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CLOSURE NOTICE

THIS NOTICE IS ISSUED PURSUANT TO PART 4, CHAPTER 3 OF THE ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014 (hereafter referred to as 'the Act')

You are hereby notified that an application will be made under section 80 of the Act for the closure of the premises at

Riverside Mansions Old Mill Lane Hunton Bridge Kings Langley Hertfordshire WD4 8QT by way of a Closure Order.

Access to the premises by any person other than a person who habitually resides in the premises or the owner of the premises is now prohibited. Anyone entering the above premises in contravention of the above prohibitions will commit an offence under the Act.

The application for the Closure Order will be made at ST.ALBANS MAGISTRATES Court on Monday 26th July 2021 at 0930 hours

Please note that if the Closure Order is granted:

- there will be no further entry to the premises and it will be totally sealed,
- anyone residing in the premises will need to find alternative accommodation,
- it will come into force immediately after the court makes the Closure Order;
- it will be limited to a maximum term of three months, although an application for an extension can be made if necessary
- the rights of ownership for owner-occupiers or tenancy rights will not be removed,
- failure to comply with this notice is an offence
- a person guilty of an offence for breach of the Closure Order will be liable on summary conviction to imprisonment for a period not exceeding 51 weeks, a maximum fine of £5000, or both.

Any person who believes they may be affected by this Closure Notice or Closure Order application is strongly advised to seek legal advice. Advice is available from the following local service providers:

- Citizens Advice Bureau, St Mary's Churchyard, Hight Street Watford, Herts WD17 2BE Tel: 0344 4111444
- Homelessness/Housing Advice (Housing Options), Three Rivers District Council, Northway, Rickmansworth WD3 1RL telephone number 01923 776611.

Signed: Supt 1780 Adam Willmot

Dated: 23/07/2021

To be issued on Saturday 24th July 2021



RESTRICTED
Hertfordshire Constabulary

Authority to Issue Closure Notice Under Anti-social Behaviour , Crime and Policing Act 2014 (C12) (Part 4 Chapter 3 Closure Power)

Authority To Issue Closure Notice

In accordance with Anti-Social Behaviour, Crime and Policing Act 2014 (Part 4 Chapter 3)

Premises to be closed:

**Riverside Mansions Old Mill Lane Hunton Bridge Kings Langley Hertfordshire WD4
8QT**

Local Authority area in which premises is located: Three Rivers District Council

I authorise this closure notice as I am satisfied on reasonable grounds:

1. that the use of these premises has resulted, or is likely soon to result, in nuisance to members of the public,* OR
2. that there has been, or is likely soon to be, disorder near these premises associated with the use of these premises and that the notice is necessary to prevent the nuisance or disorder from continuing, recurring or occurring.**

I authorise the notice in the following terms:

Access to the premises by any person other than a person who habitually resides in the premises or the owner of the premises is now prohibited. Anyone entering the above premises in contravention of the above prohibitions will commit an offence under the Act, for a period of 24 hours from the time specified on this notice

Any person failing to comply with this notice is liable to prosecution

An application will be made for a Closure Order under Section 80 of Anti-Social Behaviour, Crime and Policing Act 2014

A closure order is an order prohibiting access to the premises for a period specified in the order not exceeding 3 months

A closure order may prohibit access:

- (a) by all persons, or by all persons except those specified, or by all persons except those of a specified description;
- (b) at all times, or at all times except those specified
- (c) in all circumstances, or in all circumstances except those specified.

There will be a hearing at **Monday 26th July 2021 0930** at ST ALBANS MAGISTRATES COURT

Officer giving authority – (Inspector or above

Name: Adam Willmot Rank: Supt Station: Watford

Signature Time: Date:

*,** Delete where applicable

Application for Closure Order

(Anti-Social Behaviour Crime and Policing Act 2014, Part 4 s.80)

St Albans Magistrates' Court

The Civic Centre
St Peters Street
At Albans
Hertfordshire
AL1 3LB

Date: 23rd July 2021

Address:

Riverside Mansions Old Mill Lane Hunton Bridge Kings Langley Hertfordshire WD4 8QT

Sole Lawful Occupier: Miss Victoria Gutsul

Application made by: PS 1162 Luke Mitchell Constable of Hertfordshire Constabulary
(Watford Police Station)

In relation to the address

**Riverside Mansions Old Mill Lane Hunton Bridge Kings Langley Hertfordshire
WD4 8QT** it is alleged that during the relevant period:

(a) That a person has engaged in disorderly, offensive and criminal behaviour on the premises

And

(b) That there has been disorder near those premises associated with the use of those premises.

With a closure notice having been served on 23rd July 2021, application is now being made for a closure Order, as it is believed to be necessary to prevent the occurrence of future disorder or serious nuisance.

Application is made for a Closure Order for a period Three (3) months. On application of: PS Luke Mitchell, Constable of Hertfordshire Police.

Name of Applicant Authority : Hertfordshire Constabulary

Address of Applicant Authority: Hertfordshire Constabulary
Headquarters
Stanborough Road
Welwyn Garden City
Herts
AL8 6XF

Certificate of Consultation – Closure Order

In the St.Albans Magistrates Court

In the matter of an application for a Closure Order, pursuant to Chapter 3 of the ASB Crime and Policing Act 2014

Applicant: Hertfordshire Police

Property:

Riverside Mansions Old Mill Lane Hunton Bridge Kings Langley Hertfordshire WD4 8QT

The following have been consulted in respect of this application, pursuant to s76 (7) of the ASB Crime and Policing Act 2014:

To be completed by the representative of the Applicant

I, Ps 1162 Luke Mitchell hereby certify that I am duly authorised to consult on behalf of Hertfordshire Police. I consulted with Lorna Fryer of Three Rivers District Council on 23/07/2021 being a body or individual we consider it appropriate to consult with.

Signature.....

Print name: Luke Mitchell

Date: 23/07/21

IN THE WESTERN & CENTRAL HERTS. MAGISTRATES COURT

**IN THE MATTER OF AN APPLICATION FOR A CLOSURE ORDER UNDER
PART 4, SECTION 80, OF THE ANTI-SOCIAL BEHAVIOUR CRIME & POLICING
ACT 2014**

B E T W E E N:

THE CHIEF CONSTABLE OF HERTFORDSHIRE CONSTABULARY

Applicant

AND

Riverside Mansions Old Mill Lane Hunton Bridge Kings
Langley Hertfordshire WD4 8QT

Respondent

HEARSAY NOTICE


[TAKE NOTICE THAT THE APPLICANT INTENDS, PURSUANT TO THE MAGISTRATES' COURT (HEARSAY IN CIVIL PROCEEDINGS) RULES 1999] to adduce hearsay evidence at the hearing of the application on 31st March 2015 for a Closure Order under Part 4, S.80 of the Anti-Social Behaviour Crime & Policing Act 2014 in the form of:

1. Extracts in statement made by Michelle Wright
2. Extracts in statement made by Lorna Fryer
3. 5 emails from local residents

AND TAKE FURTHER NOTICE that the police officers who made the above entries on police databases and the persons who made the above statements should not be called as witnesses as their attendance would not be proportionate to the issues between the parties and

by reason of the fact that their evidence, is unlikely to be contested so that to permit this evidence results in a substantial saving of costs and court time and in any event all persons cannot reasonably be expected to have any recollection of matters relevant to the accuracy or otherwise their entry. Furthermore, insofar as informants who are members of the public, whether providing the information recorded on the criminal intelligence system and Police National Computer and/or in the above witness statements, and whereby the Respondent knows their identity or could discover their identity, the Applicant considers that the evidence should be given by way of hearsay as the Informants are fearful for their own personal safety and for retribution against themselves as a result of providing information to the police.

Dated the 23/07/2021

Signature


On behalf of the Applicant

Luke Mitchell
Watford Police Station
Shady Lane
Watford
WD19 1DD



**HERTFORDSHIRE
CONSTABULARY**

Closure Order

Anti-Social Behaviour ,Crime and Policing Act 2014 (C12)
(Part 4 Chapter 3 Closure power)

**Central & Western Hertfordshire (St. Albans) Magistrates'
Court**

The Civic Centre
Saint Peter's Street
St Albans

Date Monday 26th July 2021

Address: **Riverside Mansions Old Mill Lane Hunton Bridge Kings Langley
Hertfordshire WD4 8QT**

On application of PS Mitchell 1162

Name of Applicant Authority: Hertfordshire Constabulary

Address of Applicant Authority: Watford Police Station,
Shady Lane,
Watford
WD17 1DD

The Court has found that, within the relevant period, in relation to the address:

**Riverside Mansions Old Mill Lane Hunton Bridge Kings Langley
Hertfordshire WD4 8QT**

- (a) that a person has engaged , or (if the order is not made) is likely to engage in disorderly, offensive or criminal behaviour on the premises, or
- (b) that the use of the premises has resulted, or (if the order is not made) is likely to result, in serious nuisance to members of the public, or
- (c) that there has been , or (if the order is not made) is likely to be, disorder near the premises associated with the use of those premises,



HERTFORDSHIRE

CONSTABULARY

and that the order is necessary to prevent the behaviour, nuisance or disorder from continuing, recurring or occurring.

The Court in issuing this Closure Order prohibits anyone from remaining on or entering:

**Riverside Mansions Old Mill Lane Hunton
Bridge Kings Langley Hertfordshire WD4 8QT**

To do so would render persons liable to arrest.

With the exception of Emergency Services.

**The Closure Order is in force for a period of 3 months
from the date of this order Date: _____ to
Date: _____.**

If anyone does anything which they are prohibited from doing by this order, they shall be liable on summary conviction to a term of imprisonment not exceeding six months or to a fine or to both.

Justice of the Peace

[By order of the clerk of the court]

Witness Statement

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

URN: [] [] [] []

Statement of:
PC 54
Kempster

Age if under 18 (if over insert "over 18"): Occupation: Police Officer

This statement (consisting of3..... Pages(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

I can confirm that the Victim Personal Statement (VPS) has been explained and offered to me [] tick box

I do /I do not* wish to make a VPS at this time

I understand that I can make a VPS at any time before a sentencing hearing [] tick box

*delete as applicable

Signature: [Redacted Signature]

Date: 21/07/2021

This statement is in relation to RIVERSIDE MANSION on OLD MILL LANE, which I attended due parking, crowd's, noise complaints and anti-social behaviour.

In this statement I will mention the location of RIVERSIDE MANSION on OLD MILL LANE. I now know it to be a licenced venue. The mansion is set in the grounds of a canal, the outdoor area contains a large football pitch, two large marquees and a DJ set made of scaffolding. There is the main large mansion house and two log cabins situated on the grounds. Its placed on an unlit national speed limit country road with two traffic give way and priority calming measures.

I will mention one named person in this statement who I believe to be VICTORIA GUTSUL, who is the DPS of RIVERSIDE MANSION, I will now refer to her as VICTORIA throughout the rest of this statement. I can describe VICTORIA as a white female medium build with blonde hair. I will also mention the security staff.

I first attended RIVERSIDE MANSION on WEDNESDAY 3RD JULY 2021, this was the night of ENGLAND semi-final, police were called for a large crowd, loud music and dangerous parking. On arrival I believed it to be a house party as I had no previous knowledge of a licenced premise on OLD MILL LANE. I spoke with VICTORIA who was standing outside the venue and asked her what was happening. VICTORIA explained the premises had a licence and they were holding an event and showing the football. I read over the licences and it looked as if the licence was issued in 2020. Due to the amount of people and the noise level of music, the venue and licence was checked by an inspector. As there were a number of noise complaints I believe I recommended the DJ to turn down the music as it was very loud, I also directed traffic and asked security to get their guest to move their cars as they had parked dangerously. VICTORIA explained she had the

Signature: [Redacted Signature]

Signature Witnessed by: _____

Witness Statement

Continuation of Statement of _____

capacity of 250 people, later that evening we had to close the road at one end in order to make the road flow and to prevent any accidents.

The second time I attended was SUNDAY 11TH JULY 2021 this was the night of the finals of the Euros. On both of these occasions we had extra staff on duty due to the football being shown. Again, on this date we had to close the road as cars were double parked blocking the road and causing a black log of traffic. We had issues with uber and taxi drivers attempting to turn around and large groups of people in the road and a girl vomiting on the Shell forecourt.

On THURSDAY 14TH JULY 2021 I attended a meeting at RIVERSIDE MANSION in company with a number of professional bodies including licencing, environmental health and planning. It was clearly explained to VICTORIA that she had breached her licence on two occasion, the main breach and what caused police the most issues were parking, in VICTORIA'S licence it states she should have had shuttle bus coming from a hotel on the A41 which transported her guest to the venue, VICTORIA stated the bus would drive into the premises and drop the guests off and return, that way it would stop guest standing in the middle of a country lane and prevent traffic build up.

At the meeting I was made aware that there was a planned "brunch" for SATURDAY 17TH JULY 2021 and assured by VICTORIA that there would be no further breaches. VICTORIA was reminded of the main breaches and stated she had plans in place to ensure they wouldn't happen on SATURDAY and that she would be present. VICTORIA stated the event would start at 1400hrs and end at 2300hrs, unfortunately the event went on until the early hours, with the last and only bus arriving at 0017hrs, there were a number of calls and complaints to police from neighbours.

There were a number of breaches which occurred across the night, I started duty at 1600hrs and conducted a drive by, there were cones along THE MALTINGS which is a residential road and a chalk board saying "NO PARKING PRIVATE ROAD" I assumed this had been put in place by the venue however, later when I spoke with VICTORIA and she stated that it wasn't anything to do with her. The parking was better along OLD MILL LANE and there were security stopping vehicles parking, however this only encouraged people to double park in THE MALTINGS.

With it being a SATURDAY, it was a busy night therefore regular checks were not as frequent as the previous events. The previous events were on the nights of the EUROS where England were playing football therefore, we had a dedicated operation and more officers to deal with it. With this event taking place on a normal shift I was the only Abbots Langley SNT officers, residents from THE MALTSING called in about parking and abusive language earlier on in the evening. I conducted body cam of the amount of vehicles and went back to VICTORIA to explain the vehicles needed to be moved, she assured me, she would put an announcement out and asked security to walk up there. I asked her about the shuttle bus services and she assured me it was in place but couldn't answer why there were vehicles still parking and people being dropped off. Later she expressed she had closed the door so no more people could attend this was around 2200hrs and she had a capacity of 300.

As the night went on we had major issues with taxi drivers and drivers leaving the event causing the road to be blocked, when driving by I got stuck in stand still traffic with people beeping their horns I exited my vehicle when a bouncer explained he believed someone was drink driving I approached to stop the vehicle when it sped off and drove over my foot, thankfully I had steal caps boots on and I was not injured. I approached security at the gate and explained as part of

Signature: _____

Signature Witnessed by: _____

Witness Statement

Continuation of Statement of _____

their licences they were responsible for dispersing, there were over 100 people in the street. I asked them how this occurred as part of their licences is to arrange a shuttle bus services to and from the venue which would prevent the parking issues and ASB. It was at this point security stated their guest weren't doing anything wrong parking in a private road. VICTORIA was not present and was not managing this behaviour. I went to move my vehicle when a member of security asked me to move a vehicle on as it was causing problems. The vehicle was parked on the footpath as I approached a fight broke out surrounding the car, I believe there were 20 people involved, I dealt with this incident as a police officer and the security did not intervene in this incident.

I have concerns around this being a regular occurrence, residence in the area expressed their fears that the venue was a rave venue due to the type and volume of music being played on each event. I believe the venue is not being used as a wedding venue and the type of events they are planning/ advertising is not suitable for the area. I do not see how this premises can be managed without a police presence.

I believe my bodycam did capture part of the incident and I can exhibit this as AFK/01 OLD MILL LANE.

Everything in this statement is true to the best of my knowledge.

~~_____~~
[Handwritten signature]

Signature: *[Handwritten signature]*

Signature Witnessed by: _____

Witness Statement

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

URN:

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Statement of: **A/PS 1048 BRADLEY CROSS**Age if under 18 (if over insert "over 18"): **Over 18**Occupation: **Acting Police Sergeant**

This statement (consisting of3..... Pages(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

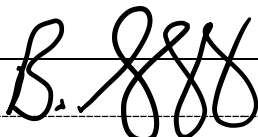
I can confirm that the Victim Personal Statement (VPS) has been explained and offered to me tick box

I do /I do not* wish to make a VPS at this time

I understand that I can make a VPS at any time before a sentencing hearing tick box

*delete as applicable

Signature: _____


Date: **21/07/2021**

This statement is in relation to an incident which I attended on 18/07/2021, whereby there was a large disturbance in the street.

The exact incident occurred along old mill road, WATFORD, more specifically approximately 100 metres down OLD MILL LANE heading towards ABBOTS LANGLEY from the SHELL GARAGE on HUNTON BRIDGE. My exact arrival on scene was 0008hrs on 18TH JULY 2021.

The persons mentioned in this statement is myself, my colleague A/PS 2543 WATSON, PC 54 KEMPSTER and a female who I know to be some form of licence holder for the property which was involved with the disturbance. She was blonde and was wearing a red dress, she also had some form of accent when she spoke, as though she was from eastern Europe potentially. She seemed approximately twenty-seven years of age. She explicitly informed me that she held some form of licence for the property, I'm unable to recall exactly what this was. I will refer to her as the FEMALE throughout the entirety of this statement.

On the above date and time, I had been patrolling throughout WATFORD, under the call-sign of NC112. In my vehicle with me was A/PS WATSON, who was using the call-sign NC110. We were both in a marked police vehicle, and in full uniform and PPE.

Whilst conducting routine patrols throughout our area, we heard a call for assistance by the call-sign NT750, who I now know to be PC KEMPSTER. PC KEMPSTER seemed to be responding to some form of incident, and during this incident, had a vehicle make contact with her foot and leave the scene. Multiple units responded to the scene, including myself and A/PS WATSON.

Upon our arrival, police officers were having to park their vehicles approximately 50 metres from the initial incident location. This is due to the number of vehicles, being driven by members of the public getting stuck as they were picking people up at the side of the roads. This creates a

Signature: _____

Signature Witnessed by: _____

Witness Statement

Continuation of Statement of **A/PS 1048 BRADLEY CROSS**

massive officer safety concern, as officers were unable to respond effectively to what I knew to be an officer in need of assistance. I soon arrived on foot, and saw an incredibly large number of people waiting outside one particular property which I am unable to name, however there was in excess of one hundred people on the roadside. I was quickly informed that these people had attended a party or event within said property, and were waiting outside in order to catch a shuttle bus. The road that they were waiting on had no street lighting, was narrow and had pavements approximately one metre in width. This is not sufficient to safely cater for the amount of people that were present from leaving the address.

I sought after the security marshals for the event, with only some of these security guards being visibly identifiable as security. Most were wearing all black, modern clothing, with small patches on their arms which held some form of security licence. I spoke with these security guards, who informed me that they have had to hold more party-goers back inside of the property grounds, to stop anymore disorder on the street. This plan really had not gone well, and the members of the public were standing and partying in the middle of the road, preventing all traffic from flowing freely. The vehicles that were in attendance picking up the members of public, were of high value, and were committing all sorts of anti-social behaviour by wheel-spinning off as they left. This seemed to be in an attempt to intimidate and coax the officers who were on foot at the incident.

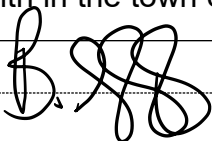
I can compare this event to that of a larger scale public order event, one which would routinely require the use of various resources, such as PSU-trained officers who would be readily deployable. Whilst I am not a level 2 PSU-trained officer, I am trained to level 3, and can identify the precursors of a public order incident, which would require further resources. This incident certainly fit into that category.

