

Appendix 4

Representations

From: REDACTED

Sent: 16 June 2023 20:14

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: FW: License Application Glass House, Royal Parade, BN22 7AQ – OBJECTION

VALID PPN & PCD 22.06.23 (A) DL

We are writing to express our objection to the above application by Shoes Simes to vary the premises licence for the Glass House, Pavilion Gardens, Royal Parade.

We object on two grounds

First we object to the late night opening being sought. Being open to the public between 1 and 2am every night of the week will cause significant noise pollution from customers and music emanating from the building, particularly in the summer months, when windows and doors will be open and customers will want to be outside on the large terrace. Customers leaving the venue will also be noisy which will extend the disruption beyond the licencing hours.

We run a small successful bed and breakfast directly opposite the Glass House. Our guests value the peace and quiet offered by our location. Our sea view rooms in particular are very popular and command a premium. We fear that future guests will be significantly disturbed by the opening to 2am and will not only not return, but will complain on the social media and the likes of Trip Advisor which will adversely affect our future business.

Our concerns are based on our past experience when late night opening in the Pavilion, for a wedding, caused guest complaints from noise disturbance, such that Environmental Health were called and the event closed in the early hours due to a breach of acceptable noise limits. The problem was exacerbated by the guests spilling out onto the terrace and the windows and doors being open. No amount of 'good management' would have been able to prevent 50 plus rowdy, inebriated guests from partying outside.

Second we object to the amendment being sought to remove the condition that alcohol can only be served with food.... This is supposed to be a restaurant not a pub. Therefore it is reasonable for customers to be eating when drinking. If alcohol only sales are allowed there is a real risk alcohol will be purchased to take away and be consumed in the gardens and or the beach. There is already a problem of anti-social behaviour and drinking in the gardens at night during the summer. The on site availability of alcohol will exacerbate this problem.

Despite our objections we are very supportive of the planned Glass House and the plans Shoes has for it as a restaurant. It is therefore greatly disappointing that there has been no prior consultation with neighbours on this licensing amendment. In our view the existing licensing hours for the premises and conditions should not be changed. We do however understand that at the request of neighbours Shoes has agreed to a meeting, but this has not yet been arranged. We hope that at the meeting the strength of feeling against this amendment will persuade Shoes to leave the opening times and conditions of sale as they

presently stand. If Shoes is not however persuaded, we hope and trust the licensing committee will refuse this application.

Finally we read from the application posted on the buildings main entrance door, that there is reference to 'Change to Site Plan – see attachment'. As of 8pm on 15 June, no such plan was attached with the notice. See attached photo

REDACTED

REDACTED

22 June 2023

VALID PPN 23.06.23 (B) DL

Re: Application for grant of variation of premises licence for premises known as Glass House, Royal Parade, Eastbourne, BN22 7AQ from Shoes Simes

Dear Sir/Madam

Our house directly overlooks the Pavilion Gardens and our bedroom windows open for ventilation on to the gardens and beach. We are therefore horrified at the proposal to disturb our sleep until 2.00am at weekends and 1.00am on weekdays. Moreover if the Glass House closes at these hours it will take more time for the revellers to disperse making the disturbance even longer.

The previous licenced hours granted to the Pavilion were to open until 10.00pm which is the appropriate time for a residential area and an area which has many guest houses who rely on satisfying their visitors for their business success.

We feel the proposed uses listed in the Glass House's application are fundamentally flawed and we strongly object to the application.

Yours

REDACTED

From: REDACTED

Sent: 23 June 2023 16:56

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: Application by Shoes Simes to amend licensing hours and alcohol sales limiting conditions at the "Glass House", Royal Parade, Eastbourne.

VALID PPN & PCD 23.06.23 (C) DL

Dear Sir/Madam.

The above application has been made by Shoes Simes to vary the premises licence for the re-named "Glass House", Pavilion Gardens, Royal Parade.

Despite our general support for her new Restaurant venture, we had not been made aware of her intentions to amend the licence or change the site plan in this way. (we have still not seen details of the changes to the site plan). Along with other business colleagues on Royal Parade we are therefore objecting to these proposals and request that application is refused.

Firstly we object to the extended late night opening being sought.

We run a small successful bed and breakfast on Royal Parade, not far from the Glass House. Most of our guests prefer the quieter sea front environment here offered by our location. In particular, our front facing sea view rooms are very popular. We fear that future guests will be disturbed by the noise generated by customers and music in the early morning, followed by cleaning and re-setting tasks after closure. Late night drinking will also lead to loud disturbances from people leaving the Glass House after closure. This will present a serious problem during the summer peak business months when our guests prefer to have windows open. Our guests will complain to us about the extended opening hours to 2am and will not return. They will also no doubt complain on social media and in reviews to Trip Advisor, Booking.com and Google which are the source of 50% of our business. Such disturbances arising from occasional extended openings in the past are already on record with the Police and other public safety organisations.

Secondly we object to the amendment being sought to remove the condition that alcohol can only be served with food.

The modification of the re-named venue has always been "sold" to us as a good quality restaurant and was therefore a welcome improvement on previous offerings. Until recently there had been no indication or discussion with local businesses and residents that it would be anything else. It is reasonable for us therefore to expect customers to be eating when drinking.

If alcohol only sales are allowed there is a real risk that alcohol will be purchased to take away and be consumed in the gardens and/or the beach. There is already a problem of anti-social behaviour and drinking in the gardens at night during the summer. The on site availability of alcohol will exacerbate this problem.

Summary

It is greatly disappointing that there has been no prior consultation with neighbours on this licensing amendment. In our view the existing licensing hours for the premises and alcohol sales conditions should not be changed.

We are, nevertheless, hoping to meet with Shoes as a group to ask her to withdraw the application but a date has not yet been arranged. However, if Shoes is not persuaded, we hope and trust the licensing committee will refuse this application for a variation of existing current restrictions.

