

## Appendix 3 – Objections

### Objector #1

From: [REDACTED]  
Sent: 12 August 2022 08:16  
To: Licensing <Licensing.Contact@woking.gov.uk>  
Subject: Objection to 30-31 station approach / music in a built up residential area.

Dear licensing

30-31 station approach, West Byfleet, licensing objection.

I have seen the notice for a live & recorded music license directly below my property.

I am the co landlord of flat [REDACTED], 32 station approach, west byfleet, surrey, kt14 6nf.

32 station approach is 9 flats that are directly above, behind and to the side of this proposed bar. This whole road is an island of flats, whilst it is the centre of west byfleet, it is also a residential area with a high number of flats above the business. My lease states that loud music can not be played in my flat for this very reason.

I lived in the flat from 2016- 2021. The venue below was LONDON HOUSE a restaurant, when they played recorded music or live music you could hear it in my flat. I nearly called the police. My flat ( flat 3) is directly above and across the whole of the surface space of the business, this development used to be offices so it was originally not designed for residential. Meaning the sound travels through the floor, one time when live music was played with bass the flat was vibrating. A bar with music would be unappreciated and invasive on the quality of life of the residents that live above the bar. I should be moving back into the flat in April 2023 and might live with a baby in there, this environment, should there be music vibrating the flat would cause a massive issue.

I would end by saying I'm 33 and love music, but historically Resturant's, cafe and family business have done well in west byfleet, bars have opened and then closed quickly, venues were all the family can socialise suit the area, if you want to dance you go to Woking. First and foremost this is a residential area with a high number of people living on this small island of station approach and Madeira road.

I fear if this license is and music is heard in the flats there will be to many compliant that will be damaging to residents and the business itself. It's not just the music, it's the alcohol and that after hours shouting of drunk people and how this will effect the community.

Please reply to confirm you have read and logged this objection.

Regards  
[REDACTED]

**Note:** This objection was **withdrawn** on the 6 September 2022 following changes proposed by the applicant.

## Objector # 2

From: [REDACTED]  
Sent: 20 August 2022 13:57  
To: Licensing <Licensing.Contact@woking.gov.uk>  
Subject: Objection to licensing application - Okra Lounge West Byfleet

To whom it may concern,

With regards the licensing application for Okra Lounge at 30-31 Station Approach, West Byfleet (Ilhan Loborn) please note and action my strong objection.

I am the owner of Flat [REDACTED] 32 Station Approach, West Byfleet which sits directly above the business in question. I strongly object to the licence application for live and recorded music due to the fact that any noise from Okra Lounge travels directly into my flat and negatively impacts quality of life for existing residents.

This was an issue when the property was known as London house and had the occasional live / recorded music playing. The building does not have sufficient sound proofing in place to support live or recorded music. Any music reverberates through the floors and makes the walls of my flat vibrate. Live or recorded music on a regular basis until the early hours of the morning will make living in the flat untenable.

I have email communications to the previous owners of London house that I can submit as evidence of this issue - I can forward these on request.

Therefore please note my strong objection and confirm next steps to ensure any direct impact to my property (and neighbours) will be actioned and mitigated immediately. My property and quality of life will be directly impacted being directly above the business in question.

I look forward to your prompt response.

Regards

[REDACTED]  
Flat [REDACTED], 32 Station Approach, West Byfleet, KT14 6NF

Sent from my iPhone

### Objector # 3

**From:** [REDACTED]  
**Sent:** 20 August 2022 14:01  
**To:** Licensing <Licensing.Contact@woking.gov.uk>  
**Subject:** Okra Lounge 30-31 station approach

To whom it may concern,

I've recently noticed that a new business is set to take over at the above listed address.

It is noted that they will be playing live and recorded music and I'd like to know if they have requested a late license.

I live in one of 8 flats directly above this property and any loud music or late activity will no doubt be heard from our properties.

Some of us are in the process of selling our flats and I am concerned that a late night bar/club will severely affect this.

Although it has not always been an overly residential area there are now a number of new properties in close proximity. Most notably, opposite. This means that we will not be the only ones affected.

Please consider this an objection should the owners of the above business have requested a late license.

