

**From:** [REDACTED]  
**Sent:** 23 November 2016 18:53  
**To:** Contact  
**Subject:** Re Premises Licence Number: LI/16/0441/PREM Roffey Park Institute, Forest Road, Colgate, West Sussex, RH12 4TB seeking a variation of premises licence.

Re Premises Licence Number: LI/16/0441/PREM  
Roffey Park Institute, Forest Road, Colgate, West Sussex, RH12 4TB seeking a variation of premises licence.

My name: - [REDACTED]  
Email:- [REDACTED]  
Address:- [REDACTED]  
Phone:- [REDACTED]

I wish to object to the licence variation of Roffey Institute

**Prevention of Public Nuisance**

I was a guest at [REDACTED], the residence of [REDACTED] on Friday 24 June 2016. We had come for the weekend with our daughter [REDACTED]. We were looking forward to an evening barbecue on the terrace of Stone Lodge. At approximately 20:00 hours dance music started booming from just beyond the bottom of the garden. There was a wedding on in the dining room of the Roffey Park Institute. This noise continued until 23:50. The noise level did not drop at 22:00. My daughter could not sleep, and our evening was ruined. It was so loud that we could have joined in the songs. This is an intolerable nuisance in a country area. I am quite perplexed to see a charitable organisation, whose main purpose is training, involved in this type of musical event.

The [REDACTED] tell me the Licence Variation seeks to move the music to the Lower Lounge. This is actually nearer Stone Lodge. The smoking area is less than 100 yards from the terrace where we had the meal. In my opinion, this will increase the noise level at Stone Lodge.

Roffey Management Institute should not be allowed to increase the noise level between 22:00 and midnight, and they should not use the Lower Lounge.

Please refuse this licence variation.

Thank you

[REDACTED]



**From:** [REDACTED]  
**Sent:** 25 November 2016 12:21  
**To:** Licensing  
**Cc:** [REDACTED]  
**Subject:** Premises Licence Number: LI/16/0441/PREM Existing Premises Licence: LI/10/0681/PREM

Re Premises Licence Number: LI/16/0441/PREM  
Existing Premises Licence: LI/10/0681/PREM

Roffey Park Institute, Forest Road, Colgate, West Sussex, RH12 4TB seeking a variation of premises licence.

My name: - [REDACTED]

Owner of:- [REDACTED]

Contact Number:- [REDACTED]

I wish to object to the license variation application detailed above.

### **To prevent Crime and Disorder**

No issues

### **Public Safety**

The holding of wedding and Musical functions at Roffey Park Institute means extra vehicle traffic and traffic with drivers who will not be familiar with the entrances/exits of the Institute one of which is next to a blind bend. Further this stretch of road is a known blackspot for traffic accidents. This was highlighted by Roffey Park Institute themselves when they applied several years ago to install an Armco crash barrier in front of their premises and Horsham district council confirmed it's agreement this was an accident blackspot by approving the application.

### **To Prevent Public Nuisance**

It is my understanding that :-

“Sources of noise from music, singing or speech, whether amplified or otherwise must be barely audible outside noise sensitive premises such that it is inaudible inside noise sensitive premises between the hours of 22.00 and 07.00.”

However since Roffey Park Institute started hosting these events the sound level of the music from the Roffey Park Institute has not been “Barely audible” it has been loud and can be clearly heard at Chapel Lodge. Therefore the volume of the music has been in breach of the conditions their licence was granted under. Further the music has on occasions been playing beyond midnight and there has been excessive noise when people and vehicles have been leaving.

On numerous occasions I have been at my neighbours ( [REDACTED] ) for BBQ and meals in the summer evening and have been shocked at the level of the noise of the music and people from the functions being held at the Roffey Park Institute. It has been so intrusive it was impossible to speak at a normal level and everyone has had to raise their voices to be heard. When this has happened my neighbours have had no option other than to phone the Institute and request the music be turned down and guests asked to lower their voices. I've then witnessed my neighbours being taken aback by the dismissive response from the Institute.

On the evening of Saturday August 27<sup>th</sup> 2016, I was at Stone Lodge, again the sound level from Institute made it impossible to speak at a normal level. I was pleased to hear Horsham council was taking the noise issue seriously and had installed sound monitoring equipment to independently assess the levels. It is my understanding this independent assessment proved the sound levels were in clear breach of the institute's licence, thus confirming what we all have known to be true.

