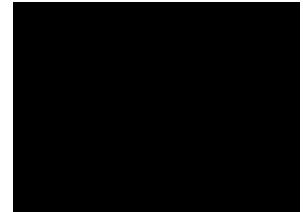


The Licensing Authority Licensing Unit,
Sefton MBC,
Magdalen House,
30 Trinity Road,
Bootle,
L20 3NJ



Friday, 4th October 2024

Dear Sir/Madam,

****Re: Objection to Extended Opening Hours – Cross House Inn, Cross Green, Formby (Greene King Retailing Ltd)****

I am writing to formally object to the application for extended opening hours at the Cross House Inn, Cross Green, Formby (L37 4BH), submitted by Greene King Retailing Ltd.

As local residents, we already experience considerable disturbance caused by noise from the pub, particularly during the summer months when patrons linger outside long after last orders. Extending the opening hours will undoubtedly worsen this issue, prolonging the disruptive behaviour into even later hours.

In addition to the noise caused by patrons, we have serious concerns about the use of the pub's PA system, which broadcasts music and quiz night announcements late into the evening. On Thursday nights, it is often necessary for us to turn up the volume on our television just to drown out the noise from their quiz. This disruption occurs even when there are few or no people outside, and it seems entirely unnecessary for the outdoor speakers to be in use during the autumn and winter months when no one is seated outside.

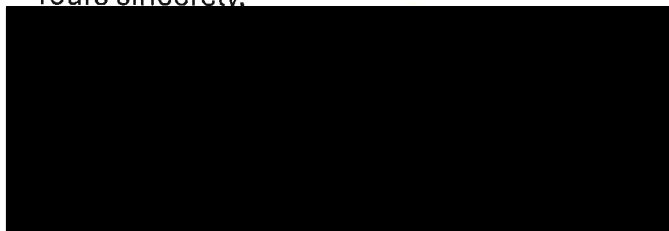
Moreover, within a half-mile radius of the Cross House Inn, there are already five other pubs with late licences. This makes the application for extended hours at this pub both unnecessary and excessive, increasing the cumulative impact on local residents who are already affected by noise from these other establishments.

We kindly request that the Licensing Authority consider imposing restrictions on the use of the outdoor speakers, ensuring they are turned off at a reasonable hour. This would significantly reduce the disturbance to residents and greatly improve our quality of life.

For these reasons, we strongly urge the Licensing Authority to reject the application for extended opening hours at the Cross House Inn.

Thank you for your attention to this matter. We would appreciate being kept informed of any decisions regarding this application.

Yours sincerely,



Kevin Hogan

From: Kevin Hogan
Sent: 14 October 2024 13:54
To: Kevin Hogan
Subject: FW: Objection

From: [REDACTED]
Sent: Friday, October 11, 2024 7:23 PM
To: Licensing <licensing@sefton.gov.uk>
Subject: Objection

You don't often get email from [REDACTED] [Learn why this is important](#)

Caution: This email originated from an External Source. Use caution when clicking links, or opening attachments.

Subject: Ongoing Complaints and Unresolved Issues Regarding Noise and Property Damage/ objection to license extension.

Dear Kings Brewery Management/Sefton Council

I hope this message finds you well. I am writing to formally lodge a complaint regarding several unresolved issues that have persisted for far too long. Despite multiple attempts to address these matters, both with your staff at the pub and directly with your organisation, I find myself increasingly frustrated by the lack of meaningful action and communication. I also would like to object about the change in licensing hours.

The first, and perhaps most pressing, issue is the ongoing noise disturbance caused by external speakers at your venue. This has been raised with the pub management on numerous occasions, yet nothing has changed. The loud music continues to be a significant disruption, especially during evenings when peace and quiet should be the norm in the neighbourhood and after midnight. As a resident who lives [REDACTED], I should not have to endure this constant disturbance, especially when it has been brought to your attention repeatedly. Over the last month the external speakers have been on over night, and these could be heard from down the road. I have video evidence for the council of this. Again, on Wednesday 9th October, external speakers were left on till nearly midnight playing loud music. Out neighbour was chatting to police passing who called the pub and told the staff to turn them off... This is happening all the time. Imagine the disturbance if a later licence was granted!

Despite promises to address this issue, including what seemed to be a sincere commitment from your staff, the problem has only persisted. I am beginning to lose faith in Kings Brewery as a responsible community member, and frankly, in your staff's willingness to resolve these concerns.

Further adding to this frustration is the unresolved issue of the tree that has been encroaching into my garden for some time. Despite assurances from [REDACTED] that a tree surgeon would be appointed to rectify the situation, only the falling tree was removed and not the rest of the branches that are about to fall. This is extremely concerning given the danger it presents. Recently, a large branch fell into my garden, and the fact your organisation took two days to resolve this is worrying, leaving me with my car blocked in (pictures available). After two days this was sorted out and I was again advised by [REDACTED] that the remaining tree would be sorted out... this still hasn't happened and [REDACTED] still has not returned any calls or Whatsapp messages.

To compound the matter, [REDACTED] made additional promises to build a "purposeful relationship" with residents, and yet, I have had no such contact since. [REDACTED] also assured me that she would arrange a meeting between myself and her staff at the pub to discuss and rectify the ongoing problems—this meeting has never materialised. I was even

told we could address the matter of the damaged fencing, which my household paid for, despite the damage clearly being the responsibility of the brewery. The lack of follow-through from a senior member of your team such as [REDACTED] is deeply disappointing and unprofessional.

I have also BCC'd [REDACTED], a neighbour who has similarly been affected. While waiting outside my property at the temporary traffic lights, a branch from the same problematic tree fell onto her car. This incident could have been avoided had your team acted on the initial complaint, made a long time ago, regarding the state of the tree and the need for immediate action. I explained to [REDACTED] that a tree surgeon was supposed to have attended to the issue months ago, but as with so many other promises from Kings Brewery, nothing was done.

This prolonged pattern of inadequate responses, broken promises, and lack of action leaves me extremely upset with how your company handles complaints. I have lost all confidence in the ability of your staff, particularly [REDACTED], to effectively address these matters. Considering [REDACTED] senior position, this is even more troubling. I now request that a more senior member of your management team gets in touch with me to discuss these issues and provide a clear and actionable resolution.

I look forward to your prompt response and a clear outline of how you plan to rectify these issues. Should this matter not be addressed in a timely fashion, I will have no choice but to escalate my complaint further.

I would also like to reiterate, I object to the license change and believe we have until the 11th October to object against the application.

Many thanks

[REDACTED]

Ref: GS 2567705 / GS 2635135

All video evidence and dates and times are available.

NOTICE OF APPLICATION

Notice is hereby given that We
Sefton Metropolitan Borough Council
a premises licence to use the premises
Formby, L37 4BH

To vary the following Hours:

Sale of Alcohol by Retail from 09:00 to 00:30

Opening from 09:00 to 00:30 daily

Late night refreshment from 23:00 to 00:30

Any person who wishes to make an application to vary the hours of sale of alcohol by retail on the premises should give notice in writing of his/her application to the Licensing Authority on the grounds for making said representation.

