

## Grounds for review

The ground(s) for review must be based on one of the licensing objectives.

The DoubleTree Hilton, Victoria Way, GU21 8EW Woking hosts events in its banquet and conference centre located on Church Street East, forming the ground floor of the residential block of flats of Enterprise Place. From observation, events vary from fund raisers, corporate meetings, to weddings, live concerts and DJs.

The venue exercises inappropriate prevention of crime and disorder when it hosts events with hundreds of invitees with an inappropriate number of security personnel on-site. Large crowds of people, consuming substances whilst queueing to get into the venue, shout and smoke outside our block of flats with the hotel management evidently struggling to manage the crowds. In some instances the police had to be called to contain the situation.

Following these events, residents of Woking wake up to find broken glass bottles and other substance containers, which are then left to Woking Borough Council's contractors to clean up (though technically they are on private land). Both the uncontrolled crowd and the dangerous mess left for the next morning cause a threat to the prevention of crime and disorder and put public safety at risk.

Inappropriate crowd management has an additional effect on residents when event attendees are allowed to cluster in large groups outside the block of flats to 'get air'. This often occurs during events (from 19.00 until after midnight), exposing residents of Enterprise Place to loud late-night discourses and cigarette smoke entering the flats along the rear facade. In some occurrences the residents were victims of verbal abuse from the event guests when asked to move away from the windows or speak less loudly. This type of behaviour really puts a strain on the residents mental well-being, not to mention the public safety when situations like this escalate.

When the events end and guests are leaving, the hotel allows them to flock onto Church Street East in large, unsupervised groups, exposing residents from the both sides of Enterprise Place to the noise and smoking, whilst the crowd moves towards the taxi rank on Chertsey Road or awaiting a private hire vehicle on Church Street East.

Looking at this it could be deduced that the hotel would rather expose the general public to crowd nuisance than their own overnight guests. It would explain why the crowds are allowed to gather at the furthest away point from their overnight guests (at the foot of Enterprise Place's rear facade) instead of the hotel's terrace facing Victoria Way which is closer to both overnight guests and the hotel main entrance.

Loud music, including live music from bands and DJs, recorded music, karaoke and announcements made through a PA system, played on weekdays and weekends between the hours of 7pm to late night are affecting the residents living at least up to 4 floors above the venue. The vibrations of the music cause windows on the ground floors to visibly shake, and render peaceful enjoyment of Enterprise Place residents impossible.

The loud music regularly disrupts the sleep patterns of young families who are trying to make their home at Enterprise Place.

The nuisance, which varies in tone, pitch, nature and length from event to event is impossible to 'get used to it' as it does with noise that can be considered normal in the town centre (traffic, walkers-by, street cleaning, bin trucks...). Additionally, the ground floor venue is not made for loud events in such proximity to residential units. The construction of ground floor venue + residential units above allows vibrations to freely travel through the building upwards beyond the fourth floor.

The unpredictability of nuisance also makes it very difficult to have an official intermediary witness the worst of it, which has, for example, caused the case with Environmental Health to remain open for over 1.5 years without significant progress towards witnessing statutory nuisance. Note that events are not isolated to weekends; residents have been affected by events during the working week.

Disrupted and insufficient sleep negatively impacts the academic/professional performance of children/adults, not to mention the effects on mental health. A lot of people have and are currently considering uprooting their lives by moving out of the borough because their quality of life is so significantly diminished by the constant, yet irregular nuisance.

The way the hotel purposely puts profits before wellbeing of residents by allowing events to create nuisance and an unsafe environment for young families, within the 129 residential units directly above and others, has a direct impact on both the prevention of public nuisance in the Woking Town Centre, and on the mental health of young children.

Taking into account the impact that the venue has on the licensing objectives of the Woking Borough Council, the venue's licence needs to be reviewed so as to satisfy these objectives.

## Please provide as much information as possible to support the application

To evidence the impact the events have on residents at Enterprise Place, please see petition among residents in [Appendix 1](#). The petition demonstrates the wide negative impact of the venue among residents of Enterprise Place (floors 1-4) and agreement that the current licensing agreement is completely inadequate for this venue.

The Environmental Health team at WBC have an open case relating to the nuisance caused by DoubleTree Hilton, Woking. The out-of-hours service has also been called on numerous times to witness the nuisance first-hand and has been made aware of the escalation to the licensing team.

The police were called to disperse the hotel's crowds and create a safe environment on 11 March 2023. See police reference BOS-10169-23-4545-03.

The impact the venue has had on the occupants of Flat 4 at Enterprise Place is evidenced and logged in [Appendix 2](#). The logs cover a span of the past 1.5 years though the issue has been around since before then. Each entry from the log contains a small narrative to explain the situation and set context, followed by a table with exact timestamps and description of what happened with the goal to provide a full picture of the impact and unpredictable nature of the nuisance. Some entries will include links to video recordings to further illustrate the problem. The video recordings are accessible through the links provided and don't require any authentication (they are only accessible through the links and are not included in YouTube search).

More log files from the 4th floor at EP can be found in [Appendix 3 - Logs from Flat 37](#) and 5th floor in [Appendix 4 - Logs from Flat 81](#).

Following many years of attempting to resolve this directly with the hotel (going back pre-2019), residents attended a meeting which the hotel organised alongside representation from WBC EH on 19 September 2023. The details of this meeting are described in [Appendix 2](#). A subsequent event on 30 September gave many residents reason to complain as it was played again at a much louder volume, and included DJ announcements and very loud bass, and evidence of improper crowd management.

Appendix 1 - A petition among residents of Enterprise Place took place on Friday 10 March between 6 and 8pm, covering the lower floors (floors 1, 2, 3 and 4 out of a total of 8). 25 flats signed in support of the petition and only 5 flats were not in favour of signing the petition. 38 flats were empty at the time, it being Friday night.