Yours Sincerely

REDACTED

From: REDACTED

Sent: 26 June 2023 11:46

To: licensing <licensing@lewes-eastbourne.gov.uk>;

Subject: Ref: Glass House, Royal Parade, Eastbourne, BN22 7AQ

VALID PPN & PCD 26.06.23 (D) DL

Dear Sirs

Ref: Glass House, Royal Parade, Eastbourne, BN22 7AQ

We are writing to register our objection to the application for a premises licence by Shoes Simes at the above.

We live and run a business of holiday accommodation directly opposite the Glass House.

Our guests are varied and regularly include families with young children as well as older people.

Businesses and residents in this area already suffer noise nuisance and antisocial behaviour at all hours of the day and night from users of the park, gym and more recently the new wood cabin style seated areas as people congregate, play music and drink alcohol.

The noise from live music to 11pm 7 days a week and recorded music to 1am and 2am seven days a week would be extremely damaging to our business as we are able to clearly hear music from the building. During the summer months when doors and windows are open it would be even worse.

People leaving the premises, often under the influence of alcohol would be noisy walking directly past our property.

Taxi's would be arriving late at night using the kerb each side of the seafront road to pick up people, doors slamming from cars and the additional parking and traffic directly around us would put more pressure on a very busy road, the surrounding roads and to residents and guest parking.

The late night opening times would attract people from other pubs looking to carrying on their drinking after other premises close.

For a small sum of £8.00 minimum spend on food, alcohol may be sold in quantity and consumed outside of the Glass House, in the gardens and on the beach, glass and litter being left behind.

In an area where there is already a problem with alcohol abuse this would be further damaging for our area.

We rely heavily on good reviews from our guests promoting our business and the mention of late night party/club music, poor sleep, woken children and antisocial behaviour directly outside our property would be extremely damaging to us and all of the local businesses nearby not to mention the disruption to ourselves as residents.

In view of the above, I would urge the Licensing Authority to refuse the application.

Yours faithfully

REDACTED

From: REDACTED

Sent: 26 June 2023 13:18

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: Objection - Glass House, Royal Parade, Eastbourne BN22 7AQ

VALID PPN 26.06.23 (E) DL

Dear Sir

We are writing to object to part of the licensing application for the above property.

Whilst we fully support the refurbishment and reopening of the venue we do have concerns about the noise levels late at night.

1. The premises was originally built as a sunlounge and therefore has no sound proofing and the doors will be open onto the outside terrace allowing the sound to travel.
2. The Beach Deck and the Redoubt have had parties and events in the past and the noise of music after 11pm disturbed both ourselves and our guests.
3. People using the venue will have to park either on Royal Parade or in the car park by Treasure Island and this will create more noise late at night therefore disturbing us and our guests further.
4. Allowing takeaway food and drink would encourage more people to hang around late at night causing even more noise.

We would therefore ask that the venue license is restricted so that the premises closes at 11pm each night and that any takeaway food and drink is not allowed.

If our guests have a bad experience staying with us because they can't sleep this will effect our reviews and have a huge impact on future bookings in an already very difficult market.

Yours sincerely

REDACTED

From: REDACTED

Sent: 26 June 2023 13:27

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: Objection / The Glass House/ application by Shoes Simes

VALID PPN 26.06.23 (F) DL

To Whom it may concern

License officer

The application has been made by Shoes Simes for to vary the premises license for the pavilion cafe / renamed The glass house in the pavilion gardens in Royal Parade We are the owners of the REDACTED We totally support the new restaurant venue and wish Shoes every success. But have strong objections for the extended hours

1.30 / 2 am is far too late in our opinion, it will not be good for our bed and breakfast business which is pretty much opposite the pavilion gardens (close proximity) Having been a licensee for over 35 years we know how the business works . There will be noise no matter how controlled the customers are when there and when leaving the premises. It's natural people talk more and louder when they have consumed alcohol. If this was to be going on at 2am it would be detrimental to our business.. you can imagine guests being woken up by the noise that would be coming from there at that hour .This will lead to complaints / bad reviews etc from our guests. It's hard enough for our business right now we definitely don't need to add to this . At least if they are leaving by 11/ 11.20 pm it would not be so bad as that's the normal hours for most restaurants. And I think it's acceptable.

So in short I hope you as the licensing committee can listen and understand our concerns/ objections for the change of hours to this license (at the newly named Glass House)

Thank you

Kindest Regards

REDACTED

From: REDACTED

Sent: 26 June 2023 13:36

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: Objection to licence changes at Glass House, Eastbourne BN22 7AQ

VALID PPN & PCD 26.06.23 (G) DL

Hello

I am writing to object to the proposed change to alcohol licensing at the premises to be called The Glass House, Royal Parade, Eastbourne, BN22 7AQ as posted by Shoes Simes on 12/6/23.

I do not object to the change of activities introducing film, theatre and weddings - this will be a good addition to the neighbourhood and make use of the wonderful venue in the pavilion gardens. However, the extension of the alcohol licensing and allowing alcohol to be purchased for takeaway could pose serious difficulties for our neighbourhood.

I object to the late extension of the alcohol and recorded music licensing, particularly in the middle of the week. Closing sales of alcohol at 11pm Sunday - Thursday; and 1am Friday and Saturday seems reasonable. If sales continue beyond these times residents will be disturbed (as it is another 30-40minutes after a bar closes before guests are asked to leave a venue) and it is more likely that incidences of disturbing residents, property damage, fighting etc might occur.

There are many families in this area and older people. The area has seen much improvement in the last couple of years with police starting to address drug dealers coming from Seaside and other anti-social behaviour. We do not want to see a return to excessive street drinking, drug-selling or damage to property.

As far as I can tell, there is also no outline of security or support to prevent drinkers and guests at The Glass House spilling into the surrounding streets, or considerations of things like rubbish. Can you reassure residents that littering in the gardens, beach and surrounding streets won't occur or that The Glass House will put measures in place to prevent/tidy up? Can you also reassure us that there will be security on late night events and disturbance and property damage won't occur in the surrounding streets? How does The Glass House propose to manage large amounts of cars for the larger events they hold?

Please note our objection and if you can provide more information around the questions and concerns we have, I would be most grateful.

