

IN THE MATTER OF A LICENSING ACT 2003 REVIEW

BETWEEN:

CSE RESIDENTS PROPERTY MANAGEMENT LTD

and

MATT [REDACTED]

WITNESS STATEMENT OF MATT [REDACTED]

Introduction

1. I am Matt [REDACTED], the general manager of DoubleTree by Hilton - Woking, Victoria Way, Woking, Surrey, GU21 6DW. I have been in the hospitality industry over 20 years, working purely within the hotel sector. Initially, I started off in the 'Rooms Division' i.e. reception and back of house. For the previous 10 years I have been in the 'Food and Beverage Division' of hotels working for large brands such as Crowne Plaza, Marriott, and Sofitel. I have been a manager for over 10 years, therefore have a comprehensive understanding of how hotels run and operate and how to manage them.
2. I moved to DoubleTree by Hilton - Woking in May 2022 and have been the general manager of the hotel since then. I would consider myself a very hands on manager, who is present at the hotel the majority of the time.

Function Types

3. The hotel utilises the Woking Suite mainly for corporate events. I would estimate that 70% of events that take place within this area are corporate days with a follow-on linked dinner and DJ. The remaining 30% of the time could be classed as social functions, such as: weddings, birthday parties and the like. I estimate, per year there are no more than 30 corporate and social events in total per year.

Background

4. When I took over the premises I was aware that there were complaints from Enterprise Place, but the hotel had not received any formal complaints at this stage. During my tenure, I reached out in September last year to the Council's Environmental Health team to deal with these concerns and have since then been working in partnership with Environmental Health to deal with any concerns.
5. I have received emails from residents of Enterprise Place previously and have always responded proactively to these.

Liaison with Residents

6. In September 2022, I placed up a poster notifying residents that we would be holding Christmas Functions. In addition, I reached out to both residents and environmental health in November last year (please see Exhibit 1). Unfortunately, only one resident attended; the resident that turned up thought it was a general residents meeting and wanted to discuss a change in gas supplier.
7. The hotel then undertook a 'refurb' that took place in March / April this year. A 'noise limiter' was fitted as part of the 'refurb'. Following this, I tried to have a meeting again with residents and environmental health, but due to dates having to be re-arranged due to sickness, this did not take place until 19 September 2023.
8. The follow up letter from the environmental health (Exhibit 2) relating to the sound testing that was done on 19 September 2023 confirmed that there was no statutory nuisance created by our operation. In addition, as an operator who is keen to work with his neighbours, I have also cancelled all Christmas Functions until the matter has been dealt with.
9. In addition, the hotel has instructed its own licensing lawyer and acoustic expert in order to draw a line under the matter.
10. We also arranged a further meeting with residents and environmental health on 28 November 2023, so that the hotel's newly purchased own sound system can be tested and the concerns in relation to bass frequencies and microphone use can be dealt with (Please see invites, Exhibit 3). Please note that moving forward the only sound system (less live music events) that will be allowed to be used at the hotel will be our own ((Please see invoice for Hotel Sound System (Exhibit 4)) .
11. This additional testing was a further success and a level was set by our noise expert whereby the hotel can play amplified music, but that would not create a disturbance to residents.

'Exceptional Circumstances'

12. I can confirm that in the last 18 months that there have been issues in relation to two particular events that have taken place at the hotel. I can confirm that I was present at both of these events.

13. The first of these was when we had a 16th birthday party booked in on 11 March 2023. I spoke with and met with the parents and was aware of up to 80 to 90, 16-year-olds attending. As this was not a normal type of event that we would hold at the party (given the age of the attendees), security in the form of three SIA door supervisors were in place, ensuring that all attendees were searched and that alcohol was not consumed by those underage. However, it transpired that one of the guests was a famous TikTok influencer and so suddenly there were huge amounts of teenagers trying to get into the premises. This could not have been envisaged at the time, but I reiterate that I was there present and indeed security where there present.

14. The second event was a chaotic wedding, that we did not initially have sight of when booked, that took place on 26 July 2023. At this wedding I personally called the police to attend and indeed I personally turned off the music myself, as I believed it to be too loud. From this event, further due diligence in relation to wedding bookings is now undertaken by us as a hotel.

Smoking Area

15. The first concerns raised about the location of the smoking area arose at our meeting arranged by myself on 19 September 2023. Within two weeks I moved the smoking area to a different location (please see plan showing new location, Exhibit 5).

16. In addition, signage has been placed where the previous smoking area was to confirm that this is no longer the smoking area (Please see Exhibit 6). We also now have a written 'Smoking Policy' for events where there are over 100 guests (Please see Exhibit 7).

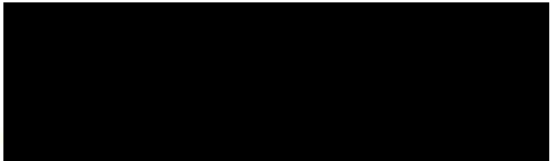
Access/Dispersal

17. I have considered the concerns raised in the representation and will moving forward employee SIA trained Door Supervisors, for all events where we have over 100 guests. In addition, for those large events I have also produced an 'Arrival and Dispersal Policy' that will cover any queueing or dispersal concerns (Please see Exhibit 8).
18. In addition to the above and the sound testing, our noise expert and licensing lawyer have also suggested further control measures by way of adding conditions to the premises licence. These conditions deal with all the issues raised in the review and so I am content that they be added to the premises licence; in order to give the residents further comfort that we are doing everything to deal with their concerns.

Statement of truth

The contents of this statement are true to the best of my knowledge and belief.

Name: Matt 

Signed: 

Dated: 30 November 2023

RE: TENS application for New Years Eve Dinner with Live Music

Matt [REDACTED] >

Mon 2022-11-07 11:17 AM

To: Liz [REDACTED] >

Hello Liz,

How are you?

Just to inform you we are holding the social afternoon on the 12th November between 16.00 – 18.00. We would be more than happy to welcome you too, otherwise please let me know if you want to stop by anytime.

Kind regards,

Matt [REDACTED] General Manager
DoubleTree by Hilton Woking
Victoria Way, Woking GU21 8EW

T: [REDACTED]

M: [REDACTED]

W: www.crimsonhotels.com



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Before you print please think about the ENVIRONMENT

From: Liz [REDACTED] >

Sent: 24 October 2022 09:35

To: Matt [REDACTED] >

Subject: FW: TENS application for New Years Eve Dinner with Live Music

Dear Mr [REDACTED],

I have confirmed the position below with the Licensing Officer, but wish to make clear that this approach with regard to the current TENS application was based on it relating to a New Years Eve function and should not be taken as an example of what may be acceptable in terms of noise the future.

I will wait to hear from you following the social afternoon with residents.