**Subject: Petition for Licence Review of Doubletree Hilton, Victoria Way, GU21 8EW Woking**

5 May 2023

Written on behalf of many residents at Enterprise Place, GU21 6AD.

We would like to express our concern about the conference and banquet venue located at DoubleTree Hilton, Victoria Way, Woking GU21 8EW which. We are expressing concern that this venue is allowed to continue its operation in the face of the nuisance it is causing to the residents in its direct vicinity. The venue hosts banquets, conferences, weddings, live concerts and parties, and has been operating for many years in a very residential area yet it is not designed for the level of noise it produces, which consequently travels to the 129 households above. Additionally problems with crowd management have another effect on nearby residents when the guests are allowed outside in groups in concert breaks or afterwards. We believe that a licence review is necessary to ensure a better alignment with the licensing objectives and to improve the safety and welfare of our community.

It's important to note that there have already been numerous concerns and complaints raised directly with the hotel management, however they state that they operate well within the terms of their licence. There is an ongoing case with WBC EH team to help resolve this issue, too, however the unpredictable occurrence of events makes it near impossible for them to effectively deal with the issue.

A petition among residents of Enterprise Place took place on Friday 10 March between 6 and 8pm, covering the lower floors (floors 1, 2, 3 and 4 out of a total of 8). 25 flats signed in support of the petition and only 5 flats were not in favour of signing the petition. 38 flats were empty at the time, it being Friday night.

Firstly, we are concerned about the negative impact the venue has on the mental health and well-being of the children in our community. Enterprise Place is home to many young families who are trying to make it their home. The excessive noise levels from the venue causes public nuisance, which in effect disturbs the sleep of children, leading to irregular sleeping patterns, poor academic performance, cognitive impairment, and increased risk of developing mental health problems. The unpredictability of events also makes it difficult to escape the noise, which from experience can go from 5pm to around 1am on any given weekday.

Secondly, the inappropriate behaviour of some event attendees near our homes, including public drinking, smoking and causing a racket directly below the 129 flats during and after events. This situation poses a threat to the prevention of crime and disorder, and public safety in our community. In a recent incident this year, residents had to call police as hundreds of guests were queueing outside the venue and

drinking/consuming drugs while doing so (Police reference BOS-10169-23-4545-0). We believe that the current licensing terms are not favourable to the safety of our neighbourhood.

We are therefore calling on the Licensing Committee to conduct a review of the DoubleTree Hilton conference and banquet venue licence and to take into account our concerns in any event applications from this venue in the meantime.

Please see attached petition on pages 3 and 4.

Yours Sincerely,

Subject: Petition for License Review of DoubleTree Hilton, Victoria Way, Woking GU21 8EW

Please add your name, flat number and signature if you are personally negatively affected by the events held in DoubleTree Hilton and are in favour of triggering a licence review of this licensed venue.

Flat	Name	Signature
4		
37		
12		
11		
8		
16		
33		
34		
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21		
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48		
45		
40		
35		
57		



## Appendix 2 - Log sheets from Flat 4 illustrating the effect of the events

<a href="#">March to November 2022.....</a>	<a href="#">10</a>
<a href="#">2 December 2022.....</a>	<a href="#">12</a>
<a href="#">3 December 2022.....</a>	<a href="#">13</a>
<a href="#">4 December 2022.....</a>	<a href="#">14</a>
<a href="#">8 December 2022.....</a>	<a href="#">15</a>
<a href="#">9 December 2022.....</a>	<a href="#">17</a>
<a href="#">14 December 2022.....</a>	<a href="#">18</a>
<a href="#">16 December 2022 to 1 January 2023.....</a>	<a href="#">19</a>
<a href="#">27 January 2023.....</a>	<a href="#">22</a>
<a href="#">18 February 2023.....</a>	<a href="#">25</a>
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<a href="#">11 March 2023.....</a>	<a href="#">29</a>
<a href="#">3 June 2023.....</a>	<a href="#">31</a>
<a href="#">8 June 2023 (THURSDAY).....</a>	<a href="#">32</a>
<a href="#">24 July 2023 (Monday!!).....</a>	<a href="#">33</a>
<a href="#">9 September 2023.....</a>	<a href="#">34</a>
<a href="#">19 September 2023 Noise limiter meeting with residents &amp; WBC EH at DT Hilton.....</a>	<a href="#">35</a>
<a href="#">30 September 2023.....</a>	<a href="#">37</a>

## March to November 2022

Narrative: Since I opened a case with WBC EH relating to noise nuisance stemming from DT Hilton, I started a log from March 2023. The events are very typical, a lot of bassy noise travelling through the walls of Enterprise Place disrupting my peaceful enjoyment at home. The table shows the moment the nuisance disrupts me which I logged instantly when it happens. This illustrates the unpredictable nature of nuisance. Note that I called the Out of Hours service on 23 April, however when the officer arrived the music was much less impactful (DJ on a break?!). An hour later the music comes back on (23:11).

Date	Time	Description
05/03/2022	15:40:00	Loud Music at Hotel
05/03/2022	18:36:00	Loud Music at Hotel
05/03/2022	18:42:00	Loud Music at Hotel
05/03/2022	19:01:00	Loud Music at Hotel
05/03/2022	19:41:00	Loud Music at Hotel
05/03/2022	20:07:00	Loud Music at Hotel
05/03/2022	20:23:00	Loud Music at Hotel
05/03/2022	22:19:00	Loud Music at Hotel
05/03/2022	22:51:00	Loud Music at Hotel
26/03/2022	20:45:00	Loud Music at Hotel
26/03/2022	20:58:00	Loud Music at Hotel
26/03/2022	22:36:00	Loud Music at Hotel
26/03/2022	23:25:00	Loud Music at Hotel
09/04/2022	23:52:00	Loud Music at Hotel
09/04/2022	23:57:00	Loud Music at Hotel
13/04/2022	22:30:00	Loud Music at Hotel
20/04/2022	05:30:00	glass bins being emptied at 5.30
23/04/2022	19:00:00	Amplified live music with a drumkit. Could not relax at home and needed to listen to music to avoid hearing it
23/04/2022	20:20:00	Amplified live music with a drumkit. Could not relax at home and needed to listen to music to avoid hearing it
23/04/2022	22:15:00	Live music with a drumkit. Liz from Out of Hours came to visit but music ended at 22.15.