Yours Sincerely
REDACTED

From: REDACTED

Sent: 26 June 2023 14:36

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: Objection ! The Glass House , Pavilion Gardens Eastbourne BN22 7AQ

VALID PPN PCD 26.06.23 (H) DL

Dear Sirs

Please take this letter as a formal objection to the application for a premises license by Shoes Simes for the above .

I live opposite the Pavilion Gardens and run a busy guest house 'Bay Lodge Guest House. I am deeply concerned that this will increase noise and more anti social gatherings of groups that regularly hang out in the gardens . They already disturb myself and many of my guests late at night.

Allowing a license and especially a late one will only add to this ever increasing problem !

This cannot be allowed as it will ruin not only my business but many others along Royal Parade ! We all work hard to ensure our guests have a peaceful break by the sea and loud music til late into the evening will destroy all this hard work and tourism along this part of the seafront.

We live and work in a residential area and do not want a late night club like venue !

Myself and my neighbours are strongly against this application.!

Yours faithfully

REDACTED

From: REDACTED
Sent: 27 June 2023 10:42
To: licensing <licensing@lewes-eastbourne.gov.uk>
Subject: Objection to The Glass House alcohol license

VALID PPN PCD 27.06.23 (I) DL

Dear Sir/Madam,

I am writing to object to the The Glass House alcohol license, specifically in regards to them being allowed to serve alcohol and play music beyond 10:30PM.

I own a Bed and Breakfast called REDACTED that is very close to where The Glass House is located, just across the road at 62 Royal Parade. My guests enjoy our location specifically because it is away from the town centre, and thus it is quiet and away from drunks. On occasion we have already had problems with noisy drunks either in the park or wandering the street late at night, and I have had to confront them on multiple occasions asking them to be quiet or to move so that my guests and I can sleep. On at least two occasions the police had to be called to remove these noisy, drunk, in one case aggressive, and disorderly people. Having The Glass House serving alcohol late into the night will exacerbate this problem and cause a great deal of stress to myself, my neighbours and the police who will no doubt have to be called with much greater frequency.

I am of course sympathetic towards people who want to invest in the area, and I have no problem with The Glass House being open at ACCEPTABLE hours. Being open and playing music beyond 10:30PM is UNACCEPTABLE. That is too late and will do damage to my business and the people who live nearby, and it will no doubt be a nightmare for all of the people who have moved into the recently refurbished Heatherleigh flats, as many of them have to go to work in the morning. Even with the closing time of 10:30PM, it is likely that many of the people who are drinking there will stay for at least 30 minutes more in the park, so preferably I would like to see it closed even earlier, but 10:30PM is the very latest that would be acceptable.

Yours faithfully,
REDACTED

REDACTED

27/06/23

Dear Licensing Team

VALID PPN 27.06.23 (J) DL

The Glass House – Variation to Alcohol Licence.

I am writing to raise my concern to the notice which has appeared on the old Pavilion Building in the Pavilion Gardens to amend the existing alcohol licence by Shoes Simes for the new Glass House Restaurant. I am particularly concerned about the proposed late opening hours, which are up to 2am at weekends and up to 1am during the week.

I, and other residents who live on the sea front close to Pavilion Gardens, are concerned that the noise from the premises late at night and extending into the early hours, which includes a large outside terrace, will significantly affect our quality of life. Many of us are not only residents, but also operate guest houses and B&B's. We fear that guests will be disturbed by the noise in the early hours extending beyond licensing hours as customers depart and walk to their parked cars in the side roads. As a result, our guests will most certainly complain and are unlikely to return. No doubt they will leave adverse reviews on the on-line review sites, which will deter other guests from booking and will be detrimental to the viability of our businesses.

Whilst we understand there is a professional relationship some council members have with Shoes, particularly through the Chamber of Commerce, we trust you are able to give careful consideration to our concerns and **support us in opposing this licence variation.**

Many of us have already submitted an objection and having asked for a meeting with Shoes are hopeful this will take place, although to date no meeting has been scheduled. We are extremely disappointed that no prior consultation took place before the variation was submitted. To date there has been considerable goodwill from all concerned towards Shoes new business. Whilst we remain very supportive of the new restaurant and the re-vitalisation of the gardens, this cannot be done at the expense of existing residents and hospitality businesses close by. Ironically it would be these same businesses which would recommend the Glass House to their guests.

Given the weight of objection to this variation could we please ask for a meeting with at least one councillor in the very near future, so we can highlight our concerns. In the first instance please respond to this email with some suggested dates/times. Others have also written to the chair of the licensing committee, but to date have not had a response. If you able to facilitate a response that would also be appreciated.

I look forward to hearing from you very soon.

Your sincerely,

REDACTED

From: REDACTED

Sent: 27 June 2023 18:14

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: Objection to Glass House licensing extention

VALID PPN 27.06.23 (K) DL

To the Licensing Officer, Eastbourne Borough Council

Glass House, Royal Parade, Eastbourne, BN227QA

I would like to object to the application for a variation of a premises license, made by Shoes Simes for the former Pavilion Cafe, to be renamed The Glass House.

I am the owner of REDACTED which is located near by and opposite the public Treasure Island car park which will undoubtedly be used by customers of the Glass House.

Whilst supporting the development of a good café and restaurant, I am concerned about the impact this will have on local residents and businesses, both in terms of the noise generated by music and also the dispersal of people, potentially after 2am. This is currently a quiet area of the seafront, and I know from my own experience how noise can carry, and will disturb my guests. For me, there is the additional problem of cars starting up and driving home in the early hours of the morning, from the public car park and on road parking as well as taxis picking up and dropping off The Glass House customers.

This is a mainly residential area, and it is generally quiet after 10pm, it is inappropriate and unfair to residents and businesses for a late night venue to be operating until the early hours of the morning . Guests value the quietness of the seafront area at night.

My objections are the potential late night/early morning noise from the venue, much of it open air, the noise as people, potentially large groups, disperse, and the parking problems and additional traffic noise.

Yours Sincerely

REDACTED

REDACTED

Re Glass House Royal Parade Eastbourne BN22 7AQ

VALID PPN 27.06.23 (L) 27.06.23 DL

Dear Sir

I write concerning the above application for the grant of a variation of a premises licence or club premises certificate.