In light of their continued failure over several years to adhere to the terms of their existing licence, failure to engage responsibly with their neighbours, broken assurances that they would solve the problem and consistent breaching of noise levels I am surprised they are now seeking to play music to midnight.

I therefore believe that on no account should they be allowed this variation to their licence and to play music until midnight.

Indeed I believe in light of the above and the results of the council's own noise monitoring, the council should first of all be asking the question:- should we be revoking the institute's current licence.

#### **Protection of Children from Harm**

Not applicable

I Reiterate, Please reject this licence variance.

Kind Regards

[REDACTED]

## LICENSING REPRESENTATION FORM

I wish to **object** to the following application to vary a premises licence: **LI/16/0441/PREM**  
(Existing Premises Licence: LI/10/0681/PREM)

**NAME OF APPLICANT:** Roffey Park Institute

**PREMISES NAME AND ADDRESS:** Forest Road, Colgate, West Sussex, RH12 4TB

**NAME OF REPRESENTATIVE:**

**SURNAME:**

**FORENAMES:**

**ADDRESS:**

**EMAIL:**

**PHONE:**

Licensing Objective	Reason for Representation
Prevention of Crime and Disorder	N/A
Prevention of Public Nuisance	<p>Noise from late night weddings at this venue is already an issue in the locale.</p> <p>Summer evenings have featured intrusive levels of music volume in surrounding properties, stretching well beyond the allowed time according to the current premises licence. It has been talked about regularly in the local community with surprise that the management seemed to face no sanction or consequence for running beyond their licence.</p> <p>I understand from a friend who was visiting a property near the site on 27<sup>th</sup> August (a Saturday) that the usual intrusive noise was recorded and found to be significantly in breach of what is allowed.</p> <p>It simply is not fair to local residents to extend the hours of disturbance further when the management have shown such little regard for staying within agreed and allowed limits.</p>

Licensing Objective	Reason for Representation
Public Safety	<p>Roffey Park Institute is situated on a road my family uses regularly – Forest Rd.</p> <p>Unfortunately this road, especially after dark, is notorious for near misses around the entrance/exit to Roffey Park Institute. The road here is very 'fast' and seems to bring out the worst in many drivers.</p> <p>There is particular danger with cars exiting at low speed being met by cars travelling at high speed with poor surrounding visibility. Extending the licence at these premises to midnight will, I fear, exacerbate this issue by increasing the volume of traffic with drivers unfamiliar with the area having to negotiate a dangerous exit in the early hours.</p>
Protection of Children from Harm	N/A

I, [REDACTED] hereby declare that all information I have submitted is true and correct

SIGNED

DATED

17th Nov 2016


**Licensing Act 2003**
**REPRESENTATION FORM**

*The boxes marked \* are mandatory, and any forms with these incomplete will be automatically refused*

<b>*Your Name</b>	[REDACTED]
<b>*Postal and email address</b>	[REDACTED]
<b>Contact telephone number</b>	[REDACTED]
<b>*Name of the premises you are making a representation about</b>	LI/16/0441/PREM Roffey Park Institute
<b>*Address of the premises you are making a representation about</b>	Roffey Park Institute, Forest Road, Colgate, West Sussex, RH12 4TB
<b>* Which of the four licensing Objectives does your representation relate to?</b>	<b><i>Please detail the evidence supporting your representation. Or the reason for your representation, use separate sheets if necessary</i></b>
<b>To prevent crime and disorder</b>	NA
<b>Public safety</b>	I use the road where Roffey Park is situated (Forest Road) very regularly at all hours of day and night.– This this road, especially after dark, is known for near misses and fast driving around the Roffey Park Institute. I feel that there is further danger to public safety with cars exiting at low speed being met by cars travelling at high speed with poor surrounding visibility. I think that the extension of the licence for these premises to midnight would exacerbate this issue by increasing the volume of traffic with drivers unfamiliar with the area having leave via a dangerous exit in the early hours.
<b>To prevent public nuisance</b>	This venue is already causing problems with late night music for residents living in the area around the institute. Summer evenings are being ruined and residents are not able to enjoy their properties/gardens in the summer months. The level of noise is already very intrusive (inside and outside) for the surrounding properties (including hours later than the current allowed time according to the premises licence). It has been a real matter of concern and is regularly talked about in the local community. We are concerned that the Roffey Park management

