

Pecyn Dogfennau Cyhoeddus

Is-bwyllgor Trwyddedu

Man Cyfarfod
Trwy Zoom

Dyddiad y Cyfarfod
Dydd Mercher, 20 Mawrth 2024

Amser y Cyfarfod
10.00 am

I gael rhagor o wybodaeth cysylltwch â
Carol Johnson
01597 826206
carol.johnson@powys.gov.uk



Neuadd Y Sir
Llandrindod
Powys
LD1 5LG

Dyddiad Cyhoeddi

Mae croeso i'r rhai sy'n cymryd rhan ddefnyddio'r Gymraeg. Os hoffech chi siarad Cymraeg yn y cyfarfod, gofynnwn i chi roi gwybod i ni erbyn hanner dydd ddau ddiwrnod cyn y cyfarfod

AGENDA

Mae gofyn i Aelodau'r Is-Bwyllgor fynychu cyfarfod Briffio preifat am 9.30 a.m.

1.	ADOLYGU TRWYDDED SAFLE
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1.1. Gweithdrefnau Is-bwyllgorau

Derbyn cyflwyniadau gan y Cadeirydd a'r partïon sy'n bresennol, ac eglurhad o weithdrefnau'r Is-Bwyllgor gan y Cyfreithiwr.
(Tudalennau 1 - 2)

1.2. Adolygu trwydded

Ystyried adolygiad o'r drwydded safle ar gyfer y Log Cabin, Llandrindod.
(Tudalennau 3 - 98)

Mae'r dudalen hon wedi'i gadael yn wag yn fwriadol

1.a

POWYS COUNTY COUNCIL – LICENSING REVIEW PANELS & SUB-COMMITTEES PROCEDURE AT HEARING (simplified)

INTRODUCTIONS

- Chair introduces themselves and asks other members of panel to do so.
- Each person in turn introduces themselves
 - Council's representative(s) [Licensing Officer]
 - Applicant and/or their representative
 - For reviews - the licence holder and/or any representatives or witnesses
 - Any Objector(s) and/or their witnesses (only objectors who have submitted relevant representations may participate in the hearing)
 - Clerk/Solicitor
- Clerk/Solicitor outlines the process to be followed in the meeting.

ORDER OF HEARING

Chair manages / takes the lead at the meeting to ensure the correct order of proceedings is adhered with. Assistance from Solicitor/Clerk should be sought where necessary

- 1) Council's representative presents the report
 - Panel may ask questions of the Council's representative
- 2) Applicant or their representative puts their case forward (in the case of a review application this is a responsible authority or an interested party and not the licence holder)
 - Panel may ask questions of the applicant
 - For reviews - the licence holder and/or their representative may ask questions of the applicant
 - Objectors and/or their representatives may ask questions of the applicant
- 3) In the case of a Review Application the licence holder is invited to put their case forward.
 - Panel may ask questions of the licence holder or their representative
 - For reviews - the applicant may ask questions of the licence holder or their representative
 - Objectors may ask questions of the licence holder or their representative
- 4) Each objector and/or their witnesses put their case forward in turn. After each objector/witness has presented then:
 - Applicant or their representative may ask questions of the objector/witness
 - For reviews – the licence holder or their representative may ask questions of the objector
 - Panel may ask questions of the objector/witness
- 5) Chair invites applicant or his/her representative to summarise points and make a final statement
- 6) Chair checks that all parties have had ample opportunity to present all aspects of their case and have said all they want to say before the panel and the clerk withdraws to deliberate in private.
- (7) All parties are recalled and the decision of the panel is announced verbally by the Chair / Clerk/Solicitor. The grounds for that decision and the reasons for reaching it are also explained
- (8) Conclusion of hearing.
- (9) The decision is conveyed in writing to the applicant and objectors by the Clerk/Solicitor as soon as possible along with details of the appeal mechanism.

NOTE ON OBJECTORS

- There is no limit on the number of objectors
- Each objector is limited to a maximum of 2 witnesses.
- Objectors may appoint a spokesperson to present their case in order to avoid repetition of the same issues.
- Where there are a large number of objectors each wishing to be heard then the chair may choose to set a time limit for each objector to present their case.

1.b

CYNGOR SIR POWYS COUNTY COUNCIL

Licensing Review Panel

20 March 2024

Venue : via TEAMS

REPORT BY: Natalie Jones – Licensing Team Manager

SUBJECT: Premise Licence Review
Log Cabin, Llandrindod Wells

REPORT FOR: Decision

1. INTRODUCTION

1.1.1 Environmental Protection submitted an application for a Review of the Premise Licence at the Log Cabin, Llandrindod Wells on the Licensing Objective of *Public Nuisance*.

