

From: Liz O'Doherty, The Strand, Ryde
Sent: 04 August 2020 11:38

I am unable to download the License Application for Harbour House on my phone and do not have a computer so if you could please take note of my objections to HH being given a 1.30 am license.

The noise that we are experiencing currently with the current opening times is already extremely unpleasant music, shouting, and screeching.

The litter they leave and the difficulties that people experience when trying to walk past particularly with young children is not pleasant, we all know what inebriated people are like. Having been across to speak to the proprietors in a nonconfrontational manner we were met with an unpleasant attitude and told if we didn't like it then they suggested we move house. Not helpful.

They then started making inflammatory accusations Re Councilor Whittle which I think is totally out of order. So this mail is to register my horror on them getting said late licence. Thank you for your time in reading this .

From: Mr David Farrar, The Strand, Ryde
Sent: 05 August 2020

- Crime - Nuisance - Safety

I wish to strongly log my objection to any extension of the opening hours for The Harbour House in Ryde. This is based on the owners consistent inability to control the social distancing of it's customers and also their inability to control the rowdy / anti social and very noisy behavior of its customers.

We are constantly having our evenings ruined by the way their customer's are allowed to behave and when the owners have been approached to discuss the problem they have been totally unsympathetic and not offered to do anything to improve the situation, in fact their only advice was to suggest we move house!

In summary as well as not being granted any extension, I think they should have to prove they can run their bar responsibly or have their license revoked altogether.

From: Mr Simon Jarvis, Magnolia Drive, Ryde
Sent: 12 August 2020

My 92 year old father lives opposite this venue and has been complaining of 'noisy neighbours' - meaning this venue. He tells me that the noise gives him 'a bumpy night'. This is not fair on him. He has lived at the flat since 2008 but has used the flat since 1978.

For the owner of the bar to suggest he 'moves if he doesn't like it' shows contempt for the community his business is located in and an arrogance to which my father should not be subjected.

I use the slip way near the bar for kayaking. Every time I go there, I fish out plastic 'glasses' as well as beer cans and bottles which I am assuming have come from customers dropping them into the sea. This is an environmental issue too as it detracts from the image of Ryde.

The clientele during the day seem reasonable but at night it is a different story. It is very noisy and it is intimidating if you wish to walk past. My father no longer walks that way.

There is very little evidence of social distancing.

From: John Smith, The Strand, Ryde
Sent: 07 August 2020

It has just been brought to my attention that The Harbour House cocktail bar at Ryde Harbour has applied for an extension to their music licence both indoors and outdoors on Thurs/Fri and Saturday nights.

The present closing time of 11.30 while loud is tolerable as we are a holiday resort whereas, that level of noise continuing until 1.00am would be quite unacceptable and I would like to put forward my objection at this time.

I would be interested to hear your comments.

From: Mark Rees, The Strand, Ryde
Sent: 20 August 2020

I am writing to express my concern over the above application. I feel it should be refused for the following reasons:

- The Harbour House already plays loud music and there is no consideration shown for local residents.
- Customers are loud and foul-mouthed – this is on a sea front for families adjacent to children’s entertainments, a public footpath, and a marina.
- Customers congregate on the footpath and sit on the sea wall with no regard to social distancing.
- To have music outside is completely unacceptable – during Pride 2019 there was an external sound system and the noise could be felt through our double glazing and it was impossible to sleep even on the opposite side of the house to the sea front.
- This is a largely residential area and residents get up early for work. They do not want to be forced to go to bed later and have less sleep because of the noise.
- There are enough late-night bars with entertainment just a few minutes walk away in Union Street.
- The Council has just bought Ryde Marina and has plans to develop it – the efforts to encourage visiting yachts people will not be helped by having a venue of this nature immediately adjacent to it.
- There was considerable trouble over a number of years from the Balcony Bars and there are now even fewer Police and council resources, e.g. environmental health, to ensure licence restrictions are complied with and that customers behaviour is acceptable.

Thank you for your time.

From: Ms Bronwyn Hamilton Brown, The Strand, Ryde
Sent: 4 August 2020
- Nuisance - Safety

Regardless of discomfort, anxiety and nuisance that has also been afforded to the 14 Richmond House residents, locals, boat owners, hotel stayers, the incapacity to manage safety by the proprietors of Harbour House is concerning.

The relaxing of restrictions allowed outdoor socialising. We were urged to be alert, sensible and safe. Inaction, inability and unwillingness by the licensees to:

- restrict huge numbers to congregate
- manage excessive drinking
- crowd in close proximity
- urinate
- littering in harbour/ walkways
- loud, repetitive music
- provide an impenetrable barrier to walkers and cyclists
- use insulting, abusive, sexual taunts, intimidating behaviour

all have occurred repeatedly since late May 2020.