	<p>seem to face no sanction/consequence for running beyond their current licence timings and have applied to extend it further. My friend visited a property near the site on a Saturday late in Aug this year and reported that the noise was recorded and found to be significantly in breach. It is not right that local residents, in this otherwise peaceful area, need to be subjected to extended hours of disturbance when the management have not apparently stayed within agreed current allowed limits. This extension would further cause great nuisance and disturb the rights of local residences to enjoy a family life during many months of the year. Later music would likely cause more alcohol to be consumed and more events to take place and thus exacerbate the noise and frequency further. This application is not in line with protecting residents from public nuisance. The current licence should also be managed and monitored to ensure it is not breached and cause public nuisance.</p>
<b>To protect children from harm</b>	NA

**Continued Over**

**I/We fully understand that this Representation will be made available to the applicant and included in the Sub Committee's Hearing papers which are publically accessible documents, and any subsequent appeal court proceedings.**

Signed:

Date: 21Nov2016

Re Premises Licence Number: LI/16/0441/PREM

Existing Premises Licence: LI/10/0681/PREM

Roffey Park Institute, Forest Road, Colgate, West Sussex, RH12 4TB seeking a variation of premises licence.

My name: - [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I wish to object to the license variation

### **Public Safety**

Roffey Park Management Institute is on a dangerous corner on Forest Road. Over the years I have been here there have been many accidents. Granting an extension to the current license gives Roffey Park Management the opportunity to host more Weddings and Events. Hence more people enter and exit the college and it's even more dangerous back entrance. These people are not as familiar with the road and accidents are more likely to happen.

### **To Prevent Public Nuisance**

Since the refurbishment of the Sieff Room which is the dining room of the Institute situated at the bottom of our garden, we have had loud intrusive music at all weddings. They use a portable dance floor to create a suitable surface for dancing. The music goes on until midnight. I have to listen to the high spirited party revellers when they smoke outside. We have complained directly to Roffey institute on many occasions. They always claim that their music is within the decibel reading agreed with the council.

Their licence says that music should be inaudible at nearby noise sensitive dwellings after 22:00. On virtually every summer wedding, and several autumn ones, this has not been the case.

Despite having a meeting with the Roffey Park Institute and the neighbours at Horsham District Council offices with officers as mediators in November 2015 we experienced no improvement from the college managing the noise levels.

On Aug 27 this year Horsham District Council's sound recording equipment proved that the noise level was intrusive after 22:00 hours. This was also the case on many dates over the last two years. Roffey Management Institute are ignoring the terms of their licence. All during this period we complained on the night to the switchboard of the Institute. Only on one occasion did a member of the senior management team come to our properties. They met me and my neighbours at Fletchers the house next door. The manager's attitude was not only dismissive of the noise but also rude. She came out with the statement " Well you should not have bought a house next door to a business".

We bought a house next to an educational establishment in an AONB we did not buy next to a night club.

She continually said that the noise was below the decibels allowed. It was after 22:00 hours, so she was totally wrong.

On one occasion we visited reception to see what was happening because the noise was so loud. The premises manager said he would do what he could to keep people inside, but he was not successful.

Roffey Institute's answer to all the issues we have raised is to ask for their music licence noise level to be extended till midnight from 22:00. This is utterly and totally unacceptable. They also intend to move the music from the Sieff Lounge to their Lower Lounge, which is even closer to our bedroom. This room has no soundproofing, no air conditioning and has a smoking area which is less than 100 yards from our bedroom and has a sound line directly to it. This will create more noise on warm sunny evenings, especially as the prevailing wind direction is straight towards us.

Please refuse this licence variation.

Re Premises Licence Number: LI/16/0441/PREM

Existing Premises Licence: LI/10/0681/PREM

Roffey Park Institute, Forest Road, Colgate, West Sussex, RH12 4TB seeking a variation of premises licence.

My name: - [REDACTED]

I wish to object to the licence variation

### **To prevent Crime and Disorder**

No issues

### **Public Safety**

No issues.