This is a residential area with many guest houses. It is totally inappropriate for late night refreshment and alcohol to be allowed up until 00:30 on weekdays and 01:30 at weekends as is live music at 0:00 on Fridays and Saturdays. The noise factor and probability of unruly behaviour is huge.

I note the premises to be open to the public until 01:00 on weekdays and 02:00 on Friday and Saturday. This will be another major cause of disturbance. This sounds like a night club. These variations are not necessary.

The business could quite easily be successful without these late and potentially damaging hours.

Yours faithfully

REDACTED

From: REDACTED
Sent: 29 June 2023 13:35
To: licensing <licensing@lewes-eastbourne.gov.uk>
Cc: REDACTED
Subject: Objection to The Glass House

VALID PPN PCD 29.06.23 (M) DL

Hi,

Please take this as written objection to the extended opening hours of The Glass House and removal of alcohol restriction with food.

We believe the extended hours, increase noise till the early hours of the morning and potential of unsocialable behaviour this may bring will largely impact our quality of lives. We strongly object this proposal and would be happy to represent the concerns if the REDACTED flats at any potential upcoming meetings.

Many thanks

REDACTED

From: REDACTED

Sent: Thursday, June 29, 2023 4:55 PM

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: Amendment to Alcohol Licence The Glass House, Pavilion Gardens

VALID PPN 01.07.23 (N) DL

Dear Sir,

I would like to object to the licence application for what is to become the Glass House in the Pavilion Gardens.

I don't believe that the construction of the building as it stands will be solid enough to prevent the music disturbing neighbours living in the surrounding area, especially if doors are left open in the summer months when customers are seated on the terrace. I live in one of the adjacent streets.

Kind regards,

REDACTED

From: REDACTED

Sent: 04 July 2023 12:09

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: The Glass House - Comments on Alcohol Licence Application

VALID PCD PPN 10.07.23 (O) DL

APPLICATION FOR A FULL ALCOHOL LICENCE

I understand that an application has been made to convert the above premises into an active drinking establishment with long opening hours stretching into the early hours of the morning. As a local resident I wish to express my strong opposition to this proposal and would offer the following comments

1. Is the setting up of a drinking establishment open to the early hours consistent with Council's 5 year plan? I would not have thought so as there is no precedent for such an establishment along the whole of the length of Eastbourne sea front/promenade. However the action taken recently not to develop Fisherman's Green suggests that the Council wishes to keep things as they are. The development of the Glass House would represent a massive change of use and therefore needs a far wider debate involving at least Regional media discussion and possibly even national media coverage including the local MP. In addition how does this proposal fit in with the Council's plans for the redevelopment of the Redoubt Fort.

2. I am struggling to understand what benefits will accrue to those already living in the area. The Glass House is situated in an exclusively residential with many residents having lived in the area for many years. In addition there are a number of hotels in the immediate vicinity that will no doubt start to lose trade once people realise that are staying across from a late opening establishment with live music until midnight. Hotels will start to close down thereby reducing the availability of hotel rooms a matter that is of concern to the Council.

3. The Glass House is situated across from the Pavilion Gardens and no matter what the applicants might say people will start to take over the gardens especially in late evening. The Council fought hard to get lottery monies to repair what was a run down drug-ridden area and it would be disastrous if all this good work were undone. I suspect this will give rise to a considerable amount of adverse publicity, which will impact upon Council members in the future. There are also memorial stones to fallen heroes that need to be protected.

4. The proposal is to convert a fairly flimsy wooden structure to what will be a very active pub. The original structure was never meant to be more than a restaurant and therefore any change of use will require an extensive revamp to accommodate all the proposed changes the applicant wishes to make. How comfortable is the Council with this and how does it fit in the development of the Redoubt Fort.

5. Inevitably there will be anti social behaviour especially given the long hours the pub will be open. This will inevitably require more involvement from the Police and all the noise and interruption this will entail. Less than five years ago this area was known for its high drug use and I don't think it requires too much logic to think that history will not repeat itself. I think that customers (especially when drunk) could easily intimidate members of the public

taking a stroll. I also don't think it is stretching the truth to say that someone will eventually try a take a dip in the sea, whilst drunk which may not be their best choice.!

6. Noise pollution will also be an issue. Especially with live music until 12 and recorded music thereafter. You have only got to stand on the prom at Seahouses and listen to the music performed at the end of the pier to realise how far the noise of music can travel. In addition there is also the noise emanating from customers whose voices inevitably rise a few decibels when they have had a few. There will inevitably be raised voices at closing time as people leave the establishment. This will not help local people trying to get to sleep.

7. In addition there will inevitably be additional litter that does nothing to enhance the area and improve the image of Eastbourne. This will require the Council to foot the cost of additional cleaning resources which I would suggest could be spent in more beneficial ways

8. Clearly the development of this site will result in a considerable increase in traffic flows and the need for a lot more parking. Parking is already tight in the immediate area and this will not help.

9. One final point I would ask the Council to consider is the impact of such an establishment will have on the mental health of all the residents who will be affected by this development. This is such an important issue nowadays and is one I don't think the Council can readily ignore especially since many residents are elderly.

Conclusion

There may or may not be a business case for such an establishment but the site of the Glass House is not the answer and I would hope the Council will adopt a similar approach to that taken over Fisherman's Green. This is not a facility required by local residents with I suspect over 90% of clientele coming to the Glass House will be from outside the area. This is not fair on residents.

I fear the licensing authority is looking at the proposed benefits without considering the downsides in particular the late opening hours to 02.00 with live music to 12.00. These will obviously impact local residents especially the older ones. Mental health is a very important issue nowadays and one that should not be ignored

I would also emphasises the large-scale nature of the application (including Wedding venue etc) could I fear easily gets out of control requiring the Police in particular to be actively involved in monitoring the activities of the Glass House and its customers; this at a time when police resources are severely stretched.

By all means approve such an application based in the country but not in an established residential area where demand from local residents for their services is minimal.