Further county resources soon arrived, this included armed-response vehicles. This was due to the level of disorder being created by the volume of people that had filled up the street and surrounding areas. Officers were unable to effectively deal with pockets of disorder which would spontaneously erupt from the crowds that had left the property, this is mainly down to the police to public ratio at the event, meaning that we were unable to prevent crime and disorder at this particular time. As mentioned before, the street was not suitable nor safe to cater for the volume of people that had taken to the street awaiting their lift home. I, personally am very shocked that there was not a reported incident of a member of public being struck by the number of vehicles that were driving dangerously along the road.

As for the noise which was coming from the event, I was unable to hear any music being played on our arrival. I understand that music would have been played during the event, but not when we arrived. However, as mentioned there was a large number of people exiting the event, most of them being intoxicated. This caused a loud noise from the area outside of the property, in the street where multiple other properties are adjacent to. So, I am very sure that this would have created an immense amount of public nuisance to those who resided within the first few streets away from the property hosting the event.

Once the disorder in the streets and decreased slightly, myself and A/PS WATSON, who were the supervisors on scene, headed into the property grounds to clear the remaining residents waiting to leave. The property was a large manor house, with a swimming pool, hot tub and multiple rooms inside of the building. We were approached by the FEMALE, who explained that she held some form of licence for the event, and was the event organiser / host. We explained the implications of what had just happened, and how this level of disorder on a night where police already have issues to deal with in the town centre, is not acceptable and not safe to the wider public. The

Signature:



Signature Witnessed by:

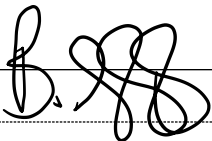
Witness Statement

Continuation of Statement of A/PS 1048 BRADLEY CROSS

FEMALE seemed to understand what I was saying quite well, and looked as though she had genuine remorse for this and the poor running of the event. I left the conversation with the FEMALE by informing her that further measures will be put in place and will probably be led by the area's local safer neighbourhood team. She understood this.

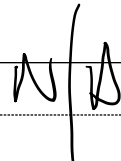
When I left the property and entered the street, most of the waiting members of public had since moved along, and I deemed it that police not longer needed to be in attendance, so we left.

I exhibit all clips of body worn video footage from my camera, as BMC/01.



Signature:

Signature Witnessed by:



RESTRICTED (when complete)

THIS INFORMATION MAY BE SHARED WITH OTHER LAW ENFORCEMENT AGENCIES

Witness Statement

(Criminal Procedure Rules 2005, r.27.1(1); CJ Act 1967, s.9 & MC Act 1980, ss.5A(3)(a) & 5B)

URN

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Statement of A/PS Holly COOPER 2561

Age if under 18 Over 18 (if over 18 insert "over 18") **Occupation** Acting Police Sergeant

This statement (consisting of 2 pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Signature  A/PS Holly COOPER 2561

Date 22nd July 2021

Tick if witness evidence is visually recorded (supply witness details on rear)


This statement is in relation to an incident relating to a parking dispute.

The place in which this incident occurred was upon THE MALTINGS, HUNTON BRIDGE. THE MALTINGS is a heavily populated, residential area, encompassing semi-detached, detached and terraced properties, many of which have private driveways however there is an amount of on street parking.

On Saturday 22nd July 2021, at approximately 22:00, whilst on duty in the capacity of Duty Sergeant under the call sign NT117, I responded to an incident described as a parking dispute.

Upon my approach to THE MALTINGS, whilst travelling upon OLD MILL ROAD, HUNTON BRIDGE I observed several parked vehicles on the corner of THE MALTINGS. As I turned into THE MALTINGS, I observed a male wearing a 'high-viz' vest, standing on the corner of THE MALTINGS, junction with OLD MILL ROAD, I assume he was a parking marshall. Although the windows were not open on the Police vehicle I was driving, I could hear loud music sounding in the area.

As I travelled upon THE MALTINGS, I observed numerous parked, unattended vehicles, on pavements, blocking driveways.

Signature  A/PS Holly COOPER 2561

Signature witnessed by

Continuation of Statement/Interview of A/PS Holly COOPER 2561

Travelling to the specific location of the reported incident, I was led to a dead end comprising of residential garages. Near to the garages, there were several parked vehicles, some of which were blocking each other in. Due to the way in which the vehicles were parked, it was not confirmed which, if any vehicles, were attributed to these private garages.

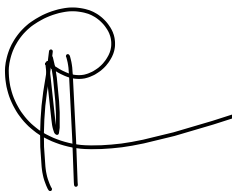
Upon arrival on scene, I exited my vehicle and heard loud music with a substantial amount of base. I am confident, if within a residential property in the locality, the music would have been heard clearly and I have no doubt, if the residential properties contained children or adults, they would have had difficulty sleeping.

A female member of public was arguing with 2 males. The argument of which was heated, parties were coming closer together and Officers were required to split the parties up to prevent disorder and harm. The female identified herself as a resident, the 2 males identified themselves as film crew for an event occurring at a location I now know to be RIVERSIDE MANSION, OLD MILL LANE. The 2 males stated they were advised to park in this location by event managers. The female was clearly distressed and made mention that these events had occurred numerous times prior even though she had reported these to her local council.

After a resolution of the parking dispute, by way of moving vehicles, I dealt with an unrelated incident in the location.

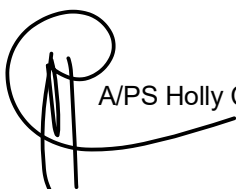
Upon exiting THE MALTINGS, again, I observed numerous parked vehicles, which were unmoved from my original attendance and the observation of loud music. I was on scene for approximately 45 minutes.

I continued my tour of duty.



A/PS Holly COOPER 2561

Signature



A/PS Holly COOPER 256

Signature witnessed by

RESTRICTED (when complete)

WITNESS STATEMENT

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3) (a) and 5B: Criminal Procedure Rules 2005, Rule 27.1

URN

Statement of: Amanda DOUGLAS

Age if under 18: Over 18 (if over 18 insert 'Over 18') Occupation: Police Officer

This statement is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false or do not believe to be true.

Signature: Amanda DOUGLAS Date: 19/07/2021

Tick if witness evidence is visually recorded (supply witness details on rear)

I am a Police Officer employed by HERTFORDSHIRE CONSTABULARY and currently attached to THE SAFER NEIGHBOURHOOD TEAM based at ABBOTS LANGLEY POLICE STATION.

I am making this statement in relation to RIVERSIDE MANSIONS, OLD MILL LANE, HUNTON BRIDGE, KINGS LANGLEY WD4

The people I will mention other than myself are as follows:-

My colleagues PC 54 KEMPSTER, PC 1033 JONES, PC 686 ROBINSON and PS 2577 STOPFORD

I will also mention a WHITE FEMALE, who I now know to be VICTORIA GUTSUL who is the DPS (DESIGNATED PREMISES SUPERVISOR) for the venue RIVERSIDE MANSIONS. I will refer to her as VICTORIA throughout my statement.

The place I will mention is RIVERSIDE MANSIONS, OLD MILL LANE, HUNTON BRIDGE, KINGS LANGLEY. RIVERSIDE MANSIONS is a large detached gated property located on OLD MILL LANE, HUNTON BRIDGE. OLD MILL LANE is a two-way road which runs parallel with the A41, WATFORD ROAD and is approximately 500 metres in length. OLD MILL LANE links BRIDGE ROAD with the A41 WATFORD ROAD. At the top end of OLD MILL LANE there is a SHELL FUEL STATION. Approximately mid-way along OLD MILL LANE is a traffic calming measure which is situated directly outside a small detached cottage and to the RIGHT-HAND SIDE when facing this cottage from OLD MILL LANE is a small driveway belonging to this detached cottage. This driveway is adjacent to the main entrance driveway of RIVERSIDE MANSIONS.

Signature Amanda DOUGLAS Signature witnessed by:

OLD MILL LANE Is a narrow road comprising pedestrian pavement to one side only and comprises many sharp and blind bends.

Along OLD MILL LANE, closest to BRIDGE ROAD is THE MALTINGS which is a cul-de-sac road comprising of residential properties.

Pedestrian access along OLD MILL LANE is restricted to one side of the road only due to its narrow nature and when entering the road from BRIDGE ROAD upon reaching the TRAFFIC CALMING MEASURE, the pavement runs along the LEFT-HAND SIDE only until it reaches the SHELL GARAGE.

RIVERSIDE MANSIONS is a large detached property set in extensive grounds.

On SATURDAY 3rd JULY 2021, I was on duty in full uniform in a marked police vehicle, in company with PC KEMPSTER and assigned to OP ADVANTAGE, under CALL SIGN NT753. OP ADVANTAGE relates to a POLICE response for the EUROS 2021.

At around 1700hrs, I was made aware of ISR HC-03072021-0571 relating to calls from local residents reporting issues of loud noise and dangerous parking along OLD MILL LANE which was believed to being linked to RIVERSIDE MANSIONS.

It was not at first identified that the event being held was related to FOOTBALL and intervention officers from RICKMANSWORTH were initially dispatched. However, due to the volume of people and cars, we were called to assist.

Upon my arrival on OLD MILL LANE, I activated my BWV, D3389, which I exhibit as AMD/01. INTERVENTION OFFICERS, PC JONES and PC ROBINSON were already on scene and were making attempts to undertake traffic control. However, due to the vast volume of cars and people in the vicinity this was proving difficult as vehicles entering on to OLD MILL LANE from both directions were getting trapped along the road and this, in turn, was causing traffic to back up along the road in both directions and restricting access to nearby residential properties. Guests had also parked vehicles at the location of the traffic calming measure which meant that moving traffic was unable to stop at the correct point to allow traffic to pass through.

There were no staff from RIVERSIDE MANSIONS who were assisting with traffic control or control of their guests who were alighting from TAXIS and UBERS and walking straight out into the centre of the road. There was also concern that the volume of parked vehicles and build-up of traffic would hinder any emergency vehicle access if required.

Upon exiting the police vehicle, I made my way over the entrance gates of RIVERSIDE MANSION and spoke with VICTORIA who was standing at the entrance gate. VICTORIA advised that the venue was a licenced premise and she was able to produce a copy of this LICENCE issued by THREE RIVERS DISTRICT COUNCIL. VICTORIA advised that the event taking place was showing the ENGLAND FOOTBALL MATCH with a capacity expected of 250 persons seated on tables of SIX within the grounds and was scheduled to finish at 2200hrs. I was advised by PC JONES that officers had already entered the venue and conducted a walk-through to confirm that COVID Guidelines were being adhered to and had reported no concerns in this regard. I felt that VICTORIA appeared very

Signature Amanda DOUGLAS Signature witnessed by: _____

reluctant to allow me further access.

However, the safety of pedestrians was of concern as this was being severely compromised with the volume of cars parked along the pavement. As well as parked vehicles restricting the two-way access, they were also parked well on to the pavement and causing pedestrians to have to walk in the road. With the road being unlit and comprising of many blind and sharp bends there was obviously real concern for safety of pedestrians and upon speaking with security and VICTORIA it was agreed that they would collate a list of the vehicles causing obstructions which would be read out over the speaker system with a request for the vehicles to be moved immediately. Both myself and PC KEMPSTER advised VICTORIA that we would return at around 2200hrs for the scheduled finishing time of the event to assist with traffic control due to the volume of guests which would be leaving.

When returning later, OLD MILL LANE was in complete mayhem, caused by parked vehicles, pedestrians walking along the middle of road and TAXIS who had stopped to pick up passengers and had double-parked and blocking access along the road. Persons leaving the event were rude and disorderly and there was an excessive amount of litter seen along the footpath and at the side of the road.

An UNKNOWN WHITE FEMALE, who was a passenger of a vehicle leaving the event had stopped at the SHELL GARAGE and exited the vehicle whereupon she had vomited across the forecourt.

Whilst the event was clearing, it was noted that security staff were leaving the area. One FEMALE SECURITY STAFF MEMBER was spoken to and asked if everyone had now left the venue to which she responded words to the effect of:-

“I DON’T KNOW WE WERE ONLY WORKING UNTIL 2200HRS”

A decision was made to close the road at the JUNCTION with the SHELL GARAGE to allow access from this end of OLD MILL LANE for TAXI’s and UBERS only in an effort to manage the traffic situation.

It was well past midnight before order was reinstated along OLD MILL LANE.

On SUNDAY 11th JULY 2021, I was on duty in full uniform in a marked police vehicle in company with PC KEMPSTER and assigned to OP ADVANTAGE under Call Sign NT753.

At around 1700hrs we commenced our patrols of the local area. At approximately 1830hrs we made our way to OLD MILL LANE. Upon arrival, it was evident that another event at the venue was taking place. Traffic along the road was starting to build up and again vehicles were seen parked the whole way along the road and obstructing pedestrian access along the footpath. Vehicles were also seen parked in and around THE MALTINGS. At this time, I could not see VICTORIA in attendance at the main entrance of RIVERSIDE MANSIONS however, we did remain in the police vehicle due to the volume of traffic building up and the difficulty in parking and manoeuvring along OLD MILL LANE.

Whilst remaining in the police vehicle, we spoke with security at the entrance of RIVERSIDE

Signature Amanda DOUGLAS Signature witnessed by: _____

MANSIONS to request numbers attending the event and to ask them to monitor the parking along the road. We requested SECURITY STAFF to move along any vehicles who were attempting to park and were guests at the event. SECURITY STAFF confirmed to us that there was a capacity of 300 guests expected for the event with a finish time of MIDNIGHT. SECURITY STAFF also advised that they would put an attention message out to guests to request they move any vehicle which was parked on the pavement and along OLD MILL LANE. Shortly after SECURITY STAFF returned to inform us that the message had been delivered but the guests were not willing to move their vehicles and had responded words to the effect of:-

“THE POLICE CAN CLAMP OR TICKET OUR CARS WE ARE NOT MOVING THEM”.

I did also speak with the security staff around shuttle buses being run from another location to bring guests to the venue. The staff member I spoke to was a little vague with her information but told me that there were buses running but could not provide any information to me about this and I certainly did not see any buses or coaches during my patrols.

Due to the safety of pedestrians and to ensure that traffic along OLD MILL LANE would be kept moving, we took the decision to close off access to vehicles entering OLD MILL LANE from BRIDGE ROAD. TRAFFIC CONES and TWO POLICE ROAD CLOSURE SIGNS were erected at the junction of OLD MILL LANE and BRIDGE ROAD. However, at around 22:30hrs when we returned to conduct a further patrol, one of these police signs had been stolen.

A patrol was also conducted of THE MALTINGS which took place at around 22:45hrs. This road was also completely jam-packed with vehicles parked in every available space in the road. The noise from the event was booming and I took the opportunity of speaking with a local resident in THE MALTINGS who had come out of her property. This resident advised me that the noise we were now experiencing had slightly reduced in volume to that which had been heard earlier on in the evening!

Upon later returning to OLD MILL LANE around MIDNIGHT, the music coming from the event could be quite clearly heard from both ends of the road. We remained patrolling around the location until the majority of the road was clear.

At the end of the shift at approximately 0200hrs, I returned to ABBOTS LANGLEY POLICE STATION. Upon checking the logs, I identified there had been calls received relating to ISR's 574, 718, 889 and 909 of 11/07/2021 all in connection with complaints from residents relating to noise and parking along OLD MILL LANE.

Signature Amanda DOUGLAS

Signature witnessed by: _____

Witness Statement

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

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Statement of: **PS 2577 James Stopford**Age if under 18 (if over insert "over 18"): **Over 18**Occupation: **Police Sergeant**

This statement (consisting of pages(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

I can confirm that the Victim Personal Statement (VPS) has been explained and offered to me.

tick box

I do / I do not* wish to make a VPS at this time.

I understand that I can make a VPS at any time before a sentencing hearing.

tick box

*delete as applicable

Signature: **PS 2577 James Stopford**Date: **20/07/2021**

On SATURDAY 3RD JULY 2021 I was on duty and in uniform working under the call sign NT713. I was the on duty Safer Neighbourhood Team Sergeant for the Three Rivers area, working on dedicated football patrols for the ongoing Euro tournament.

At approximately 1830 hours I arrived at ISR 571 03/07/2021, which were reports of a large event at a property on OLD MILL ROAD, HUNTON BRIDGE. The property itself is called RIVERSIDE. Upon my arrival I could see a number of vehicles parked and fully blocking the pavement on OLD MILL ROAD, starting shortly after the SHELL PETROL STATION and going up the length of the road.

I walked up the road to the address and was met by PC's 54 KEMPSTER and 429 DOUGLAS, who pointed me in the direction of the DPS. Her and a member of the door staff showed me around the venue, a large garden setting with a marquee set up. The DPS also showed me a copy of the licence she had on her phone. I could see the event was being run with Covid compliance in place, with guests sat at tables in groups of 6 with the security staff actively speaking to those guests who were not sat at their tables.

I could hear a DJ attempting to ask people to come outside and move their cars but very few guests were doing so, with some of those that were coming out become argumentative with officers about where they were meant to park. The house itself has no parking facilities and OLD MILL ROAD is a narrow road, normally allowing single vehicles to pass each other and with traffic calming measures in place at certain points on the road. I know OLD MILL ROAD from local knowledge and it is a busy cut through, with people using it to get between ABBOTS LANGLEY and WATFORD.

Insp 1239 FITZPATRICK had attended to assess the situation and at this point we were shown paper copies of the licence, which confirmed the venue was allowed to host events, as granted by Three Rivers District Council. PC's KEMPSTER and DOUGLAS were tasked by myself to get evidence of the parking concerns and all officers left the event, confirming it would be finishing at 2200 hours.

I resumed to my football duties and at approximately 2210 hours I could hear PC's KEMPSTER and DOUGLAS asking for assistance on OLD MILL ROAD due to traffic concerns following the conclusion of the event. Due to my travelling time from SOUTH OXHEY I spoke to them via airwaves, advising they leave cones and signs at the junction of OLD MILL ROAD and HUNTON BRIDGE HILL, stopping traffic

Signature: **PS 2577 James Stopford**

Signature Witnessed by: _____

Witness Statement

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Continuation of Statement of **PS 2577 James Stopford**

from entering OLD MILL ROAD, whilst putting on a manned road block at the SHELL PETROL STATION, only allowing taxi drivers along the road who were there to collect attendees from the event whilst encouraging anyone else to follow a short diversion to rejoin HUNTON BRIDGE HILL.

Upon my arrival I parked at the SHELL PETROL STATION and could see in the distance a large queue of stationary vehicles. What I could see is that where the event had ended and a number of cars were facing both directions, added to the numerous taxis arriving to collect other attendees the road had become blocked by the sheer amount of traffic trying to move along the road at the same time.

In the end we manned the road closure outside the SHELL for approximately 35 minutes, until the traffic was at such a level that the road could be reopened. During my time on the road closure I saw numerous people walk past me and rush across the busy WATFORD ROAD to get back to their cars or meet taxis in a slip road outside the nearby WORLD OF WATER business.

I also spoke to a handful of passing residents, who complained about the parking, volume of cars and noise from the music. I did advise that these were licensed events and also provided information for how to complain to THREE RIVERS DISTRICT COUNCIL.

I had no further dealings with the location. I have concerns in regards to the licensing objectives of PUBLIC SAFETY and PREVENTION OF PUBLIC NUISANCE – PUBLIC SAFETY in regards to the attendees themselves who were left to walk down the dark road after the event to retrieve their cars, with some also crossing WATFORD ROAD to meet taxis or get back to their cars. I also have concerns for the other road users on OLD MILL ROAD and WATFORD ROAD who wouldn't expect to see large volumes of people walking on either of these roads.