### **To Prevent Public Nuisance**

For the last two years we have endured the disturbance caused by the weddings. Most are in the summer at weekends. In 2015, there were 6 weddings on consecutive Saturdays in August and September. We have complained to Roffey Institute on numerous occasions about the noise level. The music can be heard from early evening till midnight and is incredibly intrusive. My complaints have been met with statements from Roffey Park Institute that the noise level was within the agreed limits. It was never within limits between 10:00 and midnight where according to the licensing officer of Horsham Council, the noise should be barely audible in a bedroom with the windows open. This is a direct quote from their licence

“Sources of noise from music, singing or speech, whether amplified or otherwise must be barely audible outside noise sensitive premises such that it is inaudible inside noise sensitive premises between the hours of 22.00 and 07.00.”

As well as music, there is the sound of people in high spirits associated with a wedding. The room currently used for music (the Sieff room) is not air conditioned and not soundproofed. The doors open for ventilation on hot summer evenings and when people go out to smoke. Although people are in a courtyard on the other side of the Sieff Room, they are clearly audible to us in Stone Lodge.

The reaction to our complaints about noise from several of the senior managers detailed on the licence application has been dismissive. This has developed into a cavalier and even rude reaction. After our first complaint about noise, the Roffey Park Institute reaction was “this is a 7 day a week 24 hours a day business”. At the last meeting with the council in front of us, our neighbours and the council, after hearing the sound level at 11:30 as recorded by the council's sound equipment, their senior manager from Roffey Institute said “ I feel I have been stitched up”

Roffey Management Institute does not care about its neighbours. We never get an apology for their actions.

We have involved Chris Boyle and Horsham District Council in our complaints. Hoping to come to an agreement on a more peaceful 2016, we, our neighbours and Roffey Management met at the council offices in November 2015. The institute said they would be doing fewer weddings (approx.

12 per year, but almost all between June and September); not allowing live music and would look at sound proofing.

No improvement in sound levels and no soundproofing took place, and wedding noise between 22:00 and midnight continued. We complained directly to Roffey Management after each noise incident. They never came to our house to listen to the noise, and eventually they stopped replying, so we dealt directly with Horsham Council.

Our objections with Horsham District Council culminated in sound recording equipment being installed in our bedroom on Saturday August 27. **The results of the analysis were that the Roffey Institute had breached their licence by playing music that was not only audible, but extremely intrusive after 10:00 pm.** In fact the music had been loud since 19:30. This was a beautiful warm sunny evening and our dinner party was completely ruined.

In the detail around their new licence variation, Roffey Institute have said to us and our neighbours that they will no longer have music and dancing in the Sieff Room which is at the bottom of our two gardens. They will move the music to the Lower Lounge. This is actually closer to our house and the smoking area (two seats and a rain shelter) is 100 yards from our window. The area around the smoking shelter has no building protection to absorb any sound coming from wedding revellers. There is a direct sound line to our bedroom window and balcony, whereas before from the Sieff Lounge there was a building between us. The Lower lounge has three sets of double doors; it is not soundproofed and is not air conditioned. The idea that there will be staff manning these doors from 10:00 till midnight is neither practical nor believable from past experience. It will create just as much noise, probably more. There are now 4 brand new houses on the site of Beedingwood House. The nearest is as close as our house to their new music lounge. Roffey Institute did not inform Vanderbilt, the developers of these new houses of these licence changes

Roffey Management now has the gall to say that they want permission to play music until midnight, instead of 22:00. They have clearly breached the terms of their original licence on numerous occasions, one of which has been recorded by the council. Now they want to be permitted to do it whenever they like. On no account should they be allowed to play music until midnight.

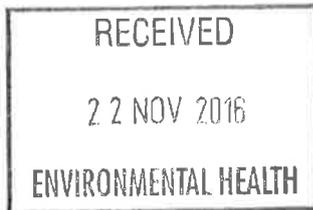
### **Protection of Children from Harm**

Not applicable

Please reject this licence variance.

### **Summary**

If Roffey Management Institute wishes to hold weddings and musical events there is a very large area in their premises well away from us and any other neighbour. It is the area known as the Hudson Suite. If they were to hold an event and test the sound levels with us, I believe it would be workable as long as the music licence stipulated a 22:00 finish. If they wish to place music in their Lower Lounge, we will be seeking a total refusal of their music licence.