Regards

Liz



Civic Offices
Gloucester Square
Woking
Surrey GU21 6YL

Telephone (01483) 755855
Facsimile (01483) 768746
DX 2931 WOKING
Email wokbc@woking.gov.uk
Website www.woking.gov.uk

Matt [REDACTED] Manager

Doubletree by Hilton
Victoria Way
Woking
Surrey
GU21 6YL

20 September 2023

Dear Matt,

Environmental Protection Act 1990 Doubletree by Hilton, Victoria Way, Woking

I refer to our meeting at the hotel yesterday, attended by your DJ and sound technician, to test the newly installed noise limiter in controlling amplified recorded music.

The noise limiter has been installed inside a locked cabinet sufficiently high to be out of reach and requiring steps to access it. It was shown to be difficult to make adjustments, requiring a competent technician to change the settings, and access to the key will be restricted to prevent any unauthorised interference. All DJ equipment will be required to connect up to the limiter, so the set decibel level is not exceeded.

You advised that no further bookings were being taken for live music due to difficulty in controlling noise output.

Residents were given the opportunity to discuss their concerns prior to an assessment of noise levels being carried out. Tara [REDACTED], Environment Officer, and myself went to the flats of those who attended, flat 4, 11 and 28, whilst various tracks were played, typical of the music played at events. The sound level in the event room could be described as very loud and measured up to 83dB.

No music was heard in flats 11 or 28 during our visits. Some bass and vocals could be heard in the bedroom of Flat 4 for a few of the later tracks. This was discussed with your DJ who advised that he had increased the bass to 50% from earlier tracks but this could be reduced.

It was disappointing to learn that individual sound frequencies cannot be controlled by the noise limiter, only the decibel level. As the sound frequencies can be changed on the DJ decks, this could lead to a different impact on residents to that witnessed yesterday if not carefully managed. It is strongly recommended that the same frequency settings are adopted by all visiting DJs subject to adjustment of the bass as discussed.

The limitations of the testing should be noted which took place in a different environment to that of an actual event, nor was it possible to test all types of music or the impact of karaoke or DJ announcements. Please let me know if you wish me to attend at a future date for further testing.

I hope the feedback provided from the testing is helpful in understanding how the sound level output affects residential flats in Enterprise Place and will prove useful in controlling sound output to a level which does not result in statutory noise nuisance.

I would be pleased to hear from you if you wish to discuss this further or have any queries.

Yours sincerely,

Liz [REDACTED]
Senior Environmental Health Officer

For further information please contact Liz [REDACTED] on [REDACTED] or

Email [REDACTED]

Document1

From: Matt [REDACTED]
Sent: 27 November 2023 12:49
To: [REDACTED]; Peter [REDACTED]
Subject: Re: Sound Testing - 28th Nov @ 19.00

Dear Both,

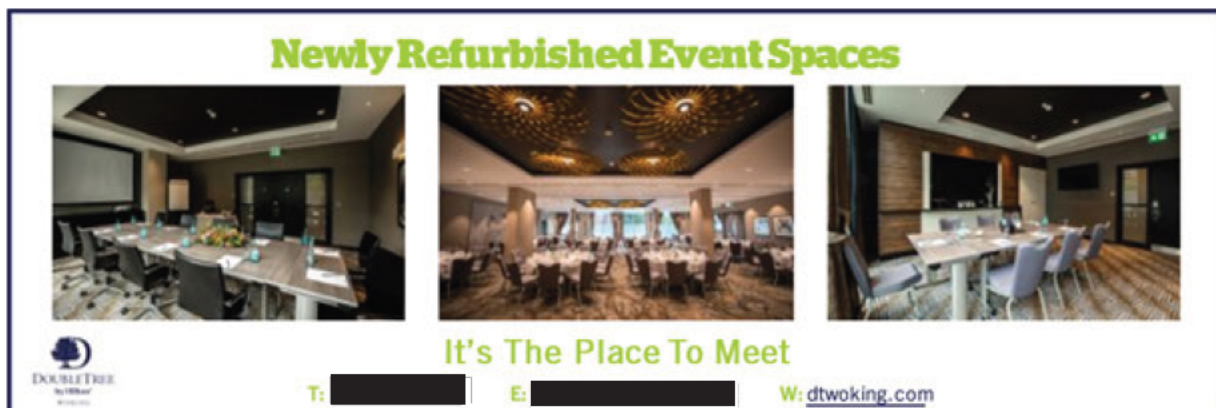
I trust you are well.

I am writing this email to you, just to confirm that we are progressing with tomorrow's event as per below. I was wondering, whether you would have an estimate as to who / how many residents are planning to attend.

See you tomorrow evening.

Kind regards,

Matt [REDACTED], General Manager
DoubleTree by Hilton Woking
Victoria Way, Woking, GU21 8EW



T: [REDACTED] **M:** [REDACTED] **W:** www.crimsonhotels.com

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Before you print please think about the ENVIRONMENT

From: Matt [REDACTED]
Sent: 22 November 2023 12:41 PM
To: [REDACTED]; Liz [REDACTED]
Subject: Sound Testing - 28th Nov @ 19.00

Dear Both,

I hope you are having a good week!

I am organizing a sound testing for the 28th Nov @ 19.00. Arun, could you please inform all the residents in Enterprise house about this event, so if they want to attend, they can make the necessary arrangements.

Liz, I understand that you were already in contact with us, and able to make it. Please confirm.

I will have an acoustic engineer, DJ equipment (including a microphone).

Hopefully see you next week!

Kind regards,

Matt [REDACTED], General Manager
DoubleTree by Hilton Woking
Victoria Way, Woking, GU21 8EW



T: [REDACTED] M: [REDACTED] W: www.crimsonhotels.com

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Before you print please think about the ENVIRONMENT

From: [REDACTED]

Sent: Monday, November 27, 2023 5:05:59 PM

To: Matt [REDACTED]

Cc: [REDACTED]; Peter [REDACTED]

Subject: Re: Sound Testing - 28th Nov @ 19.00

Hi Matt

I notified to all affected residents as soon as I heard about your plans for another test event last week.

I am unavailable tomorrow and so are lots of other residents, but there are 2 flats that might be available for the test. I will know tomorrow if they will indeed be available as they need to work around work, and let Liz know as soon as I know.

Kind regards
Laurent

On 27 Nov 2023, at 16:25, Matt [REDACTED] wrote:

Dear Laurent,

Please see below in regards to testing to be carried out tomorrow.

If you could attend, that would be appreciated.

