



## GENERAL COMPLAINT LOG SHEET

Complainant's Name & Address: ELIZABETH SANDERS  
BRAMDEAN COTTAGE  
CHAPEL ROAD, SWANMORE,  
SO32 2QB

Date Delivered/Sent: 27 JULY 2010

Investigating Officer: MRS ABIGAIL TOMS

Ext No: 01962 848598

Type of Complaint: NOISE & DAMAGE

I certify this is a true & accurate record of events, observed by me at the time the incidents occurred. I understand that it may be used as evidence in court if necessary

Source: THE NEW INN, CHAPEL ROAD  
SWANMORE

Complainant's Signature: [Redacted]

Complaint Ref No: .....

Date 27 JULY 2010

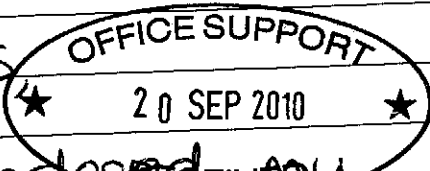
DAY & DATE	START TIME	FINISH TIME	DURATION	COMMENTS
Fri 26-2-10		1:20am		usual noise, wing mirror pulled off, plus another car damaged.
Fri 5-3-10		1am		The usual crowd, shouting, screaming & swearing.
Fri 12-3-10		1:30am		Some as usual, heard bloke he was gonna piss on this car, which was mine.
Fri 19-3-10		1:30am		Groups of kids as usual shouting, etc - cars racing out of car park.
Sat 20-3-10	11:35pm			Number of cars arriving, and people going into pub.
Fri 2-4-10		1:15am		Ambulance at pub taking girl to hospital. Kids still in & out at 1:30am.
4/5 April				From around midnight constant stream of arguments & swearing in pub car park, and in Chapel Rd. Still hit up & kids going in and out at 1:10am (some in cars, some on foot). Live band outside all afternoon and evening.
Easter Sunday/Monday	1:10am			
Fri 28 May				Car wipers all pulled up on car.

DAY & DATE	START TIME	FINISH TIME	DURATION	COMMENTS
Sat. 19 June	Midnight	-onwards		Usual shouting & swearing, kids walking up and down the road still with drinks in their hands, then going back to pub car park. 12:15am landlord came out to them and took them back into pub. 12:30am all lights at pub still on inside & outside, and car park still full. 1am Boys still outside in car park with bottles and cars still going in and out. 1:53 some came & got into taxi, shouting, still a lot left inside pub.
Friday 25 June	midnight	onwards		Smashing glasses of beer outside our houses in the road at midnight. 12:40 shouting and screaming in the road outside. Large group in pub car park at 12:55 called police on 104 but put in a queue which never got answered. Still groups outside at 1:20am phoned the pub twice but no one answered it.
ALTHOUGH THERE IS A GAP HERE BETWEEN DATES, ITS NOT TO SAY THAT NOTHING WAS HAPPENING, I'D JUST BECOME A BIT DISSILLUSIONED THAT ANYTHING WAS EVER GOING TO BE DONE ABOUT IT.				
Sat 24 July.	12:50am			Groups of people outside pub & walking past our houses throwing beer cans. Found out that a neighbour had his hanging baskets taken. (Lads have taken signs from outside the Pub before and thrown them in the Graveyard).
Fri. 27th Aug	midnight	'til 1-30		General shouting outside, cars racing out of pub.
Sat. 28th Aug	1am			still lit up outside, cars pulling up & people going in at 1am. Bloke came out & was taking my neighbours plant pots 'til he saw me looking out of my bedroom window. Light off outside at 1:15am, people still inside



email : [REDACTED]

Dear Ms. Toms



Please find enclosed ~~my~~ completed Log Sheet relating to the New Inn, Swanmore.

The incidences recorded are good reasons as to why the licence should be seriously looked into.

We live in a quiet, residential street, which is not the place to have a public house open all hours to teenagers, with live music and everything else that goes with that.

I'm sorry that my log is only just being sent to you but I found it amongst other post, and thought it had already been sent.

Looking forward to hearing from you.

Yours sincerely,  
[REDACTED]



Mr and Mrs MF Smith  
Woodstock House  
Church Road  
Swanmore  
Hants SO32 2PU

1 Oct 10

Mr John Myall  
Licensing and Registration Manger  
City Offices  
Colebrook Street  
Winchester  
Hants SO23 9LJ

Dear Sir

**Notice of Hearing - Review of the Premises Licence for the New Inn Swanmore**

Thank you for your letter of 24 September advising that the above hearing will be held on 12 October. Unfortunately, neither my husband nor I can attend but would ask that this letter be submitted in our absence.

We have lived virtually next door to the New Inn for almost twenty years during which time there have been several licensees with whom we enjoyed a good neighbourly relationship. Throughout the majority of this time it has been run as a village pub - indeed over the years we have walked around quite a few times and enjoyed a quiet drink and bar snack. On summer Bank Holidays it was customary under one of the incumbents to hold a charity BBQ with music in the pub garden which many of the village residents attended. On these occasions the landlord would just let us know by word of mouth what was happening and it was actually quite pleasant to sit listening to gentle music whilst doing a bit of gardening. I say this so you will understand that we are not killjoys.

Unfortunately all that changed when the current licensee took over. He encouraged the youth of the surrounding district (and we understand further afield) to frequent the pub by introducing frequent live music gigs. On many occasions the music has been so loud that it has been impossible to enjoy summer evenings in our garden. I have had to close bedroom windows on retiring but have still had to endure the intruding thump, thump of the bass. Even when the band has been inside the bar area the music has been so loud that it has still intruded into our home and life! On top of this we have had to put up with the screaming and shouting of people drinking and smoking in the garden area. Unfortunately this only increased as they left the pub and as Swanmore is a quiet village the noise has been horrendous at one and two in the morning.

When the problem first started, I tried speaking to the licensee direct but as this had no effect, I found it necessary to phone the police on numerous occasions to complain about the intolerable noise. My neighbours and I have also met with Abigail Toms, Environmental Health Officer who has taken up our complaints.

In view of the above, I hope you will review the license for the New Inn accordingly.

Yours faithfully