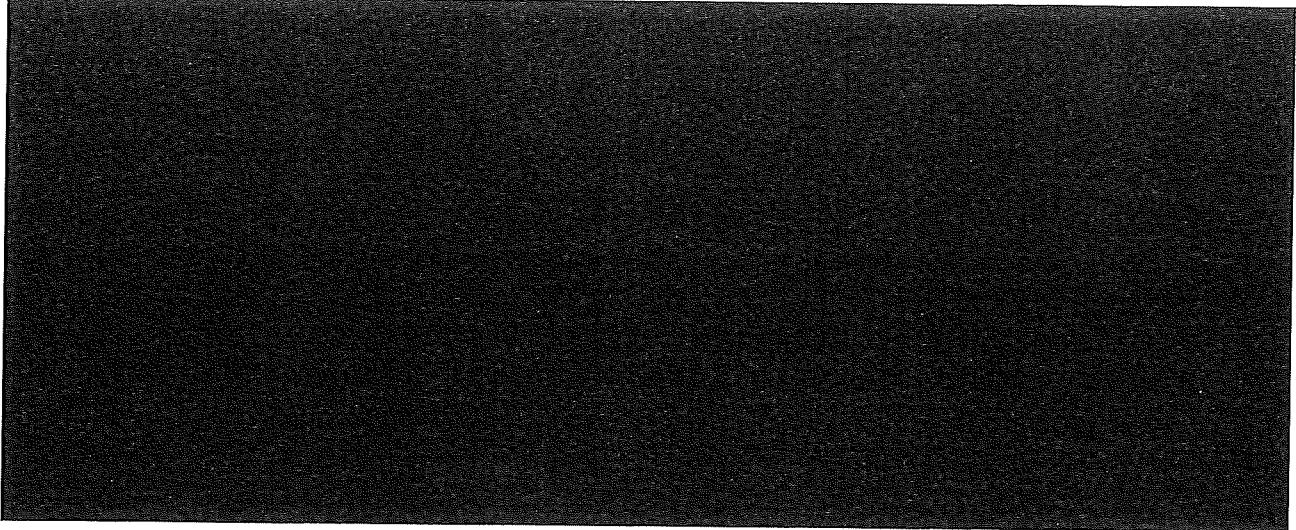
The Luxe, 6 Lion and Lamb Yard, Farnham, Surrey, GU9 7LL  
Mr K Hazar

This application is for a variation of a premises licence. The application is for Recorded music 11:00-23:00 Sunday to Wednesday and 11:00-00:50 Thursday to Saturday (23:00-00:50 on any day preceding a Bank holiday, on Boxing Day and 31st December of each year whatever day these occasions fall); Late night refreshment 23:00-00:45 Thursday to Saturday (23:00-00:45 on any day preceding a Bank holiday, on Boxing Day and 31st December of each year whatever day these occasions fall); On and Off sales of alcohol 11:00-23:00 Sunday to Wednesday and 11:00-00:45 Thursday to Saturday (11:00-00:45 on any day preceding a Bank holiday, on Boxing Day and 31st December of each year whatever day these occasions fall); and Opening hours 11:00-23:15 Sunday to Wednesday and 11:00-01:00 Thursday to Saturday (Premises closing time is 01:00 on any day preceding a Bank holiday, on Boxing Day and 31st December of each year whatever day these occasions fall).

**Farnham Town Council objects to the extended hours, not being consistent with other establishments in Lion & Lamb Yard, with the potential to cause nuisance from noise from music and entertainment, customers and staff, to residents in the adjoining residential dwellings.**



Farnham Town Council, South Street, Farnham, Surrey, GU9 7RN



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**From:** [REDACTED]  
**Sent:** Monday 17 June 2024 13:35  
**To:** Licensing Policy; Licensing Policy  
**Cc:** [REDACTED]  
**Subject:** Re: NOTICE OF HEARING - LICENSING ACT 2003 - APPLICATION FOR A VARIATION OF PREMISES LICENCE FOR THE LUXE, 6 LION AND LAMB YARD, FARNHAM, SURREY, GU9 7LL  
**Attachments:** Video.mov

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

Dear Sir/Madam,

I am writing to formally object to the application made by The Luxe to extend their licensing hours until 1am on Thursdays, Fridays and Saturdays, which includes serving alcohol outside of the premises.

Unfortunately, every one of the concerns mentioned in our original licensing objection letter from August last year (referenced below) have already come true, and are now a regular occurrence for residents in the yard.

On Friday and Saturday evenings, people congregate in the middle of the yard, smoking and shouting at each other, which reverberates around the cobbled streets and buildings. Music can be heard blaring from the restaurant, even when the doors are closed. Also, a loud burst of music is let out each time someone enters or exits the restaurant. If the extension is granted, this is very likely to begin happening on Thursdays evenings, as well as causing weekend disruptions to occur later into the evenings. As multiple residents in [REDACTED] and in other buildings have young children, the level of noise currently occurring already feels unacceptable without any extensions being granted.

Please see the attached video which was taken on Saturday 8th June at 9:51pm for a demonstration of the noise levels in the yard with the restaurant doors closed. This level of noise continues late into the evenings, with another large burst of noise and shouting as customers all leave together at closing time.