Kind regards,

Matt [REDACTED], General Manager
DoubleTree by Hilton Woking
Victoria Way, Woking, GU21 8EW

<Outlook-w0gzqhm4.png>

T: [REDACTED]

M: [REDACTED]

W: www.crimsonhotels.com

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Before you print please think about the ENVIRONMENT

From: Matt [REDACTED]

Sent: 27 November 2023 12:48 PM

To: [REDACTED]; Peter [REDACTED]

Subject: Re: Sound Testing - 28th Nov @ 19.00

Dear Both,

I trust you are well.

I am writing this email to you, just to confirm that we are progressing with tomorrow's event as per below. I was wondering, whether you would have an estimate as to who / how many residents are planning to attend.

See you tomorrow evening.

Kind regards,

Matt [REDACTED], General Manager
DoubleTree by Hilton Woking
Victoria Way, Woking, GU21 8EW

<Outlook-ei4or4so.png>

T: [REDACTED]

M: [REDACTED]

W: www.crimsonhotels.com

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Liz, I understand that you were already in contact with us, and able to make it. Please confirm.

I will have an acoustic engineer, DJ equipment (including a microphone).

Hopefully see you next week!

Kind regards,

Matt [REDACTED], General Manager
DoubleTree by Hilton Woking
Victoria Way, Woking, GU21 8EW

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T: [REDACTED]

M: [REDACTED]

W: www.crimsonhotels.com

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Before you print please think about the ENVIRONMENT



Matt [REDACTED]

Order #4456 confirmed

2 messages

Simply Sound and Lighting [REDACTED]

24 November 2023 at 13:56

To: [REDACTED]



ORDER #4456

Thank you for your purchase!

We're getting your order ready to be shipped. We will notify you when it has been sent.

[View your order](#)or [Visit our store](#)

Order summary



Shure SM58 Vocal Cardoid Mic 1

£116.00

Thor SPS01 Speaker Stand Kit Pair inc Carry Case × 1

£44.00

StageCore CORE 350 XLR Male to XLR Female Lead 15M Cable × 2

£42.00

StageCore 3Pin XLR Cable (6M) × 2

£31.00



2x FBT X-LITE 112A 12" 1200W Powered Speaker
Bluetooth Pair 1

£998.00

Subtotal	£1,231.00
Shipping	£8.00
Taxes	£206.49

Total **£1,239.00 GBP**

Customer information

Shipping address

Matt [REDACTED]
DoubleTree by Hilton Woking
DoubleTree by Hilton Woking
Victoria Way
Woking GU21 8EW
United Kingdom

Billing address

Matt [REDACTED]
DoubleTree by Hilton Woking
DoubleTree by Hilton Woking
Victoria Way
Woking GU21 8EW
United Kingdom

Payment

Paypal

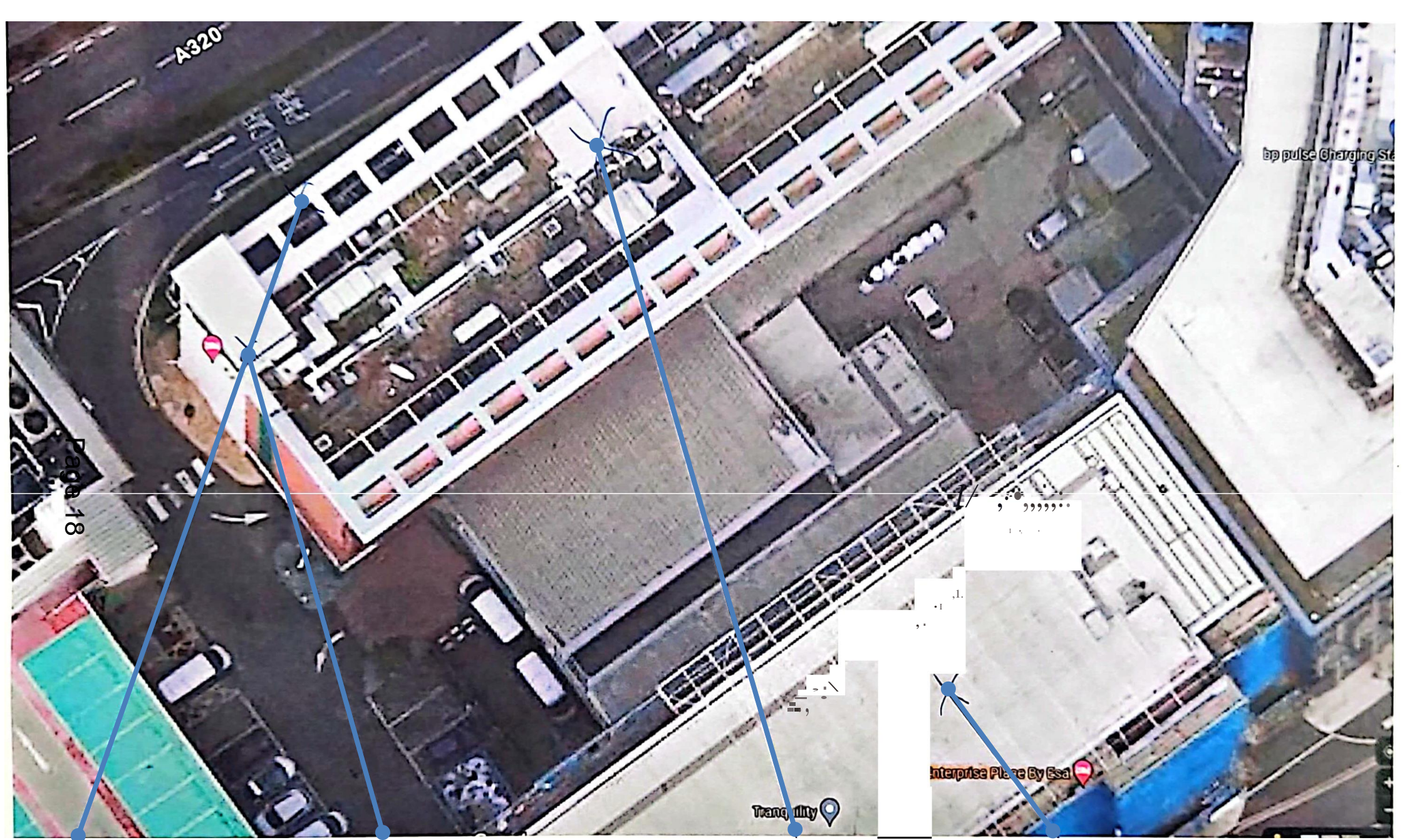
Shipping method

Next Day (2pm cut-off Mon-Fri)

If you have any questions, reply to this email or contact us at



[Quoted text hidden]



Current Guest Smoking

Previous Guest Smoking

Doubletree

Enterprise House





DOUBLETREE by Hilton - WOKING Smoking Policy

Policy brief & purpose

Our **smoking policy** outlines our rules regarding smoking in and around the DoubleTree - Woking. This policy aims to ensure that the area is monitored in relation to noise outbreak.