1.1.2 The application was accepted by Licensing and the consultation process started. This involved posting a Notice of the received application at the premises (confirmed by Licensee) and on the Council's website advising that it was entering into a 28 day Consultation period to invite responsible authorities and interested parties to make any Representations.

2. BACKGROUND

2.1 A location plan for the premises is attached as **Annex A** to this report.

2.2 Photographs showing the premise and surrounding area are also attached in Annex A

2.3 The applicant has requested a Review on the grounds of crime and public nuisance:

2.4 The full Review application document can be viewed in **Annex B**.

2.5 The supporting Report from the applicant (Environmental Protection) can be found in **Annex C**.

2.4 A copy of the current premises licence, made under the Licensing Act 2003, is attached at **Annex D**.

2.5 The licence was last updated in December 2023 – vary DPS.

2.6 Current Licence hours:

OPENING HOURS –

MONDAY TO THURSDAY 06:30 to 00:30

FRIDAY TO SUNDAY 06:30 to 02:30

Tudalen 3

THE SALE / SUPPLY OF ALCOHOL

[PUBLIC BAR & UPSTAIRS MEETING ROOM & OUTSIDE TERRACE AREA]

MONDAY TO THURSDAY 07:00 to 00:00

FRIDAY TO SUNDAY 07:00 to 02:00

REGULATED ENTERTAINMENT:-

[PUBLIC BAR & UPSTAIRS MEETING ROOM]

MONDAY TO THURSDAY 07:00 to 00:00

FRIDAY TO SUNDAY 07:00 to 02:00

3. REPRESENTATIONS

3.1 The Licensing Authority received a complaint in August 2023 regarding this issue. This was in relation to noise and Anti social behaviour so was referred to Environmental Protection and Police. Licensing has not had any further complaints made in respect of this premise and makes no Representations at this time.

3.2 Responsible Authorities

A copy of a Representations made by Rod Bowen, Police Licensing Officer is attached in Annex E. This is not a Representation but a recommendation from the PLO to introduce 2 SIA door staff as part of an improvement to the Licence Conditions.

3.3 Interested Parties

A copy of the Representations received by the Public / Interested Parties can be found in Annex F.

3.4 The interested party is the Premise which adjoins the Log Cabin. This premise / contact is also the same as the complaint received by Licensing in August 2023 and is also the premise where the initial complaint to EP was made.

3.5 Premise Licence Holder

The current Premise licence Holder has also made Representations and the full document can be found in Annex G.

Extension to date for Licensing Sub Committee Hearing

3.5.1 The Premise Licence holder requested postponement of 28 days to allow him time to obtain his own evidence. This is now attached in the Supplementary documents can be found at the end of the Pack, which

includes a statement from the premise licence holder, letter from his Solicitor and letters from another local business and the current Designated premise Supervisor.

- 3.5.2 There is also Crime pattern analysis records contained in the supplementary pack, which has been submitted by the Police Licensing Officer.

OPTIONS

- 4.1 In determining the application for a Premises Licence, the Sub-Committee must take such steps as are considered necessary for the promotion of the licensing objectives, which are:-

- (a) the prevention of crime and disorder;
- (b) public safety;
- (c) the prevention of public nuisance; and
- (d) the protection of children from harm.

The options available in determining this application are:

- (a) To reject the Review and take no action if it is determined that no steps are necessary to promote the licensing objectives
- (b) To modify the terms and conditions of the licence
- (c) To exclude a licensable activity from the scope of the licence
- (d) To remove the Designated premise Supervisor
- (e) To suspend the licence for up to 3 months
- (f) To revoke the licence

5. DETERMINATION

- 6.1 The Sub-Committee is requested to determine the application.

