

## Environmental Health Objection :

**From:** Liz Liesicke <Liz.Liesicke@woking.gov.uk>

**Sent:** 27 June 2022 11:31

**To:** Matthew Cobb <Matthew.Cobb@woking.gov.uk>

**Cc:** Glenn Thorogood <Glenn.Thorogood@woking.gov.uk>; Derrick Laing

<Derrick.Laing@woking.gov.uk>; Sarah Milligan <Sarah.Milligan@woking.gov.uk>;

Lesley.Sumner1@surrey.pnn.police.uk; Jose Manuel Rocha <[REDACTED]>

**Subject:** FW: New Premises Licence - Office Bar, 56 Chertsey Road, Woking GU21 5BG

Dear Matt,

Further to your consultation regarding the above application, the following representation is submitted on behalf of Environmental Health in relation to the licensing objective, prevention of public nuisance.

The Office Bar premises is a 2 storey mid terrace building in a block which comprises restaurant, takeaway and retail use on the ground floor with a mix of residential and non-residential use on the first floor.

Although described as a Cafe and Tapas Snack Bar, the premises application includes the playing of recorded and live amplified music up until 23.30hrs Monday to Thursday (inc) and 01.30hrs Fridays, Saturdays and Sundays in addition to the sale of alcohol and late night refreshment. There is a 30 minute drinking up time with the premises closing at midnight and 02.00am respectively.

There is access into the premises at the front from Chertsey Road and at the rear from Church Street West. It is considered that a public nuisance could arise affecting residential accommodation within the block, in nearby residential flats in Enterprise Place and above nearby businesses at 50 and 52 Chertsey Road.

- The rear terrace runs across the width of the block with no separation between the different premises. The terrace is within 18 meters of the flats on the opposite side of the road at Enterprise Place and is accessed onto from the premises via double doors and by an external metal staircase located at the end of the block.

The external staircase serves the whole block. There is unrestricted access with no division in the terrace use. Anyone can use the stairs unchallenged. Customers of the Office Bar would have to walk past the doors/windows to the other premises to reach the rear terraced and first floor doors of The Office Bar. The terrace is considered unsuitable for use due to the access and proximity of the terrace to residential.

The front outside space is included in the proposed licensable area and with tables and chairs for eating and drinking. Noise would inevitably result from customers outside and the area is not considered suitable for use for the times proposed.

- Noise breakout would occur as customers enter and leave the building at the front and rear of the premises both at ground and first floor level e.g, music, amplified/unamplified voice of singers and customers. The ability to control all noise at source is limited and there is no proposed steps set out in the licensing objectives to control the use of the

entrances/exits. There are several points of access; a door at ground floor rear, double doors to the rear terrace and front entrance door from Chertsey Road each leading directly to the outside with no lobbied access.. The plan submitted with the application also shows 2 no windows on the rear façade and the front façade largely glazed, which does not afford the same level of noise containment as a solid wall.

- The frequency of movement in and out of the building is likely to be high taking into account the outdoor drinking and eating at the front and use of the terrace. This is increased by the legal requirement for people to go outside to smoke, which in itself could add to noise on the street, outside the control of the premises owner.
- There is potential for late night noise as customers leave the premises in the immediate neighbourhood which would be outside the control of the premises owner.

There is also potential for noise disturbance to existing adjoining businesses which may be possible to address if a noise limiter was installed. (see below).

The following steps have been proposed by the applicant to promote the licensing objective prevention of public nuisance;

‘Deliveries and waste collection will be done within the times recommended by the Local Council  
Clear and legible notices will be prominently displayed at the exit to remind customers to leave quietly and have regard to

our neighbors

The Business will have a dispersal policy

Sounds Limiter will be installed if recommended by the Authorities’

The agreement to instal a noise limiter is noted however whilst one means of controlling noise at source, there are other noise issues such as noise breakout and customer noise which are difficult to control. It should also be recognised that the noise level at which a noise limiter may need to be set to prevent nuisance may not be commercially viable.

The proposed use as submitted is considered likely to result in public nuisance. It is considered that this licensing objective cannot be sufficiently met by the addition of conditions alone and significant changes to the application would need to be made to address the concerns noted above.

I have copied this response to the agent and alternative proposals would be considered.

Kind regards  
Liz

**Liz Liesicke | Senior Environmental Health Officer | Neighbourhood Services**

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**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](http://www.woking.gov.uk)

For general enquiries, please call Woking Borough Council's main switchboard on 01483 755855

## Anti Social Behaviour Officer Objection :

**From:** Oli Walker <Oli.Walker@woking.gov.uk>  
**Sent:** 30 June 2022 14:07  
**To:** Matthew Cobb <Matthew.Cobb@woking.gov.uk>  
**Subject:** Office Bar - 56 Chertsey Road

Good afternoon Matt,

Thank you for forwarding a copy of the license application that has been made regarding Office Bar at 56 Chertsey Road. I note the venue is described as a Café and Tapas snack bar, however given requested opening hours, on and off license sales and an application for live amplified music at the venue it is my concern that in the evenings and especially at weekends the premises will be predominantly a live music venue and primarily alcohol sales.