What is covered under the this Policy?

- Reduces noise by controlling the area in which customers can smoke.
- We follow all legal guidelines regarding indoor smoking, to ensure that this does not take place.

Scope

This policy applies to all visiting customer using DoubleTree - Woking for large events with over 100 customers.

Policy elements

Our policy refers to all tobacco products. Smoking isn't allowed indoors. These rules refers to:

- Hallways
- Restaurant spaces
- Staircases
- Toilets

Areas where smoking is permitted

- On the terrace, facing the main road.

Our company's actions

We will:

- General Manager and staff will communicate with customers regarding where they can smoke.
- Have 'no smoking' signage up in all internal and all external areas where smoking is not permitted.
- Remind customers not to make excessive noise and to respect our neighbours.
- On event nights when a SIA security staff member is present, they will monitor noise levels outside, advise on not taking drinks outside into the smoking area.

DOUBLETREE by Hilton - WOKING

ARRIVAL AND DISPERSAL POLICY FOR EVENTS (with over 100 Customers)

Key Definitions:

- **Customers** – those who have visited the Premises for the purpose of Licensable Activities
- **Dispersal** – the manner in which Customers and Staff leave the Premises and the immediate vicinity
- **Licensable Activities** – as per the Licensing Act 2003
- **Licensing Authority** – Woking Borough Council
- **Licensing Objectives** – as per the Licensing Act 2003
- **Permitted Hours** – the hours for Licensable Activities as per the Premises Licence
- **Policy** – this Dispersal Policy
- **Premises** – DoubleTree by Hilton Woking, Victoria Way, Surrey, GU21 6EW
- **Premises Licence Holder** – Matt [REDACTED]
- **Designated Premises Supervisor** – Matt [REDACTED]
- **Responsible Authority** – as per the Licensing Act 2003
- **Responsible Authority Officer** – an officer of a Responsible Authority
- **SIA** – door supervisors licensed by the Security Industry Authority
- **Staff** – those who are employed by the Premises Licence Holder for the purpose of providing Licensable Activities

Objective:

To promote the Licensing Objectives, particularly The Prevention of Public Nuisance, the Premises Licence Holder will utilise this Policy to ensure a Access to and Dispersal from the Premises and the immediate vicinity takes place in an orderly fashion.

The Premises Licence Holder will do this by:

ARRIVAL

1. For large events where the number of customers exceeds 100, queues shall be restricted to cordoned areas to prevent them from obstructing footpath and spilling out onto roads. As well as to keep noise and obstructions away from residential property. Staff shall be trained to intercept and manage any incidents and sufficient staff will be employed to properly manage keys to prevent noise.

Dispersal

2. Utilising a wind-down period at the end of Permitted Hours to assist with Dispersal. The wind-down period may include, for example, stopping or slowing sales of alcohol, increasing the lighting, stopping or slowing any music being played at the Premises.
3. Making sure that Staff are suitably briefed and trained in this Policy.
4. Making sure that any externally contracted SIA (when employed) are suitably briefed and trained in this Policy.
5. Making sure that Staff are aware of the relevant taxi and transport links and can deal with queries in relation to dispersal from Customers.
6. Making sure that any externally contracted SIA (when employed) are aware of the relevant taxi and transport links and are able to deal with queries in relation to dispersal from Customers.
7. Maintaining contact details for taxi firms and signage in the venue promoting entrance to Victoria Way Car Park as our Taxi pick up point.
8. Asking Customers who appear to be waiting for a taxi to wait inside the Premises until their taxi has arrived.
9. Displaying appropriate and proportionate signage at exits from the Premises asking Customers to respect the needs of local residents and leave the Premises and the immediate vicinity quickly and quietly.
10. Not permitting Customers to take drinks with them when leaving the Premises at the end of the evening.
11. Requesting that SIA (when employed) remain outside the premises for an appropriate and proportionate period after the last customer has left the Premises to ensure complete Dispersal.
12. Recording any issues with Dispersal (whether caused by the Premises or not) as per the Premises' incident recording procedures.
13. Reminding Staff and SIA (when employed) leaving the Premises after their shifts that they too need to respect the needs of local residents and leave the Premises and the immediate vicinity quickly and quietly. That staff members should use the designate staff entrance as their Taxi Pick Up and Drop Off point, especially if using Uber.
14. Ensuring that a copy of this Policy is kept at the Premises and made available for inspection by Responsible Authority Officers.
15. Keeping this policy under review and updating it as necessary.

Version 1 - 21 November 2023

Local Taxi Links:

- The nearest Taxi rank is in Woking Town centre.
- The designated local Taxi companies are Woking Car – [REDACTED]
- Taxi Pick up point is entrance to Victoria Way Car Park which all Staff and externally contacted SIA (when employed) are briefed and trained on.

This Policy is the property of the Premises Licence Holder and may be updated from time to time to reflect changes in current operating practices.

For any queries regarding this Policy please contact the below:

Matt [REDACTED] - Premises Licence Holder

PROJECT NOTE

Ref: P5100/PN01/WJK

29 November 2023

Double Tree by Hilton, Woking

1.0 INTRODUCTION

- 1.1 Acoustic & Engineering Consultants Limited (AEC) has been appointed by Double Tree by Hilton, Woking to carry out sound propagation tests and set a noise limiter for amplified music and microphone announcements in the function room at the premises at Double Tree Hilton, Woking.
- 1.2 This report provides details of the sound propagation tests that were carried out, the setting of the noise limiter that has been installed, the agreed operational noise levels for functions and recommendations to manage noise levels at future events.
- 1.3 The venue has an installed sound system comprising of two full frequency range loudspeakers with built in amplifiers and a Formula Sound AVC-4 automatic volume control sound limiting device. Any visiting DJ or performer will be required to plug their own equipment into the installed sound system.
- 1.4 Further to previous noise monitoring carried out in September 2023 and subsequent letter from the Environmental Health Department of Woking Borough Council, advising of further control of low frequency noise and microphone announcement, the noise limiter has been set to control noise from these sources.
- 1.5 The nearest noise sensitive properties to the venue are apartments directly above. Previous investigations carried out by the Local Authority have determined that amplified noise from the venue does not constitute a statutory nuisance.

2.0 SOUND PROPAGATION TESTS

- 2.1 A sound propagation test was carried out on the evening of Tuesday 28 November 2023 in conjunction with Environmental Health Officers from Woking Borough Council. The venue sound system was set up in the same location and orientation as would be during events and an initial music noise level set using a sound source that was considered to be representative of functions. All volume controls on the mixer and loudspeakers were set to their maximum settings.
- 2.2 The operation of the limiter for the overall, low frequency and microphone was demonstrated to the Local Authority.
- 2.3 It was only possible to gain access to two properties on the first floor of the apartment block where a subjective assessment of the amplified music noise was carried out. The residents were asked if they had heard any music noise during the evening prior to and during the sound propagation tests when the sound system was being set up and tested. An additional subjective assessment was carried out in the corridor on the first floor as it is understood that on occasion, music had previously been audible at that location.