23/04/2022	23:11:00	Dance music for an event with loud bass. Could not sleep because it was too loud.
24/04/2022	00:26:00	<b>Dance music for an event with loud bass. Could not sleep because it was too loud.</b>
08/05/2022	19:20:00	Loud Music at Hotel
17/10/2022	22:27:00	Loud Music at Hotel
04/11/2022	20:50:00	Loud Music at Hotel. Could not watch TV, read a book or sleep. Out of hours attended after 10pm and found music to be too loud
19/11/2022	21:07:00	Loud Music at Hotel. Could not watch TV, read a book or sleep. Out of hours service attended, around 10pm but arrived just when a music was very quiet. The music picked up again closer to 11pm.

## 2 December 2022

Narrative: I stayed out on purpose this day as I was aware that Christmas party season had begun and only returned in the evening. Indeed the music was very loud that night and ran until about midnight. I didn't call OOH this time as it was already 23:19 by the time we heard the music where events normally end around this time. We were told that we only get 3 call outs to declare statutory nuisance so obviously don't want the officer to show up again for nothing.

The hotel didn't pick up their phone and didn't want to confront them face to face so I decided to suffer through it.

Date	Time	Description
02/12/2022	21:25:00	Away from home until 9.25pm. No music could be heard in the flat while doing some housework.
02/12/2022	23:19:00	We went to bed around 10.30pm and at 11.19pm we hear loud PA announcements.
02/12/2022	23:28:00	I get woken up at 11.28pm by some loud bassy noise. It's not constant but intermittent.
02/12/2022	23:32:00	I get woken up again by a loud PA announcement.
02/12/2022	23:37:00	I called the hotel but they do not pick up. I call again 2 minutes later and again nobody picks up (the line disconnects after a very long wait). I go back to bed around 11.45 and don't get interrupted again.

### 3 December 2022

Narrative: An event took place this time where the music started disrupting us later. We can hear the music from downstairs but it's not disrupting us initially. However when we start getting ready for bed the music is turned up keeping us from going to sleep. I call to log the instance with EH however opt for not waiting for an officer as normally the events end by 11pm and don't want to use up our chances of capturing statutory nuisance.

Date	Time	Description
03/12/2022	21:00:00	We can hear some music coming from downstairs in the communal corridors, but it isn't affecting us.
03/12/2022	22:13:00	We can hear the music in the quiet scenes of a movie, especially the bassy sounds but it is not as bad as in the past.
03/12/2022	22:53:00	The music is now a little bit louder and interrupts less quiet scenes (dialogues etc) in the movie.
03/12/2022	23:02:00	We go to bed just before 11pm but the music is too loud to fall asleep. We can hear the bass and feel the vibrations. Consequently I call the out of hours service but we are too tired to wait up for an out-of-hours officer to turn up. It's also less loud than it was on Nov 4th when it was considered statutory nuisance.

4 December 2022

Narrative: We can hear the music going on downstairs but it's not bothering us much and it's fine. We go to bed around our normal time and sleep without disruption. The event ran until midnight but it's not bothering us, possibly dialled down the music or the event stopped early? In any case the way this event was run was fine..

Date	Time	Description
04/12/2022	18:22:00	Coming back home after a walk we can hear bass and high-pitch singing. It's not disturbing us but we can perceive it.
04/12/2022	18:32:00	We can hear the music over the very quite scenes of a movie (pauses) and when you concentrate, but it's not interrupting us.
04/12/2022	22:57:00	We finished the movie around 9pm and have not been disturbed by the music. We do some household work and then go to bed around 11pm without disruption.

## 8 December 2022

Narrative: A very disruptive night, as you can see the event caused a lot of nuisance. I called the hotel several times to ask to turn it down and was met with promises that it will be turned down, which turned out to be untrue. The music was played so loud that I was able to easily identify songs that were played. The opposite happened and it went from bad to worse. After my first call it appears the hotel switched on a very loud karaoke machine. We get confirmation from management in the aftermath that indeed this karaoke machine was unregulated and shouldn't have been used. What also doesn't help here is that the reception promises us that the event finished when in fact it has not. The false promises have really undermined our trust with the hotel management, and really highlights that their focus is on keeping their guests happy and their bottom line, all at the cost of environmental health. Not to mention the rules of their leasehold which protects residents from [...]music of any kind nor [...] any singing [...]so as to cause annoyance to other occupiers of the Units or so as to be audible outside the Premises, and protects the peaceful enjoyment of all residents.

Date	Time	Description
08/12/2022	21:45:00	DJ announcement on the PA system
08/12/2022	21:49:00	DJ announcement on the PA system
08/12/2022	21:50:00	<b>I call the venue and am re-assured that the music will be turned down.</b>
08/12/2022	21:54:00	Loud singing coming from hotel
08/12/2022	22:02:00	Loud Music at Hotel
08/12/2022	22:05:00	Loud Music at Hotel
08/12/2022	22:16:00	DJ announcement on the PA system
08/12/2022	22:40:00	Loud Music at Hotel
08/12/2022	22:41:00	Loud singing (sounded like live performance/karaoke)
08/12/2022	22:46:00	<b>Call to hotel #2 to make them aware that the music is very loud and that we're about to try to sleep.</b>
08/12/2022	22:48:00	DJ announcement on the PA system
08/12/2022	22:50:00	Loud female singing
08/12/2022	22:52:00	DJ announcement on the PA system