Mae'r dudalen hon wedi'i gadael yn wag yn fwriadol

List of Annexes

- Annex A** Map & Photos of the Area

- Annex B** Review Application

- Annex C** Report from Environmental
 Protection

- Annex D** Copy of current Premise Licence

- Annex E** Representations from Responsible
 Authorities

- Annex F** Representations from Interested
 Parties

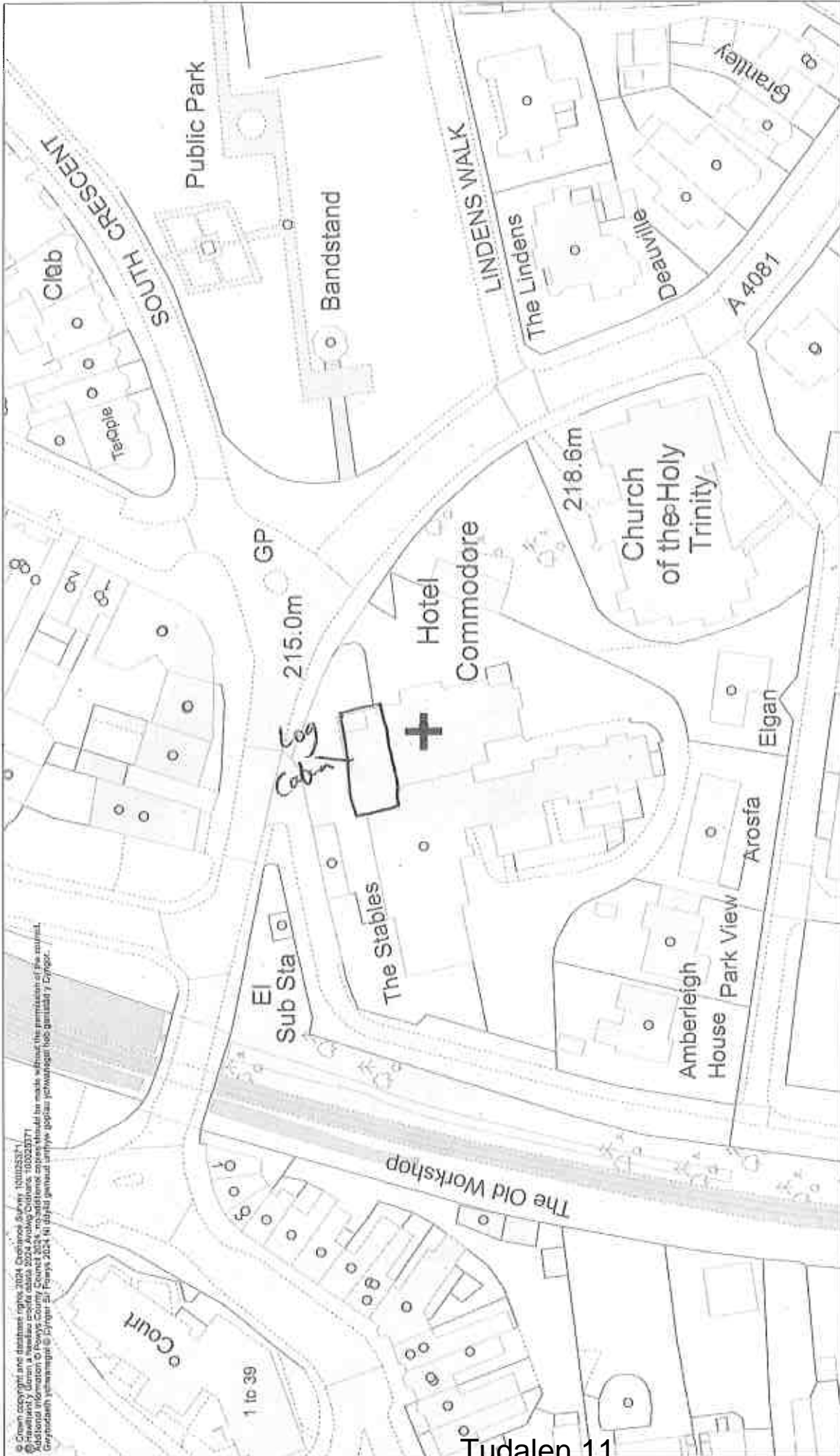
Mae'r dudalen hon wedi'i gadael yn wag yn fwriadol

ANNEX A

Map and photos of the area

PHOTO OF LOCATION





© Crown copyright and database rights 2024. Ordnance Survey 100025371.
 Provided by Urban & Rural Data 2024. Aerial Imagery 100025371.
 Additional information © Powys County Council 2024. No additional copies should be made without the permission of the original.
 Gwybodaeth ychwanegig © Cyngor Sir Powys 2024. Ni ddylai gennad unrhyw bŵer i'w gennadallu heb ganiadau y Cyngor.