- 2.4 It was agreed by all parties that based on the music noise level in the venue, noise was not audible in any location, or vibration perceived in the apartments directly above. This was also confirmed by the residents when asked if any noise had been audible in their property prior to the propagation tests. On this basis it is reasonable to conclude that noise or vibration would be perceived in apartments higher up the building.
- 2.5 Following the subjective assessment, it was agreed that the entertainment noise level was at a suitable level to not cause disturbance to the properties above. The noise limiter was set at the agreed noise level and locked away to prevent any adjustment to the settings.
- 2.6 Reference music noise levels were measured at a distance of 7m from the loudspeakers in order to establish the maximum operating noise levels within the venue, taking account of the overall noise level (A-weighted) and low frequency noise levels (C-weighted). The approximate noise level limits from amplified music and announcements are provided in the following Table 2.1.

Table 2.1 – Entertainment Noise Levels Limits

dBA (Overall)	dBC (Accounts for Low Frequency)	1/1 63Hz Octave Band (dB)	1/1 125Hz Octave Band (dB)
80	89	87	85

- 2.7 It is understood that no noise complaints were received during the sound system testing and propagation tests.

3.0 ADDITIONAL CONTROL MEASURES

- 3.1 In addition to the installed sound system and noise limiter to control amplified sound, the premises management have purchased a sound level meter capable of measuring both A-weighted and C-Weighted noise levels to carry out sound checks during functions. Sound level checks will be carried out at the same location as the reference measurements and a log will be kept of any measurements carried out. Any noise measurements will be carried out using the C-weighting in order to account for the low frequency content of the music.
- 3.2 The following conditions should be added to the premises licence to regularise the agreed position above and to ensure that the hotel has wider control measures in place to deal with noise concerns:
 1. For events where there are over 100 customers, there shall be a written access/dispersal policy, a copy of which shall be kept on the premises and made available to environmental health police or other authorised officer upon request.
 2. For events where there are over 100 customers, there shall be a written smoking policy, a copy of which shall be kept on the premises and made available to environmental health police or other authorised officer upon request.
 3. The licensee shall display the telephone number/email address of the Designated Premises Supervisor for use by any Responsible Authority or any person who may wish to make a complaint during the operation of the licence in a prominent external location at the premises that is easily accessible to the public.
 4. The licence holder shall enter into an agreement with a hackney carriage and/or private carriage firm to provide transport for customers, with contact numbers made readily available to customers who will be encouraged to use such services.
 5. Clear and prominent notices shall be displayed and maintained at all exits in a place where they can be seen and easily read by customers requiring customers to leave

the premises and the area quietly.

6. All music systems, microphones, PA systems karaoke, (less a live band) shall be routed through a sound limiting device. The device shall be controlled by the licensee/management and kept in a locked, tamper-proof box.

7. All speakers must be isolated from the structure of the building to prevent the transmission of vibration.

8. Live bands will only perform on a maximum of five occasions per Calendar year. Both environmental health and CSE Residents Property Management Limited will be given at least two weeks' notice of a live band performing. Live Bands will cease performing at 2300hrs.


4.0 LIVE BANDS

4.1 It is accepted that it is not practical for live bands to perform through the noise limiter and that the likely noise levels from performances would be higher than those set during the sound propagation tests. However, based on a limited number of performances per year and in accordance with Condition 8 outlined above, these would not constitute a Statutory Nuisance.

5.0 SUMMARY

- 5.1 Acoustic & Engineering Consultants Limited have carried out sound propagation tests in conjunction with Woking Borough Council to set a noise limiter in relation to amplified recorded music and microphone announcements at the Double Tree by Hilton premises, Woking.
- 5.2 A noise assessment was carried out in the residential apartments above the function room and a noise limiter set and locked away so that noise and vibration levels in the venue do not exceed those agreed with the Local Authority and were not perceptible in the apartments above. The noise limiter has been set to control both the overall A-weighted noise levels and the C-weighted noise levels which account for the low frequency content of the music. The noise level limits set in the venue are shown in Table 2.1 in this report.
- 5.3 In order to effectively control amplified entertainment from the venue (recorded music and microphones) the hotel management have purchased and installed loudspeakers and a noise limiter through which all DJ's will play through. In addition, further control over noise levels have been implemented through the regular monitoring and logging of sound levels in the venue during functions and through the conditions of the premises licence discussed in Section 3.
- 5.4 Based on the mitigation measures adopted and previous experience of similar venues, it is considered that the venue management have taken suitable steps to suitably control entertainment noise from functions at the venue.



Warren 

DoubleTree- Woking Proposed Conditions

1. For events where there are over 100 customers, Door supervisors who are SIA Trained will be employed at a ratio of one member of door supervisor per 100 customers. At all other times the requirement for door supervisors will be risk assessed by the premises licence holder.
2. Where Door Supervisors are employed, The licensee/management shall record the full name, home address and contact telephone number, SIA registration number, and the time/date of employment of any door supervisor(s) employed at the premises. Where door supervisor(s) are provided by an agency the name, business address and contact telephone number will also be recorded. These records are to be maintained for no less than 6 months.
3. For events where there are over 100 customers, There shall be a written access/dispersal policy, a copy of which shall be kept on the premises and made available to environmental health police or other authorised officer upon request.
4. For events where there are over 100 customers, There shall be a written smoking policy, a copy of which shall be kept on the premises and made available to environmental health police or other authorised officer upon request.
5. The licensee shall display the telephone number/email address of the Designated Premises Supervisor for use by any Responsible Authority or any person who may wish to make a complaint during the operation of the licence in a prominent external location at the premises that is easily accessible to the public.
6. The licence holder shall enter into an agreement with a hackney carriage and/or private carriage firm to provide transport for customers, with contact numbers made readily available to customers who will be encouraged to use such services.
7. Clear and prominent notices shall be displayed and maintained at all exits in a place where they can be seen and easily read by customers requiring customers to leave the premises and the area quietly.
8. All music systems, microphones, PA systems karaoke, (less a live band) shall be routed through a sound limiting device. The device shall be controlled by the licensee/management and kept in a locked, tamper-proof box.
9. All speakers must be isolated from the structure of the building to prevent the transmission of vibration.
10. Live bands will only perform on a maximum of five occasions per Calendar year. Both environmental health and CSE Residents Property Management Limited will be given at least two weeks notice of a live band performing. Live Bands will cease performing at 2300hrs.