08/12/2022	22:52:00	DJ announcements and bassy song
08/12/2022	22:53:00	Attempt to sleep
08/12/2022	22:54:00	live singing, maybe karaoke, Fleetwood Mac
08/12/2022	23:02:00	<b>Call to hotel #3 I am re-assured the event had just stopped.</b>
08/12/2022	23:10:00	Another announcement on the PA system
08/12/2022	23:11:00	Another announcement on the PA system
08/12/2022	23:12:00	Another announcement on the PA system
08/12/2022	23:13:00	Another announcement on the PA system
08/12/2022	23:17:00	Another announcement on the PA system
08/12/2022	23:40:00	Another announcement on the PA system
08/12/2022	23:41:00	Loud Music at Hotel/ Karaoke again (Lady Gaga - shallow).
08/12/2022	23:41:00	<b>Call to hotel #4 I am told that they will turn down the music now.</b>
08/12/2022	23:43:00	After my call to the hotel they make another announcement on their PA system
09/12/2022	00:03:00	Another announcement on the PA system
09/12/2022	00:30:00	Around 00:30 there is loud banging in the venue downstairs. It sounds like furniture being moved.

9 December 2022

Narrative: It appears this was the start of Christmas season, lots of people attending and music played loudly. I tried resolving it directly with the hotel but no answer.

Date	Time	Description
09/12/2022	21:51:00	Loud Music playing that is overshadowing the tv
09/12/2022	22:42:00	Loud Music at Hotel
09/12/2022	23:01:00	Loud Music at Hotel loud bassy music
09/12/2022	23:03:00	called hotel reception but nobody picked up
09/12/2022	23:03:00	music now turned down to ambient

14 December 2022

Narrative: Another loud Christmas-time event. This time I got reassurance from the hotel manager that the DJ announcement that disrupted me was the last one of the night. With that reassurance I go to sleep, only to get woken up by another DJ announcement after 11pm. This again undermines any trust I have in the hotel management and their cooperation in resolving this dispute amicably.

Date	Time	Description
14/12/2022	22:03:00	Loud DJ announcement.
14/12/2022	22:10:00	Hotel manager assures me that this was the last announcement for the day and that people are starting to leave. I am going to sleep
14/12/2022	22:52:00	Woken up by another loud pa announcement and bassy parts of songs are bothering me when trying to sleep .
14/12/2022	23:08:00	another loud PA announcement
14/12/2022	23:08:00	I contact the hotel manager who informs me that this was the last announcement of the night. the music is no longer bothering

## 16 December 2022 to 1 January 2023

Narrative: The remainder of the Christmas season is detailed below as it is much the same as the early December events. The music is again very clearly audible in the flats to the extent that individual songs can be recognised/sung along to. On 16 December the Out of hours officer was requested to witness it first hand. On 22 December I asked the hotel to turn down the volume which they did after 30 minutes, and then played another loud DJ announcement an hour later. On 13 January the music was again really loud and I called the hotel reception at around 21.00 to please have the music dialled down, which they did not. Again this does not benefit our relationship with the hotel as they continue to not cooperate with residents when politely asked to turn down the music, in an attempt to resolve this situation amicably.

Date	Time	Description
16/12/2022	21:34:00	Loud Music and singing
16/12/2022	21:43:00	Loud DJ announcement . out of hours called
16/12/2022	21:45:00	Loud dJ announcement
16/12/2022	21:54:00	loud music and DJ announcement . out hours Liz called to confirm she would attend asap.
16/12/2022	22:03:00	Loud Music at Hottel... bohemian rhapsody
16/12/2022	22:06:00	hold on to your river?? karaoke
16/12/2022	22:20:00	Robbie Williams - angels karaoke
16/12/2022	22:32:00	the killers. eager eyes
16/12/2022	22:38:00	drum and bass song? na na na
16/12/2022	22:58:00	oasis wonderwall
16/12/2022	22:59:00	oasis wonderwall
16/12/2022	23:34:00	momentary drum and bass... about 20 seconds.. woke me up
17/12/2022	00:01:00	Loud Music at Hotel
17/12/2022	22:02:00	Loud Music at Hotel
17/12/2022	22:06:00	Loud Music at Hotel... Tainted love
17/12/2022	22:08:00	dj announcement

17/12/2022	22:12:00	dj announcement
17/12/2022	22:18:00	dj announcement
17/12/2022	22:25:00	dj announcement
17/12/2022	22:41:00	rythmic bass and another DJ announcement
17/12/2022	22:58:00	Loud Music at Hotel bass and synth
17/12/2022	23:02:00	music ended at 23.02 with a DJ announcement
17/12/2022	23:32:00	Loud Music at Hotel
22/12/2022	21:58:00	music is audible but not bothering us at all
22/12/2022	22:21:00	loud music, abba dancing queen
22/12/2022	22:23:00	called to turn down volume.. apparently no karaoke just DJ
22/12/2022	22:24:00	beegees staying alive
22/12/2022	22:31:00	free from desire....
23/12/2022	23:35:00	dj announcement. music not hasn't bothered anymore since I spoke to the shift manager at around 22.45.
23/12/2022	06:00:00	<b>Away for holiday break</b>
27/12/2022	20:00:00	<b>Return from holiday break</b>
13/01/2023	19:45:00	Finished dinner and started watching a movie in the living room
13/01/2023	20:21:00	Loud Music at Hotel
13/01/2023	20:39:00	Called the hotel and informed them that the music was too loud. I was told it would be tuned down but it really was not. The receptionist also tells us that they can play loud music as they have permission from WBC.
13/01/2023	20:44:00	Music playing louder than the TV and unable to enjoy.
13/01/2023	20:48:00	Called the Out-of-Hours to inform about noise. Then left the flat to get some quite time.