I will end with one thought – if this goes ahead I suspect, many residents will change their voting patterns certainly at the next local election and possibly at the next general election (if the local MP was to support this application)

Regards
REDACTED

From REDACTED

Sent: Wednesday, July 5, 2023 11:24 AM

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: Amendment to Alcohol Licence - The Glass House, Pavilion Gardens

VALID PCD PPN 10.07.23 (P) DL

Dear Sirs,

We have been informed of the proposed amendment to the alcohol licence for the above property and would like to object in the strongest terms to the following:-
Hours of opening to the public with recorded music Sunday to Thursday until 1.00am and Friday & Saturday until 2.00am. Due to our close proximity I am worried that this will cause significant noise disturbance in the early hours to guests staying at the Langham. Our bar is closed at 11.00pm each evening for this reason.

Removal of Conditions regarding the sale of alcohol so that it can be purchased without food. This will only exacerbate the problems with anti-social behaviour already experienced in the Pavilion Gardens.

I must reiterate my very strong objection to these amendments and hope that you will take the views of residents and businesses in the area into account when considering this application.

Kind regards
REDACTED

From: REDACTED
Sent: 05 July 2023 14:31
To: licensing <licensing@lewes-eastbourne.gov.uk>
Subject: The Glass House, Pavilion Gardens

VALID PCD PPN 10.07.23 (Q) DL

As a resident of REDACTED, I hereby lodge my objection to the amendment to Alcohol Licence submitted in respect of the above premises and outlined in the public notice dated 12/06/2023.

My objections are as follows:-

1. The request for the premises to remain open to the public until 1am, Sunday to Thursday and 2am Friday and Saturday. Reason is this area is predominantly residential, and the noise generated after 11pm is unacceptable to families with children as well as individuals. In addition such an extension of hours will increase the likelihood of further anti-social behaviour in a neighbourhood which is already experiencing a high level of such behaviour.

2. The removal of the alcohol sales restriction.
Reason, is that the Glass House would effectively become an Office Licence, and this would increase the likelihood of anti-social behaviour in and around the premises as well as the residential surrounding streets.

3. Although I do not in theory object to Live and Recorded Music, I believe it should be restricted to 11pm --- again due to noise, and would hope that the Council will require the applicants to upgrade the current sound proofing to a level that Councillors would find acceptable if their main resident was subject to similar noise levels

Many thanks for reading my objections

REDACTED

Re: GLASS HOUSE. REDOUBT LICENCE APPLICATION.

VALID PCD PPN 10.07.23 (R) DL

Dear Council,

As a local resident near the proposed new owners of café I write to express my concerns about the proposed licence.

I have no objection to the licensing laws up to 2300.

My main concerns are the licensing hours after 2300 and the ability to buy alcohol late at night and live music and recorded music also into the early hours.

The problem I see coming is that once alcohol has been bought on the premises people will be able to congregate outside on the grass area either getting drunk and/or rowdyism to the early hours.

It is important to me that people are able to get away from it all and have a peaceful nights rest.

Also we already have anti-social behavior in the area (drugs, alcohol, sleeping rough).I know because I have seen it. I see the early hours licensing beyond 2300 only adding to the problem.

Thank you for your consideration.

REDACTED

From: REDACTED
Sent: Friday, July 7, 2023 8:30 AM
To: licensing <licensing@lewes-eastbourne.gov.uk>
Subject: Glass House (apologies, full address included)

VALID PPN (S) 10.07.23 DL

Hello.

I am writing to log my opposition to the application for extended licensing hours at the Glass House, both as a resident and business owner on Royal Parade.

My objections are numerous, although the one which worries me more than any other is specifically the volume of noise during unsociable hours. Having lived there during the time when homeless people were pitching tents on the Tearoom green opposite, I can personally guarantee that the noise will be insufferable for anyone dwelling nearby; it's proximity to and absence of barrier between the Glass House and local residents will result in disturbance so great that windows will have to remain closed at night. Noise of course will not be limited to emanating from the building itself - the combination of grounds and scenic location naturally lend themselves to being utilised as an extension of the premises. I cannot state strongly enough how disruptive the effects of late licensing will be to the immediate area, visitors and residents alike; to extend the licensing hours would pose a direct threat to our livelihood and many others. In my opinion the Glass House should remain open no later than 10pm.

There are of course many advantages to the refurbishment of the Pavilion, which is why some compromises should be made- I'm prepared to cope with further competition for the already limited parking and also the inevitable noise into the surrounding area from departing Glass House customers. I do wonder however if the potential problem of litter on our beaches has yet been addressed, especially if take-away food and drink options are to be made available throughout the day.

I'm sad that my fears have now quashed my initial excitement for the plans. Regeneration of the area east of the pier has been long awaited and Ms Simes has my full co-operation in every other aspect.

Kind regards,

REDACTED

From: REDACTED
Sent: Friday, July 7, 2023 2:30 PM
To: licensing <licensing@lewes-eastbourne.gov.uk>
Subject: Glass house application for changes to licensing

VALID PPN 10.07.23 (T) DL

Dear Sir/Madam

I am emailing to express my strong objection to some of the variations in the application for changes to the licensing, at The Glass House BN22 7AQ.

I fully support many of the proposed plans, and think that The Glass House will be an incredible asset to the surrounding community. However I am gravely concerned about the impact of the proposed extended music and alcohol licensing to the surrounding guest houses and private residences, and strongly oppose this application, beyond 11pm.

I run a small guest house directly opposite, and most of our guests choose to stay at this end of town as it is know to be quieter, suiting those wishing for a restful stay. We and all of the small guest houses along this part of the seafront rely heavily on good reviews and if you look at all of the properties at this end of the seafront, we are all rated as exceptional on booking.com, a big credit to Eastbourne's hospitality trade. However just a small number of complaints can bring your rating down immediately, which is then very hard to get back up. By extending the licensing hours beyond 11pm and the inevitable noise pollution this will create, this in turn will result in unhappy guests and bad reviews, which will then be pushing our small businesses to the edge of being viable, devastating when we have all worked so hard to ourselves be an asset to Eastbourne, and a place people will be drawn back to stay in Eastbourne, time and again.