From: Christopher [REDACTED]
Sent: 27 November 2023 15:40
To: [REDACTED]
Subject: FW: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS
Attachments: Re: Sound Testing - 28th Nov @ 19.00

Afternoon Liz,

Further to our call, the below should say 'Peter [REDACTED]', not Richard.

I have also asked Matt to reach out to any other individuals he has details for.

Many thanks

Chris

Christopher [REDACTED]

Woods Whur 2014 Limited
Tel: [REDACTED]
Mobile: [REDACTED]

[REDACTED]
Woods Whur 2014 Limited, St James House, 28 Park Place, Leeds, LS1 2SP

From: Christopher [REDACTED]
Sent: 27 November 2023 15:20
To: 'Liz [REDACTED]'
Subject: RE: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS

Hi Liz,

Please see attached the correspondence Matt sent to Richard and Arun asking them to notify residents.

Please do let me know if there is someone else Matt should reach out to.

Many thanks

Chris

Christopher [REDACTED]

Woods Whur 2014 Limited
Tel: [REDACTED]
Mobile: [REDACTED]

[REDACTED]
Woods Whur 2014 Limited, St James House, 28 Park Place, Leeds, LS1 2SP

From: Liz [REDACTED]
Sent: 27 November 2023 15:03

To: Christopher [REDACTED]

Subject: RE: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS

Dear Chris,

I've received advice that it appears not all residents of Enterprise Place have heard from Matt [REDACTED] regarding the planned testing.

I thought you should know so it can be followed up if necessary.

Regards

Liz

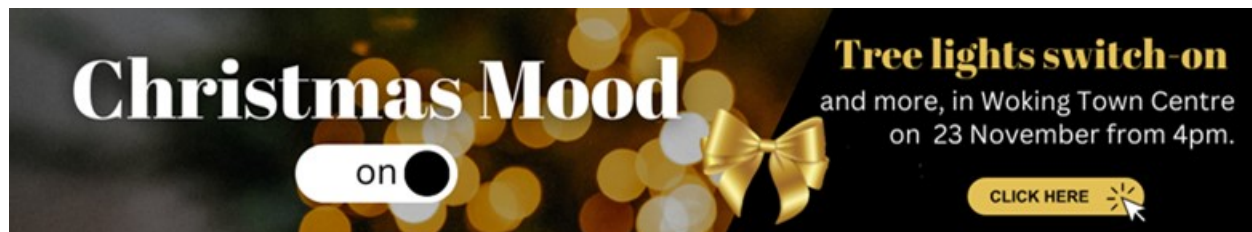
Liz [REDACTED] | Senior Environmental Health Officer | Neighbourhood Services

Note: working days; Monday, Tuesday, Wednesday.

Woking Borough Council, Civic Office, Gloucester Square, Woking, Surrey GU21 6YL

Phone: [REDACTED] | Fax: [REDACTED] | Web: www.woking.gov.uk

For general enquiries, please call Woking Borough Council's main switchboard on [REDACTED]



From: Christopher [REDACTED]

Sent: 27 November 2023 12:46

To: Liz [REDACTED]

Subject: RE: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS

Thanks - I look forward to meeting you in person tomorrow.

Many thanks

Chris

Christopher [REDACTED]

Woods Whur 2014 Limited

Tel: [REDACTED]

Mobile: [REDACTED]

[REDACTED]
Woods Whur 2014 Limited, St James House, 28 Park Place, Leeds, LS1 2SP

From: Liz [REDACTED]

Sent: 27 November 2023 12:38

To: Christopher [REDACTED]; Matthew [REDACTED]

Cc: Amanda [REDACTED]; Derrick [REDACTED]; Doug [REDACTED]

Subject: RE: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS

Thank you Chris.

I'm attending with my colleague Janine [REDACTED], Deputy Environmental Health Manager.

Regards
Liz

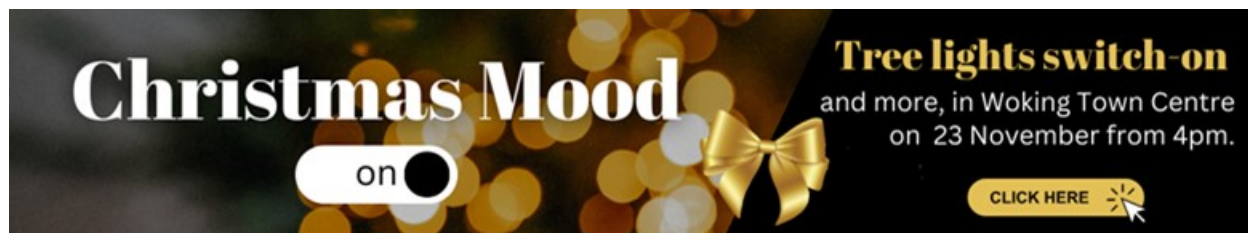
Liz [REDACTED] | Senior Environmental Health Officer | Neighbourhood Services

Note: working days; Monday, Tuesday, Wednesday.

Woking Borough Council, Civic Office, Gloucester Square, Woking, Surrey GU21 6YL

Phone: [REDACTED] | **Fax:** [REDACTED] | **Web:** www.woking.gov.uk

For general enquiries, please call Woking Borough Council's main switchboard on [REDACTED]



From: Christopher [REDACTED]

Sent: 27 November 2023 12:26

To: Liz [REDACTED]; Matthew [REDACTED]

Cc: Amanda [REDACTED]; Derrick [REDACTED]; Doug [REDACTED]

Subject: RE: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS

Good Afternoon Liz,

I am just writing to confirm the meeting and sound testing will go ahead tomorrow at 1900hrs as planned. Matt will send out a reminder to the resident contact.

Many thanks

Chris

Christopher [REDACTED]

Woods Whur 2014 Limited

Tel: [REDACTED]

Mobile: [REDACTED]

[REDACTED]
Woods Whur 2014 Limited, St James House, 28 Park Place, Leeds, LS1 2SP

From: Christopher [REDACTED]

Sent: 22 November 2023 17:54

To: 'Liz [REDACTED]'; Matthew [REDACTED]

Cc: Amanda [REDACTED]; Derrick [REDACTED]; Doug [REDACTED]

Subject: RE: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS

Evening Liz,

Many thanks for this, I can confirm that Matt [REDACTED] has invited the other residents via email.

Many thanks

Chris

Christopher [REDACTED]

Woods Whur 2014 Limited

Tel: [REDACTED]

Mobile: [REDACTED]

[REDACTED]
Woods Whur 2014 Limited, St James House, 28 Park Place, Leeds, LS1 2SP

From: Liz [REDACTED] >

Sent: 22 November 2023 13:55

To: Christopher [REDACTED] >; Matthew [REDACTED] >

Cc: Amanda [REDACTED] >; Derrick [REDACTED] >; Doug [REDACTED]

Subject: RE: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS

Hi

I have advised the resident of Flat 4 of the planned noise limiter testing on 28th November and that the hotel is arranging to notify all residents of Enterprise Place of this.

