

**NAME:** Elizabeth Pidgley

**ADDRESS:** grove road, Ventnor, Po38

**COMMENTS:** Whilst the landlord & landlady are nice people sadly there is not enough 'door control'. I have spoken to them about the issue of people drinking out on the street & the noise of the guests as they walk home but have been told that as the guests leave they are no longer the responsibility of the pub. I have had to call the police on one occasion due to a large fight. There is a small smoking area rarely frequented & no one on the door ensuring no drinks outside. Equally no one on the door to move the guests along at closing time.

**This email was sent from the Licensing Consultation comments form on iwight.com on: 05/09/2014**

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We support in its entirety by this representation, the licensing review no: 046775 of The Crab and Lobster Tap, Grove Road, Ventnor. IOW

We have resided in our property for over 30 years, the premises in question then not being a public house, yet when it has been, prior to the nature of these complaints, there were no problems whatsoever. However, for several of the previous years our lives have suffered considerably as a result of the following stated issues culminating in the horrendous situation this year.

We confirm that we have logged numerous complaints, both in writing and by telephone, to EHO and Police, regarding this public nuisance in the form of unreasonable levels of noise disturbance, both people and music, emanating from both inside and outside the premises, regularly continuing well into the early hours of the morning several nights a week thus causing sleep deprivation, anxiety and irritability, culminating in considerable ill health to us both, knowledge of which is with our medical practitioners.

This has been witnessed from within our property and the neighbourhood surrounding the pub on numerous occasions by the environmental health team and on some occasions by the police.

I have been suffering significant medical issues as a result of the consequences of the continual disturbance caused by the invasive and unacceptable levels of music and people noise generated by the punters of the premises, often well into the early hours of the morning. Despite taking steps to insulate our property further to try to keep the noise levels out, this has been to no avail. Every weekend is especially horrendous. This should be a time to rebalance and recharge from the working week. However, we are subjected to the pub's punters causing noise disturbance well past [2.30 am](#), as they have also been inside the pub well beyond closing time. Many of our week nights are also regularly disturbed by extremely noisy punters leaving the premises in the early hours of the morning. As witnessed by several Environmental Health Officers and police patrols when called. The punters are often in excess of 30, congregating in the road in a disorderly manner, drinking and shouting, causing traffic obstruction resulting in a public safety issue. Traffic comes to a complete standstill due to this. They have been outside drinking on the highway past the [11pm](#) present licensing regulation. These punters also often use both ours and neighbouring properties as urinals, which is totally unacceptable.

For several years, since Punch Taverns took over these premises, both people and music noise has caused a public nuisance, with no consideration or preventative measures taken by them to solve this known ongoing issue, in our residential area. Amongst others, our property has been subjected to criminal damage as a result of disorderly, drunken behaviour from the punters of the premises, resulting in high financial costs incurred to the

neighbouring householders.

We believe that no action has been taken by the present landlord, (as he has been witnessed drinking with these punters outside in the road, encouraging them to be noisy, despite numerous requests and complaints from neighbours and despite him advertising in The Chronicle, to the contrary) to ensure that both people and music noise levels are kept at reasonable levels and at appropriate times, for a residential road.

Indeed the noise levels in our property, not just at the front but throughout, (again witnessed by Environmental Health officers), emulated those of being inside a nightclub, even when recorded music is also programmed as a 'gig'. As a result, not only are we unable to sleep, but unable if we so wish to listen to our television or music in our bedroom, or in the rooms at the back of our property, as the intrusive disturbance of the offensive noise levels caused by the music emanating from inside the premises, or from the gatherings of the pub's punters outside the premises, is over-whelming. Furthermore, we unfortunately cannot have our granddaughter to stay as she is unable to sleep due to the noise. Guests that have stayed, have been subjected to, and questioned with astonishment the unacceptable levels of noise, in which, after all, is a residential road.

We attach at the bottom of this representation, a photo from the pub's website of a live band inside the premises together with a letter written from a neighbour to The Chronicle, stating there have been other neighbours' complaints, thus reinforcing the fact that it is not just our concerns.

During this known review notice period, we are still having to log complaints with Environmental Health regarding unacceptable people noise well after closing time, caused by the pub's punters. Having had to witness this, it is clear that the disturbances are caused by the punters entering and leaving the premises well after closing time, and it is not the result of the occasional passer-by, that may use this road at that time in the morning. Not just at the weekend but on week nights too. There is also live music each [Sunday from 6-8pm](#), residents in the neighbourhood have no choice but to listen to this, as there is no attempt by the landlord to restrain the noise to within the premises, which further compounds the noise issue.

We sincerely respect the landlord's right to conduct his business in a responsible and appropriate way, with regard to the nature of the residential area that he has decided to locate it in. However, the way that the landlord has currently chosen to run this business in this unfitting manner, appears to reflect his apparent disregard for the well-being of his neighbouring residents. As a result of this and the significant ensuing health issues that continue to affect the quality of our lives, and despite many other residents complaining directly to him, which also appears to have had no effect, we therefore fully support this review of the present licensing conditions, which we sincerely anticipate will result in the stated suggested revised conditions being applied.





Page 2 Thursday 21<sup>st</sup> August 2014.

Dear Editor,

*I have read with great interest the letters in this week's publication regarding complaints about the bells at Holy Trinity and noise emanating from The Crab and Lobster. Church bells should remain and probably will continue to do so.*

*What concerns me is this misapprehension that any noise pollution can be stopped by one person. I moved into a building next to the Crab and Lobster just over 8 years ago. Before coming here I travelled to the island on three consecutive Saturdays to gauge the level of noise from the pub. There was none. Jackie who ran it then moved from there and the next owners ran it on the same basis. Where does this 7 years come from? It wasn't until Victoria and Simon took it over the situation changed. When a complaint is made to the environmental health department the complainant will always be told that in the first instance they should approach the "offender" in a friendly manner and try and sort it out. They will absolutely NOT take the word of one person.*

*I know for a fact that many people have approached David at the Crab and complained. He's a lovely man and in general people were pleased to see him making a go of the business. I myself have threatened to make a complaint but have never done so. I certainly wouldn't do so anonymously in any case. That's the height of cowardice. It's obvious that the friendly approach didn't work.*

*I know that David has done everything he can to keep the noise levels down but alcohol and quiet voices do not go hand in hand. Although we are central it is still a residential area. There are elderly people living here with health problems. Couples with young children. As for me? Couldn't hear the music but the noise from people outside was at times unbearable. Yes there is noise emanating from other passers by but this last weekend was the first time in ages I could sit in my front room instead of escaping to the back bedroom to get away from it. I really hope though that the pub remains in business. The oldest licence on the island I believe.*

**Barbara Irtelli**

*(Of course, the reason the problem from noise outside the pub was less when Jackie & Stewart owned the Crab is likely because, after they left, the smoking ban was introduced, forcing smokers to stand outside, and of course usually accompanied by many of their friends. I make no protest, just stating a fact. Ed.)*

Dear Editor,

*I am writing in response to a letter expressing dissatisfaction at the removal of the flower display from the traffic island at the junction of Spring Hill and the High Street. The tiered planters were supplied and located by the Ventnor Enhancement Fund.*