In regards to PREVENTION OF PUBLIC NUISANCE this was clear from the amount of passing residents, either from OLD MILL ROAD itself or ABBOTS LANGLET, who had been dist

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Witness Statement

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Continuation of Statement of **PS 2577 James Stopford**

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Signature: **PS 2577 James Stopford** Signature Witnessed by:



Witness Statement

Criminal Procedure Rules, r 27. 2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

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Statement of: Hayley Freeman

Age if under 18 (if over insert "over 18"):

Occupation: Assistant Investigator

This statement (consisting of 3 Pages(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

Signature: H. E. Freeman

Date: 21/07/2021

I am employed by Hertfordshire Constabulary as a Licensing Officer based at Rickmansworth Police Station.

I was aware from Three Rivers District Council that a licence was issued for Riverside Mansions, Old Mill Lane, Hunton Bridge on 30/11/2021.

On Sunday 4th July 2021, Sgt James Stopford 2577 emailed myself as he had attended an incident where by police had to close Old Mill Road itself due to the number of obstructions caused by patrons on the above premises. I called the DPS, Victoria Gutsul, on Monday 5th July 2021 to discuss these issues and the impact this had on local officers and local residents in relation to the road closure. She assured me at this time that the buses that should be arranged for patrons, as part of their licenced conditions, had just not been organised in time for this event and that this would not happen again.

On Monday 12th July 2021, I had an email from PC Amanda Douglas 349, reporting further issues from this premises again which resulted in police closing the road for a second time. As a result of this second incident and a further lack of shuttle buses being arranged by Victoria Gutsul, a joint visit was arranged for Thursday 15th July 2021. In attendance at this meeting was myself, Al Hayley Freeman 7266, Lorna Fryer from Three Rivers District Council Licensing Team, Matthew Roberts from Three Rivers District Council Planning Department, Thomas Acquah from Three Rivers District Council Environmental Health Team and PC Amanda Douglas 349 along with another female police officer from the Local Neighbourhood Team. As a result of our visit, there were 6 breaches identified. They were as follows:

CCTV shall be installed inside and outside the premises. The Camera will cover both the internal and external parts of the premises. Recording must be constant and kept for a minimum of 31 days. The dates and time settings on the CCTV must be correct. A trained member of Staff will be on duty to operate the system whenever the premises is open. Signage will be displayed at the premises reminding customers of the presence and recording of a CCTV System.

Signature: H. E. Freeman

Signature Witnessed by: N/A

Witness Statement

Continuation of Statement of **Hayley Freeman**

No signage was noted during our visit to the premises, and we could not view any footage as Victoria Gutsul was not able to work the CCTV system.

The premises and the surrounding areas will be patrolled by two Door supervisors to ensure the safety and comfort of patrons and guests.

Logs could not be provided as to when these patrols had been conducted

The premises will employ the services of two professional life guards whenever events and functions are carried out. Adequate barriers will be installed at the riversides to prevent falls. Patrols will be carried out to ensure safety around these barriers.

Victoria Gutsul advised that the barriers used are red rope barriers which we believe would not be adequate to prevent any guest from falling into the swimming pool or the river therefore putting your guests at risk of harm

Prominent notices will be displayed near the exit routes requesting customers to leave promptly and quietly. Customers will be reminded to have respect for the neighbours when they are leaving the premises.

This signage was not visible on any exits to the premises.

Noise break-outs from amplified music will be controlled by the installation of Noise Limiting Devices, which will be set by the Noise Nuisance Team of the Three Rivers District Council's Environmental Health Department.

Victoria Gutsul could not demonstrate adequately that there was a noise limiter installed and she had not instructed the Noise Nuisance team from Three Rivers District Council to make the required arrangements to set the noise limiter to the required decibels.

Guests and Patrons coming into the premises, shall be transported in coaches and shuttle buses from set locations where adequate spaces for car parks. Patrons will be reminded when embarking and disembarking from coaches and shuttle buses, to have respect for the neighbours by maintaining quietness.

Coaches have not been provided for guests to the premises resulting in traffic chaos on Old Mill Lane on two consecutive weekends resulting in police resources being used to manage the traffic and closing the road.

Victoria Gutsul allowed us to look around the premises yet not in the main house as it had a tenant living in it. She advised us that there was a brunch event booked for the coming Saturday, the 17th July 2021, and asked if she could go ahead with it. We advised her that the event could proceed as long as she was confident that it would be able to go ahead without any further issues which we had raised to her. Victoria Gutsul assured us that these reports and incidents would not happen again.

On Sunday 18th July 2021, I received three emails from officers in relation to the dispersal at the location. Once again, officers had to attend due to reports of the road being blocked, drink drivers and tensions rising with residents around the parking issues caused by the patrons from the location. This night resulted in an officer's foots being run over, an emergency button being pressed yet not received due to signal and a resident being sectioned as a result of tensions and therefore taking up 6 hours of time for the officers

Signature: H. E. Freeman

Signature Witnessed by: N/A

Witness Statement

Continuation of Statement of **Hayley Freeman**

who attended. There was chaos reported in the street and verbal abuse given to residents. This also was happening beyond the end time of the licence at the premises.

As a result of this further incident, which occurred after we had warned Victoria Gutsul from our visit on 15th July 2021, the issues seemed worse than the previous weekends. Both Three Rivers District Council and police have received an excessively high number of complaints from residents around how this premises is being managed and the impact this is having on a number of resident's lives. I also contacted the Hilton in Watford on 20th July 2021 as this is the location Victoria Gutsul claimed she had an agreement with around the coaches dropping off and collecting patrons. After speaking to Niki Powell, she advised there was an enquiry around 40 parking spaces but there has been no confirmation on any event for this premises. This has caused three breaches of the licence in itself.

Further, there has been footage passed on from residents on Instagram showing the type of event being held at this premises. It is neither a brunch, as claimed, or a wedding which the initial licence suggested were the events due to be held here. This has been stored under PC Mark Whyte 1213 on DEMS camera number Z3269/35008710. This appears to have been arranged by a member's only club called Its Panache. This is the third event of this type at this premises, the first on the 3rd July 2021, the second on 11th July 2021 and the last on 17th July 2021. It would appear this venue is likely to be booked again from the Instagram page. When we met with Victoria Gutsul, she assured us the type of music that has been complained about was not the type of music being played, however, videos on this Instagram page show exactly the type of music recorded by residents.

This premises is causing concerning issues around the street and access and the time it is taking police to deal with this, twice resulting in road closures. There is no other alternative than to call the licence for a review which is being done jointly with myself, Sgt Luke Mitchell 1162, Three Rivers District Council and the local residents. In the interim, Victoria Gutsul is clearly not capable of managing this premises in line with the licence and her conditions and as such, a closure notice is being sought for the weekend of the 24th and 25th July 2021.

Signature: *H.E. Freeman*

Signature Witnessed by: N/A

Witness Statement

(CJ Act 1967, s.9 MC Act 1980, ss5A(3)(a) and 5B, Criminal Procedure Rules 2005, r27.1)

Statement of Lorna Fryer

Age if under 18 Over 18 (if over 18 insert 'over 18') Occupation Licensing Officer

This statement (consisting of: 5 pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated: 21 July 2021

Signature:



My name is Lorna FRYER and I am employed by Three Rivers District Council as the Licensing Officer since July 2018. I have delegated authority and responsibilities for determining licences under Licensing Act 2003 on behalf of the Licensing Authority, which includes assessing and processing applications licenced premises. I produce a copy of Three Rivers District Council Constitution Part 3 paragraphs 11.29.1 and 11.29.4 which refer to my delegated powers. This is **Exhibit LMF/1**.

I was previously a Licensing Officer at Chiltern and South Bucks District Council again responsible for all types of local authority licensing. I am a member of The Institute of Licensing and ascertained a pass in their Professional Licensing Practitioners Qualification.

On Saturday 5 July 2021 I received a WhatsApp message from Hayley Freeman, police licencing officer asking if a Temporary Event Notice TEN had been granted for Riverside Mansions Old Mill Lane Hunton Bridge Kings Langley Hertfordshire WD4 8QT as there had been a few issues but didn't elaborate any further.

As I had not been dealing with TEN applications I messaged the licensing officer for Three Rivers District Council and asked he if she was aware of an application. She replied advising that a premises licence had been granted for them on 27 November 2021 **Exhibit LMF/01**

Signature:



Signature Witnessed by:

Continuation Statement of Lorna Fryer

The licensing team received an email **Exhibit LMF/02** at 12:14 on Sunday 4th July 2021 from SGT 5277 James Stopfold advising there were large groups of people arriving at the location in vehicles and blocking the road. On a walk around the premises there appeared to be 250 people in attendance and a further 50 arrived.

It's reported that cars were parked in Old Mill Lane that is a very busy narrow lane, 50m from the shell garage to Hunton Bridge effectively making this a one way street. This became an issue with guests leaving the premises in their vehicles and numerous private hire vehicles attending to collect guests. The road came to a complete standstill and officers had to close the road for 45 minutes, using police resources that should have been on football patrols.

This was a breach of their premise licence **exhibit LMF/01** as condition 14 states *Guests and Patrons coming into the premises, shall be transported in coaches and shuttle buses from set locations where adequate spaces for car parks. Patrons will be reminded when embarking and disembarking from coaches and shuttle buses, to have respect for the neighbours by maintaining quietness.*

Sgt Stopfold raises his concerns that if these events are to continue 01:30hrs there could be a concern for intoxicated guest walking across the dark lane to get into vehicles or meet their taxis.

On Monday 6 July at 11:39 we received an email from a local resident in relation to Riverside mansions asking many questions about the premises licence but at this stage had not made a complaint.

At 14:17hrs on Monday 9 July 2021 I received an email from a local resident that had been forwarded to me by Cllr Sara Bedford. The title of the message 'Abhorrent, worrying events of Saturday 3 July in Old Mill Lane Hunton Bridge WD4 8QT. *'Issues raised have caused much issue to the local community and have left much concern for the future.*

- *The party was attended by hundreds of individuals and concerns raised over Covid restrictions*

Signature:



Signature Witnessed by:

Continuation Statement of Lorna Fryer

- *This was a premediated party as there were security on the door and 4 x portaloos on the driveway*
- *Attendees causing traffic chaos causing significant danger, health and safety risk cars parked the length of Old Mill lane, on double yellow lines and on pavements preventing pedestrians walking without having to go into the road. This in turn meant guests had to walk in the middle of the road causing danger to themselves and further blocking the road*
- *The noise from the event was at an unacceptable level which could be heard as far away as Gade Valley in Abbots Langley throughout the evening*
- *Residents felt intimidated as large numbers of guests were hanging around drinking and using dugs*
- *Drug use and selling was clear around the event*
- *The party resulted in much litter in the area consisting of glass bottles, wine bottles, used nitrous oxide canisters which the premises took no responsibility for. This is a health and safety risk to a child should they have injured themselves on the broken glass*
- *This is a total waste of police resources*

This was the first of an extraordinary amount of complaints we have received from local residents to date in relation to the three separate events on 5 July, 11 July and 17 July 2021. I have compiled a list which consists of 25 separate complaints **Exhibit LMF/03**.

We have also received to date 59 Noise App recordings **Exhibit LMF/04** from 9 separate residents which clearly shows there was no sound limiter on the equipment. I have listened to every recording and have compiled the list from what I can hear and where the noise nuisance was recorded from via information provided by the complainant via the noise app.

Signature:



Signature Witnessed by:

Continuation Statement of Lorna Fryer

Given the volume of email complaints and noise nuisance recordings there was a multi-agency meeting arranged to speak with the designated premises supervisor Miss Victoria Gutsul on Thursday 15 July 2021 at the premises.

In attendance were Matthew Roberts (planning officer or TRDC), Hayley Freeman (Herts police licensing officer), Thomas Aqua (TRDC environmental health officer), 2 x female Herts police officers who had been in attendance at the premises on Sunday 11 July 2021.

We discussed the complaints with Miss Victoria Gutsul DPS that we had received, Miss Gutsul admitted to not having the shuttle buses in place for the event on Saturday 5 July but these had been arranged for 11 July with the Hilton Hotel in Watford. She stated that guests were advised on their event information to park at the location in Watford and take the shuttle bus provided to the event. Miss Gutsul said that she could be held responsible if guest ignored the information provided. I suggested that she ask her security staff to speak with guests who were seen to arrive in their own vehicle(s) to park as stated on the booking information and take their vehicle away from the area. She agreed to put this in place for the up and coming event on Saturday 17 July 2021.

We discussed the noise nuisance complaints and asked Miss Gutsul whether the perimeter checks were being carried out by the security staff as stated in Annex 2 Operating Schedule section 5. *The premises and the surrounding areas will be patrolled by two Door supervisors to ensure the safety and comfort of patrons and guests.* Miss Gutsul stated this was not being done but she would ensure this is done at future events. This being another breach of the premise licence conditions. I advised that when these regular checks were conducted it would be good practice to log this in an incident log book moving forward to evidence that they are managing the premises in line with their licence conditions

We went on to discuss the noise limiter as stated in condition 13. Noise break-outs from amplified music will be controlled by the installation of Noise Limiting Devices, which will be set by the Noise Nuisance Team of the Three Rivers District Council's Environmental Health Department.

Signature:



Signature Witnessed by:

Continuation Statement of Lorna Fryer

Miss Gutsul confirmed that she had not contacted the Environment Health team as required by her licence condition. Thomas (EHO) was not permitted to inspect the noise limiter that Miss Gutsul thought was installed as she stated that she thought there was one as the music had cut out a few times, however would not allow access into the premises for inspection. Thomas confirmed with Miss Gutsul that 38 decibels is the highest limit that is permitted.

On our inspection of the premises Miss Gutsul showed us the Marquee where the events are held which is located adjacent to Old Mill Lane. There is a staged area for the DJ at one end of the Marquee. I advise Miss Gutsul that the stage should be moved to the opposite end of the Marquee to project the noise from the speakers away towards Watford instead of towards the nearest residents of Hunton Bridge. Thomas agreed this would be best practice and Miss Gutsul agreed to facilitate this.

We requested to view CCTV of the premises for the 2 events however Miss Gutsul stated that the security manager was not on site and she didn't know how to view or download the footage requested. This is a further breach if her licence condition 2 which states *CCTV shall be installed inside and outside the premises. The Camera will cover both the internal and external parts of the premises. Recording must be constant and kept for a minimum of 31 days. The dates and time settings on the CCTV must be correct. A trained member of Staff will be on duty to operate the system whenever the premises is open. Signage will be displayed at the premises reminding customers of the presence and recording of a CCTV System.* I did not see any signage at the premises advising guests of the presence and recording of a CCTV system. We have not received any recordings of the footage requested to date.

Condition 11 on the licence states *Prominent notices will be displayed near the exit routes requesting customers to leave promptly and quietly. Customers will be reminded to have respect for the*

Signature:



Signature Witnessed by:

Continuation Statement of Lorna Fryer

neighbours when they are leaving the premises. There is no signage of this nature and therefore a further breach of the licence conditions.

Matthew Roberts Planning officers requested access to the main house to inspect from a planning perspective. Access to the house was denied as Miss Gutsul stated that a friend of her fathers was renting the property but the house was not used for events.

When concluding our meeting, Miss Gutsul asked whether she could continue with the booked event for Saturday 17 July which was an afternoon brunch and the clientele she was expecting would not want the 'Boom Boom' type rave music that had previously been reported. She agreed that the music would be kept at an ambient level so as not to cause further disruption to her neighbours. We went on to advise that we had no powers to stop her having her event but she must implement everything that we had discussed and she agreed that she would get everything done.

I sent Miss Gutsul a warning letter **Exhibit LMF/05** in relation to the six breaches of the premises licence conditions and advised that we would continue to monitor the situation closely as we support local business.

On Monday 19 July 2021 I had received an unacceptable amount of emails over the weekend in relation to the 'afternoon brunch' at the premises. These mainly consisted of noise nuisance complaints as detailed in **Exhibit LMF/04** and numerous complaint emails from residents as detailed in **Exhibit LMF/03**.

One resident reports that his 5yr old grandchildren were woken by the music at 20:00 and were crying they could not get back to sleep so they were driven to a relatives in Aylesbury for their wellbeing and so they could sleep in peace.

There were reports from residents of the malting's that guests to the event were knocking on doors offering money to use the residents driveway. It is reported that one elderly lady was watering her

Signature:



Signature Witnessed by:

Continuation Statement of Lorna Fryer

garden and was watching a female guest get out of a vehicle. The female turned to the elderly lady and said '*What are you fucking looking at*' or words to that effect.

An email received from a resident reports that him and his wife spent Saturday afternoon of the 17 July asking guest to the premises not to park outside his house and business, he reports them trying double and treble park. He also witnessed male and female guests from the event urinating outside his premises and the females wiping themselves with wipes and discarding them on the grass.

In a separate email a resident reports the distress this has caused to her son who was ill in bed and had to close his windows due to the noise which then made his bedroom extremely hot.

I have received more complaints in relation to the parking issues, residents being abused by guests and several residents stating they had witnessed the security for the premises directing guests to park in the local residential streets.

Due to the further complaints Matthew Roberts (Planning officer) and I conducted an unannounced visit to the Premises on Thursday 21 July 202.

When Miss Gutsul was asked how the event was on Saturday 17 July, she stated '*it went very well, everyone enjoyed themselves and we kept the music levels down*'.

I said that was not what we were lead to believe and provided her a brief description of some of the complaints we had received. She intimated that the residents weren't being truthful as the music in her opinion was at an acceptable level. When I reminded her of our conversation and that the music was to be kept at an ambient level she stated *that the type of guests she had attended would not appreciate classical music*. I advised her that I had personally listened to the Noise App recordings and the music was far from ambient and in fact was the 'boom boom' drum and base type music that she stated would NOT be played. She stated that the majority of the guests are young and enjoy this type of music.

Signature:



Signature Witnessed by:

Continuation Statement of Lorna Fryer

I asked whether she had contacted Thomas (EHO) she stated that she had contacted him two days ago, on checking with Thomas he has had no communication with her since our visit on Thursday 15 July 2021.

I then asked her about the coaches as previously she stated guest would be parking at the Hilton Hotel in Watford however we have received communication from The Hilton Hotel who have advised they had received communication from Riverside but no bookings had been confirmed. When I advised Miss Gutsul of this she stated that the coaches had been booked with a different company and guests were requested to park 'somewhere in Watford' but she couldn't tell us where.

Matthew (Planning officer) requested to view inside the property as we have right of access under the Licensing Act 2003 sc 179 Rights of entry to investigate licensable activities:

- (1) Where a constable or an authorised person has reason to believe that any premises are being, or are about to be, used for a licensable activity, he may enter the premises with a view to seeing whether the activity is being, or is to be, carried on under and in accordance with an authorisation.
- (2) An authorised person exercising a power conferred by this section must, if so requested, produce evidence of his authority to exercise the power.
- (3) A person exercising a power conferred by this section may, if necessary, use reasonable force.
- (4) A person commits an offence if he intentionally obstructs an authorised person exercising a power conferred by this section.
- (5) A person guilty of an offence under subsection (4) is liable on summary conviction to a fine not exceeding level 3 on the standard scale.

Signature:



Signature Witnessed by:

Continuation Statement of Lorna Fryer

(6) In this section—

- “authorisation” means—

(a)

a premises licence,

(b)

a club premises certificate, or

(c)

a temporary event notice in respect of which the conditions of section 98(2) to (4) are satisfied;

- “authorised person” means an authorised person within the meaning of Part 3 or 4 or an authorised officer within the meaning of section 108(5).

