

From: Liz Liesicke <Liz.Liesicke@woking.gov.uk>
To: Matthew Cobb <Matthew.Cobb@woking.gov.uk>
Subject: Licensing Review Doubletree by Hilton Victoria Way Woking

Dear Matt,

Further to your consultation on the above licensing review, please see comments below on behalf of Environmental Health;

Environmental Health (EH) are currently involved in the investigation of a noise complaint from ■ Enterprise Place, which opened in December 2021. Prior to this, sporadic complaints had been received due to loud music from events held at the hotel usually by calling the out of hours service but then not being pursued by the resident.

As part of EH investigation under statutory nuisance, numerous visits have been made to witness the noise at the time an event is taking place at the hotel to make an independent assessment. Officer assessment is essential to provide an impartial view due to the subjectivity of noise.

Until recently complainants could contact the EH out of hours service and the duty officer would arrange to visit within an hour. I have also arranged proactive visits when a known event is due to be held.

During the visits made by both the out of hours officer and myself over a period of time, a statutory nuisance has not been witnessed. This has to be determined from inside the home of the complainant and not from the street or communal areas.

Noise recording equipment has also been installed at the flat but this also did not reveal any evidence to support statutory nuisance.

In considering whether a statutory nuisance exists, various factors are taken into account including volume, frequency of the occurrence, timing, duration and in the context of the location.

When considering noise resulting from a business, it is also necessary to consider whether they could rely on the defence that they have taken all reasonable steps to manage the noise. The hotel has been kept informed of all complaints received by EH and I have met with hotel management to discuss the issues and the steps they have proposed to manage their events. This included attendance at a testing of a new noise limiter on 19th September. The tests were limited to amplified recorded music however these were not considered to result in statutory nuisance at the levels played.

Please let me know if further details are required prior to the Licensing hearing.

Kind regards

Liz

Liz Liesicke | Senior Environmental Health Officer | Neighbourhood Services