13/01/2023	21:14:00	Returned from time out but music still very loud...Called reception at the hotel again to inform them that the music is causing us nuisance and am told that it would be turned down. It was not turned down
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27 January 2023

Narrative: On 27 January I had to leave the flat at around 21.00 as I was getting very stressed about the situation. It's a constant and unpredictable exposure from which you cannot escape in your own 4 walls. I came back from a long walk at around 11pm and could still hear the music in the building. When I get to my flat, it is still very audible, and when I go to bed at around 23.30 I can still hear it. I call the hotel just before midnight and am told that they have permission to do this from the local authority. Even while watching TV at this time it was distracting and the vibrations resonating the walls all around me.

Date	Time	Description
27/01/2023	23:30	I came home around 23.30 and got ready for bed. I could hear the music as I entered the flat the block. and when I entered my flat I can still hear it but I ignore it as it's not bothering me and not yet going to bed. I try to relax in the living room and watch some TV. The music is audible through my movie but I try to let it go and not pay attention to it.
27/01/2023	23:50	I now want to go to sleep but cannot because the bass is so loud and keeping me from going to sleep...I call the hotel and am told they were allowed to play this loud until midnight as they had a license from the council. The music was played so loudly that it was bothering while watching TV, let alone lay down in silence and try to fall asleep.
28/01/2023	00:05	the music stops and I can go to sleep

### 3 Feb 2023

Narrative: 3 February A live concert took place in the downstairs venue which had a real bad impact on residents. The music was so loud that the exterior windows of the venue were visibly shaking, not to mention the vibrations it caused travelling upwards into the residential units. I called the out of hours number, knowing full well that this time they should be able to attend in time, however the out of hours service got my phone number wrong and the officer never called back to arrange a visit. I included videos below to illustrate the noise in the communal areas and my flat, and another set of videos showing how loud the music can be heard outside the venue. From around 7.30 to 11pm we were exposed to this nuisance and unable to get some rest.

Date	Time	Description
03/02/2023	19:24:16	Loud singing coming from the ground floor. I am watching TV with my wife but the music and percussions is making it hard to follow the movie as it's as loud as the TV.
03/02/2023	19:44:56	The music just died down for a bit and it's been peaceful now for around 5 minutes already.
03/02/2023	19:45:14	Music resumed. and is again at the same volume as before. The drums are thoroughly shaking our walls and the music is thoroughly causing nuisance. It's near impossible to keep attention on the movie and it's very distracting. I've increased the volume now several times already to block out their music but it is still audible. Increasing the volume of the TV doesn't work because it is painful on the ears.#
03/02/2023	19:47:47	A very loud bassy DJ announcement was just made and some loud bass waves are perceivable.
03/02/2023	19:50:35	More live singing
03/02/2023	19:55:02	<a href="https://www.youtube.com/shorts/bM0i3VyReJg">Leaving the flat to escape the noise and go for a walk instead. I recorded the music within my flat and the communal first floor corridor:</a> <a href="https://www.youtube.com/shorts/bM0i3VyReJg">https://www.youtube.com/shorts/bM0i3VyReJg</a>  <a href="#">On my walk I spoke to my neighbours on the 2nd and 4th floor who were also suffering and had already called the out of hours number to escalate.</a>

		<p>We just got back into the flat and had to call the Out of hours service (at 21.52) as it was just getting out of hand. Unfortunately I never got a call back nor a visit on this occasion and the Out-of-hours person told us that the officer had already been contacted and therefore would not be contacting us. As we came back to our block of flats, we noticed the windows outside of Enterprise Place (i.e. the windows looking into the DT event venue) are literally shaking). The music is audible across Church Street East on to Chertsey Road. Back in my flat at around 22.10</p> <p>Here a video of the music at around 22.00 where you can hear the music audible all the way across Church Street East As I am walking away across Church Street East the higher pitch notes become less audible but the bass and percussion clearly travels all the way to Chertsey road. <a href="https://www.youtube.com/watch?v=A-u9pl47hBM">https://www.youtube.com/watch?v=A-u9pl47hBM</a></p> <p>Looking into the window you can see that they have live percussion and singer, and you can hear and see the glass vibrating heavily due to the music.</p> <p>Video 1: <a href="https://youtube.com/shorts/e0hP4HUxpok?feature=share">https://youtube.com/shorts/e0hP4HUxpok?feature=share</a></p> <p>Video 2: <a href="https://youtube.com/shorts/RbSCm72Srts?feature=share">https://youtube.com/shorts/RbSCm72Srts?feature=share</a></p> <p>Video 3: <a href="https://youtube.com/shorts/JouC7zS2b2o?feature=share">https://youtube.com/shorts/JouC7zS2b2o?feature=share</a></p>
03/02/2023	21:50:45	
03/02/2023	22:29:21	The past 5 minutes have been quite, maybe the event has stopped? It's really quite now and we continued our movie
03/02/2023	22:38:16	Music started up again and it's interfering again with the sound of the movie. Nothing really we can do now as it's too loud to sleep, too loud to read (even with ear plugs!) and we already went for a walk.
03/02/2023	22:41:36	Really loud bass in this song.
03/02/2023	22:43:05	getting ready for bed as it is getting late.. the song playing now still has a lot of bass which are bothering even with my earplugs in.
03/02/2023	22:49:31	music has now cranked up but It no longer sounds live
03/02/2023	22:49:44	trying to go to sleep but the music is too loud
03/02/2023	22:53:12	Could not fall asleep, I call the reception and the lady at reception says that the music will be turned off some time soon. I put my earplugs back in and try to go back to bed
03/02/2023	22:54:57	The music was keeping me up until 23.05 when it finally stopped.

18 February 2023

Narrative: This event started off much quieter and, whilst noticeable, wasn't bothering only until 9pm. At this point a series of very loud DJ announcements and loud bass was inescapable and was very bothersome until the event finished at 11pm. As the event started off quiet I assumed it was the quieter type event we witnessed in early December and therefore decided not to call the Out of hours officer. This was a mistake unfortunately.

