

## Appendix E – Letter from Mr Millins to Mrs Rainbow



Mrs Rainbow



5th March 2021

Dear Mrs Rainbow,

### **Application to vary the Premises Licence at Croydon Hall**

I hope you are keeping safe and well in these uncertain and crazy times that we find ourselves in.

We have almost finished our extensive refurbishment of Croydon Hall, just a few finishing touches left, and whilst we have faced many challenges along the way, we are very pleased with end result and feel we have now restored and updated the building to create a beautiful Hotel. We very much look forward to having the opportunity to show you around when we are allowed to do so. In the meantime, if you would like a sneak preview, we are constantly adding more and more photos to our website [www.croydonhall.co.uk](http://www.croydonhall.co.uk)

I am writing to you as I understand that you have lodged an objection with the Council in respect of our application for a variation of the premises licence at Croydon Hall which was granted with conditions attached for our predecessor's 'colourful' operation of the premises. I recently met with the local Police Licensing Officer, Nicola Cooper, to discuss our proposed operation moving forward as a Hotel with function facilities and it was felt that the existing licence was cumbersome, complicated and in parts unenforceable, and that it would benefit from being updated and simplified but with the addition of some more appropriate conditions.

Under the Licensing legislation, it would be possible as a venue for us to apply for a series of Temporary Event Notices ("TENS") to allow for a variation in operating hours but these TENS do not carry the same detailed conditions as the main licence so it was considered more appropriate and responsible for us to extend the licensing hours to cover all eventualities so that we avoid the use of 'TENS' as much as possible.

Croydon Hall Management Limited  
Company Registration No. 07461656. VAT Registration No. 348 901 774  
Croydon Hall, Felons Oak, Rodhuish, Minehead TA24 6QT Telephone 01984 642200

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The main change that we are seeking is to extend the terminal hour for guests attending functions to 2am. That does not mean in any way that we would be operating until 2am every night but it gives flexibility to meet the need of individual functions whilst fully incorporating the Licence conditions. For example, a Wedding Reception may wish to go on until 1am – the current licence allows alcohol to be served until 1am but the entertainment must finish at 12 midnight, the variation of the licence would mean that the entertainment could continue in line with the rest of the licence.

The change of hours would also give flexibility for the change of clocks to British Summertime, Bank Holidays and other special dates throughout the year.

There is already a condition on the licence that all music must be contained within the building after 11pm with requirements to monitor noise breakout at sensitive external locations to ensure that there is no disturbance to our local neighbours. There is also an existing condition to provide a Residents Hotline so that you can easily contact us should there be any issues – these conditions would remain unchanged.

Having discussed our application with our immediate neighbours, none of whom are objecting, in order to ensure that our proposed operation is fully accountable under Licensing Legislation and to demonstrate that we are experienced, professional and socially responsible Operators, we are proposing the following new conditions are voluntarily added to the Licence;

1. All employees involved in the sale of alcohol, must receive training on commencement of employment with regards to preventing the sale of alcohol to persons who are under the required age and proxy sales. The training must also include refusals to persons who are intoxicated. This training must be documented and signed for by employees to acknowledge that they have received this training. All employees must receive refresher training every six months. Records must be made available for inspection by the Police & Licensing Authority.
2. The premises must install and maintain a comprehensive surveillance system as per the minimum requirements of Avon & Somerset Constabulary's operational requirement guidance dated 12/07/18. The system must record at all times when the premises is open for licensable activities. The correct time & date must be generated on all recordings which must be retained for a minimum period of 31 days. Copies must be made available on request, to the police or authorised officer of the licensing authority. If the system is inoperative or faulty for any reason, steps must be taken to repair or replace the equipment within 24 hours. A Data Controller who is conversant with the operation of the system must be available at all times when the premises is open to the public and be able to provide police or authorised officer of the licensing authority recent data or footage with the absolute minimum of delay when requested. Management, storage, giving and sharing of data recordings must comply with the general data protection regulations at all times.

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3. An incident and refusals register must be kept and used on the premises and must record all incidents occurring on the premises including where the sale of alcohol and proxy sales to a patron is refused. Records must be kept for a minimum of 12 months and must be made available to the Local Authority, Police and Trading Standards Officers upon request. Records must be audited on a regular basis by the Designated Premises Supervisor.
4. The Premises Licence holder or DPS must ensure that any outside area attached to the premises or included in the licence must be controlled in a safe and effective manner to the same standard as operated within the premises building and must pay special attention to the impact that the use of the outside area has on the surrounding community. Outside areas must be regularly supervised.
5. The Hotel will be open 24 hours a day. Between the hours of 02.00 and 07.00, the sale of alcohol will be restricted to hotel residents and bona fide guests of hotel residents.
6. Customers must be prevented from loitering outside the premises and behaving in a manner that may cause nuisance to nearby residents.

These conditions would be in addition to the following existing conditions

1. The premises must operate a 'Challenge 25 policy', whereby anyone wishing to purchase alcohol, that appears to be under the age of 25 years, must be asked to provide photographic identification e.g. passport, driving licence, PASS card.
2. A minimum of one notice must be displayed at the premises, requesting customers to leave quietly.
3. All egress and access area will be adequately illuminated, to minimise the risk of harm to customers.
4. After 23:00 hours noise from live or recorded music shall only be played inside the main hotel building.
5. After 23:00 noise from live or recorded music shall not be audible at the two monitoring points agreed with Somerset West and Taunton Council. These two agreed points are marked with 'X' on the plan below;

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I appreciate that your concern may be the movement of vehicles late at night and the potential for disturbance from traffic noise. We can now provide accommodation on site for 50 guests so there would be no late night vehicle movement for the majority of the guests attending a function. In addition, when they have availability, we are keen to use Ordway House to provide extra accommodation for our guests. For functions that do operate later, experience shows that there is more of a trickle effect of customers leaving rather than a mass exodus that is usually experienced when there is an earlier finish time.

I very much hope the above gives you some further information about our proposed operation and helps to allay any concerns that you may have. I am committed to ensuring that our operation is that of a good neighbour and I would really appreciate the opportunity to discuss any concerns that you may have. I can be contacted on my mobile number [REDACTED]

Yours sincerely

Jeremy Millins.