

**Katie Shipman**

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**From:** [REDACTED]  
**Sent:** 23 April 2018 11:41  
**To:** Licensing Services; environmental protection  
**Subject:** Hengist Reataurant 7-9 High Street Aylesford

**Categories:** Anthony, Katie

Dear Sir or Madam,

**Ref: Licensing change and breach of current conditions**

We are writing to you both to cover the recent application from the above subject premises to extend their licencing hours and their ongoing non-compliance to their current licencing requirements.

They should both be read together and be understood to be reasons as to why they should not be granted this extension

1. They are emptying bottles into bins at Midnight and before 10 in the morning, with slamming of bin lids at midnight; this has woken us up many times
2. Music is still being played outside that we can hear in our house
3. The door to the restaurant is being left open again with noise spilling out
4. Patrons are still using the outside areas after 10 and this weekend there were people there shouting and swearing at midnight, the noise during the day was equally as bad!
5. Trying to speak to the license holder is proving problematic; we are feeling uneasy with the attitude and responses that we are getting, in fact somewhat threatened. Although you wish us to follow this path it is not working as the owners/licensee are not open to any sort of dialogue, it is time for you to step in.
6. Staff do not seem to know what they need to do regarding noise; it would seem that they have not been trained, something that should have occurred as part of their permissions.

Please treat the above and our previous comments, by email, to the licensing authority as reasons why the extended licensing hours should not be granted.

We will be plagued by noise until the early hours if this is allowed.

We hope that the council/licensing authority do not allow this to continue and acts early and decisively to ensure that the owners of the premises abide by the permissions of their licenses. It cannot be allowed to drag on and on with no endpoint in sight as it seems to be doing, we really do not want yet another summer of last amenity

We will follow up with further emails for any other breaches, as they happen, so that a diary is in place.

And as stated in previous emails and ref item 5 above, we would request that if at all possible our details are not placed in the public domain however if this would prevent our objections being used please disregard this.

Your earliest response to this detailing your proposed actions would be appreciated

*Best Regards*

ANNEX 4



High St  
Aylesford



**Katie Shipman**

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**From:** [REDACTED]  
**Sent:** 22 May 2018 14:32  
**To:** Anthony Garnett; Licensing Services  
**Cc:** [REDACTED]  
**Subject:** RE: Hengist Restaurant 7-9 High St Aylesford  
**Attachments:** Hengist Licence Application Objection - 2017.doc  
**Categories:** Anthony, Katie

Dear Anthony,

Many thanks for your response.

I fully appreciate that you and your department have many, many other applications and 'situations' to deal with across the whole area of TMBC and I guess frustration does sometimes bubble to the surface because it is us, the villagers of Aylesford, that are having to cope with the Hengist's 'activities' on a daily basis. You have limited resources and we have limited patience at times depending on how much and/or what sort of disturbances have been subjected upon us due to the Hengist breaching it's planning and licencing conditions on a very regular basis and now adding additional environmental disturbances due to the BBQ.

Residents frustration is also building because this whole situation keeps going round and round with no firm and permanent solutions being put into place.

Whilst I appreciate that these matters can take time, surely nearly 4 years' worth of evidence would suffice for some form of enforcement action and/or permanent solution being served on the Hengist by TMBC?

I know that TMBC have to be sure of their evidence should more forceful action be needed (e.g. court proceedings etc.) but to now say that photographic evidence is not sufficient is a real blow to everyone who has been collecting it, as we had been previously requested to do so by TMBC!

When one of the residents did collect video evidence of the garden activity recently they were verbally abused on their own doorstep by a customer (friend of Frank Manley the previous licence holder) and then a senior member of Hengist staff (not David House) also came round in an intimidating manner causing great upset to the resident and the people present in their home at the time.

Surely this cannot be an acceptable situation, or a responsible way for a business to conduct itself?

The Hengist is required to keep 14 days of CCTV recordings so surely the recent photos can be cross-referenced with the Hengist's CCTV, as can the lights being left on all night.

Can TMBC not get copies of the CCTV?