Date	Time	Description
18/02/2023	20:48	Music just started playing downstairs. It's noticable but the walls aren't vibrating. I am not bothered by it and it's not interrupting if I consciously focus on other things.
18/02/2023	21:01	I series of loud DJ announcements interrupted me and I had to stop working on the PC. The music has also increased in volume and it's pretty hard to focus on other things without being affected by the music.
18/02/2023	21:16	The music is still going and I've given up working on the PC. I've put on Netflix and turned to volume to pretty loud and the music is no longer bothering me. I carry on watching my movie instead of working on the PC.
18/02/2023	22:03	"I gotta feeling..." bassline has just started and it's perceivable over the TV, even with the volume turned up pretty loud. I cannot really turn it any louder without it being a nuisance on my ears, so I am doing my utmost to ignore the music. It's now also too late to call the OOO because I was advised to call at 21:45 to get an officer to witness the noise.
18/02/2023	22:37	The bass has now picked up again and is very noticable and there was a DJ announcement, presumable announcing the last few songs of the night. The music ended at around 11pm and I go to sleep, though I would have liked to go around 10pm.

9 March 2023

Narrative: A live concert took place today. Luckily we had requested the recording equipment from the Environmental Health team which allowed us to capture the noise from our flat. I also logged below when I created a recording. Having reviewed the recordings, the EH team deemed the noise not loud enough to constitute statutory nuisance, likely because the equipment was in the quieter room which meant that there was no reference to measure the nuisance against. On the flip side we were lucky to get an out of hours officer to witness the nuisance live at the right time who then went speak to the hotel venue about the music being too loud. Shortly after her visit the music stopped. About 30 minutes later a loud bassy sound starts playing, however the OOH is now long gone.

Date	Time	Description
09/03/2023	17:06	live music and singing just started
09/03/2023	19:08	We have not been bothered by music since those 2 songs at around 5pm. maybe it was a soundcheck?
09/03/2023	20:25	Music started at 8pm and it's very loud. It sounds like live music. We are trying to watch TV but the bass drums is distracting and annoying. have created two recordings at this time.
09/03/2023	20:41	Music is now much louder.. bass is hammering and I have to put the volume on the TV from 8 to 12.. recorded a sample of the bass
09/03/2023	20:44	announcement was made using the PA system, much louder than the music and interrupted the movie.. recorded a sample
09/03/2023	20:48	tv volume increased to 13
09/03/2023	20:50	not quite sure what those sounds are but they are really annoying. sounds like a dj? triggered recording on device.
09/03/2023	20:55	loud bass. I've stopped trying to watch the movie because the bass is very irritating and going over 14 on the TV is actually hurting my ears.. created a recording
09/03/2023	21:06	music is even louder now, and it's everywhere in my flat so I cannot escape it...
09/03/2023	21:06	triggered a recording
09/03/2023	21:07	putting on earplugs and trying to read and tidy up a bit around the flat...
09/03/2023	21:12	triggered recording.. the music is very loud again... the drums are loud and it sounds like a live band. I can hear it even through the earplugs!
09/03/2023	21:13	Another recording with really loud drums..

09/03/2023	21:18	More loud drums and vocals.... another recording created. it's impossible to watch TV or do anything because I can hear the music through earplugs and over the TV
09/03/2023	21:21	loud drums and guitar solo.. created recording
09/03/2023	21:24	loud singing... created recording
09/03/2023	21:30	More loud music...
09/03/2023	21:30	I walked around the block and recorded a video to illustrate how audible it is in all the communal areas. About 50% in the video can hear the drums activate.. <a href="https://youtu.be/DXDqPrsUGME">https://youtu.be/DXDqPrsUGME</a>
09/03/2023	21:42	running out of ideas on what to do, I can't sleep, I can't watch TV, I can't read, and my puppy cannot sleep because of the music but is too tired to leave the flat and can also not be left unsupervised
09/03/2023	21:42	created recording of loud music
09/03/2023	21:44	called the out of hours service so that they arrive before the normal cut off time of 23:00.
09/03/2023	21:47	triggered another recording.. it's very loud
09/03/2023	21:53	loud drums
09/03/2023	21:55	white stripes, 7 nation army... recorded on the device
09/03/2023	22:06	DJ announcement
09/03/2023	22:07	live music stopped or at least there no drums or electric guitar anymore
09/03/2023	22:07	created recording
09/03/2023	22:15	live music is back
09/03/2023	22:15	created recording
09/03/2023	22:26	loud bass and drums, triggered another recording
09/03/2023	22:31	created another recording
09/03/2023	22:54	logged a loud song
09/03/2023	22:55	Liz (OOH) visited some time after 22:31 and found the music loud and went to speak to hotel manager while the music is still going
09/03/2023	22:55	She just left to do that
09/03/2023	22:58	Triggered recording for loud song and drums...
09/03/2023	23:09	music has now stopped and I can go to bed

09/03/2023	23:29	there is still some bass coming from downstairs but it's clearly been turned lower... trying to sleep but it's is clearly still there. Presumably that's what they call the ambient music
09/03/2023	23:29	Triggered recording for this bass sound coming from downstairs
09/03/2023	23:29	Going back to using ear plugs and that seems to help. Going to sleep

11 March 2023

Narrative: The hotel overbooked their event venue causing hundreds of invitees to show up. The venue is limiting entry, leading to hundreds of people queueing in their parking lot, bleeding into Church Street East. Residents get uneasy about the gathering of people who are now consuming substances. While this is happening we can hear some type of Drum and Bass coming from downstairs. Eventually I call the police as the hotel is clearly unable to deal with the situation and the crowd is getting uneasy about not getting access to the venue. Some people are being let in through the emergency exit on Church Street East, whilst others are trying to break into the block of flats (thinking the two were somehow connected). The police eventually show up to disperse the crowd and shut down the event (Police ref BOS-10169-23-4545-03)