(7) Nothing in this section applies in relation to premises in respect of which there is a club premises certificate but no other authorisation.

On this occasion she stated that the premises had been sold and was being used as storage which is different to what she had advised on Thursday 15 July.

Although there appeared to be lots of belongings in boxes there was one bedroom that appeared to have been used recently but she was insistent that nobody was living there.

In my opinion as an experienced licensing officer Miss Gutsul has failed in her duty as the designated premises supervisor and has not managed the premises to ensure that the four licensing objectives are upheld which are:

- the prevention of crime and disorder
- public safety

Signature:



Signature Witnessed by:

Continuation Statement of Lorna Fryer

- the prevention of public nuisance
- the protection of children from harm

Residents have described this events as a 'nightmare' and a 'living hell'.

There have also been numerous breaches to the conditions of her premises licence. Miss Gutsul has shown blatant disregard for officers in authority and the local neighbourhood and residents and has not been entirely truthful about the type of events that were originally advised would be happening at the premises. Nor has she taken ownership or responsibility for the actions of her guests and staff. It also appears that the premises is used as an Air BnB which she failed to disclose and when confronted about this she stated that she didn't manage thee bookings.

I have been in contact with the police, environmental health, planning and the ASB team and it is felt that the only way to stop breaches to the premises licence and bring order back to the residents in the vicinity of Riverside mansion is by way of a closure order which can be issued by Hertfordshire police under the Anti-Social Behaviour Crime and policing Act 2014. Which will then trigger a review of the premises licence.

Signature:



Signature Witnessed by:



Three Rivers District Council
 Three Rivers House
 Northway
 Rickmansworth
 Herts WD3 1RL
 Tel: (01923) 776611
 Fax: (01923) 896119

DX: 38271 Rickmansworth

**The Licensing Act 2003
 (Premises licences and club premises certificates) Regulations 2005
 Regulation 33, 34 and Schedule 12
 Part A**

Premises Licence

Premises Licence Number	20/00545/LAPL01
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Part 1 – Premises Details

<p>Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code</p> <p>Riverside Old Mill Road Hunton Bridge Kings Langley Hertfordshire WD4 8QT Telephone number: 07454 486484</p>

<p>Where the licence is time limited the dates</p> <p>N/A</p>
--

<p>Licensable activities authorised by the licence</p> <p>Performance of Dance Performance of Live Music Late Night Refreshment Regulated Entertainment Playing of Recorded Music Supply of Alcohol</p>

Times the licence authorises the carrying out of licensable activities		
Performance of Dance	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30
Seasonal Variations and Non-standard Timings	See supply of alcohol	
Performance of Live Music	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30
Seasonal Variations and Non-standard Timings	See supply of alcohol	
Late Night Refreshment	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	23:00 - 00:30
Seasonal Variations and Non-standard Timings	See supply of alcohol	

Regulated Entertainment Seasonal Variations and Non-standard Timings	Mon, Tues, Weds, Thurs, Fri, Sat, Sun See supply of alcohol	10:00 - 02:30
Playing of Recorded Music Seasonal Variations and Non-standard Timings	Mon, Tues, Weds, Thurs, Fri, Sat, Sun See supply of alcohol	10:00 - 00:30
Supply of Alcohol	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30
Seasonal Variations	Licensable activities to go on for one additional hour during the summer months (July, August and September only)	10:00 - 01:30
Non-standard Timings	Christmas Eve	10:00 - 02:00
	Christmas Day	10:00 - 02:30
	New Years Eve	10:00 - 02:00
	New Years Day	10:00 - 02:30
	Halloween Night	10:00 - 01:30

The opening hours of the premises		
Monday to Sunday		10:00 - 01:00
Seasonal Variations	July, August and September only	10:00 - 02:00
Non-standard Timings	Christmas Eve	10:00 - 02:00
	Christmas Day	10:00 - 02:30
	New Years Eve	10:00 - 02:00
	New Years Day	10:00 - 02:30
	Halloween Night	10:00 - 01:30

Where the licence authorises supplies of alcohol whether these are on and/or off supplies
Alcohol is supplied for consumption on the premises

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence
Old Mill Riverside Mansion Ltd
Suite 5 Sovereign House
1 Albert Place
London
N3 1QB
Email: riversidemansionslondon@gmail.com
Tel: 07454 486484

Registered number of holder, for example company number, charity number (where applicable)
N/A

Name, address and telephone number of designated premises supervisor where the premises licence authorises for the supply of alcohol
Miss Victoria Gutsul
Riverside
Old Mill Road
Hunton Bridge
Kings Langley
Hertfordshire
WD4 8QT

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol

Personal licence number: 20/00002/LAPER

Licensing Authority: Three Rivers District Council

Annex 1 – Mandatory conditions

For the purposes of this schedule "the act" means the Licensing Act 2003

"Anti-Social Behaviour" has the meaning given in Section 36 of the Anti-Social Behaviour Act 2003;

"Disability" has the meaning given in section 1 of the Disability Discrimination Act 1995;

"Relevant Premises" has the meaning given in paragraphs (a) and (b) of the definition in section 153(4) of the Act (the relevant parts of which are attached to this licence).

Mandatory Condition - s19 of the Licensing Act 2003

No supply of alcohol may be made under the premises licence;

(a) at a time when there is no designated premises supervisor in respect of the premises licence, or

(b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

Every supply of alcohol under the premises licence must be made by a person who holds a personal licence.

MANDATORY CONDITIONS SPECIFIED BY THE LICENSING ACT 2006 (MANDATORY LICENSING CONDITIONS) ORDER 2010 AS AMENDED BY THE LICENSING ACT 2003 (MANDATORY CONDITIONS) (AMENDMENT) ORDER 2014:

Mandatory Condition 1

(1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

(d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;¹ A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

Mandatory Condition 2

The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

Mandatory Condition 3

(1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—

- (a) a holographic mark, or
- (b) an ultraviolet feature.

Mandatory Condition 4

The responsible person must ensure that—

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

- (i) beer or cider: ½ pint;
- (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
- (iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available."

Mandatory Condition 5

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1—

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979(a);

(b) "permitted price" is the price found by applying the formula—

$$P = D + (D \times V)$$

where—

- (i) P is the permitted price,
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence—

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "valued added tax" means value added tax charged in accordance with the Value Added Tax Act 1994(a).

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Annex 2 – Conditions consistent with the Operating Schedule

1. The premises will promote all the four Licensing Objectives by first complying with other legislations such as, Food Safety Act 1990, Health & Safety At Work Act 1974, The Regulatory Reform (Fire Safety) Order 2005, Employment Act, Equality Act, etc.
2. CCTV shall be installed inside and outside the premises. The Camera will cover both the internal and external parts of the premises. Recording must be constant and kept for a minimum of 31 days. The dates and time settings on the CCTV must be correct. A trained member of Staff will be on duty to operate the system whenever the premises is open. Signage will be displayed at the premises reminding customers of the presence and recording of a CCTV System.
3. Two SIA registered Door Supervisors shall be employed to oversee the entrance and exercise control at the premises and ensure maximum occupancy is not exceeded.
4. Management will ensure staff members are adequately trained on anti-violent strategies to prevent disorderly conduct, or any kind of anti-social behaviour.
5. The premises and the surrounding areas will be patrolled by two Door supervisors to ensure the safety and comfort of patrons and guests.
6. Fire notices and fire procedures will be clearly displayed at the premises, while highlighting the fire exits signage and exit routes.
7. Emergency lighting systems will be installed and maintained. Fire-fighting and marine safety equipment shall be frequently serviced and maintained, while fire drills will be carried out to test alarm systems and implement the fire procedures. Staff will be trained on evacuation procedures and the use of all fire-fighting and marine safety equipment comprising of floaters, life jackets, shall be well kept and maintained.
8. The premises will employ the services of two professional life guards whenever events and functions are carried out. Adequate barriers will be installed at the riversides to prevent falls. Patrols will be carried out to ensure safety around these barriers.
9. An adequately stock first aid box shall be provided and kept at the premises. This will be managed by a trained first aider.
9. Lighting shall be kept in good order, all electrical equipment will be tested and certified by qualified professional.
10. Public liability Insurance will be in place and regularly reviewed based on risk assessment. Maximum Occupancy Capacity shall be controlled and managed by the door supervisors.
11. Prominent notices will be displayed near the exit routes requesting customers to leave promptly and quietly. Customers will be reminded to have respect for the neighbours when they are leaving the premises.
12. Deliveries of stock shall be made during the daytime (between 10am - 4pm). Waste shall be disposed responsibly so as not to disturb the neighbours.
13. Noise break-outs from amplified music will be controlled by the installation of Noise Limiting Devices, which will be set by the Noise Nuisance Team of the Three Rivers District Council's Environmental Health Department.
14. Guests and Patrons coming into the premises, shall be transported in coaches and shuttle buses from set locations where adequate spaces for car parks. Patrons will be reminded when embarking and disembarking from coaches and shuttle buses, to have respect for the neighbours by maintaining quietness.

15. Contact details of the DPS, shall be made available to the residents in the area in any event of complaint. The time and nature of such complaints shall be entered into the incidence record book, and the response action plan of such complaints, shall be made known to the complainant.

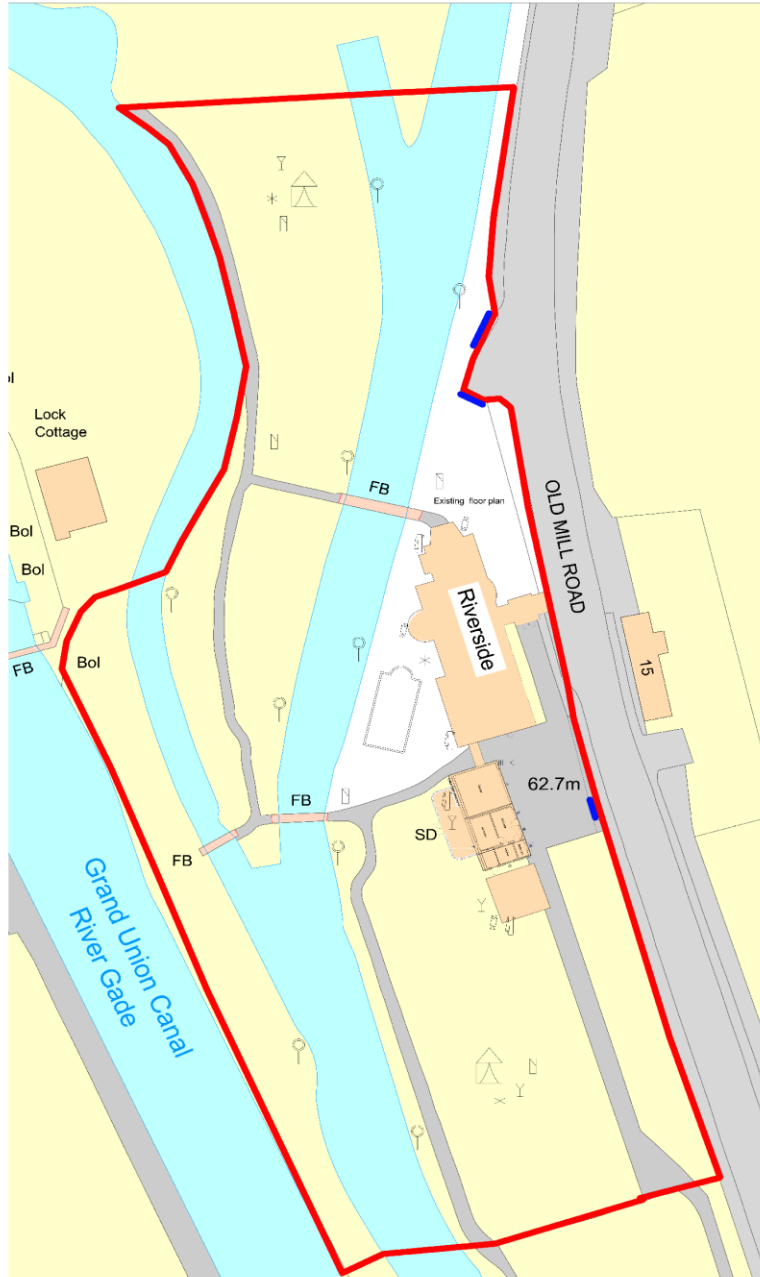
16. A 'Challenge 25' shall be adopted as the age verification policy at the premises. Anyone purchasing alcohol, who appears under 25, will be challenged to produce photographic ID. The acceptable forms of IDs will be; valid Passport, Photo Card Drivers Licence, Photographic ID with the PASS Hologram. No ID No Sale Policy shall be implemented at the premises. All refusals shall be documented and record of refusals will record the date, time of refusal, and the name of the staff that refused the sale. Front line staff will be trained and re-trained on underage prevention sales strategy and confidence to challenge.

17. Training records shall be kept on the premises and made available on request by the Police and authorised officers of Three Rivers District Council.

18. Unaccompanied children shall not be allowed on the premises. Children will not be admitted on the premises after 21:00.

Annex 3 – Conditions attached after a hearing by the licensing authority

Annex 4 – Plans



Site plan

JSLP Ltd
 30 Chatsworth avenue
 SW20 8LZ
 Tel./mob: 07903898889

- ∨ Bar area
- * Music/Dancing area
- ☒ Refreshment area
- ☒ Fire extinguisher
- ☒ Marine safety equipment
- ☒ Marquee
- ☒ CCTV
- Boundary line
- Entrance/Exit

DATE	03/09/20	PROJECT	Riverside, Old Mill road Hutton Bridge, Kings Langley WDA 807
SCALE	1:200 at A0	DRAWING TITLE	Site plan
JOB	121	SPECIES	DRAWING No.
CHECKED:	121-4	REV.	



Three Rivers District Council
 Three Rivers House
 Northway
 Rickmansworth
 Herts WD3 1RL
 Tel: (01923) 776611
 Fax: (01923) 896119

DX: 38271 Rickmansworth

The Licensing Act 2003 Part B Premises Licence Summary

Premises Licence Number	20/00545/LAPL01
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Part 1 – Premises Details

<p>Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code</p> <p>Riverside Old Mill Road Hunton Bridge Kings Langley Hertfordshire WD4 8QT Telephone number: 07454 486484</p>

<p>Where the licence is time limited the dates</p> <p>N/A</p>
--

<p>Licensable activities authorised by the licence</p> <p>Performance of Dance Performance of Live Music Late Night Refreshment Regulated Entertainment Playing of Recorded Music Supply of Alcohol</p>

Times the licence authorises the carrying out of licensable activities		
Performance of Dance	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30
Seasonal Variations and Non-Standard Timings	See supply of alcohol	
Performance of Live Music	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30
Seasonal Variations and Non-Standard Timings	See supply of alcohol	
Late Night Refreshment	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	23:00 - 00:30
Seasonal Variations and Non-Standard Timings	See supply of alcohol	
Regulated Entertainment	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30

Seasonal Variations and Non-Standard Timings	See supply of alcohol	
Playing of Recorded Music	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30
Seasonal Variations and Non-Standard Timings	Licensable activities to go on for one additional hour during the summer months (July, August and September only)	10:00 - 01:30
Supply of Alcohol	Christmas Eve	10:00 - 02:00
Seasonal Variations	Christmas Day	10:00 - 02:30
	New Years Eve	10:00 - 02:00
	New Years Day	10:00 - 02:30
	Halloween Night	10:00 - 01:30
Non-standard Timings		

The opening hours of the premises		
Monday to Sunday		10:00 - 01:00
Seasonal Variations	July, August and September only	10:00 - 02:00
Non-standard Timings	Christmas Eve	10:00 - 02:00
	Christmas Day	10:00 - 02:30
	New Years Eve	10:00 - 02:00
	New Years Day	10:00 - 02:30
	Halloween Night	10:00 - 01:30

Where the licence authorises supplies of alcohol whether these are on and/or off supplies
Alcohol is supplied for consumption for on the premises

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence
Old Mill Riverside Mansion Ltd
Suite 5 Sovereign House
1 Albert Place
London
N3 1QB
Email: riversidemansionslondon@gmail.com
Tel: 07454 486484

Registered number of holder, for example company number, charity number (where applicable)
11685499

Name of designated premises supervisor where the premises licence authorises for the supply of alcohol
Miss Victoria Gutsul

State whether access to the premises by children is restricted or prohibited
Restricted

Riverside Old Mill Road Hunton Bridge Kings Langley Hertfordshire WD4 8QT

Complaints received July 2021

1. From: STOPFORD, James 2577

Sent: 04 July 2021 12:14

To: FREEMAN, Hayley 7266 ; MITCHELL, Luke 1162 ; STANSBURY, Amy 1490

Cc: Michelle Wright ; KEMPSTER, Ally 54 ; DOUGLAS, Amanda 429

Subject: Riverside, Old Mill Road, Hunton Bridge

Afternoon all,

Hope you're all staying well.

Can I flag the above address to you all please? Whilst on football patrols last night we were called to the location to reports of large groups of people arriving and vehicles blocking the road. Upon our attendance we spoke to the DPS for the location, who showed us their Three Rivers Licence they had been granted for such events. They had all Covid measures in place and I went for a walk around of the marquee and mostly everyone was sat at their tables of 6 with table service in place, with those not being directed by the 17 members of security to go back to their designated table. Despite having a licence until 0130 hours they were closing at 10pm last night. There was approximately 250 people in attendance when I arrived but more people arriving after I got there so would say 300 is a better guesstimate.

The real issue we have is the location of the venue itself, Old Mill Road is a busy, narrow lane at the best of times. Last night we had cars parked on the pavement from about 50m past the Shell Garage all the way up the road to Hunton Bridge. This not only caused issues during the event, turning the road into effectively a one way lane but became a massive issue at kicking out time. With the normal Saturday night traffic, the cars trying to leave the venue and the numerous private hire taxis arriving to collect other guests the road came to a complete standstill, so much so that we ended up closing it for 45 mins at a time where we were needed the units patrolling the pubs at the end of the football.

I'm informed there's possibly a condition on the licence that means they should be running shuttle buses but this certainly wasn't the case last night. I've asked Ally & Amanda to save their Body Camera Footage to show this if needed. Whilst we managed last night it was only out of luck that I had the additional resources to use from football patrols – I'm also really concerned that if their normal events run until half 1 in the morning there will be people from the event walking down the lane and across the main road next to Shell to meet their taxis. Both of these scenarios were happening last night but the lane itself had been closed by us and the main road had significantly less traffic on it due to people being at home watching the football coverage.

Michelle – just a FYI for yourself and the relevant department at TRDC, whilst in attendance a number of local residents made their feelings known and said they would be complaining to the council so not sure if these complaints will land with licensing and/or Environmental Health.

Thanks

James

2. [REDACTED]

Ref Premises Licence 20/00545/LAPL01

6th July 2021

I write further to my repeated phone calls over the last week regarding the above Licence and would request the following to be answered

1. What is taken into account by Three Rivers when issuing a licence which turns a residential property into an open air nightclub open 365 days of the year from 10am until 1am extended to 2am during summer months and 2.30am on Christmas and New Year's day

As long as an application is properly made and no relevant representations are raised the licensing authority must grant the licence subject only to the mandatory conditions and the conditions as are consistent with the operating schedule accompanying the application. All premises licence applications are served on the responsible authorities namely:

- a. Hertfordshire Constabulary
- b. Local Planning department
- c. Local Environmental Health department (TRDC residential section)
- d. Local Environmental Health department (WBC Health & Safety section)
- e. Home Office licensing team
- f. Fire authority at Hertfordshire County Council
- g. Responsible authority for safeguarding at Hertfordshire County Council
- h. Trading Standards at Hertfordshire County Council
- i. Public Health at Hertfordshire County Council

*If no objections are received from the above (or any other party) then the application must be granted as applied for. We received **no** objections to this application.*

2. Has planning permission been granted for change of use from residential to commercial property

A premises licence can be granted without the relevant planning permission being in place, as under the Licensing Act 2003 this is not a matter which a licensing authority will take into account when considering whether to grant the licence. Any possible breach of planning is a matter for the planning department to look into which I believe they are doing.