**Ref: Licence Variation to Roffey Park Institute**

**Forest Road**

**Colgate**

**West Sussex**

**RH12 4TB**

**OBJECTIONS :**

**Our objections and concerns to the license variation to the above premises are noted as follows:**

**We have experienced excessive and unacceptable loud and intrusive noise from events held at Roffey Park Institute. It has had a significant and detrimental impact on our lives. We are objecting to events being held in close proximity to our property, namely in their restaurant, as we are the immediate adjoining property to Roffey Park Institute.**

**Noise disturbance has been mainly in the newly designed restaurant and the inner courtyard which is extremely close to our property. The inner courtyard has seating for guests to eat and drink plus the restaurant has bifold doors that open out onto this area. Experience has shown this area becomes extremely noisy and disturbing until very late at night sometimes past midnight with people singing, shouting, laughing etc.etc.etc.**

**We also strongly object to the proposed change of "silent time" from 22:00 to 24:00, this will disturb and disrupt our quality of life even more than we have experienced over the past two years, since the change of event venue.**

We met with RPI representative Mr. Dean and raised our concerns regarding the variation to their license and he assured us that ALL events with music will now take place in the lower lounge or a location further away from neighbouring properties which we agreed will eliminate most of the noise and disturbance to ourselves. Mr. Dean also assured us the courtyard outside the restaurant would not be used.

We would like to seek, if possible, written confirmation of this assurance from Roffey Park Institute as we realise the whole property is licenced to hold these events.

We wish to live in harmony with all our neighbours and hope you take into consideration our concerns. We would like to revert back to the quiet, tranquil life we had before Roffey Park Institute changed from being a Business College to being an Events venue at weekends.

Please find enclosed a copy of our original objections to the original application for a change of license made in 2011.

We sincerely hope you appreciate how in the past 2 years, since the music and events, mainly summer weddings, have disrupted what was a peaceful life here in Colgate.

Yours

Copy of original objection to change of  
License made in 2011.

Our objections to the application for a change of license made by Roffey Park Institute are as follows:

1. This is a residential community in a rural area and any change of scope for Roffey Park licensing will result in events and functions that are completely out of character with the local residents in this rural area.
2. The granting of the application will directly lead to an increase in licensing hours as well as events and functions that will have a significant and detrimental impact on residents in the neighbourhood through a number of factors:
  - 2.1 Live music and disco music from within the existing buildings which affect those residents in close proximity to Roffey Park
  - 2.2 Incredibly intrusive and disturbing live music and disco music from temporary structures such as marquees used for event which is unbearable for those adjacent to Roffey Park as well as intrusive and disturbing to the wider community for literally hundreds of yards around due to the lack of sound abatement or dampening from even the most modern of temporary structures
  - 2.3 Increased event related crowd and footfall will have a significant and negative impact on our community due to the noise from visitors arriving and more importantly leaving Roffey late at night following functions both during the week as per their present core business and at the weekends as many new functions would be held at weekends following a change of their licensing. Guests slamming of car doors and awaiting taxis late at night and in the early hours of the morning will cause a significant negative impact on our quality of life in our rural location.
  - 2.4 The core business of Roffey Park Institute is a management training college, not a venue for live functions and events. Events such as weddings, private parties and celebrations are out of keeping both with Roffey's experience in crowd control and noise abatement and simply do not belong in our quiet rural location.
  - 2.5 A greater volume of traffic would be created on the unlit road outside Roffey Park which as already an accident hotspot where there has been numerous accidents in the past including a number of fatalities.

We are the immediate neighbours to Roffey Park Institute, our lands adjoin. Last summer a wedding was held in the grounds of Roffey Institute where a marquee was used for disco music and we were disturbed for the entirety of the whole event. We were told this would be a "one off" and therefore did not complain to the licensing or environmental departments at the council. We feel from this past experience granting an entertainment licence would severely disrupt our quality of life should similar events be held on a regular basis.

We further more feel that like us, others seeking to locate to rural community would be completely put off by the disturbance of such events and the granting of an entertainment license would therefore devalue our property and make it unmarketable as a rural residence.