Date	Time	Description
11/03/2023	19:34	Bass is audible from downstairs
11/03/2023	19:38	music is very audible now
11/03/2023	19:50	loud music from downstairs, sounds like a dj. It wasn't super bothering up until now but now it's interfering with the TV.
11/03/2023	20:07	Recorded sample, hammering bass
11/03/2023	20:08	struggling to watch TV, it's very loud and really distracting
11/03/2023	20:10	sounds more and more like a live dj set because the songs sound remixed
11/03/2023	20:11	trying to watch TV but because the music is so unpredictable and rythmic it's hard to focus... increasing volume of the TV
11/03/2023	20:21	even louder bass drum now.. definitely still a dj
11/03/2023	20:30	<a href="#">Large crowd outside DoubleTree Hilton. Mostly underage and very intoxicated through alcohol or laughing gas. Video: <u><a href="https://youtu.be/GiAohNHAYtM">https://youtu.be/GiAohNHAYtM</a></u></a>
11/03/2023	20:40	<a href="#">The crowd is not moving and is getting increasingly antsy.. Video: <u><a href="https://youtu.be/wzzmMBkQfi0">https://youtu.be/wzzmMBkQfi0</a></u></a>  <a href="#">I walk around the main entrance of the block and I witness a group of 7 people being let in by a girl who had them on the phone via the emergency exit of the hotel. I let the reception of the hotel know, and also let the hotel manager know that they should probably get some security to ensure this doesn't happen.</a>

11/03/2023	20:58	the mass is getting a bit antsy and I decide to report the incident to the police. The mass is heavily intoxicated, are consuming laughing gas and there is far not enough visible security present to contrl the 100+ attendees waiting outside. I saw police earlier but did not see any officers on location. Police ref BOS-10169-23-4545-03
11/03/2023	21:00	<a href="#">Another group of people trying to be let in via the emergency entrance of the hotel, nobody managed to open the door for them and they disappeared 10 minutes later.</a> <a href="https://youtube.com/shorts/THU4rNjmHJQ?feature=share">https://youtube.com/shorts/THU4rNjmHJQ?feature=share</a>
11/03/2023	21:01	<a href="#">A larger group that also wanted to attend was running away from the police towards the town center..</a> <a href="https://youtube.com/shorts/zNHqe8Mx6EQ?feature=share">https://youtube.com/shorts/zNHqe8Mx6EQ?feature=share</a>
11/03/2023	21:06	loud bassy music...
11/03/2023	21:10	very loud bass...
11/03/2023	21:11	triggered recording
11/03/2023	21:11	we stopped the movie as it's impossible to focus without cranking the volume really high.
11/03/2023	22:15	music has now died down.... going to sleep

### 3 June 2023

Narrative: This event was one of those with pretty loud bass and DJ announcements at random intervals. Again we're unable to enjoy our home in peace and quiet.

Date	Time	Description
03/06/2023	20:39:57	Loud Bass
03/06/2023	20:47:02	DJ announcement
03/06/2023	21:15:03	hotel bass
03/06/2023	21:24:59	loud music...
03/06/2023	21:36:24	DJ announcement
03/06/2023	21:56:35	Loud Bass
03/06/2023	22:13:05	Loud Bass

## 8 June 2023 (THURSDAY)

Narrative: This event was very annoying because it happened on a weekday and went until late leading to a very uneasy wind down after work. Unfortunately we both had to get up early for our work and not getting enough sleep due to random DJ announcements and loud noise until 23.00 isn't helping. After around 22.00 I called the hotel and I am told

Date	Time	Description
08/06/2023	19:18:05	dj announcements started have been going since before 8pm and now there is loud bassy music going on
08/06/2023	20:21:28	Loud Bass
08/06/2023	20:22:18	DJ announcement
08/06/2023	20:25:08	Loud Bass
08/06/2023	21:03:47	singing on the PA system...
08/06/2023	21:04:20	DJ announcement
08/06/2023	21:04:27	DJ announcement
08/06/2023	21:17:52	DJ announcement
08/06/2023	21:18:02	DJ announcement
08/06/2023	21:18:04	DJ announcement
08/06/2023	21:19:08	live guitar and singing

## 24 July 2023 (Monday!!)

Narrative: This was a Monday night event which went until 23.00. As I know the hotel won't budge from 11pm I decided to leave the flat from 21.30 and only come back just before 23.00. I also didn't bother calling out of hours because funding has been struck and no out-of-hours officers are available anymore (though the case officer dedicated to my case has kindly offered to still try and come out to witness it herself) and the likelihood of somebody witnessing was near 0. I decided to file these retrospectively with my case at Environmental Health.

Date	Time	Description
24/07/2023	21:14:00	Loud bass (ON A MONDAY)
24/07/2023	21:23:15	PA Announcement

## 9 September 2023

Narrative: This event was very disruptive until around 10pm. The irregularity of nuisance, especially between 9 and 10 when you are trying to wind down are very frustrating.

Date	Time	Description
09/09/2023	21:18:58	Drum
09/09/2023	21:33:41	Loud Bass
09/09/2023	21:45:08	DJ Announcement
09/09/2023	21:45:38	Loud
09/09/2023	21:49:55	Loud Bass
09/09/2023	21:56:05	Loud
09/09/2023	21:57:11	DJ Announcement

## 19 September 2023 Noise limiter meeting with residents, hotel management and WBC EH at DT Hilton

Narrative: When I and a few residents from Enterprise Place met in the venue with the hotel manager Mr Matt Kiss and the representatives from EH, residents raised concerns such as loud crowds outside the hotel, smokers, police interventions and of course the music. After our 30 minute chat, we started playing music and EH visited 3 flats to witness the music from. While there was no strict agenda, the key purpose of the meeting from the hotel's perspective was to configure the noise limiter device which they very recently had to replace.