Thanks,

[REDACTED]

Flat [REDACTED] 32 Station approach

West Byfleet

## Objector #4 (Environmental Health)

**From:** Janine Knighton <[Janine.Knighton@woking.gov.uk](mailto:Janine.Knighton@woking.gov.uk)>

**Sent:** 31 August 2022 16:50

**To:** Derrick Laing <[Derrick.Laing@woking.gov.uk](mailto:Derrick.Laing@woking.gov.uk)>

**Cc:** Sumner, Lesley 17277 <[Lesley.Sumner1@surrey.police.uk](mailto:Lesley.Sumner1@surrey.police.uk)>; Environmental Health <[Environmental.Health@woking.gov.uk](mailto:Environmental.Health@woking.gov.uk)>

**Subject:** Okra Lounge - New Premises Licence

Dear Derrick,

I wish to submit formal representations on behalf of Environmental Health regarding the above application under the prevention of public nuisance licensing objective in relation to the Okra Lounge, 30-31 Station Approach, West Byfleet, KT14 6NF.

The premises is a mid terrace Victorian building with Okra Lounge on the ground floor with residential flats above adjacent and commercial premises adjacent. The building is of a traditional construction with no known acoustic improvements carried out. It has a fully glazed shop frontage, opening directly onto the street.

Complaints regarding noise nuisance caused by a similar licenced premises have been received from neighbouring residents historically, although not for some time.

The premises application includes the playing of recorded amplified music between the hours of 10.00-23.00hrs Monday to Thurs, 10.00 – 01.00hrs Fridays and Saturdays, and 11.00 – 23.00 Sundays. Live music from 19.00hrs until 01.00 hrs Friday and Saturday and 19.00 - 23.00 hrs Sundays. This is an addition 2 hours of live music on the weekend and hour of recorded music on the weekend, compared to the licence conditions of the previous, similar business premises (for which, no complaints were received).

Alcohol sales are also an additional hour over the sales of the previous licensed premises, which when adding on seasonal variations, no more than 12 occasions of extended hours, plus drinking up times amount to much later alcohol sales (up to 1.5hrs), closing times and hence patron egress/smokers congregating on the street outside and it is considered that a public nuisance could arise from noise and vibration through the structural elements of the building to the residential accommodation above and either side of the premises.

There is also potential public nuisance arising from airborne noise and disturbance to the surrounding properties including noise break out from the building, particularly as customers enter and leave the premises. The frequency of movement in and out of the building is increased with 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.

The following measures have been proposed to control public nuisance;

**“The music volume will be set to a level which does not cause public nuisance and the premises will respond to reasonable complaints or concerns from neighbours. Notices will be posted to remind customers to leave the premises quietly.**

**Any live music will be kept at a reasonable level which does not cause public nuisance. Deliveries and refuse collection will be during normal office hours.”**

It is considered that these measures do not go far enough to sufficiently address the potential structural and airborne noise associated with amplified recorded music in this building to prevent public nuisance to residents and in the area, particularly late at night when background noise levels are reduced and people expect to be able to sleep.

There is no mention of upgrading the acoustic performance of the structure, however, it is questionable whether the property could be suitably upgraded acoustically to achieve the necessary level of noise and vibration containment.

Noise limiters are recognised as one means of controlling noise levels but the noise level needed to prevent nuisance may not be commercially viable.

If amplified live music is permitted to continue until the requested times of 00.00hrs and 01.00hrs, then I would recommend amplification systems for music and voice to be played through a noise limiting device at all times. The noise limiting device to be located in a lockable cabinet separate from the volume control, and set at a level determined by and to the satisfaction of Environmental Health to ensure that no noise nuisance is caused. The operational panel of the noise limiter shall be secured and the keys held by the licence holder or authorised manager only. The noise limiter shall not be altered without prior agreement of the Environmental Health Officer.

The request for Late Night Refreshment on New Years Eve (potentially up to 02.00hrs) surpasses the request for Opening Hours (01.00hrs with 30 mins drinking up time).

There are no external areas which form part of the licensed premises, therefore if smokers go outside to smoke, they will be on the public highway. I would recommend a condition which prevents the consumption of alcohol outside.

I recommend adding that all doors and windows shall be kept closed, other than for access and egress, after 23:00 hours and all loudspeakers are to be isolated from the building structure. For

fixed speakers, this should be achieved using neoprene fixings for all speaker mountings. For free standing speakers, these should be sited on a suitable isolating material.