3. What inspections of the property were undertaken before issuing the licence

A licensing authority is not required to inspect a premises before a decision is made whether or not to grant a premises licence. A site visit may take place only to ensure that the required blue notice(s) is displayed at the premises during the 28 day consultation period.

4. What inspections were carried out to ensure that the conditions of the licence have been adhered to before allowing the premises to be used

A licensing authority is not required to inspect a premises after a licence has been issued and before licensable activities take place. Once granted a premises is permitted to trade under their licence. The licensing authority may only inspect if reports are received of either a breach of the licence conditions or if the licensing objectives are being undermined.

5. Are Three Rivers not required to consult with neighbours to determine any impact the issuing of such a licence would have

There is no requirement under the Licensing Act 2003 for the licensing authority to notify neighbouring properties of applications. The act however requires the applicant to advertise the application for a statutory period of 28 consecutive days, starting the day after the application is submitted to the council, by means of both an advertisement in the local newspaper and notice(s) at the perimeter of the premises. The advertisement was in the Watford Observer dated 06.11.2020, and a notice was displayed outside the premises visible to anyone passing on Old Mill Road.

6. Has Three Rivers taken into account before issuing this licence the physical safety of neighbouring properties and its residents if any violent disorder by customers attending events whether drunk or not

As per 1) the licensing department is required to grant a licence as applied for if no relevant objections are received. The licensing authority unfortunately cannot take into consideration matters such as possible financial effects on nearby businesses/residents.

7. Has Three Rivers taken into account the financial implications on myself by the issuing of this licence as my property is now if not unsellable greatly reduced in value as it now has bordering it an open air nightclub within 50 to 100m

As per 1) the licensing department is required to grant a licence as applied for if no relevant objections are received. The licensing authority unfortunately cannot take into consideration matters such as possible fin

8. When was the licence issued and how long does it stay in force

As advised in the email to yourself dated 17.06.21 (attached), the licence was granted 27.11.2020. A premises licence once granted stays in force indefinitely, or until it is either suspended, revoked or surrendered.

With regard to the specific conditions of the licence

1. Should it not cover the whole of the external area of the premises including marquees which would obviously have a large concentration of people. Does this condition mean that a trained member of staff is to continuously monitor the CCTV or just switch it on. (would refer to condition 5 below on the numbers of staff required to ensure safety of all)

The CCTV is marked on the plan which is attached to the licence, and should cover the marquees. A member of staff conversant with the system must be on site whilst events are taking place, they are not required to monitor the CCTV.

2. What is the maximum occupancy allowed by this licence

A LA2003 premises licence does not have a maximum occupancy condition.

3. Is this all staff members. Has this been done and are records of suitable training kept and inspected

The condition requires all staff to be trained. The licensing department is not aware at this stage, whether this has been done as we have not yet requested site of training records. Only on routine inspections (which have not taken place due to Covid-19) or if an issue arises, would such records be inspected. As an issue has now been brought to our attention this would be looked into.

4. Are these Door supervisors (who presumably cannot be the same as mentioned in condition 3) SIA registered. Is 2 no enough to patrol a 3 acre site and its surrounding areas. How has Three Rivers arrived at this number of door supervisors. Is this being adhered to. Should this condition also ensure the safety of neighbouring properties and its residents

As previously mentioned the conditions in annex 2 are those offered up by the applicant therefore the licensing department did not make the decision on how many SIA door staff were required. We are not aware if those currently employed are SIA registered or whether there has been any breach in this condition, however, this will be looked into as part of this investigation.

5. Was this inspected by Three Rivers before allowing the premises to be used

It is not a requirement for the licensing authority to inspect a premises in relation to such notices before issuing a licence. It is the applicant's responsibility to ensure that these are displayed as this is what they have stated will be in place. In addition the Fire Authority from Herts CC responded to the consultation with 'no objections'

6. As comments on 5 above

As per my answer to 5). We received no comments or objections from the relevant responsible authority regarding this matter.

7. Presume Three Rivers can check the validity of the professional lifeguards and that they are employed at all events. Did Three Rivers inspect the temporary barriers and confirm that they are adequate. Has Three Rivers received confirmation as to who is responsible for patrolling the temporary barriers and how it will be carried out to ensure compliance with this condition before allowing the premises to be used

It is not a requirement for the licensing department to do so before issuing the licence.

8. Did Three Rivers check these were in place before allowing the premises to be used

As stated previously, it is not a requirement for us to do so before issuing the licence

9. As per condition 3 What is the maximum occupancy allowed by this licence

The maximum occupancy is a matter relating to the public liability insurance of which we do not hold a copy. As previously mentioned this premises licence does not have a maximum occupancy restriction conditioned. They may however, have one stated on their insurance policy.

10. Did Three Rivers inspect that these were in place before allowing the premises to be used

It is not a requirement for the licensing department to do so before issuing the licence.

11. What are the Noise limiting devices that have been agreed with Three Rivers to control any Noise breakouts. Have Three Rivers inspected such devices to confirm adequacy before allowing the premise to be used. Presume that any noise generated by the events should be contained within the boundaries of the premises – please confirm this is correct and if not what are the levels of noise regulated by this licence

We will contact the noise nuisance team in EH to find out if devices were agreed. Such inspections would also only take place if relevant complaints in the prescribed form have been received by that department. I.e. reported by means of diary sheets and The Noise App to the Environmental Health department who will then determine if the noise constitutes a statutory nuisance.

12. Have before issuing the licence Three Rivers agreed any suitable set locations for car parking and the pick up by coaches of guests. Has any limitation to the size of coach delivering and picking up Guests been agreed with Three Rivers and has a suitable drop off/pick up point in Old Mill Road been agreed with the police or highways to avoid blockage of the road and or the safety of guests and other road users by such coaches

It is not a requirement for the licensing department to do so before issuing the licence. It is the responsibility of the applicant/licence holder to ensure that their conditions are being adhered to, including ensuring the coaches/buses are being used and that there is no breach of the Highway Code. We are aware that this was not the case last weekend and this is being investigated.

13. 15 to 18. Presume these are all being complied with

Can you confirm whether you have spoken directly to the premises and have they provided the contact details for the DPS? Whether they are adhering to their conditions with regards to the incident book, age verification policy, training records and children can be looked into if there is reason to do so i.e. complaint or evidence received

14. Annex 4 Plans – This is incorrect as the premises extends around the pond(bottom left of plan) up to the weir (not shown)

The plan itself, for the purposes of a premises licence issued under the Licensing Act 2003, is only required to show the boundary of the licensable area i.e. where any licensable activities are to take place. Therefore the red line on the plan indicates the area which is licensed. If the property itself covers a larger area than depicted, this does not require to be shown on the plan as long as it is not being used for licensable activities.



Ref Premises Licence 20/00545/LAPL01

9th July 2021

Thank you for your email dated 8th July 2021

From the answers provided it is obvious and extremely concerning that the granting of this licence has been just a paper exercise and as you state there are no requirement for Three Rivers to carry out any risk assessments detailing the implications to others before granting such a licence. Without carrying out any risk assessments or consultation with neighbours I would question how Three Rivers have satisfied the obligations set out under the Licencing Act 2003 a) the prevention of public nuisance and b) protection of children from harm (There are 5 year old twins living at my property whose lives and sleep will be harmed by the activities granted within this premises licence)

You have stated that there is no maximum occupancy condition which means that an event could be for 1000 people or even more. How can this not have implications on public nuisance and the Highway as this would require a minimum of 16 number 60 seater coaches dropping off and then picking up at 2am in Old Mill Road ? (noting your answer – I cannot find anything in the Highway code to cover this). I cannot believe that all the agencies you state were served with the application and the maximum occupancy was not raised as it is the most fundamental question as to the suitability of any premises usage. As the amount of people attending an event determines the level of regulations/guidelines that the operator would have to comply with which I would have thought Three Rivers as the Licencing Authority would have some legal responsibility to ensure compliance. How do Three Rivers ensure compliance if it does not know what the maximum occupancy is and therefore what

regulations/guidelines to use for things like sanitation, Highways, Fire regulations, security and marshalling etc ? This is a failure of Three Rivers and possibly the other agencies involved under the obligations set out by the Licencing Act 2003 dealing with the prevention of public nuisance

When was the date of the application ?

You have stated that there is no requirement under the Licencing Act 2003 for Three Rivers to notify neighbouring properties of any application but I would say that you have failed in your obligations under the Act by not investigating the implications of granting the Licence on neighbouring properties as noted above. With regard that the application was advertised in the Watford Observer on 6.11.2020 and a notice was displayed outside the property I would point out that I have never read the Watford Observer and I rarely drive down Old Mill Road and when I do I concentrate on the road as per the Highway code not trying to read any notices posted on a wall which may alert me to such an important matter. It is more than ridiculous to suggest that to find out this information I should walk around all the neighbouring streets on a weekly basis examining every property for signs

With regard to the noise disturbance being suffered at each and every event. Condition 13 of the licence states that "Noise break-outs from amplified music will be controlled by the installation of Noise Limiting Devices which **will** be set by the Noise Nuisance Team of the Three Rivers District Council's Environmental Health Department" Following phone conversation with Three Rivers EH Dept earlier this week they confirmed that no limiting devices have been agreed and they have no knowledge that this had to be carried out. This would seem to be a fundamental breakdown in Three Rivers systems of work leading to another failure in your obligations under the Licencing Act in the prevention of public nuisance. There is no mention in the Licence of any other type of Noise break-outs such as shouting and cheering from the people attending the events etc. Will you confirm how Three Rivers are again not failing in their obligation under the Act by not having a comprehensive set of conditions to deal with noise breakouts.

Can you please confirm that if I wish to complain to Three Rivers about Noise break-outs then this should be made to the Licencing Dept not the EH Dept and that the Licencing Dept will carry out and be responsible for the investigation requesting EH Dept to assist and share with yourselves recordings they have received from the Noise App. This was explained to me in the phone conversation with the EH dept noted above but seems to be at odds with what you are stating in your reply.

You state that Three Rivers Licencing Dept do not take into consideration any financial effects on nearby residents. Are you saying that Three Rivers District Council would not be legally responsible to the public for the actions that they take ? Obviously for now I will take this matter to the council Tax Dept for cancellation/reduction of my council Tax payments

With the above in mind I would state that Three Rivers District Council revisit the granting of this licence as it is clear that they have failed in their obligations set out under the Licencing Act 2003 in regard to preventing public nuisance by not taking reasonable steps to anticipate the consequences to the neighbours and public of granting the licence

3. From: [REDACTED]

Sent: 09 July 2021 12:39

To: Sara Bedford (Councillor)

Subject: Abhorrent, worrying events of Saturday the 3rd of July in Old Mill Road, Hunton Bridge, WD4 8QT

Dear Sara,

Apologies to trouble you, however I need to bring your attention to and raise formal concern/complaint around the abhorrent, worrying events of Saturday the 3rd of July in Old Mill Road, Hunton Bridge, WD4 8QT. I desperately hope that you are able to act to ensure this is addressed and does not occur in the future, this in order to protect the local community and residents.

It appears that a former residential property named 'Riverside' has turned into some form of events venue named 'Riverside Mansions' (<https://riverside-mansions.com/home>).

The afternoon (and into the night) of Saturday the 3rd of July some extremely concerning events took place with an extremely large party or form of dance party held in this location.

This caused much issue to the local community and have left much concern for the future.

I have summarised below, including the associated concerns:

- This party was attended by clearly hundreds of individuals from late afternoon onwards. This a clear breach of COVID restrictions and regulations for which an inside or outside gathering should be limited by way of attendees. Both the below restrictions clearly breached...
- Most restrictions on meeting people outdoors have been lifted, but gatherings must not exceed 30 people unless covered by a legal exemption, such as: for the purposes of work or volunteering or to provide care or assistance for disabled or vulnerable people / Rule of 6
- This was clearly a pre-meditated and arranged party as reflected by the fact that there was even 'security' on the door and four portaloos in the entrance driveway to the property. This was not an 'accident'
- The attendees of this event caused traffic chaos causing significant danger, health and safety risk. Cars were parked all the way down Old Mill Lane from one end to the other with many across double yellow lines as well as over the pavement preventing pedestrians walking without having to go into the road. Other cars were simply abandoned inappropriately around local roads. This prevented traffic flow throughout the afternoon and evening whilst restricting traffic visibility. Resulting in Police having to attend (cc'd) for which there is a crime reference number available
- In addition to the traffic problems caused as mentioned, a number of the attendees took it upon themselves to walk straight down the middle of the road to this large party. A safety risk to them and others, let alone further blocking the roads
- The noise from this event was at an unacceptably loud level to the extent it could be heard as far away as up the Gade Valley in Abbots Langley through into the evening
- This is a residential location, it is totally inappropriate to hold such a large party resulting in large numbers of people 'hanging around' people's homes and loitering in the streets drinking and using drugs (let alone doing so whilst COVID restrictions remain). Many proving intimidating to the local residents due to anti-social behavior
- Drug use and selling was clear around this event
- This party resulted in much litter, for which the organisers have taken no responsibility to clear up. Old Mill Lane remained littered with glass bottles, wine bottles, used nitrous oxide ('laughing gas') canisters into the following day on Sunday. Again a health and safety risk to the local community, imagine if a child had injured themselves on a glass bottle or canister let alone no one wishing to see this outside their home

- Police had to attend which is a total waste of Police resources that could be much better utilised. In their own words 'crazy isn't it'. I would encourage you to speak with them. It is regrettable they were unable to bring this to a halt

One does not want to cause any issue for a business marketing themselves as a wedding venue, however this was far from a 'pleasant wedding' or event as this business's website appears to promote itself. The abhorrent events of Saturday the 3rd of July have no place in our local area, or any residential location. It was akin to one turning one's home into a nightclub every week causing concern and chaos in a small village area.

Please would you be so kind to support the local community by investigating and addressing this. I would be shocked if others had also not brought this to your attention. Desperately hoping we do not have to suffer this again in our small residential village.

Thank you kindly in advance,

Kind Regards,

[REDACTED]

Sent 18.07.2021

+ Mr. Dean Russell MP

+ Mr. Mike Penning MP

+ Mr. David Lloyd

...Please kindly refer to the below email chain and prior points reflecting events over the past three weekends now

Dear All,

The below has now happened for the 3rd consecutive weekend (!).

This is not OK or acceptable in any way shape of form.

Further disruption, traffic issues, noise issues (impacting far and wide), anti social behaviour, drug use, litter, party goers urinating on the streets, breaches of Covid regulations, parking issues, aggression towards local residents.

Furthermore, intimidation of local residents by the so called 'security' employed by this property.

This has truly become a living hell.

One can only urge you to please address this urgently and conclusively.

May I also ask why this has been allowed to happen for the past three weekends now despite many complaints from local residents and the multiple concerning problems faced?

Recently my family and I sadly had to hold a funeral for a direct family member who passed away, someone in their 90's loved by many who wished to pay their respects, but could not due to understandable Covid regulations limiting numbers. May I formally ask why such regulations do not appear to apply to this property who have clearly now breached them for 3 consecutive weeks? Yet we had to limit ourselves appropriately. Similar to how many businesses have had to rightly respect and comply.

Also may I ask why have the Police not closed this party down due to multiple breaches and safety issues? No critique of the Police at all, as they do an amazing job in tough circumstances these days, but would like to understand.

These events also having caused a total waste of Police time and resources, they even had to turn the road into being one way due to the problems caused by this house! Astonishing and unfair on both the Police and local community.

Please help.

Thanks,

[REDACTED]

4. [REDACTED]

Dear Sirs,

Seriously! Having spent the last 2/3 years with your Legal team getting Watford Scaffolding moved off the site adjacent to my house on Watford Road due to the noise, I am now being blasted by thumping music coming from the above premises at Riverside.

I heard loud music from there last weekend but assumed it was a "family do" which as it happens went on for 2 days. Everyone is entitled to have parties so I wasn't particularly concerned.

However, my neighbour [REDACTED] came over to see me during the week to ask if I had been notified that Riverside have been granted some kind of entertainment, music and presumably liquor licence to hold events at the property for virtually every day of the year up until the early hours of the morning!!!

Music was blaring across from there yesterday, not to mention the moronic indistinguishable ranting from the so called DJ, and was still going strong past 3.30 am this morning. I am Currently being regaled yet again, from mid afternoon, and wonder just what time it will go on until tonight. There were also multiple complaints on Facebook about a fleet of Mercs being parked up on the side of the road along Old Mill Road with what appeared to be bouncers at the entrance to Riverside.

I really do feel for my neighbour as his daughter lives with him and her young twin daughters. The chances of them getting any sleep must be nil.

I was so looking forward to being able to enjoy living here and having a peaceful summer after Watford Scaffolding were sent packing, and now we have this to put up with.

Can you explain why or how such a ludicrous licence could have been issued without any prior consultation with neighbouring residential properties ??? I look forward to hearing from you.

Regards

[REDACTED]

5. [REDACTED]

We drove north up Ol Mill Road yesterday (Sunday) coming from the M25 shortly before 5pm. There was quite a lot of parking in the road, all blocking the narrow pavement on the east side completely (there is no pavement on the western side).

There was already a lot of noise and there were people standing on the edge of the road and a lot in the car parking area immediately inside the site drinking.

Regards

[REDACTED]

6. From: [REDACTED]

Sent: 12 July 2021 09:23

To: Licensing Team <Licensing.Team@threerivers.gov.uk>

Cc: [REDACTED]

Subject: FORMAL COMPLAINT

FORMAL COMPLAINT: Ref: 20/00545LAPL01

Good morning,

One more than once occasion the above property have been playing music so loud that my wife and I are unable to put our daughters to bed. The volume of noise is unacceptable and we live in the Maltings which is quite far away from the premises you have approved a late licence for! The local area is being ruined by drunks walking out of the premises late at night because they are throwing bottles of alcohol on the street and causing significant noise themselves. They are not meeting outside the 'club', they are meeting in our street which is further away, this makes more noise and wakes our children. Not to mention us who have work in the morning and other residents.

Why on earth have you approved a late licence (for past midnight! including Sundays) in a residential area?

On reviewing the application, they have agreed to have 'noise limiting devices' - This is not happening so when do you enforce or review what you have agreed because they are not doing this or the devices are not efficient or consider you have agreed an application that is completely unacceptable.

Your late licence reference:

Ref: 20/00545LAPL01

The late licence you have agreed is unethical and Victor Gutsul who you have approved it for is clearly not following your guidelines. This needs to be looked into immediately as problems this is causing for my family and other people in the area is not fair. Is it too much to ask that we are able to go to sleep at an appropriate time?

Regards

[REDACTED]
7. From: [REDACTED]

Sent: 12 July 2021 10:31

To: Sara Bedford (Councillor)

Subject: Riverside mansions

Dear Sara,

I hope this email finds you well. I just wanted to let you know about some issues with Riverside mansions parties over the last few weekends.

The noise from the music was so loud and started yesterday in the afternoon. I could hear it in our house in Gypsy Lane.