Tudalen 11



Cyngor Sir Powys County Council

IOG CABIN

Page printed from GeoDiscoverer

Printed by: POWYSC\cinstallab

Date: 2024-01-12

1:1000

Mae'r dudalen hon wedi'i gadael yn wag yn fwriadol

ANNEX B

Review Application

[Insert name and address of relevant licensing authority and its reference number (optional)]

**Application for the review of a premises licence or club premises certificate under the
Licensing Act 2003**

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure
that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.
You may wish to keep a copy of the completed form for your records.

I Laura Lewis

(Insert name of applicant)

**apply for the review of a premises licence under section 51 / apply for the review of a club
premises certificate under section 87 of the Licensing Act 2003 for the premises described in
Part 1 below (delete as applicable)**

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description The Log Cabin, Spa Road,	
Post town Llandrindod Wells	Post code (if known) LD1 5ER
Name of premises licence holder or club holding club premises certificate (if known) Kenneth Harold Sanders	
Number of premises licence or club premises certificate (if known) 00NN/PREM/R/000114	

Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible
authority (please read guidance note 1, and complete (A)
or (B) below)

2) a responsible authority (please complete (C) below)

3) a member of the club to which this application relates
(please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick yes

Mr

Mrs

Miss

Ms

Other title
(for example, Rev)

Surname

First names

Please tick yes

I am 18 years old or over

**Current postal
address if
different from
premises
address**

Post town

Post Code

Daytime contact telephone number

**E-mail address
(optional)**

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

Please tick ✓ yes

Have you made an application for review relating to the premises before

No

If yes please state the date of that application

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

If you have made representations before relating to the premises please state what they were and when you made them

Please provide as much information as possible to support the application (please read guidance note 3)

See attached report, Appendix A (this will follow)

- Noise complaints from property attached to the Log Cabin
- Public nuisance relates to the outside drinking consumption / smoking area of the above premise
- Noise / nuisance is directly affecting the complainants and their business
- Liaison with the Licensee regarding this issue has so far proved unsuccessful at resolving the disturbance

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Environmental Protection Powys County Council County Hall Llandrindod Wells LD1 5LG
Telephone number (if any) [REDACTED]
E-mail address (optional) [REDACTED]

This application to review relates to the following licensing objective(s)

Please tick one or more boxes ✓

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance X
- 4) the protection of children from harm

Please state the ground(s) for review (please read guidance note 2)

We have received a noise complaint regarding antisocial noise in the early hours, from the outside consumption area of the Log Cabin, which is affecting the complainants address. Following our noise monitoring investigations, we have found this to be a public nuisance. We seek to apply for conditions to be added to the license to control these noise issues.

Full report on public nuisance findings to be supplied prior to going to Committee

Please tick ✓

yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature



Date 11th December 2023

Capacity Environmental Health Officer (Environmental Protection)

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)

Post town

Post Code

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

ANNEX C

Report from Environmental Protection

Log Cabin License Review Statement

Statement of Laura Lewis

Occupation: Environmental Health Officer – Environmental Protection

I am an Environmental Health Officer (Environmental Protection) for Powys County Council. I deal with environmental protection matters including noise complaints in the Radnorshire area.

I hold a BSc (Hons) in Public and Environmental Health. Prior to my appointment as an Environmental Health Officer, I worked as a Technical Officer in Environmental Protection, covering the Brecknock and Radnorshire areas.

The Initial complaint was received from [REDACTED] Hotel Owner, at the neighbouring Hotel Commodore, on the 7th August 2023. It was alleged that the noise from the Log Cabin had been an issue for a few years, however, since the end lockdown the noise had become more excessive from people gathering outside.

The Log Cabin used to be part of the Hotel Commodore, until the Hotel was sold [REDACTED] and are now two separate entities. The Hotel has several rooms which have windows overlooking the outside area.



The Log Cabin highlighted in red.

It was alleged that the noise from the outside area of the Log Cabin was worse once all the other licensed premises in the area close at midnight, when the Log Cabin is the only open premise which remains open. It was alleged that this noise regularly went on until 3 am.

After the initial complaint was received on the 7th August 2023, I spoke with the complainant on the 8th August 2023 to discuss the matter. I sent noise log sheets to the complainant for completion and a letter to the Log Cabin notifying them that we had received a noise complaint for people noise. Please see appendices 1 and 2.

I received no contact from anyone at the Log Cabin in respect of our letter.

