

Swan licence review



To: Licensing Services

Anthony

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Fri 14/07/2023 21:44

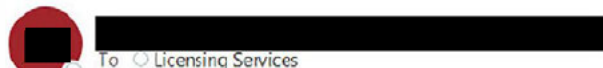
Dear licensing

I live in West Malling and the noise disturbance from the Swan is a constant issue on Fridays and Saturdays. It's so loud that I can hear the base from within my own home. Furthermore, the patrons from the Swan can be very disorderly as they make their way home...the shouting and swearing is an issue and my neighbour or myself regularly get people banging on our front doors or their patrons are shouting in the middle of the road.

If they are allowed to continue consideration should be given to the hours they are allowed to play loud music and they need to take some accountability for the behaviour of their patrons as they leave the village.

Sent from my iPhone

The swan west malling



To: Licensing Services



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Wed 19/07/2023 05:40

I am writing regarding the review of the above premises licensing agreement.

We have repeatedly spoken to the establishment about the excessive noise created by DJ and dub nights.

The premises is a restaurant not a night club, yet you'd easily be mistaken.

Loud bass and music, shrieking inebriated patrons and regular shouts of aggression outside our, and our young children's, bedroom windows.

The Swan is situated in a residential street, the next door neighbours have small children as do many others in the street. When they conduct themselves like a restaurant there is no issue, bringing in DJs and promoting club and party nights is unacceptable in the area in which they are situated.

They do not have suitable sound limiting in place, the windows are single glazed and rarely closed, the music always continues well past 11.30 and they ignore all our attempts to get them to stop.

Then the noise escalated as their guests leave via the front of our home making noise until the early hours when their staff leave (also noisily). My sleep has been repeatedly disturbed and my mental health is suffering as a result. I do not feel safe in my own home.

Morally they have a responsibility to the residents not to negatively impact their lives and this absolutely is impacting our lives.

Had we known they were going to create such a disturbance we would never have moved to the area- this will negatively impact the whole village if allowed to continue.

We have no issue with the Swan as a restaurant but I plead that you give consideration to the finish time and volume associated with these 'club nights' which are negatively impacting mine and my families right to quality of life, in what is otherwise a wonderful and charming place to live.

I hope that you will treat our concerns with the gravitas they deserve. We will continue to campaign to ensure our family and home are safe until the Swan act accordingly.

I noted these for reference-

- o The prevention of crime and disorder - regular drug taking, fighting and loud shouting observed
- o Public safety - fights outside our house, known local drug dealers spotted at the venue and excessive alcohol use encouraged
- o The prevention of public nuisance- as detailed above, our right to sleep and a peaceful life is being violated
- o The protection of children from harm- see above for all the reasons but primarily sleep is essential for mental health. Late music and revellers from weds- Saturday is not conducive to good mental or physical health.