Also the number of cars parked on old mill lane yesterday caused chaos on the road.

Driving my daughter to school this morning i noticed the huge amount of rubbish left behind.

I am also concerned how many people are attending these events as it seemed like 100s.

I would appreciate your help in looking into this.

Best wishes

[REDACTED]

8. [REDACTED] - Illegal Parking 17.07.2021

Hello,

[REDACTED]
My name is Julian Boodram and resident of The Maltings. There is going to be an accident soon on old mill road. There are too many dangerously parked vehicles at the new venue or those parking in

The Maltings. Pictures



Taken at 18:50 today. Music is too loud and the stewards take no action.

Regards [REDACTED]

9. Please suspend the license to the venue holding parties and events at riverside mansions if you have the power to do so

Noise/music heard particularly at the rear of our gardens in Hunton Close which is excessive and unreasonable.

Many thanks

[REDACTED]

10. Good morning

I am aware of the ongoing issues and complaints relating to the above location. Whilst we do not have all the issues of the residents in the immediate vicinity, I felt you should be aware that we could hear the music at [REDACTED] Upper Highway.

This is some distance from the property and yet it was loud enough we were forced to shut the bedroom window so our kids could get to sleep. Not something we wanted to do on a very hot and muggy night!

We have heard the music on other occasions too. It is too loud and unacceptable.

I hope you can close this venue down.

Regards

[REDACTED]

11. Good morning,

Unfortunately this issue is still happening and yesterday was a similar situation to previous emails parties. We had these issues:

- Many 'party' people all over the street that are not residents, making noise and throwing rubbish. General anti-social behaviour
- Parking cars all over the Maltings and anywhere they can. I'm sure the licensee has told you they will direct parking however they were directing people to local residential streets to park!!!!
- At midnight, multiple cars were driving up and down the Maltings and this was after many of them were walking back to their cars after the party

Why are you not revoking this licence?

Regards

[REDACTED]

12

I am sorry to report that, once again, extremely high levels of amplified noise are emanating from Riverside, Old Mill Road. Already by 2:25PM this is very loud at my address, [REDACTED] Gypsy Lane, WD4 8PR, more than half a mile away from the source of the noise.

This is now the third weekend in a row...

I would be extremely grateful if this nuisance could be stopped.

Best regards,

[REDACTED]

13. [REDACTED]

The people you have granted a licence to hold events with loud music in mill lane hunton bridge is causing total disruption

To all the local residence.

I cannot believe you grant a licence to allow this with total disregard for surrounding residences.

There is no parking at the property so they all descend on the maltings,

Last week my partner witnessed a male park his van outside the flats and urinate

Up against a wall.. this week the police were called to cars that had blocked private garages. And abuse to neighbours.

[REDACTED]

14. [REDACTED]

Hi

I am a local resident to riverside mansions.

We have just had our third weekend in a row ruined by the events at riverside.

The music is unacceptably loud and is constant from 2pm until 11.30pm.

Our street is being used as a car park. Garages are being blocked and cars are parking so close to residents cars it is making it difficult to get out of our parking spaces.

The parking on old mill lane is no better. Cars are being dumped on double yellow lines and pavements. Pedestrians are having to risk their lives walking in the middle of the road.

This is a peaceful residential area. How was this ever allowed to happen?

Can someone please tell me what is going to be done about this as this cannot carry on each week? It is not fair to residents!

Many thanks and kind regards

Helen

15. [REDACTED]

Dear Sir

I am writing to ask you to rescind the operating licence for this company, as it is clear they are in breach of at least two aspects of the licence granted by you in November last year.

Annexe 2 "Conditions consistent with the operating schedule"

No. 13 Noise breakouts from amplified music will be controlled by the installation of noise limiting devices, which will be set by the Noise Nuisance Team of the Three Rivers District Council environmental health dept.

No. 14 Guests and Patrons coming into the premises shall be transported in coaches and shuttle buses from set locations where adequate spaces for car parks.

Together with many others I reported to the police last evening (Ref : HC/170721/0795 - 7351, Tasha) excessive noise coming from an amplified music system which ruined a family event in my garden. Additionally at 9:00 pm last evening I drove down Old Mill Road (or more accurately, attempted to), but could not get through because of Riverside guests' cars parked on double yellow lines in the refuge areas causing traffic jams and so had to reverse back to the mini roundabout at Hunton Bridge, which was dangerous.

The prospect of ongoing interruption every weekend for neighbours in what is a residential area is depressing, given that there is a high likelihood that we will have to contend with this until you act. In 42 years' residency, I have never suffered such prolonged anti-social behaviour. Please advise me:

- on what possible grounds did you think it would be acceptable to grant this kind of licence to a commercial venture in a residential area,
- what steps you will be taking to rescind this licence, and
- when I can expect to be able to enjoy my garden on a summer's evening without interruption from Riverside's business activities. This is the third consecutive weekend that has been ruined.

Yours faithfully

[Redacted signature block]

16. From: [Redacted]
Sent: 18 July 2021 20:45
To: Licensing Team <Licensing.Team@threerivers.gov.uk>
Subject: Fwd: Old Mill Lane

To whom it may concern:

On Saturday 3rd August I was driving along Old Mill Lane just before 5:00pm and thought that there had been an accident. The traffic was stationary as I came around the corner from The Maltings. There were 4 cars parked in the entrance of the house opposite the width restriction and one car was so far out in the road it was blocking the traffic. There were several people standing in and around the driveway who didn't do anything. In the end the driver had to inch through with someone assisting him. I was only able to get through thanks to cars coming in the opposite direction giving way as if they'd kept going they would be stuck too, despite it being their right of way. The cars were then parked all the way along the road almost to the garage and lots of people were walking along the pavement. We could hear the loud music in the car so it was obvious that an event was going on, we just weren't sure what it was as at that time there were restrictions on groups of more than 30 and there seemed to be a lot more people than that.

Best regards,

[Redacted signature block]

17. [Redacted]

To whom it may concern:

We live at the address below & own the adjacent military store.

This location is approximately 800m from the venue in question.

These properties are situated in a dead end access road with a turning head at the end of the road directly opposite the entrance to our home.

From 16.45 on Saturday 17 July we witnessed an unusually high number of vehicles entering & parking in the road outside the shop & our property.

The vehicle owners did not enter our business or the adjacent coffee shop.

The number of vehicles pulling into the access road and trying to park increased significantly as the evening progressed.

Vehicles were parking directly outside our house gate two abreast & also blocking the access gates to our shop, the turning head & access to the fire hydrant outside our property.

This resulted in us having to approach the drivers all evening to ask them to move. If we had not spent the whole evening monitoring this then we would have been blocked in.

This was a completely unacceptable way to spend our Saturday evening.

A large number of cars were parked on the pavement completely blocking it for pedestrians and filling up the grass verges outside World of Water.

I believe this parking is not permissible in law but I did not witness any police, PCSO or council traffic wardens.

In addition we witnessed several car drivers urinating outside our properties. One male in particular against our garden wall. We engaged in a conversation with the gentleman that was urinating & he became abusive & threatening so we left.

There were also three females that urinated opposite our house, who then wiped themselves & threw their wipes on the floor.

I understand the venue in question has little or no parking facility & their customers are forced to upset & disturb all the local residents – even us 800m away.

We were able to hear the music from about 19.00 to approx. 23.30 – due to the distance involved it was not massively intrusive but still preventing us from sleeping until it stopped.

Lastly was the litter that the returning partygoers left us with. Wristbands, plastic glasses, dirty tissues & wipes – Uber delivered fast food waste.

As we have businesses operating the following day this clear up was left to us.

This venue should not have a licence to operate with the disturbance it has caused to local residents in a predominantly quiet, semirural area.

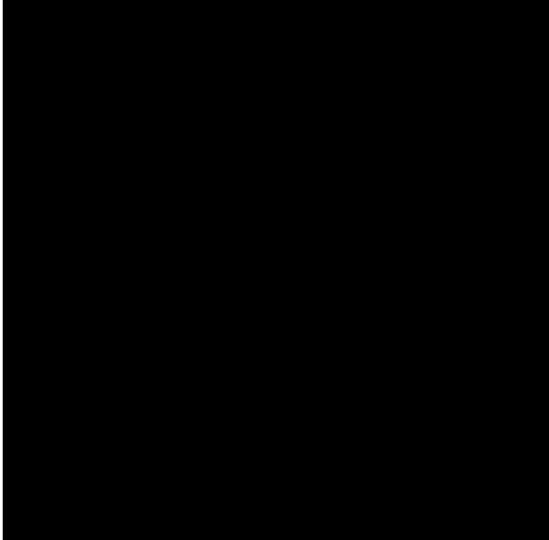
The infrastructure of the venue is severely lacking to cope with the nature & scale of the activities over the past few weeks

Its proximity to domestic dwellings should be considered if any future events are to be held & a restriction in numbers vs parking availability.

I have taken some images when it was safe to do so but most of the attendees were intimidating to say the least.

I am hoping the council & local law enforcement will consider our representations & take appropriate action to prevent repetition.

Regards



1. Wet wipes from females urinating outside his premises



2. Litter from the event



3. Litter from Uber eats delivery



4. Parking issues



18. [REDACTED]

Dear Sir

I have now rang 4 times to try and talk with your department with NO one getting back to me regarding the concerns of the local residents close to the Riverside Mansions

We all can't believe that you have granted an events licence to this property to stage events of all kind

What we have had to endure over the past 2 weekends is totally unacceptable and this Licence must be rescinded

Has anyone from your office attended either of the previous events to witness in person the outrageous happenings?

At no time were we consulted prior to you issuing the Licence which I find very strange

As a Licensee in the village I know how normally you are very on the ball with regards to these kind of issues

I look forward to hearing from you with a view to a meeting to discuss our concerns in more detail

Regards

[REDACTED]

19. [REDACTED]

Dear Licensing officer

We wish you to acknowledge our disgust at the granting of a license at the above named premises.

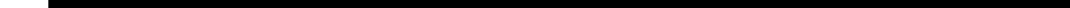
The operators have absolute complete contempt for the residents of this area of Hunton Bridge. We live in Gypsy Lane, although some distance from the property in question, we are close enough to have the last two weekends completely spoilt due to the noise (we can't say music, because it was predominantly a very intrusive thumping base noise).

We understand via local Lib.Dem. Councillors that senior council officers from Planning, Licensing and Environmental Health, together with Police Licencing Officer visited the premises last week and expressed their concern.

Having just been released from the constraints of lockdown to now be subjected to this disgraceful noise; preventing the use of any outside space attached to our property, we demand to know WHY this property was granted a licence in the first place, and WHAT steps were taken to have background checks made on the people operating such a project. Someone needs to take responsibility for creating this awful anti-social situation.



20.



Good Afternoon,

I am writing to raise my concerns regarding the licence that has been given to Riverside Mansions in Old Mill Road, Hunton Bridge.

This has been the 3rd consecutive weekend that we have been subjected to horrendous pounding noise all evening from 4pm until 1am and unacceptable and illegally parked cars.

How on earth are they allowed to be an events venue when there is no parking whatsoever and in a conservation/residential area with neighbouring houses within 20 yards of the venue?

Driving along Old Mill Road on Saturday 3rd July returning from Watford about 5.15pm. As I went past the petrol station I couldn't believe my eyes. The amount of cars parked all along, (some on yellow lines) from virtually the petrol station to beyond where the road narrows outside number 15 and there were still cars trying to park wherever they could. I was stuck in the chaos for at least 10 minutes. There was no one directing traffic, just some security staff on walkie talkies doing absolutely nothing. It was horrendous. It was the same the following weekend too. This weekend after Riverside were told they were not to park outside the venue on the road, they decided they would direct cars to park in The Maltings. There was actually a security/doorman standing at the end of our road telling people to drive in and park. Some residents were being offered money by the partygoers to park on their drive.

As the evening wore on there were cars parked (some on double yellow lines) all along Old Mill Road between Grand Union Apartments and The Maltings making what is already a dangerous road into an even more dangerous road and causing lots of unsociable behaviour.

The Maltings is a quiet residential cul de sac and we do not expect to have to put up with this abhorrent behaviour every weekend which has been forced upon us because Three Rivers Council have issued a licence to a residential property that is running an events venue and does not have planning permission to do so. How has this been allowed to happen? It is just so wrong.

Partygoers were returning to their cars around midnight causing noise and inconvenience to everyone. It felt very intimidating.

I just cannot believe this has been allowed to happen in Hunton Bridge. I thought it was a conservation area??

I feel so sorry for the immediate neighbours across the road to the venue at No.15 Old Mill Road and also the Lock Cottages that are also being hugely inconvenienced.

It is just so wrong.

If consultation did take place, who was it with?

Did the licensing officer actually come down and visit the property and the surrounding area? If not, why not?

Can you assure us that Herts Police will be attending every weekend to ensure that there is no incidents as there has been over the last 3 weekends.

This venue is making us and our neighbours feel very unsafe with intimidating partygoers.

As I said previously I cannot believe that Three Rivers District Council has allowed this to happen.

Riverside Mansions needs to have their licence revoked and planning permission should not be given to them for this to become an events venue.

Take a look at the Instagram link below to see the event that took place this Saturday. "It'sPanache" is the company that sells the tickets for the events.

https://www.instagram.com/itspanache_/

Hopefully, this will not be allowed to happen again.

I look forward to your speedy reply to my answers.

Regards,

[REDACTED]

21.

[REDACTED]
Dear licensing team

I am sure that you have received numerous complaints regarding Riverside mansions but would like to add my voice. As a resident of Gypsy Lane, my property is in close proximity to the property in question. I see that a condition of the licence states that noise limiting systems should be in use. Having recorded levels as loud as 78dB from my bedroom on Saturday night, I am not convinced of the adherence to this condition. I also see that another condition relates to the provision of contact details of which to direct complaints for those neighbouring; again, I do not believe this condition is being adhered to.

In terms of the granting of the licence, I am surprised that this was granted given the residential location with 0 consultation. It seems incredibly short sighted and shows very little regard for those living in the area

Kind regards

[REDACTED]

22. [REDACTED]

Evening Licensing Team

I am a resident in the Maltings and live at [REDACTED] with my three children. I have sent this from my work email as currently we have no WIFI and are isolating so it would make it quite long winded to compile this email from my phone. I am a serving Detective Inspector in the Metropolitan Police with 32 years' service.

I have been a resident in the Maltings for 23 years and during that time have never experienced any issues with ASB or noise disturbance.

Two weeks ago I first became aware of noise coming from Riverside Mansions during the England football match. The previous weekend I had been away. My first experience of this venue was a loud sound system with a constant banging of music which could be heard within my home and more significantly in the road. This noise was unbearable and only stopped while England was playing. Friends then informed me that this venue had obtained a license and was allowed to have events 1400 to 0030 hours. I was extremely shocked that a license in a residential area would have been given the agreement without at least letting us locally have notice to appeal this. I had later found out that they had in fact only given notice online in the Watford Observer in October. We do not receive the Watford Observer but do receive My Abbots as does Riverside Mansions so they would be very aware of this. If this is the only place they gave notice then this was extremely underhand and gave none of these long standing residents an opportunity to oppose this application as would have indeed done without reservation.

This Saturday was a living nightmare as far as I am concerned with no regard for any of the residents. We had cars parked in our road causing mayhem by parking on the pavement, blocking cars in and garages at the back of the Maltings. Some of the drivers were abuse to residents, placing drinks on my own car when they arrived as one driver appeared to be drinking. Another car sped off after the event causing damage to one of the residents from REDACTED. We had two motorbikes drive in at speed at the end of the night to the back of the garages where a number of cars where for this venue and I was concerned that they may have been there for an unlawful purpose given the circumstances of their arrival and quick departure. I have attached some of these photos for you to look at. 1 & 2 were taken by myself showing my sons car wedged in, 3-9 were taken by resident REDACTED from REDACTED and the photo outside REDACTED shows damage caused to their vehicle which was witnessed by another resident who took the license plate of the vehicle concerned a Mercedes EF210PL.

My family were isolating as my son was very poorly with COVID so I had to ask one of the neighbours to move my sons car as there were two vehicles badly parked either side of it and it was my concern that it would be damaged. Luckily for me my neighbour moved my sons car into their driveway. We had other cars driving up and down our road continually as they couldn't park anywhere but were hanging around in case anyone left. Most of these vehicle were BMW's or Mercedes all very high end vehicles.

The music began vibrating through my house at 2pm and there was no let up all evening until several police cars arrived around midnight. I am sure if you check the CADS you will know who attended this venue for the police or were shown assigned to the calls from residents clearly in despair of this nightmare. My son was very distressed as he was in his bedroom which is to the back of my house very unwell trying to sleep. All he could hear was the noise of individual vacating the venue screaming shouting and car horns being tooted constantly along with police sirens. He said he could hear the

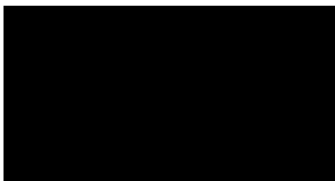
females as late as 1 am in the morning. If events continue from this venue then every weekend will be an ongoing nightmare for us residents as well as police as they will be continually called out. Tempers are heightened understandably in our road and the surrounding roads to this venue.

I have a residents whatsapp group which I have created so that residents can communicate to me and I have also asked anyone to send me any evidence as it might be easier to coordinate from one person. I will send my video and a neighbours video of Saturday 17th from my phone separate to this email.

Amy are have CC'd you in as I am aware that the Maltings is part of your ward.

Please advise what the position is for your licensing team to address the ongoing ASB and crime that this venue will continue to create causing distress and anxiety to local residents.

Regards







[REDACTED]

23. From: [REDACTED]

Sent: 12 July 2021 15:35

To: enquiries@threerivers.govuk

Subject: Loud music and parking problems in Old Mill Road, Hunton Bridge.

Over the last two weekends there has been loud music emanating from the Riverside property in Old Mill Road as well as resultant high levels of off street and inconsiderate parking, sometimes over

residents driveways. I believe that Old Mill Road was blocked to through traffic for some time this weekend.

I understand that a music licence has been granted and shall be pleased to know what action residents can take if this problem becomes a weekly nuisance.

[REDACTED]

From: [REDACTED]

Sent: 19 July 2021 10:19

To: Enquiries (Three Rivers) <Enquiries@threerivers.gov.uk>

Subject: Re: Loud music and parking problems in Old Mill Road, Hunton Bridge.

Thank you for your message.

Another disturbing weekend with antisocial behaviour, inconsiderate parking, excessive noise, police and ambulance presence and neighbours concerned about future activities taking place on a weekly basis.

I was not advised about an application being made in December last year - should I have been notified as I am within range? Have these recent events been covid approved? What is to stop the organisers having daily events from noon to midnight?

Your early response would be appreciated.