The log sheets were returned to us and received in the 21st September 2023. The log sheets had entries covering dates Thursday 10th August 2023 until 7th September 2023. The entries all related to complaints received by the hotel from guests staying in the rooms above the outside area of the Log Cabin on Thursday, Friday and Saturday nights. The log sheets show the noise starting as early as 21:30, with the noise continuing until as late as 01:25 and 03:30. Please see appendix 3.

I installed the noise kit in room 12 of the Hotel Commodore, on 27th October 2023 and collected 7th November 2023. The noise kit constantly records the noise levels in decibels and also has an audio record function which allows the occupant of the room controls. During the time the noise kit was installed there was no guests staying in the room and the noise kit was operated solely by the complainant [REDACTED]

There were several noise recordings showing people noise from the outside area of the Log Cabin, between the hours of 00:00 and 03:00. The decibel readings were between 40 and 60 dbs.

The World Health Organisation recommends night time noise to be below 30 dBA and whilst BS4142 relates to industrial noise, they state that anything above 10 dBA increase from the background noise would generate complaints. As one example at 03:38 on the 4th November 2022 the recordings were showing recordings of 64.1 dBA, after the Log Cabin closes the readings are between 25 and 30 dBA.

Please see attached appendix 4 for noise recording graphs, I will explain these to the committee.

Having listened to these recordings and in my professional opinion they are causing a public nuisance to the Hotel Commodore. The noise would prevent any guests from sleeping in these rooms due to the noise caused by customers outside the Log Cabin.

I seek to add a condition to the license, restricting the use of the outside area and for the doors to be kept closed from 00.00 to control the noise issues for local residents, this I feel will address the public nuisance. We would recommend that extra staff are employed to police this area to prevent people gathering outside.

Appendices

1. Copy of letter to complainant
2. Copy of letter to subject
3. Copy of noise log sheets
4. Copy of noise recordings – it is my intention to play these to the licensing committee.
5. Picture of outside seating area of the Log Cabin from Room 12 of the Hotel Commodore.



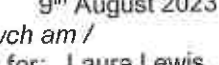

Appendix 1



Gwilym Davies
Pennaeth Eiddo, Cynllunio a
Gwarchoed y Cyhoedd
Head of Property, Planning and Public
Protection

Gwasanaeth Iechyd yr Amgylchedd/
Environmental Health Service
Neuadd Brycheiniog
Ffordd Cambrian / Cambrian Way
Aberhonddu / Brecon
Powys LD3 7HR

The Proprietor
The Log Cabin
Spa Road
Llandrindod Wells
Powys

Ffôn / Tel : 
E-bost / E-mail : 
Eich cyf / Your ref : 
Ein cyf / Our ref : 
Dyddiad / Date : 9th August 2023
Os yn galw gofynnwch am /
If calling please ask for: Laura Lewis

Dear Sir/Madam

**ENVIRONMENTAL PROTECTION ACT 1990
ALLEGED NOISE NUISANCE ARISING AT: The Log Cabin, Spa Road,
Llandrindod Wells, Powys**

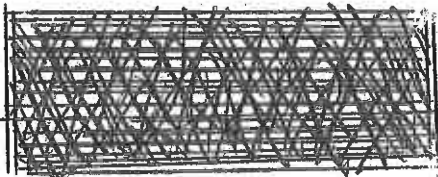
The Council has received a complaint about an alleged noise nuisance at the above premises caused by people noise.

At this stage, the complainant has been asked to provide further information regarding the complaint by keeping a log of events. However in the meantime, if you feel that there may be some justification for the complaint I would be grateful if you would ensure that you do not cause further disturbance. If, once the log is returned, it is considered that the complaint may constitute a statutory nuisance then the matter will be investigated through visits or the use of monitoring equipment.

Please be aware that if the problem is considered to be a statutory nuisance, an Abatement Notice will be served on you under section 80 of the Environmental Protection Act 1990. If you breach an Abatement Notice the maximum fine is unlimited.

If you wish to discuss the contents of this letter then please contact me.

Yours faithfully



Laura Lewis
Environmental Health Officer – Environmental Protection

www.powys.gov.uk

Croeso i chi gysylltu â ni yn Gymraeg. Byddwn yn ymateb yn Gymraeg, heb oedi.
You are welcome to contact us in Welsh. We will respond in Welsh, without delay.

