

From: [REDACTED]
Sent: 29 July 2021 17:06
To: Licensing <Licensing@leicester.gov.uk>
Subject: License review of Natterjacks bar
Importance: High

Dear Sir / Madam

I write in reference to Leicester City Council's Noise Team's requested review of the licensing arrangements for Natterjacks, 52a Braunstone Gate, Leicester, LE3 5LG

I have previously put in a noise complaint to the Noise Team, along with several other residents.

Before the Covid-19 pandemic, Natterjacks did not have an outside decking area at the rear of the bar. This decking now extends into Bede Street, which is a quiet residential area with many young families and professionals in the flats and houses. Before the pandemic, Natterjacks was occasionally disturbing people when the back door was left open, so I periodically walked down and either spoke to the staff directly or closed the door myself.

Since reopening post pandemic, the outside decking meant loud, drinking customers have been audible from my own residence and many others. More problematically, the bar has sought to give these patrons music by having their back door open and playing loud music out onto the decking (and, therefore, the street).

Several residents in my own building were unhappy so I visited the bar and spoke to the owner directly to outline concerns. These conversations have always been polite and courteous, and we discussed several possible solutions. However he was not willing to have the back door closed – rather suggesting some alteration which would create a “two door system” or some such. This alteration has never been made.

I met with other residents to ensure I was not being unreasonable and that others shared my concerns. Everyone I spoke to in [REDACTED] my own residence, shared my concern that the use of the back decking, and in particular the playing of loud music out of the open back door, was a consistent nuisance on Friday and Saturday nights which was prevented some from sleeping or having peace in their own home. The noise is usually not over until around or gone 2am.

I have spoken to the manager several times since to try and reduce the stress being caused to residents. In fairness, I have seen less use of the outside decking and the noise from the speakers is less than when I originally contacted him. However the door is still open putting music out into a residential street, and the effect on mental health has been, for me personally, ongoing and negative.

I would like to add that the staff, including manager and owner, have always been polite and willing to speak to me re. my concerns and we have seen some improvements. However I strongly feel that the presence of the outside decking in a residential street is not appropriate in terms of a reasonable standard of living for nearby residents, and playing music out of an open door into the residential area is not acceptable.

Please do let me know if I can clarify any of my comments or supply further details

Yours faithfully

[REDACTED]