Discussion of issues with the management met with aggression, confrontation and a combative attitude. There is an absence of responsibility and capacity to de-escalate by the volatile, hot-headed owners. Extra licensing hours and music will exacerbate the above

24 AUG 2020

Jennifer Rees
The Strand
Ryde
Isle of Wight
PO33

20th August, 2020

Isle of Wight Council Licensing Section
Jubilee Stores
The Quay
Newport
Isle of Wight
PO30 2EH

Dear Sir or Madam,

I have noticed in the Isle of Wight County Press that an application has been made from the Harbour House, Ryde, for a licence to play amplified music both inside and outside the premises until 1am for three nights a week. However, music is already being played loudly.

Also, since reopening there has been rowdy and loud behaviour in the evenings, and occasionally daytimes, from customers.

Amplified music is not acceptable in a built-up area as it is disturbing peoples rest and some have early starts in the mornings, even at weekends.

In the past there has been noise and disturbance from the now defunct Balcony Bars, and it took years to force stringent measures to be put into place to make the noise levels anywhere near acceptable.

Thank you for your time.

Yours sincerely,



Jennifer Rees (Mrs)

Richard Veitch

I am a local resident of Ryde. I live near to the Esplanade. My details have been provided to the Isle of Wight Council Licensing Department.

I am making this report in relation to the increasing concerns over the premises known as “HARBOUR HOUSE” situated on the promenade between Ryde Superbowl and Ryde Harbour.

I previously served for 22 years as a police officer with Hampshire Constabulary. During the latter part of my career I specialised in the causes of crime and disorder in the Night Time Economy, and how best to reduce associated offences such as violent crime, public order offences, drunkenness and criminal damage.

The impact of unregulated and poorly run licensed premises can be devastating to a local community. It increases the perception of crime and creates a feeling of being unsafe. Which, in turn, leads to a greater increase in offending within all areas of crime.

With regard to ‘HARBOUR HOUSE’.

I walk my dogs along that route nearly every morning, and as a long-term resident of Ryde, I can fully appreciate that the summer period attracts a great deal more people to that area.

As the lockdown eased, I saw that HARBOUR HOUSE was now back open and running. I walked through that area just before the lockdown was eased and could see the bar and surrounding area was packed with drinkers.

There was no regard for social distancing. They had signs up, but the premises were not taking any form of active control, and as a result the place was filled with people shoulder to shoulder.

They were on the tables outside and spread along the entire walkway and using the harbour wall as a secondary bar and seating area.

That carried on as the lockdown rules relaxed.

I then immediately noticed a significant increase in the litter and degradation to that area.

Every morning the ground is thick with cigarette butts, bottle tops, plastic beer cups, straws, food wrappers, serviettes, plastic shot glasses and food condiment sachets.

The rubbish at the back is stacked several feet high and several feet deep with sometimes dozens of bin bags left unsecured. Rats are now infesting that area with seagulls ripping the bags open.

I have also noticed that HARBOUR HOUSE does not appear to follow any closing down procedure as the tables are frequently left covered in glasses and food stuffs. That makes the area look grotty and uncared for. It turns holiday makers away and gives a very negative impact to an otherwise beautiful area.

I have also noticed a sharp increase in petty crime. Drunken people sleeping on the beach and multiple patches of urine that stinks.

The tables and chairs in the neighbouring commercial properties are now frequently turned over, thrown about and scattered across the walkway.

There is nearly always broken glass on the ground near that area. I understand HARBOUR HOUSE may not serve glass, but the standards of their operations are attracting people to gather nearby, and drink cheap strong alcohol purchased from off-licences.

Alarmingly, there have been two very recent incidents of Criminal Damage with unattended beer kegs being thrown through the plate glass doors.

There is no alarm within the premises, so that damage is left unaddressed overnight with broken glass scattered across the public walkway.

That, in turn, will absolutely attract more crime. (The broken window theory is very well established and recognised).

One other very concerning issue is that users of this premises are depositing those plastic items into the harbour. Whether by accident or on purpose, the result is going to be devastating to the local wildlife and could have a very serious environmental impact.

I have seen a public notice that suggests HARBOUR HOUSE wish to increase their hours of trading.

I wholly object to this increase on the grounds of public safety. HARBOUR HOUSE cannot currently operate on a safe standard, and to increase their capacity will only worsen all of the associated issues.

Furthermore, I would respectfully request the Isle of Wight Council Licensing Dept. to consider a licensing review of that premises, and if they are suitable to continue trading.

Attached are a number of images captured during my early morning walks.

Respectfully submitted for your consideration.

23rd July

- Litter and commercial waste left outside
 - Furniture spilling out into walkway
- Plastic beer cups, straws and plastic shot glasses all over the walkway
- Plastic cups, shot glasses and straws on the wall and in the harbour











25th July

- Plastic beer cups left all along the walkway from the fishing club to the harbour entrance
- Bin bags and commercial refuse stacked at the back and spilling out.