At the meeting Shoes Simes ran yesterday, her reassurance about the late license was that this was purely for if a nice table of guests wanted an extra drink at the end of the evening. However my concern is that should the application be approved this would pave the way for the Glass house then going from her description of mainly a restaurant, to a venue that may well be used for weddings or similar large functions, with noise going on into the small hours, which would have a catastrophic impact on all of the surrounding businesses.

I am fully supportive of her business plan for plays, live music etc in the early evening, but believe she can be a thriving business, without the need for the late license, that would be so detrimental to her neighbouring businesses, which is why I am opposing this so strongly.

I hope that just as when The Pavilion recently applied for a late licence, and this was rejected and amended to an earlier time, having listened to the worries of their neighbours, that in the same way, the very many worried voices will be heard regarding this late license application, and this part of the application be rejected also.

I thank you in advance for your serious consideration of my concerns

Yours faithfully
REDACTED

From: REDACTED

Sent: Saturday, July 8, 2023 11:36 AM

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: Application for changes to licensing at The Glass House BN22 7AQ

VALID PPN 10.07.23 (U) DL

Dear Sir/Madam

I am writing to inform you of my objections to the application to get a late music and alcohol license at the above property.

My biggest concern is about the noise that this will create in a residential area known to be nice and quiet. If The Glass house is given a late license, to 1am every single day of the week and then 2am at weekends (not even the nightclub in town is open late every night!) the impact on a quiet area that has many young families and also older people will be devastating.

My understanding was that this was meant to be a restaurant that of course sells alcohol, but really a place marketing to a higher end clientele wanting a nice meal and a glass or two of wine. (Again not sure why the restriction in place on very high alcohol percentage beers should need to be removed?) Surely this is asking for more loud, intoxicated people? If a late license is approved, this could then allow it to be a venue for larger gatherings, weddings, parties, late into the night, that then all the neighbouring houses will be hearing is music and loud groups of people spilling onto the streets, car doors banging, taxis pulling up, in the early hours of the morning.

If the late license is genuinely is being requested on the grounds of just being able to give a nice table of guests an extra drink at the end of the evening, then please can I respectfully suggest that rejecting the late license will not have any significant impact on her business plan?

Can I also ask about parking, as this area is saturated already with residents parking and guests at neighbouring guest houses, so if it was used as venue for large groups rather than just restaurant guests this would make what is already a big problem even worse.

I am fully behind Shoes wonderful ideas for plays, films, and music in the early evening and can see how it will be a wonderful place for the community. My only objection is the late license past 10pm which I believe will have a devastating effect on this lovely quiet end of Eastbourne, and ask that you will take this into serious consideration when looking at this application.

Yours faithfully
REDACTED

From: REDACTED
Sent: Sunday, July 9, 2023 1:51 PM
To: licensing <licensing@lewes-eastbourne.gov.uk>
Subject: Objection to the Glass House Licence

VALID PPN 10.07.23 (V) DL

Dear Sir/Madam,

I am writing to you with my formal rejection to the variation of a premises licence for the Glass House, Royal Parade, Eastbourne, BN22 7FS.

The licence application for the Glass House has recently been brought to my attention and has caused myself, and many of my neighbours, a great deal of concern. The proposed late opening hours, live and recorded playing music into the early hours of the morning will cause a huge disturbance to local residents as well as guests staying in nearby B&Bs opposite the Glass House. Not only will the music and customers at the Glass House produce a large amount of noise nuisance preventing residents from sleeping, it could also put off B&B guests returning to the area.

A new venue to enjoy in the local area is very much welcome but I feel the impact of residents and other local businesses, such as the B&Bs should first be considered. Personally, I decided to move to this particular area of Royal Parade due to the quiet seafront and highly residential area, knowing I would not be disturbed by local businesses and the noise this can cause. I'm sure many tourists planning their trips often choose to stay in this area of Royal Parade for the same reasons. Commercialising the area into the early hours will certainly have a negative effect on the local B&B owners who have customers wanting to enjoy a quiet seaside getaway.

Another concern I have is the litter and rubbish that is likely to be left behind by the Glass House's guests who stay into the early hours of the morning. As customers become a little more 'carefree' as the night goes on I am sure there will be many instances of littering and potentially disruptive anti-social behaviour induced by alcohol consumption. This could very well impact the enjoyment of the local park the Glass House is situated in for not only residents but also dogs who frequent the park and wildlife such as foxes. Furthermore, this could lead to the area feeling unsafe, even during the day, if there is reminiscence of anti-social behaviour such as broken glass, damaged property in the park and litter.

As the Glass House is situated in a highly residential area, I feel an 11pm closing time would be much more beneficial for both the Glass House and local residents. This still gives the Glass House ample opportunity to create a fun, atmospheric and profitable venue for all to enjoy as well as allowing residents to have peace of mind they won't be kept awake at night by loud live music and customers congregating outside into the early hours of the morning. An earlier close will also help to keep any anti-social behaviour to a minimum and the area will continue to feel safe as customers will not be hanging around into the early hours of the morning.

King regards,
REDACTED

From: REDACTED

Sent: Monday, July 10, 2023 9:48 AM

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: Objection: The Glass House, Pavilion Gardens, Eastbourne

VALID PCD 10.07.23 (W) DL

To whom it may concern

I would like to log my objection to the proposals of extending the opening hours and removal of the condition that alcohol can only be purchased with food made by The Glass House, Pavilion Gardens, Eastbourne.

While supporting the arrival of a new business in the area and the employment opportunities this will bring, it must be remembered that the area surrounding The Glass House is primarily residential. Extending opening hours - and the extension of allowable hours for playing music - will adversely impact the lives of families and businesses in the area.

Allowing alcohol to be bought without food will mean The Glass House could be used as an off-license, increasing the probability of anti-social behaviour and litter; I am particularly concerned about glass being dumped on the prom or beach.

I believe there would be no objection locally to the launch of The Glass House - in fact, it would be welcomed - with the proviso that music cease at the closing time of 11pm and alcohol be purchased only with food.

The proposed business is not replacing like for like. The Pavilion has previously been used as a museum and cafe / tearoom, meaning that evening noise has not been an issue. The new business is very different in character and permissions should reflect the needs of the area. This is not a town-centre location and is home to many families and businesses which rely on customers being able to relax and sleep in peace.