I would like to make a representation on behalf of Community Safety regarding this license based on the information that has been provided under the licensing objective that relates to public nuisance.

### **Location – Unsuitable for live music**

The venue is located close to a residential block of flats containing over 120 addresses. I am aware of complaints already from a number of these addresses where amplified music emanating from the night time economy is a contributing factor to a wider concern. The amplified music is coming from a venue significantly further away than this venue and therefore I strongly suspect that any live amplified music played much closer will cause a substantial nuisance to all residents within Enterprise Place.

### **Congregation**

The location of this venue causes me concern regarding the likelihood of the area being a place for people to congregate throughout the evening and after the venue has closed. Its close proximity to a fast food establishment combined with live music and the fact that the area has a sizeable paved area will encourage people to loiter in the area throughout the evening and after the venue has shut. Concerns have already been made regarding the noise and behaviour made by individuals and groups when leaving the town with abusive language, shouting and violence already being mentioned as an identified problem in this area. It is my view that this would be exasperated with a venue providing off premises sales and providing live music which is likely to be heard from outside of the venue.

### **Off license**

In the application it states that the intention is for both an on and off license. Alcohol related disorder that relates to street drinking is a known identified issue in Woking. Earlier on in the year a Public Space Protection Order was made to specifically tackle alcohol related anti-social behaviour in the town. It is my belief that an additional premises that allows the sale of alcohol to be taken off the premises is likely to cause further alcohol related anti-social behaviour – especially when the intention is to allow the sale of alcohol until 01.30 over the weekend. It also concerns me that by allowing off premises sale of alcohol could significantly increase the likelihood of larger numbers congregating in the immediate vicinity given that there is potential for alcohol to be consumed away

from the venue. It is entirely possible this will be out of sight of the venue who may be completely unaware that they would be contributing to the issue.

I note in the application itself there is very little detail regarding the intended use of the premises, or how they are going to mitigate the concerns I raise above, beyond the use of CCTV and consideration and willingness to instal sound limiter equipment. It is therefore my opinion that if this license is granted as it is there is a high likelihood that this premises will cause a nuisance to the public in the immediate vicinity and will likely draw a number of complaints from residents that are already unhappy with the current issues linked to the night time economy without this additional venue. The close proximity of this venue to residential properties only heightens this concern.

Many thanks  
Oli

**Oli Walker | Anti Social Behaviour Officer | Community Safety**

Woking Borough Council, Civic Office, Gloucester Square, Woking, Surrey GU21 6YL  
**Phone:** 01483 743459 | **Web:** [www.woking.gov.uk](http://www.woking.gov.uk)  
Woking Borough Council's Contact Centre 01483 755855

## Woking CCTV Objection :

**From:** John Fowler <John.Fowler@woking.gov.uk>

**Sent:** 07 July 2022 13:36

**To:** Matthew Cobb <Matthew.Cobb@woking.gov.uk>; Derrick Laing <Derrick.Laing@woking.gov.uk>

**Subject:** Licence application for late night venue Chertsey Road Woking

**Importance:** High

Matt, Derrick,

I have just come out of a JAG meeting and it was mentioned that a licence application has been submitted for a new Taco restaurant/bar in the parade of shops between Duke Street and Stanley Road Woking. The applicants wanted the licence application up to 01:00 for music as well. It was mentioned that the application was going to the Licensing committee for consideration. It was not known at what stage the review was at and may be to late for objections. I make the following observations:

- Although there is very good public space CCTV coverage in the town centre this location would not be able to be monitored due to existing building lines and trees.
- If granted this would be outside the area proactively patrolled by CCTV operators and could increase ASB problems in Dukes court in Duke Street.

Give me a call if you need to discuss.

Thank you

John

*John Fowler*

CCTV manager | Woking Borough Council | Property services.

CCTV unit Telephone 01483 743399

Woking CCTV @woking.gov.uk.

e-mail John.Fowler @woking.gov.uk

Direct dial 01483743397

Mobile 07785715550.

## Planning Department Concerns :

**From:** Russell Ellis <Russell.Ellis@woking.gov.uk>  
**Sent:** 10 June 2022 11:01  
**To:** Matthew Cobb <Matthew.Cobb@woking.gov.uk>  
**Subject:** RE: New Premises Licence - Office Bar, 56 Chertsey Road

Hi

The lawful use of the unit is A1 shop although from September 2020 these became F.2 shop.

Pubs, drinking establishments became Sui Genaris.

There is no Permitted Development (PD) change, even temporary, between F2 and Sui.

Therefore the unit will require a Full Plans application for Change of Use to operate lawfully.

Applications take a minimum of 8 weeks from validation to reach a decision but currently can take longer.

Please let me know if you'd like us to contact the applicant directly.

Thanks. Russell.

**Regards,**  
**Russell Ellis | Planning Officer | Planning Services**

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