They were unable to confirm whether they will be at home that evening but will let me know.

Regards

Liz

Liz [REDACTED] | Senior Environmental Health Officer | Neighbourhood Services

Note: working days; Monday, Tuesday, Wednesday.

Woking Borough Council, Civic Office, Gloucester Square, Woking, Surrey GU21 6YL

Phone: [REDACTED] | **Fax:** [REDACTED] | **Web:** www.woking.gov.uk

For general enquiries, please call Woking Borough Council's main switchboard on [REDACTED]

Christmas Mood

on

Tree lights switch-on
and more, in Woking Town Centre
on 23 November from 4pm.

[CLICK HERE](#)

From: Liz [REDACTED]

Sent: 22 November 2023 09:07

To: Christopher [REDACTED] >; Matthew [REDACTED] >

Cc: Amanda [REDACTED] >; Derrick [REDACTED] >; Doug [REDACTED]

Subject: RE: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS

Good morning,

I considered that the request for a meeting should come initially from the hotel but I am happy to liaise with the resident of Flat 4 regarding the meeting planned for the 28th November and let you know whether access is possible on that evening.

Regards

Liz

Liz [REDACTED] | Senior Environmental Health Officer | Neighbourhood Services

Note: working days; Monday, Tuesday, Wednesday.

Woking Borough Council, Civic Office, Gloucester Square, Woking, Surrey GU21 6YL

Phone: [REDACTED] | **Fax:** [REDACTED] | **Web:** www.woking.gov.uk

For general enquiries, please call Woking Borough Council's main switchboard on [REDACTED]

From: Christopher [REDACTED] >

Sent: 21 November 2023 15:15

To: Matthew [REDACTED] >

Cc: Amanda [REDACTED] >; Derrick [REDACTED] >; Doug [REDACTED]

[REDACTED] >; Liz [REDACTED] >

Subject: RE: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS

Good Afternoon Matthew,

Can you please ask the complainant that they make their flats available, in particular, Flat 4, next Tuesday evening (28 Nov) at 1915hrs, so that sound testing can be undertaken at the premises. Liz (EH) is copied in and I can confirm that she can attend then also.

Alternatively, please do let me have contact details and I will reach out.

Many thanks,

Chris

Christopher [REDACTED]

Woods Whur 2014 Limited

Tel: [REDACTED]

Mobile: [REDACTED]

[REDACTED]
Woods Whur 2014 Limited, St James House, 28 Park Place, Leeds, LS1 2SP

From: Matthew [REDACTED] >

Sent: 20 November 2023 13:50

To: Christopher [REDACTED] >

Cc: Amanda [REDACTED] >; Derrick [REDACTED] >; Doug [REDACTED]

[REDACTED] >

Subject: RE: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS

Good afternoon Chris

I understand this, however I believe there is a statutory time frame for sending out committee documents to ensure fairness (Mr [REDACTED] may be able to provide more information on that as that is his area of expertise)

I can, however, send over the review request we have received, which does contain the crux of the report as it was all submitted by the objector in one go. This may assist you in understanding the concerns and begin preparing for the hearing in advance.

Kind regards

Matthew [REDACTED] | Senior Licensing Officer | Environmental Health

*Woking Borough Council, Civic Offices, Gloucester Square, Woking, Surrey, GU21 6YL
Phone: [REDACTED] / [REDACTED] | Fax: [REDACTED] | Web: www.woking.gov.uk
For general enquiries, please call Woking Borough Council's Contact Centre on [REDACTED]*

From: Christopher [REDACTED] >
Sent: 20 November 2023 13:04
To: Matthew [REDACTED] >
Cc: Amanda [REDACTED] >; Derrick [REDACTED] >; Doug [REDACTED] >
Subject: RE: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS
Importance: High

Good Afternoon Matthew,

Thank you for your email.

If you could please send through the paperwork, including all representations as soon as possible, as I will need time to take instructions from my client, undertake noise testing etc and also provide evidence for the committee.

I will not be able to do this unless I have of the review documents. I just need to ensure that my client has sent me everything that has been served on them.

I look forward to hearing from you.

Many thanks

Chris

Christopher [REDACTED]

Woods Whur 2014 Limited
Tel: [REDACTED]
Mobile: [REDACTED]

[REDACTED]
Woods Whur 2014 Limited, St James House, 28 Park Place, Leeds, LS1 2SP

From: Matthew [REDACTED]
Sent: 20 November 2023 12:59
To: Christopher [REDACTED] >
Cc: Amanda [REDACTED] >; Derrick [REDACTED] >; Doug [REDACTED] >

[REDACTED]

Subject: RE: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS

Good afternoon Chris,

Your request has been noted and you will be provided with a copy of the committee report and appendices (which includes a copy of the representations) a week before the hearing, once published.

Kind regards

Matthew [REDACTED] | Senior Licensing Officer | Environmental Health

*Woking Borough Council, Civic Offices, Gloucester Square, Woking, Surrey, GU21 6YL
Phone: [REDACTED] / [REDACTED] | Fax: [REDACTED] | Web: www.woking.gov.uk
For general enquiries, please call Woking Borough Council's Contact Centre on [REDACTED]*

From: Christopher [REDACTED] >
Sent: 20 November 2023 10:09
To: Licensing [REDACTED] >
Subject: Doubletree by Hilton Woking, Victoria Way, Woking, Licence Reference: 22/00166/PREMIS

Dear Team,

We are instructed by the premises licence holder in relation to the review at the above premises taking place on 7 December.

Could I please be sent a full set of the papers, in particular all representations that have been received.