Many thanks

REDACTED

From: REDACTED

Sent: Monday, July 10, 2023 1:16 PM

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: Application for Alcohol and Music Licence for The Glass House in Pavilion Gardens Eastbourne

VALID PPN 10.07.23 (X) DL

Good Afternoon,

I would like to register my objections to this Licence Application on the following grounds:

Closing Times And Soundproofing :

I am delighted that the The Glass house will be opening but I am concerned why they would request a licence until 1am Sunday to Thursday and 2am Saturday so close to a residential area in a venue that as far as I know is not able to be adequately soundproofed.

Noise and Possible Antisocial Behaviour

I live at number REDACTED and we have enough issues with noise at the moment without the added noise from the requested hours. The disturbance will not be restricted to just the opening hours as customers leaving the venue after closing time will extend the noise into the neighbouring street as they leave . The request also includes a takeaway/off licence, so they are likely to continue their night sitting in the gardens.

I know a lot of my neighbours are also concerned, particular the older neighbours so I respectfully request that the licence be refused.

Your sincerely

REDACTED

From: REDACTED
Sent: Sunday, July 9, 2023 8:52 PM
To: licensing <licensing@lewes-eastbourne.gov.uk>
Subject: The Glass house alcohol licence

VALID PPN PCD 11.07.23 (Y) DL

To whom it may concern

I wish to lodge my objections to the application of a variation of a premises licence from Shoes Simes re the Glass House.

I am a local resident and object on the grounds not only of noise nuisance but other anti social behaviours. Selling alcohol alone will undoubtedly add to an already challenging issue that exists with the homeless and street drinkers during the evenings. The noise from live and recorded music will be intolerable as it will be heard far and wide!

Although it will be positive to have the current building used again I strongly take issue of the request for the opening hours being extended to 1am and 2am on Fridays and Saturdays.

As a community we have worked tirelessly to address issues with antisocial behaviour in the gardens and to allow this amendment to the current licence would be offensive and insulting.

Regards

REDACTED

From: REDACTED
Sent: Monday, July 10, 2023 7:25 PM
To: licensing <licensing@lewes-eastbourne.gov.uk>
Subject: The Glass House Royal Parade

VALID PPN 11.07.23 (Z) DL

Prevention of Public Nuisance

I have concerns regarding the proposed opening hours of these premises. I feel that the 1.00/2.00am proposed closing times will result in excess noise in the area with people leaving the licenced premises at these times. The problem is not just the leaving of the premises but also the noise of car doors as people get into taxis nearby.

This potential noise would affect nearby residences at what is the quiet end of the promenade. The premises are in the curve of buildings where noise is trapped and echos.

I believe that there is a compromise possible for the opening hours of 12.00/1.00 or even 12.00 which will bring an exciting new offering to the east of the pier.

REDACTED

From: REDACTED

Sent: Monday, July 10, 2023 11:05 PM

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: Objection to Licence application for the Glass House at the Pavilion, Royal Parade, Eastbourne

VALID PPN 11.07.23 (AA) DL

Dear Sir,

I would like to register an objection to the licensing application for the glass house at the Pavilion, Royal Parade, Eastbourne.

This is not a central town location and it is principally residential. I live at REDACTED and I am surrounded by family dwellings. A licence for music till 2am is unnecessary, will not add any value to the area economically, or add any social merit. Our children's bedrooms face towards the sea front and this would significantly affect their quality of sleep, which will in turn affect their education. This is currently a quiet area with no competing noise pollution.

Also allowing "take away" alcohol, will increase litter to the beach and surrounding areas.

Whilst I appreciate the regeneration of the pavilion garden. This application is unnecessary and unwarranted.

Thank you

REDACTED

Supporting Representations

From: REDACTED

Sent: 06 July 2023 13:00

To: licensing <licensing@lewes-eastbourne.gov.uk>

Cc: Shoes REDACTED

Subject: The Glass House

VALID 10.07.23 PCD PPN (SPI) DL

To whom it may concern,

I am writing to express our support for the new restaurant, The Glasshouse, in Eastbourne, that has applied to the local council for permission to extend their opening hours, remove some restrictions on sales of alcohol and have live music.

As a family-owned hotel in Eastbourne, REDACTED, we are always looking for ways to enhance the experience of our guests and the local community. We believe that The Glasshouse would be a positive addition to the economy of Eastbourne and help ensure that we are an attractive destination for visitors. The restaurant would provide a diverse and exciting option for dining out, as well as creating jobs and boosting the local tax revenue.

We understand that some residents may have concerns about the potential noise and disturbance that the extended hours, alcohol sales and live music may cause. However, we trust that the restaurant owners will take all the necessary measures to comply with the relevant regulations and respect the rights of their neighbours. With the premises being managed well (as with Shoes other properties) we truly believe that antisocial behaviour will be greatly improved if not eradicated in that area. Since Bistrot Pierre, the anti social behaviour, tents and street drinkers have gone. With the investments into the Lansdowne, the lively alfresco nature of the restaurants on Carlisle Road, offerings behind the Grand (Levels) the area has been greatly lifted for the good of visitors and residents alike.

We would like to point out that when Bistrot Pierre opened in Eastbourne opposite the Lansdowne, we only saw it as a positive for the business to give our guests more choice in the local area. Equally there have been no adverse effects re noise and anti social behaviour whatsoever. In fact we work collaboratively with them. We also think that more options for quality dining and/or special events are key to attracting visitors to Eastbourne as well as providing local residents with an exciting new dining concept.

We hope that the council will approve the application and allow The Glasshouse to operate with the requested permissions. We look forward to collaborating with them and promoting their business to our guests and visitors.

Sincerely,

REDACTED

From: REDACTED

Sent: Monday, July 10, 2023 10:11 AM

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: License Application- Glass House, Royal Parade, Eastbourne, BN22 7AQ.

VALID PCD 10.07.23 (SP2) DL

Dear Sir/Madam,

Re: Glass House, Royal Parade, Eastbourne, BN22 7AQ.