[REDACTED]

24. **From:** [REDACTED]

Sent: 20 July 2021 10:45

To: Licensing Team <Licensing.Team@threerivers.gov.uk>

Subject: Complaint Riverside mansions Old Mill Road

Good morning,

I am aware of other complaints being made to you but I wanted to add my experience too. I was driving home around 6pm on Saturday and witnessed cars being directed into The Maltings to park their car by "security" staff at the "venue" I had to beep to get the cars move as they were blocking the road and I needed to get to my house to put my kids to bed, when I asked the security staff why they were directing cars to park in residential area that is not allowed considering the terms of their license is to provide park and ride services, I was sworn at by the security staff and told it's a public road so people can park where they like. I had my kids in the car and I am very disappointed that my 6 year old has learnt the F word from so called security staff. So please do not believe the venue if they are saying that they are providing a park and ride service and not telling guests to park in local roads as this is a lie. The noise was awful again, although marginally better than the week before but this event is most certainly not a brunch-it is advertised on instagram as a MANSION PARTY!! Many people were hanging around in the street, falling over and vomiting. I also saw clearly intoxicated guests getting into cars and driving off, one mounted the kerb. I don't feel safe in my house when these events are happening, I have young children and it's very upsetting for them also-my daughter asks every night if there's party will wake her up and what can I tell her? I know complaints have been made but nothing has been done. I have reported to 101. Why has a license been given to this venue and why has this not been stopped, this is now the 3rd weekend in a row we've had our lives disrupted by this. I think you also need to assess your internal processes as I now

understand a notice was put in the Watford Observer when the license was applied for, we are not even Watford residents so surely a notice on a lamppost would have been more appropriate?! If we had been informed that a license had been applied for all of the residents would have made representations but it seems this has just been passed through?

I'd appreciate this being resolved quickly.

Regards

[REDACTED]


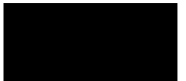




25. [REDACTED]








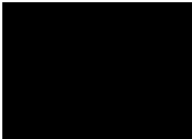
Dear Sir

I would like to know why Riverside Mansions in Hunton Bridge is allowed to have extremely noisy and anti-social gatherings when Hunton Bridge is quite rightly a conservation area. The consequent disturbance to the whole area is completely unacceptable. Please advise me about what steps you are taking to stop this terrible intrusion into our lives.

[REDACTED]

	Name	Address	Date	Time	Where	Description
1.			17.07.2021	23:55	Kitchen	Music can be heard. Talking ladies screaming. Car horn
2.	" "	" "		23:52	Kitchen	Loud voices
3.	" "	" "		23:30	Kitchen	Bass thumping DJ shouting
4.	" "	" "		23:10	Kitchen	Music can be heard and DJ shouting
5.	" "	" "		22:35	Kitchen	D & B type music can be heard & DJ shouting
6.	" "	" "		22:02	Kitchen	Music & DJ can be heard
7.	" "	" "		21:45	Kitchen	Bass thumping and music can be heard
8.	" "	" "		21:04	Kitchen	Bass thumping DJ Can be heard
9.	" "	" "		20:34	Kitchen	D & B type music can be heard Bass thumping
10.	" "	" "		20:14	Kitchen	Bass thumping DJ Shouting Twins have just been woken up and are very distressed. My daughter now having to take them to her mothers house. This is again a damage to their health to which Three Rivers are partly responsible by negligently issuing such a licence without control measures. Absolutely ridiculous !!!!!!!
11.	" "	" "		20:08	Kitchen	Bass thumping DJ shouting
12.	" "	" "		19:27	Kitchen	Loud music
13.	" "	" "		19:07	Kitchen	Loud music
14.	" "	" "		18:44	Kitchen	Bass and music can be heard
15.	" "	" "		17:40	Kitchen	Bass & music can be heard
16.	" "	" "		16:59	Kitchen	D & B type music heard very heavy Bass
17.	" "	" "		16:27	Kitchen	Bass can be heard
18.	" "	" "	11.07.2021	23:56	Kitchen	Loud voices shouting
19.	" "	" "		23:33	Kitchen	Bass can be heard loud voices
20.	" "	" "		22:59	Kitchen	Very loud music and Bass
21.	" "	" "		20:55	Kitchen	Very loud music
22.	" "	" "		19:54	Kitchen	Very loud music and Bass high
23.	" "	" "		19:32	Kitchen	Loud music and Bass D & B type music
24.	" "	" "		18:59	Kitchen	Loud music and Bass D & B type music
25.	" "	" "		18:57	Kitchen	Loud music and Bass D & B type music

26.	“ “	“ “		18:22	Kitchen	Loud music and Bass D & B type music
27.	“ “	“ “		18:20	Kitchen	Loud music and Bass D & B type music
28.	“ “	“ “		18:01	Kitchen	Loud music and Bass D & B type music
29.	“ “	“ “		17:28	Kitchen	Loud voices lady shouting Music loud Bass
30.	“ “	“ “		17:13	Kitchen	Loud music very high Bass
31.	“ “	“ “		16:52	Kitchen	Loud music very high Bass
32.	“ “	“ “		16:19	Kitchen	Loud music very high Bass
33.	“ “	“ “		01:40	Kitchen	Loud laughing loud music and Bass
34.	“ “	“ “		00:16	Kitchen	Loud music, loud voices
35.	“ “	“ “		00:15	Kitchen	Loud Music people shouting
36.	“ “	“ “		00:03	Kitchen	Loud music very high Bass
37.			17.07.2021	21:46	Garden	Loud music and Bass DJ speaking – Can hear the complainant breathing
38.	“ “	“ “		21:49	Living Room	Loud music and Bass, DJ talking
39.	“ “	“ “		22:21	Garden	Loud music, Bass & DJ talking
40.	“ “	“ “		23:11	Garden	Loud Music, Bass & DJ talking
41.			17.07.2021	21:20	Garden	Loud music, Bass
42.	“ “	“ “	“ “	23:02	Bedroom	Loud Music, Bass & DJ talking
43.			17.07.2021	19:58	Garden	Loud music & Bass. Affecting use of garden and noise level increasing
44.	“ “	“ “	“ “	20:07	Garden	Loud music & Bass
45.	“ “	“ “	“ “	21:13	Garden	Loud music & Bass Volume continuing to rise
46.	“ “	“ “	“ “	22:57	Bedroom	Loud music & Bass DJ talking I would like to sleep and this isn't the soundtrack for this
47.	“ “	“ “	“ “	23:29	Bedroom	Loud music and Bass

						The Bass is constant and has lasted several hours as it did the previous weekend. My children have school tomorrow and this level of noise at 23.30 on a Sunday is unacceptable
48.			17.07.2021	14:56	Public space	Words of songs can be clearly heard. Loud Bass.
49.	“ “	“ “	“ “	15:00	Public Space	Words of songs can be clearly heard. Loud Bass.
50.	“ “	“ “	“ “	17:24	Public Space	Words of songs can be clearly heard. Loud Bass.
51.	“ “	“ “	“ “	17:25	Public Space	Words of songs can be clearly heard. Loud Bass.
52.	“ “	“ “	“ “	21:36	Public Space	Words of songs can be clearly heard. Loud Bass.
53.	“ “	“ “	“ “	21:37	Public Space	Words of songs can be clearly heard. Loud Bass.
54.	“ “	“ “	“ “	21:39	Public Space	Words of songs can be clearly heard. Loud Bass. DJ talking
55.			17.07.2021	21:58	Garden	Loud music and Bass, DJ talking Organised events occurring every weekend. Cant sit in the garden and the bass is unbearable
56.			17.07.2021	21:38	Garden	Loud music The music playing, which has been present for at least 4 hours, is intrusive here in Gypsy Lane, with a noticeable bass noise. It must be considerably louder in properties nears the Riverside Mansions venue, for example on Old Mill Road and The Maltings
57.			17.07.2021	21:12	Public Space	Very loud music, can also hear cars passing
58.	“ “	“ “	“ “	21:30	Public Space	Very loud music, can also hear cars passing

59.			17.07.2021	21:23	Living room	Loud music & bass If it keeps up I won't be able to sleep.
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Three Rivers District Council
Three Rivers House
Northway
Rickmansworth
Herts WD3 1RL
Tel: (01923) 776611

Miss Victoria Gutsul
Riverside
Old Mill Road
Hunton Bridge
Kings Langley
Hertfordshire
WD4 8QT

My Ref : 20/00545/LAPL01
Date : 16 July 2021
Contact : Lorna Fryer
Tel No : 01923 776611
Email Add : licensing.team@threerivers.gov.uk
Department : Licensing, Regulatory Services

Dear Miss Gutsul

Licensing Act 2003 (The Act)

Premises: - Riverside Old Mill Road Hunton Bridge Kings Langley Hertfordshire WD4 8QT

Reference: - Licensing Visit – Breach of Licensing Conditions

I am writing to inform you of our findings following a visit to the above premises on 15 July 2021 at 11:30hrs. The purpose of the visit followed receipt of a significant number of complaints from local residents. Such complaints were received by the police and the Licensing and Environmental Health departments at the Local Authority, Three Rivers District Council (“the Council”).

It was reported on:

- 3 July 2021 – To the police that there was severe congestion to Old Mill Road as guests to your premises had parked along the length of the road causing traffic chaos which resulted in the road being closed by the police for 45 minutes
- 11 July 2021 – Police attended again and found similar issues with guests parking their vehicles along the length of Old Mill Lane and also in The Maltings
- Noise nuisance recordings have been submitted via the noise app by local residents dating from 27.06.2021 – 11.07.2021 between the hours of 20:13 – 02:18

The conditions that you have breached on your licence as stated in Annex 2 Operating Schedule are as follows:

- *2. CCTV shall be installed inside and outside the premises. The Camera will cover both the internal and external parts of the premises. Recording must be constant and kept for a minimum of 31 days. The dates and time settings on the CCTV must be correct. A trained member of Staff will be on duty to operate the system whenever the premises is open. Signage will be displayed at the premises reminding customers of the presence and recording of a CCTV System.*

No signage was noted during our visit to the premises, and we could not view any footage as you were not able to work the CCTV system.

Please provide the footage requested by the Police Licensing Officer Hayley Freeman Hayley.Freeman@herts.police.uk and the Licensing team licensing.team@threerivers.gov.uk

- *5. The premises and the surrounding areas will be patrolled by two Door supervisors to ensure the safety and comfort of patrons and guests.*

You could not provide logs as to when these patrols had been conducted. Please provide these logs to licensing.team@threerivers.gov.uk

- *8. The premises will employ the services of two professional life guards whenever events and functions are carried out. Adequate barriers will be installed at the riversides to prevent falls. Patrols will be carried out to ensure safety around these barriers.*

You advised that the barriers used are red rope barriers which we believe would not be adequate to prevent any guest from falling into the swimming pool or the river therefore putting your guests at risk of harm.

- *11. Prominent notices will be displayed near the exit routes requesting customers to leave promptly and quietly. Customers will be reminded to have respect for the neighbours when they are leaving the premises.*

This signage was not visible on any exits to the premises.

- *13. Noise break-outs from amplified music will be controlled by the installation of Noise Limiting Devices, which will be set by the Noise Nuisance Team of the Three Rivers District Council's Environmental Health Department.*

You could not demonstrate adequately that you have a noise limiter installed and you have not instructed the Noise Nuisance team from Three Rivers District Council to make the required arrangements to set the noise limiter to the required decibels. Before any further events you must agree the noise limiter with the Council (Thomas.Acquah@threerivers.gov.uk)

- *14. Guests and Patrons coming into the premises, shall be transported in coaches and shuttle buses from set locations where adequate spaces for car parks. Patrons will be reminded when embarking and disembarking from coaches and shuttle buses, to have respect for the neighbours by maintaining quietness.*

Coaches/shuttle buses have not been provided for guests to the premises for recent events resulting in traffic chaos on Old Mill Lane on two consecutive weekends resulting in police resources being used to manage the traffic and closing the road.

Given the seriousness of the six above breaches you are required to give all these matters your urgent attention.

As a licenced premises it is wholly your responsibility to ensure adequate measures are in place to ensure that you are operating within the permissions and restrictions of your premises licence without intervention from the Licensing Authority and the police, and as the DPS it will be you as the individual that would be held responsible for ALL failings.

The failings demonstrated may result in further action being taken against your licence following a full investigation. We will contact you advising on any further action we intend to take. This may result in a review of the premise licence, or prosecution which could lead to an unlimited fine and/or imprisonment for breaches under the Licensing Act 2003.

Please provide us with the complete booking records from when your licence was issued on 27 November 2020 and any events that you have booked in the future including the brunch that you have booked on 17 July 2021.

We will continue to monitor the situation closely and will contact you if we require any further information.

As we indicated when we visited the premises, we wish to support local businesses and therefore are inviting you to take immediate steps to resolve matters. However, should we receive further complaints or consider that you have not taken appropriate steps to comply with your Premises Licence and requests made herein, as the Licensing Authority, we may have no choice but to call the Premises Licence in for review. You are also fully aware that any member of the public could ask for a Review if an appropriate application is submitted at any time.

Please contact me should you wish to discuss these issues further. I have also copied this letter to Hayley Freeman (Police Licensing Officer), Matthew Roberts (Planning Officer) and Thomas Aqua (Environmental Health Officer).

If in the meantime you have any queries please do not hesitate in contacting me on the above details.

Yours sincerely



Lead Licensing Officer
Regulatory Services
Three Rivers District Council

CC Police Licensing Officer
CC Planning Officer
CC EH Officer

**The Licensing Act 2003
 (Premises licences and club premises certificates) Regulations 2005
 Regulation 33, 34 and Schedule 12
 Part A**

Premises Licence

Premises Licence Number	20/00545/LAPL01
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Part 1 – Premises Details

<p>Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code</p> <p>Riverside Old Mill Road Hunton Bridge Kings Langley Hertfordshire WD4 8QT Telephone number: 07454 486484</p>

<p>Where the licence is time limited the dates</p> <p>N/A</p>
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<p>Licensable activities authorised by the licence</p> <p>Performance of Dance Performance of Live Music Late Night Refreshment Regulated Entertainment Playing of Recorded Music Supply of Alcohol</p>

Times the licence authorises the carrying out of licensable activities		
Performance of Dance	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30
Seasonal Variations and Non-standard Timings	See supply of alcohol	
Performance of Live Music	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30
Seasonal Variations and Non-standard Timings	See supply of alcohol	
Late Night Refreshment	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	23:00 - 00:30
Seasonal Variations and Non-standard Timings	See supply of alcohol	

Regulated Entertainment Seasonal Variations and Non-standard Timings	Mon, Tues, Weds, Thurs, Fri, Sat, Sun See supply of alcohol	10:00 - 02:30
Playing of Recorded Music Seasonal Variations and Non-standard Timings	Mon, Tues, Weds, Thurs, Fri, Sat, Sun See supply of alcohol	10:00 - 00:30
Supply of Alcohol	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30
Seasonal Variations	Licensable activities to go on for one additional hour during the summer months (July, August and September only)	10:00 - 01:30
Non-standard Timings	Christmas Eve Christmas Day New Years Eve New Years Day Halloween Night	10:00 - 02:00 10:00 - 02:30 10:00 - 02:00 10:00 - 02:30 10:00 - 01:30

The opening hours of the premises		
Monday to Sunday		10:00 - 01:00
Seasonal Variations	July, August and September only	10:00 - 02:00
Non-standard Timings	Christmas Eve Christmas Day New Years Eve New Years Day Halloween Night	10:00 - 02:00 10:00 - 02:30 10:00 - 02:00 10:00 - 02:30 10:00 - 01:30

Where the licence authorises supplies of alcohol whether these are on and/or off supplies
Alcohol is supplied for consumption on the premises

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence
Old Mill Riverside Mansion Ltd
Suite 5 Sovereign House
1 Albert Place
London
N3 1QB
Email: riversidemansionslondon@gmail.com
Tel: 07454 486484

Registered number of holder, for example company number, charity number (where applicable)
N/A

Name, address and telephone number of designated premises supervisor where the premises licence authorises for the supply of alcohol
Miss Victoria Gutsul
Riverside
Old Mill Road
Hunton Bridge
Kings Langley
Hertfordshire
WD4 8QT

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol

Personal licence number: 20/00002/LAPER

Licensing Authority: Three Rivers District Council

Annex 1 – Mandatory conditions

For the purposes of this schedule "the act" means the Licensing Act 2003

"Anti-Social Behaviour" has the meaning given in Section 36 of the Anti-Social Behaviour Act 2003;

"Disability" has the meaning given in section 1 of the Disability Discrimination Act 1995;

"Relevant Premises" has the meaning given in paragraphs (a) and (b) of the definition in section 153(4) of the Act (the relevant parts of which are attached to this licence).

Mandatory Condition - s19 of the Licensing Act 2003

No supply of alcohol may be made under the premises licence;

(a) at a time when there is no designated premises supervisor in respect of the premises licence, or

(b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

Every supply of alcohol under the premises licence must be made by a person who holds a personal licence.

MANDATORY CONDITIONS SPECIFIED BY THE LICENSING ACT 2006 (MANDATORY LICENSING CONDITIONS) ORDER 2010 AS AMENDED BY THE LICENSING ACT 2003 (MANDATORY CONDITIONS) (AMENDMENT) ORDER 2014:

Mandatory Condition 1

(1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

(d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;¹ A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

Mandatory Condition 2

The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

Mandatory Condition 3

(1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—

- (a) a holographic mark, or
- (b) an ultraviolet feature.

Mandatory Condition 4

The responsible person must ensure that—

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

- (i) beer or cider: ½ pint;
- (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
- (iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available."

Mandatory Condition 5

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1—

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979(a);

(b) "permitted price" is the price found by applying the formula—

$$P = D + (D \times V)$$

where—

- (i) P is the permitted price,
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence—

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "valued added tax" means value added tax charged in accordance with the Value Added Tax Act 1994(a).

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Annex 2 – Conditions consistent with the Operating Schedule

1. The premises will promote all the four Licensing Objectives by first complying with other legislations such as, Food Safety Act 1990, Health & Safety At Work Act 1974, The Regulatory Reform (Fire Safety) Order 2005, Employment Act, Equality Act, etc.
2. CCTV shall be installed inside and outside the premises. The Camera will cover both the internal and external parts of the premises. Recording must be constant and kept for a minimum of 31 days. The dates and time settings on the CCTV must be correct. A trained member of Staff will be on duty to operate the system whenever the premises is open. Signage will be displayed at the premises reminding customers of the presence and recording of a CCTV System.
3. Two SIA registered Door Supervisors shall be employed to oversee the entrance and exercise control at the premises and ensure maximum occupancy is not exceeded.
4. Management will ensure staff members are adequately trained on anti-violent strategies to prevent disorderly conduct, or any kind of anti-social behaviour.
5. The premises and the surrounding areas will be patrolled by two Door supervisors to ensure the safety and comfort of patrons and guests.
6. Fire notices and fire procedures will be clearly displayed at the premises, while highlighting the fire exits signage and exit routes.
7. Emergency lighting systems will be installed and maintained. Fire-fighting and marine safety equipment shall be frequently serviced and maintained, while fire drills will be carried out to test alarm systems and implement the fire procedures. Staff will be trained on evacuation procedures and the use of all fire-fighting and marine safety equipment comprising of floaters, life jackets, shall be well kept and maintained.
8. The premises will employ the services of two professional life guards whenever events and functions are carried out. Adequate barriers will be installed at the riversides to prevent falls. Patrols will be carried out to ensure safety around these barriers.
9. An adequately stock first aid box shall be provided and kept at the premises. This will be managed by a trained first aider.
9. Lighting shall be kept in good order, all electrical equipment will be tested and certified by qualified professional.
10. Public liability Insurance will be in place and regularly reviewed based on risk assessment. Maximum Occupancy Capacity shall be controlled and managed by the door supervisors.
11. Prominent notices will be displayed near the exit routes requesting customers to leave promptly and quietly. Customers will be reminded to have respect for the neighbours when they are leaving the premises.
12. Deliveries of stock shall be made during the daytime (between 10am - 4pm). Waste shall be disposed responsibly so as not to disturb the neighbours.
13. Noise break-outs from amplified music will be controlled by the installation of Noise Limiting Devices, which will be set by the Noise Nuisance Team of the Three Rivers District Council's Environmental Health Department.
14. Guests and Patrons coming into the premises, shall be transported in coaches and shuttle buses from set locations where adequate spaces for car parks. Patrons will be reminded when embarking and disembarking from coaches and shuttle buses, to have respect for the neighbours by maintaining quietness.