Er mwyn cyflenwi gwaith Gwasanaeth Iechyd yr Amgylchedd, mae angen prosesu data personol yn unol â'r ddeddfwriaeth berthnasol. Bydd y wybodaeth hon yn cael ei chadw yn unol â'r ddeddfwriaeth, a rhestr cadw wybodaeth y Cyngor. Os oes gennych unrhyw bryder ynghylch y defnydd a wneir o'ch data personol cysylltwch â'r Swyddog Diogelu Data trwy anfon e-bost at Information.Compliance@powys.gov.uk <<mailto:Information.Compliance@powys.gov.uk>> neu ffoniwch 01597 826400. Sylwch fod modd dod o hyd i ragor o wybodaeth am Ddiogelu Data a Phreifatwydd yn y cyfeiriad gwe canlynol: <http://www.powys.gov.uk/privacy>

In order to deliver the Environmental Health Service, it is necessary to process personal data in accordance with the relevant legislation. Information held will be retained in accordance with the legislation and the Councils retention schedule. If you have any concerns regarding the use of your personal data please contact the Data Protection Officer by email at Information.Compliance@powys.gov.uk or by phone at 01597 826400. Please note that further information on the Data Protection and Privacy can be found at the following address: <http://www.powys.gov.uk/privacy>

Gwilym Davies
Pennaeth Eiddo, Cynllunio a Gwarchod
y Cyhoedd
Head of Property, Planning and Public
Protection

Gwasanaeth Iechyd yr Amgylchedd/
Environmental Health Service
Neuadd Brycheiniog
Ffordd Cambrian / Cambrian Way
Aberhonddu / Brecon
Powys LD3 7HR

[REDACTED]
Hotel Commodore
Spa Road
Llandrindod Wells
Powys
LD1 5ER

Ffôn / Tel : [REDACTED]
E-bost / E-mail : [REDACTED]
Eich cyf / Your ref : [REDACTED]
Ein cyf / Our ref : [REDACTED]
Dyddiad / Date : 9th August 2023
Os yn galw gofynnwch am /
If calling please ask for: Laura Lewis

Dear Ms Murdock

ENVIRONMENTAL PROTECTION ACT 1990
ALLEGED NOISE NUISANCE ARISING AT: The Log Cabin, Spa Road, Llandrindod
Wells, Powys

I write further to your complaint regarding people noise from the above premises that you allege is giving rise to nuisance.

Following our discussion, an investigation will now be undertaken to decide whether a statutory nuisance exists. This investigation will involve the following:-

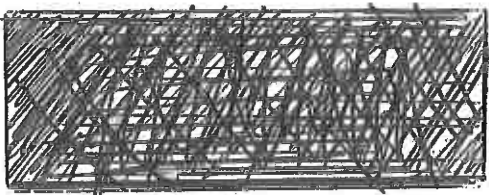
1. A letter will be sent to the person you allege is responsible for the nuisance to explain that a complaint has been received and an investigation will be undertaken and that monitoring may take place. Please note that at this stage of the investigation your identity will not be disclosed.
2. You should now keep a record of the problem on the attached monitoring log. The purpose of the log is to enable us to determine whether the nuisance being complained about is likely to constitute a statutory nuisance. As such it is important that you provide as much information as you can regarding the occurrences of the nuisance and its impact on you. Please note that you can supplement this information by submitting noise recordings via The Noise App (www.thenoiseapp.com). The log should be kept for 3 weeks and then returned to the Council within 2 weeks of completion. If you don't return the log within 2 weeks of completion your complaint may be closed and no further action taken.
3. Once received the completed log will be examined and provided there is sufficient evidence to suggest that a statutory nuisance may exist, then a full investigation will take place. The investigation may involve monitoring equipment being left at your premises and visits by a Council officer to assess the problem. Please note that during this time it is likely that you will be required to continue to keep a log.

Continued...

4. If the Council officer is satisfied that a nuisance exists then an Abatement Notice will be served. Failure to comply with the Notice may result in the matter being brought before a Magistrates' Court when you may be required to attend as a witness.
5. It may be that the Council officer is not satisfied that a nuisance exists. However in that event you will be told and given information on alternative courses of action available to you.

If you wish to discuss the contents of this letter then please contact me.