Many thanks

Chris

Christopher [REDACTED]

Woods Whur 2014 Limited
Tel: [REDACTED]
Mobile: [REDACTED]

[REDACTED]
Woods Whur 2014 Limited, St James House, 28 Park Place, Leeds, LS1 2SP

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Photo 1 – Function Room Image 1



Photo 2 – Function Room Image 2



Photo 3- Enterprise House Façade



Photo 4 – Exit to new smoking area



Photo 5 – Former Smoking Area



Photo 6 – Hotel Entrance



Photo 7 – New smoking area

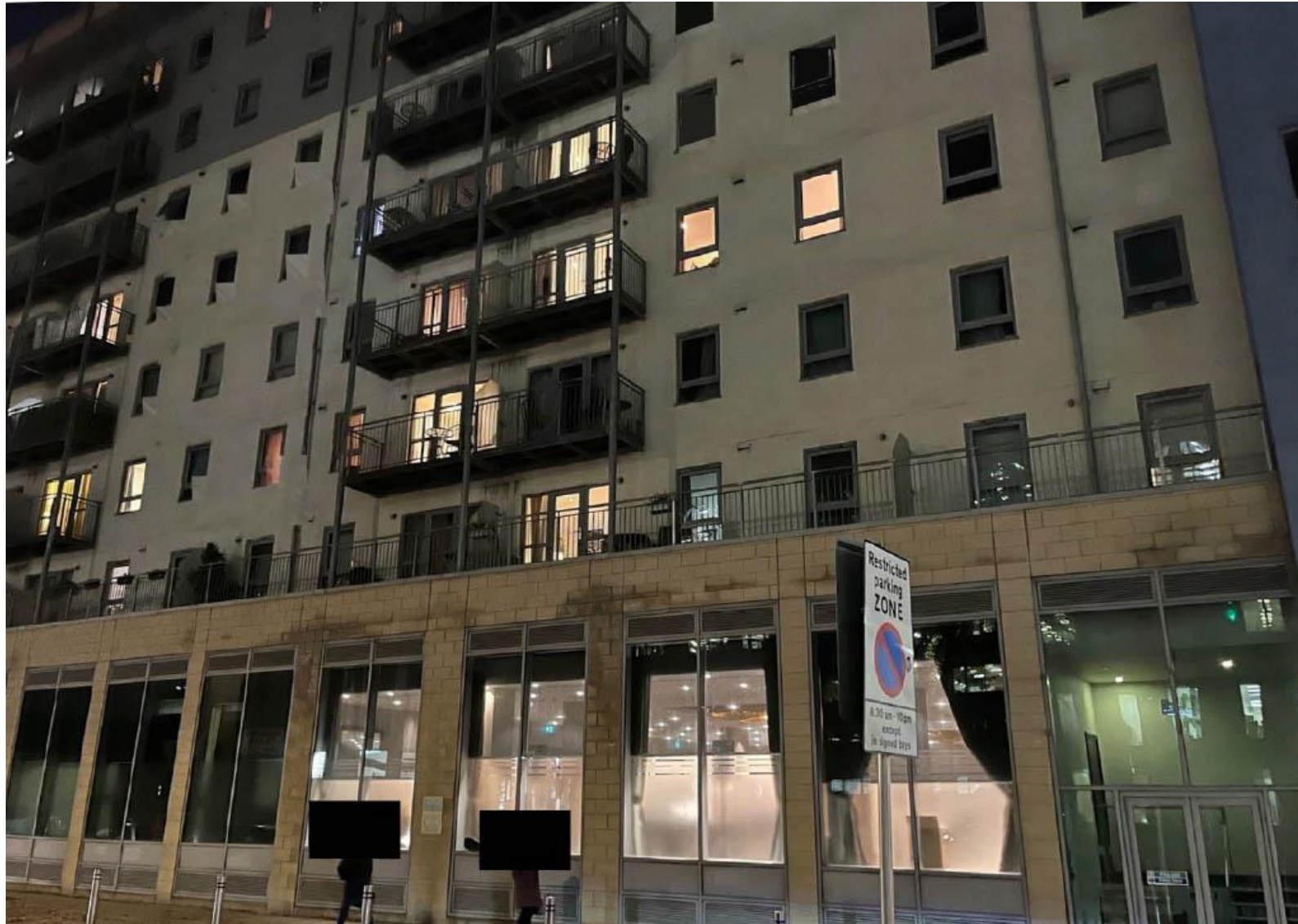


Photo 8 – Rear façade of Enterprise House

From: Liz Liesicke
Sent: 29 November 2023 17:16
To: Matthew Cobb <Matthew.Cobb@woking.gov.uk>
Cc: Christopher Rees-Gay <chris@woodswhur.co.uk>
Subject: FW: Licensing Review Doubletree by Hilton Victoria Way Woking

Dear Matt,

As I am unable to attend the licensing review hearing, I would like to provide a supplementary statement in respect of the above.

The Hotel arranged for an acoustic engineer to run further testing of the noise limiter at different settings which I agreed to attend with my colleague Janine Knighton in order to provide an impartial professional view on whether the music gave rise to a public nuisance.

We were shown how the audio equipment was set up to play amplified recorded music and for use of a microphone at maximum bass settings whilst connected to the noise limiter. Adjustment had also been made to the noise limiter settings.

Noise was assessed from within Enterprise Place whilst a track with heavy bass was played. We were able to gain entry to Flats 1 and 11 on the first floor. Flat 1 is at the front of the hotel over the events room and Flat 11 looks out over the rear, towards the main hotel entrance. No residents had notified the hotel of a wish to be involved with the testing. It was not possible to access Flat 4 with whom a complaint is still open.

No music could be heard inside the flats, which was supported by the occupiers themselves, or in the corridor serving the first floor flats; on this basis, no noise nuisance was found.

On returning to the hotel, sound levels were taken from a reference point within the events room whilst the same music was played and repeated with a second track to assist with future noise monitoring.

Use of the microphone was also tested whilst connected to the noise limiter. Announcements at normal speech level could not be heard whilst music was playing at the same time.

However, on the one occasion when music was witnessed by an officer as unreasonably loud within the flats, (not a statutory nuisance), a live band was playing and it is acknowledged by all parties that live music cannot be controlled by use of a noise limiter in the same way as recorded music.

If any further details are requested prior to the hearing, please let me know.

Kind regards
Liz

Liz Liesicke | Senior Environmental Health Officer | Neighbourhood Services

Note: working days; Monday, Tuesday, Wednesday.

Woking Borough Council, Civic Office, Gloucester Square, Woking, Surrey GU21 6YL
Phone: 01483 743353 | **Fax:** 01483 750585 | **Web:** www.woking.gov.uk
For general enquiries, please call Woking Borough Council's main switchboard on 01483 755855

From: Liz Liesicke <Liz.Liesicke@woking.gov.uk>
Sent: 29 November 2023 17:22
To: Matthew Cobb <Matthew.Cobb@woking.gov.uk>
Cc: Christopher Rees-Gay <chris@woodswhur.co.uk>
Subject: FW: Licensing Review Doubletree by Hilton Victoria Way Woking

Hi Matt

For clarity, please note my email refers to the testing carried out during the evening of 28th November 2023.

Thank you.

Liz

Liz Liesicke | Senior Environmental Health Officer | Neighbourhood Services

Note: working days; Monday, Tuesday, Wednesday.

Woking Borough Council, Civic Office, Gloucester Square, Woking, Surrey GU21 6YL
Phone: 01483 743353 | **Fax:** 01483 750585 | **Web:** www.woking.gov.uk
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