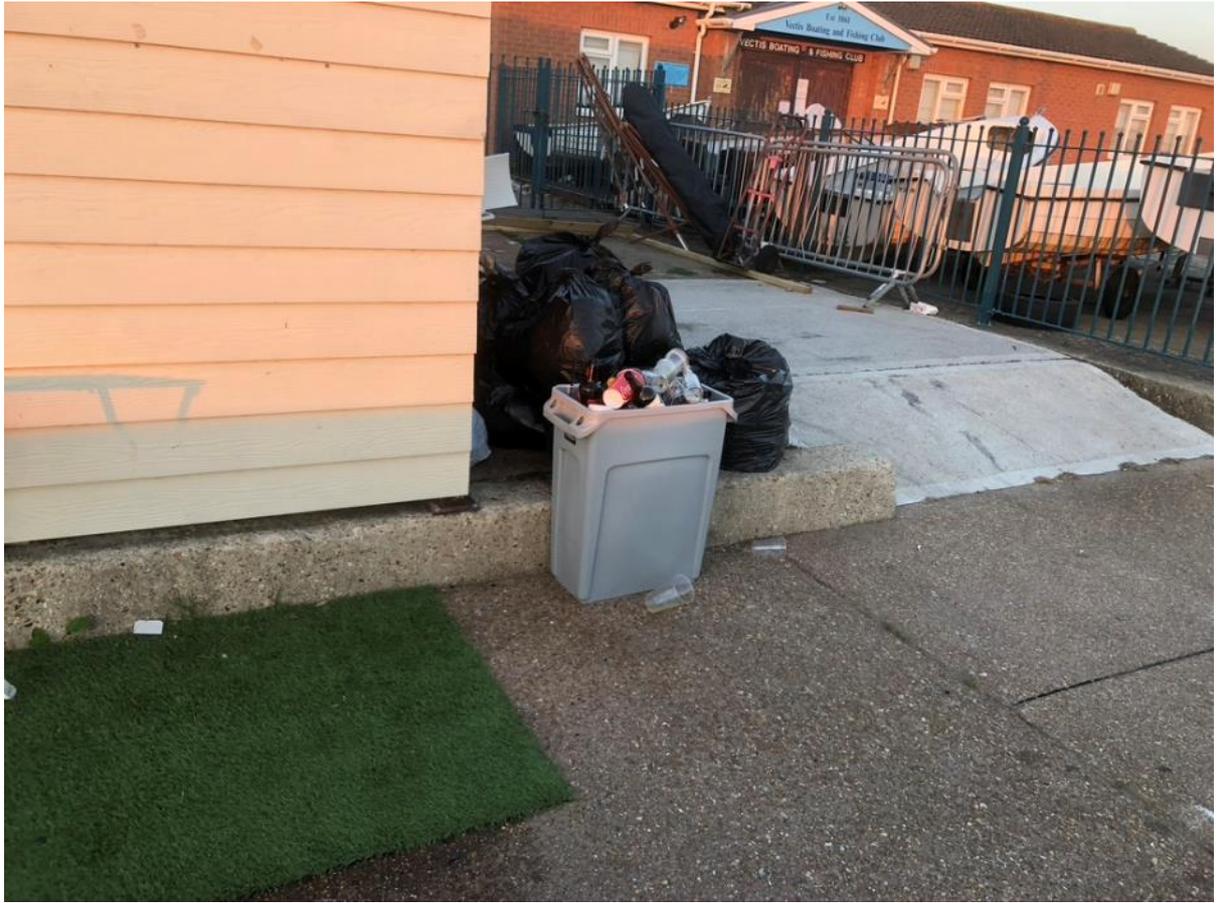




31st July

- Drinks and litter left outside.
- Bottle tops, cigarettes butts, straws and plastic shot glasses and plastic beer cups all over the public walkway.
- The wall opposite is being used as a bar and left covered in plastic beer cups and plastic shot glasses.
- Plastic beer cups, straws and plastic shot glasses are being thrown into the harbour creating an environmental hazard for the wildlife in that area.
- Commercial refuse is dumped at the back, spilling out onto the walkway. It isn't secure or properly contained. Rats are infesting that area now creating and it stinks.







Monday 10th August

- Door smashed through with beer keg. Glass littered over the walkway. No alarm in place.



Tuesday 11th August

- Drinks and litter left overnight. The ground is covered in cigarette butts



Wednesday 12th August

- Glasses and Litter left outside.
- Tables and kegs left on public walkway.
- The ground is covered in cigarette butts.



- Drinks and litter left outside



- Broken bottles and glass left on public walkway



Friday 14th August

- Trolley dumped in walkway



- Door smashed through with beer keg



- Glasses and litter left outside overnight





- Inadequate rubbish storage. It stinks and is infested with vermin.