We are writing to support the licensing application of the Glass House.

We are local residents and visit the Pavillion Gardens everyday with our dog. The new owners have done a lot of work already to improve the area, have moved on street drinkers and drug users. We have seen the staff deal with problem people and the park is much safer now because of them.

We do not have concerns about this nice new business causing disturbances. We believe it will improve the area and lessen bad behaviour here.

Your Sincerely,

REDACTED

From: REDACTED
Sent: Monday, July 10, 2023 11:29 AM
To: licensing <licensing@lewes-eastbourne.gov.uk>
Subject: Re: Glass house application eastbourne

VALID PCD 10.07.23 (SP3) DL

Good Morning

My name is REDACTED.

I fully support the license application for the Glass house.

I believe it would improve the prevention of crime and disorder as it would be a maintained business and not an empty shell or a daytime only venue.

This area has already been improved by the potential new owner, they have taken care of the garden area etc.

The area has also improved from an antisocial aspect as it a perfect place for drinking, drug taking/dealing, youths messing about, as there is no one around a closed-up business to ensure that this does not happen.

I believe that granting the license will continue to improve these points.

Regards

REDACTED

From: REDACTED
Sent: Sunday, July 9, 2023 7:26 PM
To: licensing <licensing@lewes-eastbourne.gov.uk>
Subject: The Glass House

VALID PCD 10.07.23 (SP4) DL

To whom it may concern

I am writing in support of the application made for The Glass House. As a local resident I am in full support of this application. The renovation of the The Pavilion and gardens will be a huge asset not only to the local community but to the people of Eastbourne, This end of Eastbourne needs investment to attract people into the area.

Since being taken over by the current business I have seen a reduction in anti social behaviour in the area. I frequently walk that area with my dog and the positive changes can already be seen.

I remember when The Beach Deck applied for it's first license and the local community were then concerned about the noise levels and anti social behaviour. They have proven that this has not been the case and I believe the same for The Glass House. The Glass House will not only bring revenue to this area but bring a community together; many of us don't want to be going into town for a drink or meal. Supporting local businesses should be encouraged.

I fully support this application and hope that the licensing committee will also see the benefits of it.

Best wishes

REDACTED

From: REDACTED
Sent: Monday, July 10, 2023 7:24 PM
To: licensing <licensing@lewes-eastbourne.gov.uk>
Subject: The Glass House, Royal Parade, Eastbourne

VALID PCD 11.07.23 (SP5) DL

Dear Licensing Team

We are writing in connection with the licensing application made by the Glass House.

We are long standing residents of 19 years, and are writing to give our support to the business.

The Pavilion is an asset to our community and to this area of Eastbourne. Since the new owner has been in place, the gardens and area have been well maintained, with no sight of anti-social behaviour which used to exist.

The owner is a well known landlady of three existing licenced establishments and as far as we are aware is of good reputation.

We believe the refurbishment of the Glass House in line with the vision of the new owner will only benefit our community.

We recall local concerns when The Beach Deck was granted their licence - and there has not been the feared anti-social behaviour.

This is a great opportunity to extend the leisure and tourism opportunities for the Redoubt / Devonshire area which we believe, will be beneficial to visitors and residents.

With kind regards

REDACTED

From: REDACTED

Sent: Monday, July 10, 2023 5:21 PM

To: licensing <licensing@lewes-eastbourne.gov.uk>

Subject: RE: Glasshouse, Royal Parade, Eastbourne, BN22 7AQ

VALID PCD 11.07.23 (SP6) DL

Eastbourne Licensing

RE: Glasshouse, Royal Parade, Eastbourne, BN22 7AQ

Dear Sirs

I am writing on behalf of the REDACTED **in support** of the application for the variation to the Premises Licence following the notice made on 12th June 2023.

It is clear that for some time the site has represented significant opportunity for investment and redevelopment and the concept for a quality destination café/bar/restaurant offers a fantastic proposition for the town – for visitors and residents alike.

I am aware that the applicant has a proven track record of operating three long-term successful licenced premises in the town without any history of licencing issues and has demonstrated ongoing neighbourhood relations to ensure that any feedback is addressed promptly. Furthermore, the commitment responsible licencing has been demonstrated by the applicants championing of the 'Best Bar None' Scheme locally.

As a fellow hospitality professional, I understand of the need to ensure that there is flexibility in the arrangements of the premises licence to allow commercial adaptation to varying client needs and therefore support the variation of the existing arrangements.

Furthermore, I am aware that the Pavilion Gardens site has been subject to ongoing anti-social behaviour and I confident that the extended operating times proposed for the business will support licensing objectives to reduce crime and disorder in the area, improve public safety and public nuisance.

Whilst the location and surroundings of the site are different the recent development of the Wish Tower site near to the View Hotel and formation of Bistro Pierre, I believe is positive example where licensable activities can take place which improve anti-social behaviour.

Finally, I believe that the development of the site and the planned operating model will deliver an unquestionable asset to both the immediate vicinity and the wider town delivering employment, prosperity and an enhancement to both visitor and resident experience.

Yours faithfully

REDACTED

From: REDACTED
Sent: Monday, July 10, 2023 7:49 PM
To: licensing <licensing@lewes-eastbourne.gov.uk>
Subject: Shoes Simes-The Glasshouse

VALID PCD 11.07.23 (SP7) DL

To whom it may concern,

I've been asked by Shoes Simes to respond with regards to the licensing application for The Glasshouse. I was chair of the REDACTED that considered the terms of the lease, along with REDACTED.

I was impressed by the project that the new occupier has undertaken, and the vision to provide a destination, east of the Pier. The project itself clearly has aspirations, and already we can see improvements with regards to anti-social behaviour and the gardens.

Whilst I understand that some have expressed concerns about the late-night licence, as an experienced licensee, I know that she will be willing to work with residents and businesses to resolve any issues should they arise. I am also aware, after talking to REDACTED, that she has offered to reduce the licensable hours to midnight during the week, and 1am on Saturdays, which seems appropriate and in keeping with similar licensed premises.

I am therefore happy to support this application.

Regards

REDACTED