15. Contact details of the DPS, shall be made available to the residents in the area in any event of complaint. The time and nature of such complaints shall be entered into the incidence record book, and the response action plan of such complaints, shall be made known to the complainant.

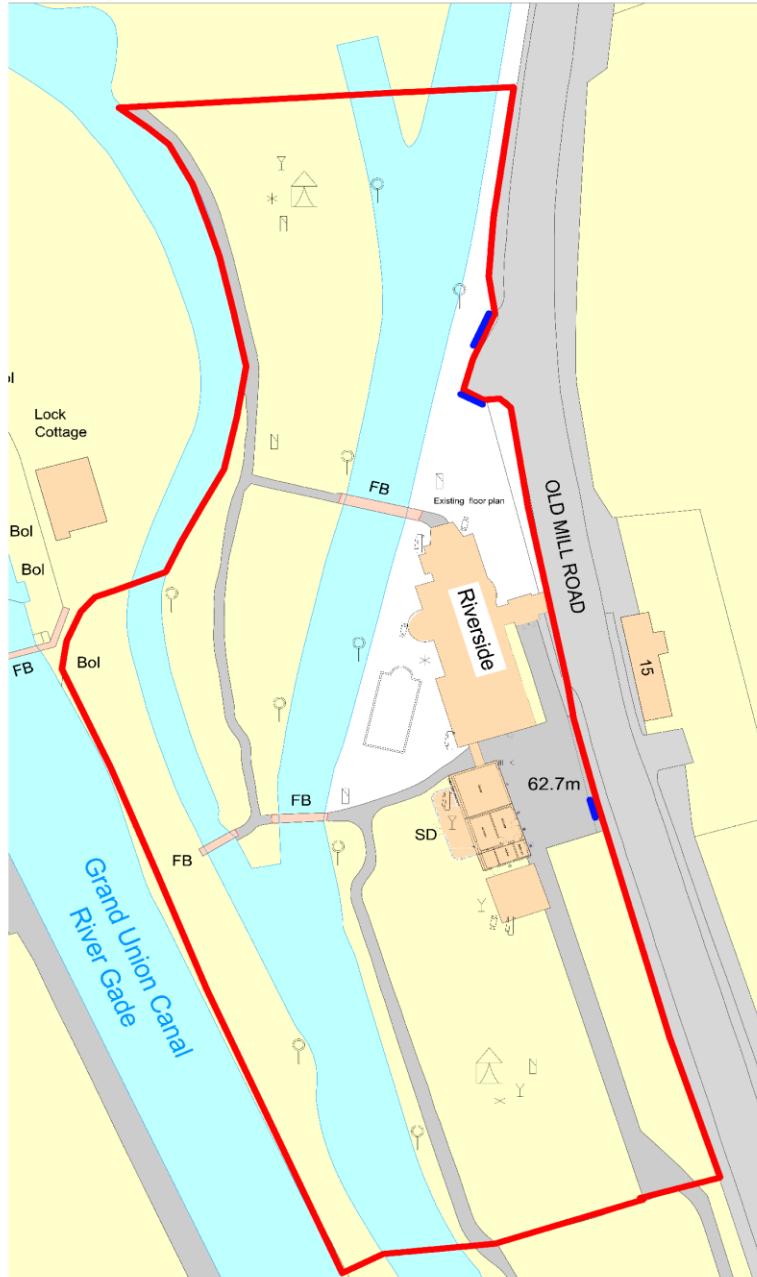
16. A 'Challenge 25' shall be adopted as the age verification policy at the premises. Anyone purchasing alcohol, who appears under 25, will be challenged to produce photographic ID. The acceptable forms of IDs will be; valid Passport, Photo Card Drivers Licence, Photographic ID with the PASS Hologram. No ID No Sale Policy shall be implemented at the premises. All refusals shall be documented and record of refusals will record the date, time of refusal, and the name of the staff that refused the sale. Front line staff will be trained and re-trained on underage prevention sales strategy and confidence to challenge.

17. Training records shall be kept on the premises and made available on request by the Police and authorised officers of Three Rivers District Council.

18. Unaccompanied children shall not be allowed on the premises. Children will not be admitted on the premises after 21:00.

Annex 3 – Conditions attached after a hearing by the licensing authority

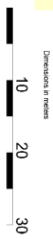
Annex 4 – Plans



Site plan

JSLP Ltd
 30 Chatsworth avenue
 SW20 8LZ
 Tel./mob: 07903898889

- ∨ Bar area
- * Music/Dancing
- ☐ Refreshment area
- ☐ Fire extinguisher
- ☐ Marine safety equipment
- ☐ Marquee
- ☐ CCTV
- Boundary line
- Entrance/Exit



DATE	03/09/20	PROJECT	Riverside, Old Mill road Hutton Bridge, Kings Langley WD4 8QT
SCALE	1:200 at A0	DRAWING TITLE	Site plan
JOB	121	SHEETS	DRAWING No. 121-4
CHECKED:		REV.	



Three Rivers District Council
 Three Rivers House
 Northway
 Rickmansworth
 Herts WD3 1RL
 Tel: (01923) 776611
 Fax: (01923) 896119

DX: 38271 Rickmansworth

The Licensing Act 2003 Part B Premises Licence Summary

Premises Licence Number	20/00545/LAPL01
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Part 1 – Premises Details

<p>Postal address of premises, or if none, ordnance survey map reference or description, including Post Town, Post Code Riverside Old Mill Road Hunton Bridge Kings Langley Hertfordshire WD4 8QT Telephone number: 07454 486484</p>

<p>Where the licence is time limited the dates N/A</p>
--

<p>Licensable activities authorised by the licence Performance of Dance Performance of Live Music Late Night Refreshment Regulated Entertainment Playing of Recorded Music Supply of Alcohol</p>

Times the licence authorises the carrying out of licensable activities		
Performance of Dance	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30
Seasonal Variations and Non-Standard Timings	See supply of alcohol	
Performance of Live Music	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30
Seasonal Variations and Non-Standard Timings	See supply of alcohol	
Late Night Refreshment	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	23:00 - 00:30
Seasonal Variations and Non-Standard Timings	See supply of alcohol	
Regulated Entertainment	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30

Seasonal Variations and Non-Standard Timings	See supply of alcohol	
Playing of Recorded Music	Mon, Tues, Weds, Thurs, Fri, Sat, Sun	10:00 - 00:30
Seasonal Variations and Non-Standard Timings	Licensable activities to go on for one additional hour during the summer months (July, August and September only)	10:00 - 01:30
Supply of Alcohol	Christmas Eve	10:00 - 02:00
Seasonal Variations	Christmas Day	10:00 - 02:30
	New Years Eve	10:00 - 02:00
	New Years Day	10:00 - 02:30
	Halloween Night	10:00 - 01:30
Non-standard Timings		

The opening hours of the premises		
Monday to Sunday		10:00 - 01:00
Seasonal Variations	July, August and September only	10:00 - 02:00
Non-standard Timings	Christmas Eve	10:00 - 02:00
	Christmas Day	10:00 - 02:30
	New Years Eve	10:00 - 02:00
	New Years Day	10:00 - 02:30
	Halloween Night	10:00 - 01:30

Where the licence authorises supplies of alcohol whether these are on and/or off supplies
Alcohol is supplied for consumption for on the premises

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence
Old Mill Riverside Mansion Ltd
Suite 5 Sovereign House
1 Albert Place
London
N3 1QB
Email: riversidemansionslondon@gmail.com
Tel: 07454 486484

Registered number of holder, for example company number, charity number (where applicable)
11685499

Name of designated premises supervisor where the premises licence authorises for the supply of alcohol
Miss Victoria Gutsul

State whether access to the premises by children is restricted or prohibited
Restricted

Dear Sir

I have now rang 4 times to try and talk with your department with NO one getting back to me regarding the concerns of the local residents close to the Riverside Mansions

We all can't believe that you have granted an events licence to this property to stage events of all kind

What we have had to endure over the past 2 weekends is totally unacceptable and this Licence must be rescinded

Has anyone from your office attended either of the previous events to witness in person the outrageous happenings

At no time were we consulted prior to you issuing the Licence which I find very strange

As a Licensee in the village I know how normally you are very on the ball with regards to these kind of issues

I look forward to hearing from you with a view to a meeting to discuss our concerns in more detail

Dear Sir

I am writing to ask you to rescind the operating licence for this company, as it is clear they are in breach of at least two aspects of the licence granted by you in November last year.

Annexe 2 "Conditions consistent with the operating schedule"

No. 13 Noise breakouts from amplified music will be controlled by the installation of noise limiting devices, which will be set by the Noise Nuisance Team of the Three Rivers District Council environmental health dept.

No. 14 Guests and Patrons coming into the premises shall be transported in coaches and shuttle buses from set locations where adequate spaces for car parks.

Together with many others I reported to the police last evening (Ref : HC/170721/0795 - 7351, Tasha) excessive noise coming from an amplified music system which ruined a family event in my garden. Additionally at 9:00 pm last evening I drove down Old Mill Road (or more accurately, attempted to), but could not get through because of Riverside guests' cars parked on double yellow lines in the refuge areas causing traffic jams and so had to reverse back to the mini roundabout at Hunton Bridge, which was dangerous.

The prospect of ongoing interruption every weekend for neighbours in what is a residential area is depressing, given that there is a high likelihood that we will have to contend with this until you act. In 42 years' residency, I have never suffered such prolonged anti-social behaviour. Please advise me:

- on what possible grounds did you think it would be acceptable to grant this kind of licence to a commercial venture in a residential area,
- what steps you will be taking to rescind this licence, and

- when I can expect to be able to enjoy my garden on a summer's evening without interruption from Riverside's business activities. This is the third consecutive weekend that has been ruined.

Yours faithfully

Hi

I am a local resident to riverside mansions.

We have just had our third weekend in a row ruined by the events at riverside.

The music is unacceptably loud and is constant from 2pm until 11.30pm.

Our street is being used as a car park. Garages are being blocked and cars are parking so close to residents cars it is making it difficult to get out of our parking spaces.

The parking on old mill lane is no better. Cars are being dumped on double yellow lines and pavements. Pedestrians are having to risk their lives walking in the middle of the road.

This is a peaceful residential area. How was this ever allowed to happen?

Can someone please tell me what is going to be done about this as this cannot carry on each week?
It is not fair to residents!







To Whom It May Concern,

I trust you are well.

Apologies to trouble you, however I need to bring your attention to and raise formal concern/complaint around the abhorrent, worrying events of Saturday the 3rd of July in Old Mill Road, Hunton Bridge, WD4 8QT. I desperately hope that you are able to act to ensure this is addressed and does not occur in the future, this in order to protect the local community and residents.

It appears that a former residential property named 'Riverside' has turned into some form of events venue named 'Riverside Mansions' (<https://riverside-mansions.com/home>).

The afternoon (and into the night) of Saturday the 3rd of July some extremely concerning events took place with an extremely large party or form of dance party held in this location.

This caused much issue to the local community and have left much concern for the future.

I have summarised below, including the associated concerns:

- This party was attended by clearly hundreds of individuals from late afternoon onwards. This a clear breach of COVID restrictions and regulations for which an inside or outside gathering should be limited by way of attendees. Both the below restrictions clearly breached...

Most restrictions on meeting people outdoors have been lifted, but gatherings must not exceed 30 people unless covered by a legal exemption, such as: for the purposes of work or volunteering or to provide care or assistance for disabled or vulnerable people / Rule of 6

- This was clearly a pre-meditated and arranged party as reflected by the fact that there was even 'security' on the door and four portaloos in the entrance driveway to the property. This was not an 'accident'
- The attendees of this event caused traffic chaos causing significant danger, health and safety risk. Cars were parked all the way down Old Mill Lane from one end to the other with many across double yellow lines as well as over the pavement preventing pedestrians walking without having to go into the road. Other cars were simply abandoned inappropriately around local roads. This prevented traffic flow throughout the afternoon and evening whilst restricting traffic visibility. Resulting in Police having to attend (cc'd) for which there is a crime reference number available
- In addition to the traffic problems caused as mentioned, a number of the attendees took it upon themselves to walk straight down the middle of the road to this large party. A safety risk to them and others, let alone further blocking the roads
- The noise from this event was at an unacceptably loud level to the extent it could be heard as far away as up the Gade Valley in Abbots Langley through into the evening

- This is a residential location, it is totally inappropriate to hold such a large party resulting in large numbers of people 'hanging around' people's homes and loitering in the streets drinking and using drugs (let alone doing so whilst COVID restrictions remain). Many proving intimidating to the local residents due to anti-social behavior
- Drug use and selling was clear around this event
- This party resulted in much litter, for which the organisers have taken no responsibility to clear up. Old Mill Lane remained littered with glass bottles, wine bottles, used nitrous oxide ('laughing gas') canisters into the following day on Sunday. Again a health and safety risk to the local community, imagine if a child had injured themselves on a glass bottle or canister let alone no one wishing to see this outside their home
- Police had to attend which is a total waste of Police resources that could be much better utilised. In their own words 'crazy isn't it'. I would encourage you to speak with them. It is regrettable they were unable to bring this to a halt

One does not want to cause any issue for a business marketing themselves as a wedding venue, however this was far from a 'pleasant wedding' or event as this business's website appears to promote itself. The abhorrent events of Saturday the 3rd of July have no place in our local area, or any residential location. It was akin to one turning one's home into a nightclub every week causing concern and chaos in a small village area.

Please would you be so kind to support the local community by investigating and addressing this. I would be shocked if others had also not brought this to your attention. Desperately hoping we do not have to suffer this again in our small residential village.

Thank you kindly in advance,

Kind Regards,

Noise Nuisance Complaints July 2021

	Name	Address	Date	Time	Where	Description
1.	Redacted		17.07.2021	23:55	Kitchen	Music can be heard. Talking ladies screaming. Car horn
2.	" "	" "		23:52	Kitchen	Loud voices
3.	" "	" "		23:30	Kitchen	Bass thumping DJ shouting
4.	" "	" "		23:10	Kitchen	Music can be heard and DJ shouting
5.	" "	" "		22:35	Kitchen	D & B type music can be heard & DJ shouting
6.	" "	" "		22:02	Kitchen	Music & DJ can be heard
7.	" "	" "		21:45	Kitchen	Bass thumping and music can be heard
8.	" "	" "		21:04	Kitchen	Bass thumping DJ Can be heard
9.	" "	" "		20:34	Kitchen	D & B type music can be heard Bass thumping
10.	" "	" "		20:14	Kitchen	Bass thumping DJ Shouting Children have just been woken up and are very distressed. My daughter now having to take them to her mothers house. This is again a damage to their health to which Three Rivers are partly responsible by negligently issuing such a licence without control measures. Absolutely ridiculous !!!!!!!
11.	" "	" "		20:08	Kitchen	Bass thumping DJ shouting
12.	" "	" "		19:27	Kitchen	Loud music
13.	" "	" "		19:07	Kitchen	Loud music
14.	" "	" "		18:44	Kitchen	Bass and music can be heard
15.	" "	" "		17:40	Kitchen	Bass & music can be heard
16.	" "	" "		16:59	Kitchen	D & B type music heard very heavy Bass
17.	" "	" "		16:27	Kitchen	Bass can be heard
18.	" "	" "	11.07.2021	23:56	Kitchen	Loud voices shouting
19.	" "	" "		23:33	Kitchen	Bass can be heard loud voices
20.	" "	" "		22:59	Kitchen	Very loud music and Bass
21.	" "	" "		20:55	Kitchen	Very loud music
22.	" "	" "		19:54	Kitchen	Very loud music and Bass high
23.	" "	" "		19:32	Kitchen	Loud music and Bass D & B type music
24.	" "	" "		18:59	Kitchen	Loud music and Bass D & B type music
25.	" "	" "		18:57	Kitchen	Loud music and Bass D & B type music
26.	" "	" "		18:22	Kitchen	Loud music and Bass D & B type music

Noise Nuisance Complaints July 2021

27.	" "	" "		18:20	Kitchen	Loud music and Bass D & B type music
28.	" "	" "		18:01	Kitchen	Loud music and Bass D & B type music
29.	" "	" "		17:28	Kitchen	Loud voices lady shouting Music loud Bass
30.	" "	" "		17:13	Kitchen	Loud music very high Bass
31.	" "	" "		16:52	Kitchen	Loud music very high Bass
32.	" "	" "		16:19	Kitchen	Loud music very high Bass
33.	" "	" "		01:40	Kitchen	Loud laughing loud music and Bass
34.	" "	" "		00:16	Kitchen	Loud music, loud voices
35.	" "	" "		00:15	Kitchen	Loud Music people shouting
36.	" "	" "		00:03	Kitchen	Loud music very high Bass
37.	Redacted		17.07.2021	21:46	Garden	Loud music and Bass DJ speaking – Can hear the complainant breathing
38.	" "	" "		21:49	Living Room	Loud music and Bass, DJ talking
39.	" "	" "		22:21	Garden	Loud music, Bass & DJ talking
40.	" "	" "		23:11	Garden	Loud Music, Bass & DJ talking
41.	Redacted		17.07.2021	21:20	Garden	Loud music, Bass
42.	" "	" "	" "	23:02	Bedroom	Loud Music, Bass & DJ talking
43.	Redacted		17.07.2021	19:58	Garden	Loud music & Bass. Affecting use of garden and noise level increasing
44.	" "	" "	" "	20:07	Garden	Loud music & Bass
45.	" "	" "	" "	21:13	Garden	Loud music & Bass Volume continuing to rise
46.	" "	" "	" "	22:57	Bedroom	Loud music & Bass DJ talking I would like to sleep and this isn't the soundtrack for this
47.	" "	" "	" "	23:29	Bedroom	Loud music and Bass The Bass is constant and has lasted several hours as it did the previous weekend. My children have school tomorrow and this level of noise at 23.30 on a Sunday is unacceptable
48.	Redacted		17.07.2021	14:56	Public space	Words of songs can be clearly heard. Loud Bass.
49.	" "	" "	" "	15:00	Public Space	Words of songs can be clearly heard. Loud Bass.

Noise Nuisance Complaints July 2021

50.	“ “	“ “	“ “	17:24	Public Space	Words of songs can be heard clearly. Loud Bass.
51.	“ “	“ “	“ “	17:25	Public Space	Words of songs can be heard clearly. Loud Bass.
52.	“ “	“ “	“ “	21:36	Public Space	Words of songs can be heard clearly. Loud Bass.
53.	“ “	“ “	“ “	21:37	Public Space	Words of songs can be heard clearly. Loud Bass.
54.	“ “	“ “	“ “	21:39	Public Space	Words of songs can be heard clearly. Loud Bass. DJ talking
55.	Redacted		17.07.2021	21:58	Garden	Loud music and Bass, DJ talking Organised events occurring every weekend. Cant sit in the garden and the bass is unbearable
56.	Redacted		17.07.2021	21:38	Garden	Loud music The music playing, which has been present for at least 4 hours, is intrusive here in Gypsy Lane, with a noticeable bass noise. It must be considerably louder in properties near the Riverside Mansions venue, for example on Old Mill Road and The Maltings
57.	Cllr Sara Bedford		17.07.2021	21:12	Public Space	Very loud music, can also hear cars passing
58.	“ “	“ “	“ “	21:30	Public Space	Very loud music, can also hear cars passing
59.	Redacted		17.07.2021	21:23	Living room	Loud music & bass If it keeps up I won't be able to sleep.