Of course, not all the doors will necessarily be covered by their CCTV (e.g. kitchen door possibly) but if an member of TMBC were to witness the kitchen door being left open then would that not be sufficient evidence? I believe that I have video recordings of the kitchen door being left open which were taken before our recent house move.

### Application Objection


I would like to object to the proposed extension of their licence application for the same reasons [REDACTED] objected to in October 2017 (copy attached) because the situation is not only the same, but has since

deteriorated even further so that the residents of Aylesford Village, especially the surrounding neighbours, suffer an even greater loss of amenities. ANNEX 4

The Hengist does not seem able and/or willing to operate within their current licence and planning permissions, so how would granting them longer hours improve the current situation?

Any extension of their licencing hours would, in my opinion, only lead to yet more disturbances and consequently an even higher level of complaints to TMBC.

I hope the above paragraph (and this e-mail as a whole) is acceptable for my objection.



Many thanks for all your hard work Anthony and that of your team too.

I look forward to future updates.

Kind Regards



**Katie Shipman**

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**From:** Martin Bowden [REDACTED]  
**Sent:** 22 May 2018 13:26  
**To:** Licensing Services  
**Subject:** Fw: Objection

**Categories:** Anthony, Katie

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**From:** Martin Bowden [REDACTED]  
**Sent:** 22 May 2018 13:06  
**To:** Anthony Garnett; [REDACTED]  
**Subject:** Objection

Dear Anthony

We object to the application for multiple reasons. 4 years since the present owners have had the business and 4 years of disturbance to surrounding neighbours if not further. TMBC have a list of complaints, as does Kent Police. We have sent many emails about issues over 4 years, as have other residents, with photos, videos and details. All of these are evidence of the restaurant not complying with their operating conditions or being GOOD neighbours.

We have children and why should they be disrupted, as they have been this past 4 years, even more? TMBC should not be discussing to lengthen operating hours, but how to make them operate in their set parameters and try to keep the LOCAL community happy.

If you have any emails recommending the application you can be sure that it is from friends of theirs. There will definitely not be any from immediate neighbours.

The business even now has an outside bar and Friday, Saturday & Sunday BBQ causing more noise and smoke, meaning no washing to be hung out, no sitting out and no windows left open due to smoke, food smells and noise. Is this fair on neighbours?

Please can we have a receipt that you have received this, thank you?

Regards

Mr & Mrs Bowden

**Katie Shipman**

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**From:** Anthony Garnett  
**Sent:** 22 May 2018 12:52  
**To:** Licensing Services  
**Subject:** FW: 18/00585/PREM

**Categories:** Anthony, Katie

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**From:** Michael Base [REDACTED]  
**Sent:** 22 May 2018 12:19  
**To:** Anthony Garnett <Anthony.Garnett@tmbc.gov.uk>  
**Subject:** 18/00585/PREM

Dear Anthony,

With respect to the above application I object to the variation of hours concerning the sale of alcohol. I object also on behalf of local residents who have asked me to represent them.

I do not believe that the variation of such hours would promote the licensing objectives. In particular:

The prevention of crime and disorder; and to this I look at the numerous complaints regarding breaches of conditions and anti-social behaviour that have been received by TMBC. I also note that your office has been sent considerable evidence regarding breaches of conditions including open doors and noise; items I myself have seen at first hand; together with items local residents have witnessed at first hand.

The prevention of public nuisance; including noise nuisance, light pollution, noxious smells, blocked driveways, pick-up and drop-off noise late at night. All of these are ongoing complaints against this premises and are clearly evident; emails and complaints have been received by your office in respect of this. This includes almost constant low-level disturbance to immediate neighbours as well as incidents of disturbance to the community as a whole.

The protection of children from harm: A public footpath traverses the premises from the main Aylesford car park to the High Street. At night, and apart from this premises the High Street is almost silent. Children are entitled under this objective to be protected from moral, psychological and physical harm. This would also include neighbours children who might be wishing to sleep during these hours and/or be exposed to strong language or sexual expletives.

With kind regards,

Michael Base

Michael Base  
(TMBC Member for Aylesford North and Walderslade)