Yours sincerely



Laura Lewis
Environmental Health Officer – Environmental Protection

Er mwyn cyflenwi gwaith Gwasanaeth Iechyd yr Amgylchedd, mae angen prosesu data personol yn unol â'r ddeddfwriaeth berthnasol. Bydd y wybodaeth hon yn cael ei chadw yn unol â'r ddeddfwriaeth, a rhestr cadw wybodaeth y Cyngor. Os oes gennych unrhyw bryder ynghylch y defnydd a wneir o'ch data personol cysylltwch â'r Swyddog Diogelu Data trwy anfon e-bost at Information.Compliance@powys.gov.uk <<mailto:Information.Compliance@powys.gov.uk>> neu ffoniwch 01597 826400. Sylwch fod modd dod o hyd i ragor o wybodaeth am Ddiogelu Data a Phreifatrwydd yn y cyfeiriad gwe canlynol: <http://www.powys.gov.uk/privacy>

In order to deliver the Environmental Health Service, it is necessary to process personal data in accordance with the relevant legislation. Information held will be retained in accordance with the legislation and the Councils retention schedule. If you have any concerns regarding the use of your personal data please contact the Data Protection Officer by email at Information.Compliance@powys.gov.uk or by phone at 01597 826400. Please note that further information on the Data Protection and Privacy can be found at the following address: <http://www.powys.gov.uk/privacy>

ENVIRONMENTAL PROTECTION SERVICE

Powys

Noise Assessment Log

Worksheet Reference: _____ Address where noise originated: Log Cabin outside Secondary

Log maintained by (Name): Deborah Williams

Address: 108m 5th Floor, Westgate, Cardiff, CF10 1AT

Date	Noise start time	Noise finish time	Assessment Location (from, outside etc.)	Description of Noise	Noise rating 1 to 10 (1= as noise, 10= extreme noise)	Comments (effect noise has on you etc)	Weather (for outside noise)
11/07	11:45	14:30	Log Cabin	Radio music	10	no noise	
12/07	12:05	13:15	Outside Log Cabin	loud shouting screaming shouting music	10	could hear noise from the school	little rain warm night
17/08	10:30	11:25	Outside Log Cabin	Shouting, music, loud talking	10	heard quite complaints	Warm NO rain
18/08	12:15	14:45	Outside Log Cabin	Shouting, music, singing, yelling	10	complaints guests rooms	little rain but warm
19/08	12:15	14:45	Outside Log Cabin	Shouting, music, loud music	10	complaints	little rain but warm

I confirm this is an accurate record & that I am willing to act as a witness should legal action be considered necessary



Signed

Print name: A Williams Date: 14/08/23

Povys

Noise Assessment Log Continuation Sheet

Sheet no. 2

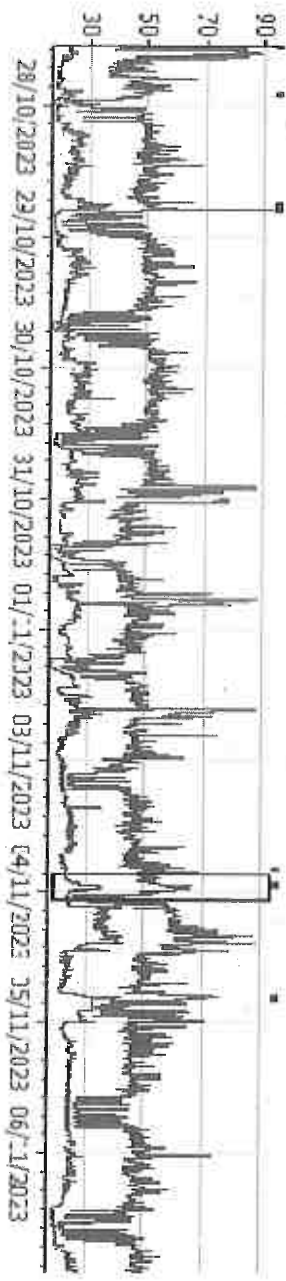
Date	Noise start time	Noise finish time	Assessment Location (room, outside etc.)	Description of Noise	Noise rating (1 to 10 for as close to existing noise)	Comments (effect on you etc.)	Weather (for outside noise)
25/08	10:10	10:15	Living room	TV, radio	10	quiet	partly cloudy
26/08	10:50	3:25	Garage	Grass, mowed	10	quiet	partly cloudy
27/08	10:45	8:15	Garage	Grass, mowed	10	quiet	partly cloudy
28/08	10:45	1:38	Garage	Grass, mowed	9	quiet	partly cloudy
29/08	10:45	1:38	Garage	Grass, mowed	9	quiet	partly cloudy
30/08	10:45	1:38	Garage	Grass, mowed	9	quiet	partly cloudy
31/08	10:45	1:38	Garage	Grass, mowed	9	quiet	partly cloudy

I confirm this is an accurate record & that I am willing to act as a witness should legal action be considered necessary