I would suggest conditions around the sale of alcohol, such as the premises will trade as a restaurant where alcohol is only sold or supplied to persons who are taking a substantial table meal, as an ancillary to their meal, with no vertical drinking at the premises.

As mentioned, patrons to be reminded of the nature of surrounding premises and behaviour outside the premises to be monitored accordingly.

I would also like to remind the licence applicant that he will need to register the food business with Environmental Health 28 days before opening.

If you would like to discuss further, please do not hesitate to contact me.

Thanks

**Janine Knighton | Deputy Environmental Health Manager | Environmental Health**



**[Registered Chartered Environmental Health Practitioner with CIEH](#)**

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**Woking Borough Council, Civic Offices, Gloucester Square, Woking, Surrey, GU21 6YL**  
**Phone: 01483 743017 | Fax: 01483 750585 | Web: [www.woking.gov.uk](http://www.woking.gov.uk)**  
**For general enquiries, please call Woking Borough Council's Contact Centre on 01483 755855**



**Note:** This objection was **withdrawn** on the 6 September 2022 following changes proposed by the applicant.

## Email sent to all objectors following agreement from Applicant

**From:** Matthew Cobb

**Sent:** 01 September 2022 15:46

**Subject:** Okra Lounge Licence Application - PLEASE READ AND RESPOND

**Importance:** High

Good afternoon

We are writing to you as someone who has put in a representation / Objection to the premises licence application for Okra Lounge, located at 30 - 31 Station Approach in West Byfleet.

The applicant has taken into consideration the thoughts and concerns of residents and is therefore proposing a reduction in what they are applying for, and also proposing some firmer conditions on their licence.

### **Sale of Alcohol**

Monday to Saturday 1000 to 0000 *(Friday and Saturday were till 01:00 but these two days have been reduced by an hour)*

Sunday 1100 to 2300

Seasonal Variations

New Years Eve till 0100

### **Live music (indoors only)**

Monday to Sunday 1900 to 2300 *(Friday and Saturday were till 01:00 but these two days have been reduced by two hours)*

Season variations New Years Eve until 0030

### **Recorded Music (indoors only)**

Monday to Saturday 1000 to 0000 *(Friday and Saturday were till 01:00 but these two days have been reduced by an hour)*

Sunday 1100 to 2300

Seasonal Variations New Years Eve until 0100

### **Late night refreshment (indoors and outdoors)**

Monday to Saturday 2300 to 0000 *(Friday and Saturday were till 01:00 but these two days have been reduced by an hour)*

Seasonal Variation New Years Eve till 0100

**Opening times**

Monday to Saturday 1000 to 0000

Sunday 1100 to 2300

Seasonal Variation New Years Eve till 0100

**The proposed conditions to be added are as follows:**

- . A Personal Licence Holder will be on site at all times that licensable activities are taking place.
- . The premises shall maintain a CCTV and Alarm system is in place. This will give coverage of all entry and exit points. the system shall continually record whilst the premises are open and conducting licensable activities. All recordings shall be stored for a minimum period of 21 days and shall be capable of being easily downloaded. Recordings shall be made available upon the receipt of a request by an authorised Officer of the Police or Local Authority.
- . The staff will receive comprehensive training in relation to recognition of illegal drug usage, age restricted products and in particular the sale of alcohol. No member of staff will be permitted to sell age restricted products until such time as they have successfully completed the aforementioned training. Records will be kept of all Staff training.
- . Water, non-alcoholic, low alcohol and soft drinks will be promoted.
- . The recorded music volume and live music will be kept at a level that does not cause public nuisance.
- . The premises will respond to any complaint or concerns from neighbours and residents in the vicinity.
- . Any sound speakers used, will have the appropriate fixings, noise limiters and isolating materials to minimise any noise pollution.
- . Notices will be posted at all exits to remind customers to leave the premises quietly. All doors and windows will be kept closed, other than for access and egress after 23:00.
- . Deliveries and refuse collection will be during normal office hours.
- . A record of any refusals to serve alcohol will be kept in a log book and supported by CCTV records.
- . Alcohol will not be consumed outside the premises. If outside furniture is used, it will be brought inside at 22:00.