### Points from the discussion among residents/council:

- Residents mentioned a lot of disturbances from event guests during intervals/breaks, such as shouting, smoking, etc.. Matt said he would look into moving the smokers elsewhere.
- Residents mentioned the two events this year that required police intervention. Matt said they were 'exceptional circumstances' (one being a TikTok personality, the other an unexpected chaotic wedding they were unaware of).
- Residents (me) mentioned calling in to the hotel that the music is too loud, that I'm told that Mr Matt Kiss has unplugged the stereo, and that I am then exposed to music again 30 minutes later. I also mention the reappearance of the karaoke machine, and the very loud xmas events which I am told would be like the ones from 8-9 December, but they weren't. This completely undermines any trust I can have with the hotel. Matt Kiss says he wants to take this opportunity to start 'anew'.
- Residents mentioned the loud bassy music travelling through the building and interrupting people 4 floors above. Matt said that he wants to use this opportunity to adjust the new noise limiter so everybody is happy, but that he needs to run a business and needs to play music. Residents are happy so long as it's not interfering with peaceful enjoyment of their property. Residents signed a lease to abide by peaceful enjoyment to be able to enjoy it themselves, but the hotel continues to interfere with it even if they also are bound by it. Peter says that he cannot do '0' interference
- Residents complained about the live events held at the venue. Matt says he has put a stop for them for now.

### Points from the noise test:

At first the music was barely audible in my flat which I was happy with. But then I requested them to play some songs I recognised in the past and immediately it became audible over the TV not to mention sleeping to it which would normally be the case. I made Matt aware that I could hear it but no adjustments were made. I need to hear confirmation but my understanding now is that WBC EH don't consider

this level sufficient for statutory nuisance. I am also worried that the limiter is still not set up right, the venue has a 'noise light' which flares up when the music is too loud, and it constantly flared up in our tests. I mentioned it to the engineer who said that it was from the old system and needed adjusting though that could be wrong as that system is fairly old.

It also turns out that 1) the DJ had no karaoke machine (which is a different beast) and had no microphone (DJ announcements have always been the most disruptive). Also of course no live music. Furthermore we learned from the sound technician that the noise limiter does not limit the bass amplifiers. Any noise limit set will not limit the loudness or intrusiveness of the bass which as we know travels the most and therefore affects people the worst. Furthermore, the sound equipment is not owned by the hotel so every performer will bring their own equipment.

In summary Mr Kiss has given good answers to the resident's questions and offered a so-called "easy fix" regarding the crowds issue outside. Regarding the music, he said that he cannot do '0' impact on residents and the way the limiter is set up now I can say that it will affect us. During this test they conveniently couldn't play DJ announcements, karaoke machines or live music during, which are the worst elements of the parties. The new noise limiter also does not limit the bass. Environmental Health cannot help at this point as the threshold for statutory nuisance is too high.

## 30 September 2023

Narrative: We were out all day and came back around 8pm. A wedding was taking place in the venue and the music echoed through the communal halls, from the entrance of the building, to the stairs, corridors and our flat. The bass is vibrating walls and making it impossible even to watch a movie because of the loud announcements and bass. We asked the hotel to dial it down which they denied and said they had permission to run it this loud.

Date	Time	Description
30/09/2023	20:01:45	DJ Announcement
30/09/2023	20:08:46	Loud Bass
30/09/2023	20:37:47	Loud Bass
30/09/2023	20:51:47	Loud Bass
30/09/2023	20:57:10	Loud Bass
30/09/2023	21:01:58	Loud Bass - I call the out of hours service but am advised that no officer is available attend.
30/09/2023	21:07:22	Loud Bass
30/09/2023	21:08:58	Loud rythmic bass vibrating all our walls
30/09/2023	21:17:20	Loud Bass
30/09/2023	21:18:24	Loud Bass
30/09/2023	21:20:58	Loud Bass
30/09/2023	21:24:36	Loud Bass
30/09/2023	21:26:50	Even with TV turned to loud the bass is interrupting the movie....
30/09/2023	21:26:53	Loud Bass
30/09/2023	21:31:27	DJ Announcement
30/09/2023	21:32:52	DJ Announcement

30/09/2023	21:37:58	Called the hotel and am told that they are allowed to go until 11pm as they have the license. And that they will have parties like this until Christmas. When I make them aware of the leasehold agreement and that they're not allowed to disrupt our peace, I am told to escalate with the manager who I'm told is not on duty. I text the manager and I get no response.
30/09/2023	21:39:12	DJ Announcement
30/09/2023	21:43:32	DJ Announcement
30/09/2023	21:43:36	Loud Bass
30/09/2023	21:46:42	DJ Announcement
30/09/2023	21:59:45	Music

## Appendix 3 - Logs from Flat 37

3 February 2023

From 9pm onwards music was disturbing. Even after making the hotel aware around 9.15pm the response received was rude and we are told that we are the only ones affected. A call was made to the out of hours officers at WBC, at around 9.30pm, after which the music went very silent. Then around 9.55pm the music came back on.

8 June 2023

At around 8.15pm the music was very loud and disturbing my evening.

## Appendix 4 - Logs from Flat 81

30 September 2023

I was first disturbed by the loud noise of drumbeats outside the hotel entrance at around 4pm on 30th September. Later in the evening from 8pm there was sporadic noise from the hotel entrance of loud, possibly drunk, hotel guests screaming and running about. After 10pm I was also disturbed by loud noises which sounded like loading of metal or equipment in vans, in addition to loud revving of vehicles. This went on past 11pm along with loud noises from guests. At this point, I was compelled to call the hotel reception to request their intervention. The reception staff on duty said they will go to the hotel entrance and address the issue. I am not sure whether they did do anything as the noise did not reduce. The noise was so loud that I found it impossible to sleep. I eventually called the council's nuisance hotline number to report the incident which was logged.