

Greene King 857.

[REDACTED]  
High Street,

Leigh, TN11 [REDACTED]

11.12.2016

Dear Piers Warne,

Thank you for your letter of 21.11.2016 and I am sorry for the delay in replying.

I requested a meeting early in the year about property damaged caused by builders and customers of the Fleur de Lys and other concerns. I was unable to make the meeting on 17<sup>th</sup> May due to a family emergency. I phoned requesting another appointment which did not happen.

I also phoned and mentioned the shabby repair of the grade 2 listed wall and gate pillar.

I believe there was a meeting at the Fleur De Lys in October and again Greene King failed to visit me or consult me about a fence they wished to erect in my front garden.

I am sorry Greene King have not seemed deemed to contact me before and that I have had to choose other avenues to solve the problems. I suggest they review their public relations regarding neighbours of their establishments.

I am curious to know what Greene King wants to speak to me about that they could not speak to me about before?

Yours Sincerely,

leigh. Parish Chairman

[REDACTED]  
High Street

Leigh TN11 [REDACTED]

31.03.2016

Dear Mr. Stratton Brown,

I have been advised to write about disruption to our lives living next to the Fleur de Lys Pub.

I bought my cottage on the understanding there would be extra noise and inconvenience from the workings of a pub. The previous Publican was much more considerate to me as a neighbour.

The garden was vacated early and drinking was continued indoors. Last summer week days and weekends loud talking, laughing lasted into the small hours of the morning which either wakes me or is impossible to sleep.

Gary asked his customers who left late to do it quietly, now they are often loud banging of doors screeching tyres loud talking and laughing well after 11pm.

When there was a party Gary always told me, now I can be sitting in my room to be blasted with music out of the blue and the last party played loud music until 1am and then they left. There is only a brick wall and plaster board between us, why did they not sound proof when they renovated if they want to run Discos?

Unlike the previous Publican John has little idea of what is going on in the forecourt, Last year there was a man masturbating outside at 3pm I think to intimidate me while other business was going on outside. I have reported this to the community police. One weekend unsupervised young men arrived with a sofa strapped to the top of their car so they could sit and drink beer.

When the Pub overflows they use my wall to sit on, eating, drinking and parking up to 20 bikes. This has caused damage to this fragile listed wall, there has been malicious damage to the gate pillar at the base not to say general invasion to my privacy.

They allowed someone who had been drinking, drive their car which was parked on the double yellow line they rammed my car damaging it and left without reporting it.

The builders have poured wet concrete over my wall killing my plants when I dug it out it filled 1/3 of a compost bag. During renovation debris from the site blew over and damaged the roof of my outhouse and took the top off the wall. I paid for the repair of the roof but they have not repaired the wall as promised.

When I have complained I have never been rude but I am under the impression they think they can do what they like to me as I am a little old lady next door. They hardly speak to me and am given the cold shoulder when I go in there.

I feel it would be a huge shame to lose the village Pub and I am happy to live next door it can be fun to live next to something that is alive, but the total disregard they have for their neighbours means we all dread the coming summer. I live alone and often feel vulnerable I do not wish my name used or inferred. I am so sorry I have to write this letter.

Yours sincerely,

Erinmont  
Folke

[REDACTED]  
High Street  
Leigh  
Kent  
TN11 [REDACTED]

30/09/2015

Dear Darian Keady

I wish to make it clear that I have not complained about a trivial matter of a little noise. The quality of my neighbours and my life is being severely disrupted by excessive noise and disruption from the pub. My neighbour and I have asked the landlord of the pub to be quieter so our families can sleep.

I have been informed that the pub holds a licence until 12.00am Sundays to Thursdays and until 1am on Friday and Saturdays which I find totally unacceptable for a village pub and on a number of occasions music can be heard at weekends past the agreed licenced hours.

I live with the constant worry of my peace being disturbed which is most distressing as I have no idea when the noise will start or end which is starting to have an effect on my health and wellbeing.

On many occasions I can hear the general noise of the pub's beer garden which is acceptable as I like to know people are having fun. I chose to live next door to the pub and did not expect a quiet life but I did expect a certain quality of life.

The wall between my house and the pub is just brick and plaster which offers little protection against amplified noise levels. The current publican has shown very little regard to their neighbours and I am exhausted especially during the warmer months from being woken up due to excessive noise late at night from the beer gardens to the front and rear.

An added concern for me is that on a regular basis customers of the pub use my Grade II listed external wall as a seating area and to prop their bicycles against. This has severely damaged the historic wall and pillar with a repair cost of in excess of £1,000. I have requested on a number of occasions to the publican that the wall should not be used due to potential damage and also it is an infringement of my privacy and security as well as contravening the terms of the listing which I am responsible for.

My car has also been damaged by a client of the pub who in my opinion was not fit to drive and was clearly intoxicated.

To gain access to my home I have a right of way across the forecourt of the pub. The publican appears not to be aware of events in his forecourt especially late at night which is a regular spot for loud talking/shouting from intoxicated clients which at times makes me feel vulnerable and deprives me of sleep.

The previous publican always informed me of any potential noise and accordingly made sure all his clients were aware when leaving or using the pub's external areas to be mindful of the neighbours, there was a clear understanding it was a village pub set within a quiet residential area.

Yours sincerely

Date 19<sup>th</sup> JUNE Pub very noisy till after midnight in the garden

3<sup>rd</sup> JULY Pub very noisy in the garden had to put earth on the front wall as punters have sat on it all day. I have asked John to ask them not to use the wall as it is listed and very frail.

15<sup>th</sup> JULY Pub very noisy in the garden 11pm+

16<sup>th</sup> July Noise in the garden till 12.18am

17<sup>th</sup> July Noise in the garden till after midnight

19<sup>th</sup> July Very loud talking in the garden.

20<sup>th</sup> JULY Noisy till after 10pm

23<sup>rd</sup> July Noisy in the garden till after midnight

25<sup>th</sup> July Noisy in the garden till after 11.30pm

31<sup>st</sup> Pub noisy till 11+pm

8<sup>th</sup> August noisy all day at Pub

21<sup>st</sup> August very very noisy in the garden loud shouting and singing and drunk behaviour 11.45pm

22<sup>nd</sup> August very noisy in the garden and the Pub with live music until late. The noise is so loud I could not a telephone conversation. They did not warn me of the party.

28<sup>th</sup> August Most of the evening was quiet then about 10.30pm a very noisy party in the garden. Which woke me up I ask if they could be quieter which they did but when they left at 1.15am really loud shouting and banging of car doors again waking me up.

29<sup>th</sup> August Very noisy and loud shouting in the garden till after 11.30pm

30<sup>th</sup> August Sunday. Very noisy punters using our garden/wall to eat their meal and drink their beer. I had to ask them to leave.

Live Band played till 12.30am. Not only were the doors open but the wall between my cottage and the Pub is normal brick and plaster board.

19<sup>th</sup> September BQ in the garden loud talking had to close my window in my bedroom until about 11.30pm when they went indoors and the music I could already hear through the wall was turned up and disturbed me till they turned the music off at 1.15 am