**As an objector to the licence, you now have a decision to make.**

- If you are happy with the above changes, or you feel that they relieve any concerns or worries you may have about this premises – and would be happy with the licence issued as per above – then you must let us know that you want to withdraw your representation. An email will suffice – as long as it contains your name, address, and confirmation that you wish to withdraw.

- If you are not happy with the above proposed amendments, you can contact the applicant (who I believe has already contacted you on this matter) to try to negotiate further. If no agreement is met then this application will go before a Licensing Sub-Committee where you will be invited to attend and present your concerns, so that a team of Councillors will be able to take your thoughts into consideration and make a decision on how to proceed with the issue, amendment or refusal of this licence application.

Due to the legally mandated time frame, we would very much appreciate confirmation from yourself as to how you would be looking to proceed.

We thank you in advance for your assistance.

Kind regards

**Matthew Cobb | Senior Licensing Officer | Democratic and Legal Services**

## Email response from Objector 2

**From:** [REDACTED]  
**Sent:** 02 September 2022 14:24  
**To:** [REDACTED] <[REDACTED]>  
**Cc:** [REDACTED]; Matthew Cobb <Matthew.Cobb@woking.gov.uk>; Ilhan <[REDACTED]>  
**Subject:** Re: Okra Lounge Licence application

Hi Debbie,

Thank you for the clarification. I have also received the amended licence application. I still have concerns, in particular: what are your plans to adequately sound proof the venue?

When London House had the (rare) live music event, my flat would vibrate as it sits directly above the proposed location. All the sound travels directly upward into the bedroom and living area affecting my ability to rest / sleep / watch TV. If this is to be more regular than ad hoc, this becomes untenable. I now have tenants and this would affect their quality of life.

I appreciate the amendments you have currently made, but this does not address the core of the issue (for my circumstance) being that there is an issue with sound travelling directly into my flat.

Regards

[REDACTED]

Sent from my iPhone

## Withdrawal notification from Objector 1

**From:** [REDACTED]  
**Sent:** 06 September 2022 11:03  
**To:** Matthew Cobb <Matthew.Cobb@woking.gov.uk>  
**Subject:** Re: Okra Lounge Licence Application - PLEASE READ AND RESPOND

Hi Matthew

Based upon the updated licence details you have supplied in your email on 01/09/2022 I withdraw my objection.

I being [REDACTED], Leaseholder of Flat [REDACTED] station approach west Byfleet surrey gu254ep. Current fixed address; [REDACTED]

Regards

[REDACTED]

## Withdrawal notification from Environmental health

**From:** Janine Knighton <Janine.Knighton@woking.gov.uk>  
**Sent:** 06 September 2022 16:38  
**To:** Matthew Cobb <Matthew.Cobb@woking.gov.uk>  
**Cc:** Environmental Health <Environmental.Health@woking.gov.uk>  
**Subject:** RE: Okra Lounge Licence Application - PLEASE READ AND RESPOND

Hi Matt,

With the timings and conditions below, I would be happy to withdraw the objection on behalf of Environmental Health.

Thanks

**Janine Knighton | Deputy Environmental Health Manager | Environmental Health**



**[Registered Chartered Environmental Health Practitioner with CIEH](#)**

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**For general enquiries, please call Woking Borough Council's Contact Centre on 01483 755855**



## Email response from Objector 3

**From:** [REDACTED]  
**Sent:** 06 September 2022 22:54  
**To:** Matthew Cobb <Matthew.Cobb@woking.gov.uk>  
**Subject:** Re: Okra Lounge Licence Application - PLEASE READ AND RESPOND

Hi Matthew,

I still have concerns about this.

Most notably, whether the property will be adequately sound proofed. I did not reside at this property when London House were in business but I have heard from other residents that live music events could be heard clearly over their TVs, radios, etc. I have also heard that it disrupted sleep patterns.

My other concern is that this business is directly below a residential building and as such, allowing them to operate until midnight on 6 out of 7 nights will cause disruption. Especially as they plan to allow people to sit out side, directly below my window. I had requested that outdoor seating be shut at 10 as most pubs do, but this was not addressed.

Despite their claim that they are a restaurant, I do not know of many restaurants that are open until midnight. I have concerns that this business will double as a late night bar.

thanks.

[REDACTED]