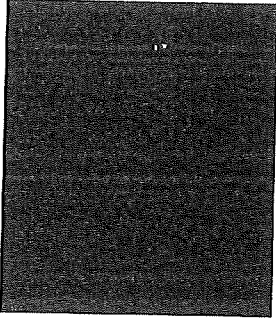
With [REDACTED] the back of the restaurant, we are already unable to open our windows at pretty much any point during the day or evening due to the burning charcoal fumes emitted from the restaurant, as well as staff smoking and shouting directly below [REDACTED] windows. We're also unable to sleep with our windows open due to glass bottles being emptied into the bins late at night, which often occurs after 11pm. This is a sudden and jarring noise which has shocked us awake on multiple occasions. Also, the general noise of staff chatting as they leave, slamming the rear door and starting their car engines is already disruptive enough with closing time at 11pm (meaning they aren't usually ready to leave until around 12am). If closing time is pushed back to 1am, then these disruptions will obviously also be pushed back until around 2am or later. This is unacceptable on weekend evenings, but would be particularly disruptive for residents on a Thursday night, who will likely have to be up early for work in the morning.

Although it's a separate issue being investigated by environmental health, I'd just like to mention the fact that the restaurant has been allowed to operate for around 7 months with a non-compliant extraction system is a little baffling. This whole saga has already been disruptive enough for residents, and I think it's pretty unfair that they are allowed to submit a licensing variance whilst these issues are ongoing, especially as it stands to directly cause residents on both sides of the yard further problems and disruptions.

We would very much appreciate if this objection could remain anonymous due to multiple incidents of physical and verbal intimidation by the owners and 'security' of The Luxe against other concerned residents of

We are unable to attend the hearing for these matters on July 16th, but are very happy for [REDACTED] to represent us and our views in this meeting.

Our home address is;



Again, I'd just like to reiterate my point above about our personal information being kept anonymous due to concerns around our safety. Thanks very much for taking the time to read this email.

Kind regards,



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Sent: 25 August 2023 13:17

To: [licensing.policy@waverley.gov.uk](mailto:licensing.policy@waverley.gov.uk) <[licensing.policy@waverley.gov.uk](mailto:licensing.policy@waverley.gov.uk)>

Cc: [REDACTED]

Subject: Objection to Extended Opening Hours / Alcohol License for La'De Restaurant and Cocktail Bar

Dear Sir/Madam,

We would like to put forward our formal objection to the extended licence application for La'De Kitchen, 6 Lion and Lamb Yard, Farnham GU9 7LL, from 11pm to 1am, and their closing hours from 11:59pm to 1:30am. Whilst we understand the importance of supporting local businesses, we believe the extended licence would have a detrimental effect on the health and well-being of the residents in Lion and Lamb Yard, as well as the general character of the area.

It has come to our attention that La'De intends to offer live music, as well as amplified sound through a PA system during these extended hours. Given our proximity to La'De, we are deeply concerned about the potential noise disturbances that this change could cause. The residential flats in Lion and Lamb Yard are situated in a quiet and peaceful part of Farnham, overlooking retail and coffee shops that cause no noise disturbance or opportunity for anti social behaviour. Our concerns are that granting this request would lead to nightly disruptions, including loud music and conversations reverberating through the yard, large groups of customers and staff congregating outside smoking and drinking into the early hours of the morning. The peaceful atmosphere in Lion and Lamb Yard, especially in the evenings, could be significantly compromised if the extended licence was agreed, and the area becomes a late-night entertainment destination seven days a week.



We would also like to highlight that Farnham currently does not appear to have any bars, pubs, or restaurants operating until 1:30am on a Sunday, or any other evening for that matter. This could result in an influx of people seeking late-night entertainment, potentially altering the character of the area and impacting its residents' quality of life. We have also found that all of their other locations (Camberley, Sunningdale, Pangbourne, Woodley, Newbury and Hereford) close at 11pm each day.

Furthermore, it is our understanding that La'De had previously violated planning permission guidelines regarding the quality of their kitchen extraction system. This already raises concerns about their commitment to respecting the well-being of local residents.

While we acknowledge the desire to support La De's success, we believe that the character of Lion and Lamb Yard is unsuited to becoming a late-night drinking destination. We are confident that the majority of local residents share this sentiment, with some of these residents having small children.

Thank you in advance for your attention on this matter, and hopefully you will consider the points outlined above as reasonable. Could you kindly please confirm safe receipt of our email.

Kind Regards,

A solid black rectangular redaction box covering the signature area.

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[Redacted]

**From:** [Redacted]  
**Sent:** 19 June 2024 17:39  
**To:** Licensing Policy  
**Subject:** The Luxe - 6 Lion and Lamb Courtyard, Farnham

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

Good Afternoon

I am writing to formally object to the above establishment's application for a variation of premises license.

I have lived in Lion and Lamb Courtyard for 3.5 years, knowing that the top end of the yard has been used for retail and residential only for some time. [Redacted] situated directly next to The Luxe and the noise levels as it stands already are unacceptable. The music in itself can be heard in [Redacted] on top of that the noise of patrons having vapes, cigarettes and particularly when leaving is at a level that no individual should have to put up with. Patrons are shouting at each other and swearing also, obviously under the influence of Alcohol, this goes on for a long period of time.

I have my [Redacted] stay over twice a week, one of those nights at the weekend. On numerous occasions already, [Redacted] has been woken up and come to me in tears because [Redacted] is scared of the shouting. I know there are a number of other children that live in the yard also. In my opinion (and most people's one would assume) that it would be negligent to award this establishment the right to stay open even later considering the above.

Many thanks for your time.

**Best Regards**

[Large redacted signature block]