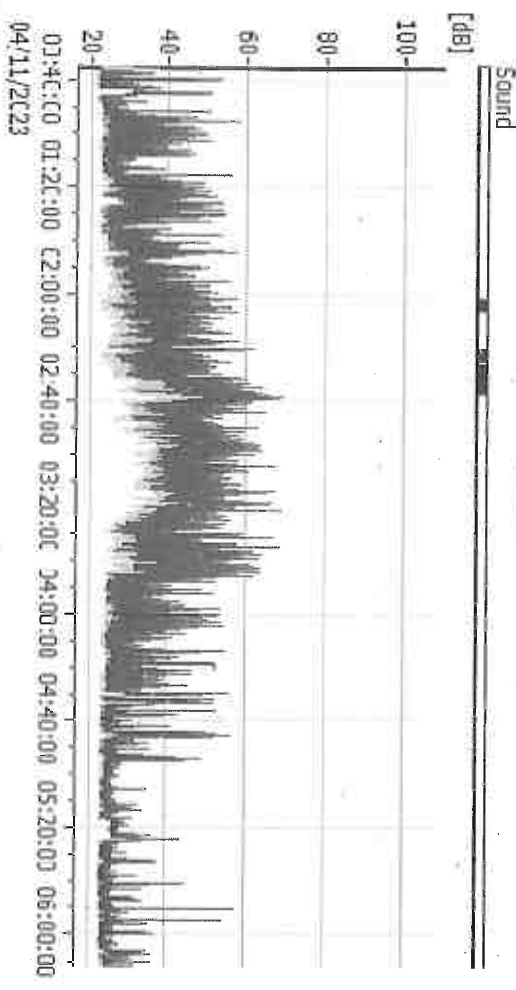
Signed



Print name: Pauline A. Swaine Date: 08/09/23



Project 009



Cursor values
Logged

X 01:34:17 ~ 00:34:18
LAFmax 49.5 dB
LAFmin 48.3 dB
LAeq 48.9 dB

- Logged Signal Recording
- Sound 15:18:56
- Sound 15:19:36
- Sound 15:20:25
- Sound 00:56:45
- Sound 01:23:17
- Sound 00:21:05
- Sound 01:14:47
- Sound 01:29:04
- Sound 01:58:18
- Sound 02:11:54
- Sound 02:17:25
- Sound 22:57:37
- Sound 02:01:06
- Sound 02:20:25
- Sound 02:26:16
- Sound 02:32:00
- Sound 02:07:06
- Sound 02:15:04

Measurement	Start Time	Stop Time	Elapsed Time	LAeq [dB]	LCpeak [dB]	LAFmax [dB]	LAFmin [dB]	Overload [%]
Total	27/10/2023 15:18:17	07/11/2023 14:00:47	10 22:42:19	47.8	34.3	101.9	16.5	0.0
logged	04/11/2023 00:34:17	04/11/2023 00:34:18	00:00:01	48.9	49.5	48.3		



Acid simulations using the button



ANNEX D

Copy of Current Premise Licence for
The Log Cabin, Llandrindod Wells

Cyngor Sir Powys County Council

Premises Licence

Premises Licence Number	00NN/PREM/R/000114
Premises Details	
Address of premises, or if none, ordnance survey map reference or description	
THE LOG CABIN SPA ROAD LLANDRINDOD WELLS POWYS LD1 5ER	
Telephone Number	01597 822288
Where the licence is time limited the dates	
N/A	
The opening hours of the premises	
<u>PUBLIC BAR & UPSTAIRS MEETING ROOM & OUTSIDE TERRACE AREA</u>	
MONDAY TO THURSDAY 06:30 to 00:30 FRIDAY TO SUNDAY 06:30 to 02:30 And from 06:30 to 02:30 (the following day) on Christmas Eve and Boxing Day where these days do not fall on a Friday, Saturday or Sunday On New Year's Eve from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day.	
Where the licence authorises the supplies of alcohol whether these are on and / or off supplies	
CONSUMPTION ON AND OFF THE PREMISES	
Name, (registered) Address, telephone number of holder of premises licence.	
MR KENNETH HAROLD SANDERS SHERWOOD GROSVENOR ROAD LLANDRINDOD WELLS POWYS LD1 5NA	
Telephone Number	01597 822585
Registered number of holder, for example company number, charity number (Where applicable)	
N/A	

Licensable activities authorised by the licence & The times the licence authorises the carrying out of those licensable activities

THE SALE / SUPPLY OF ALCOHOL

PUBLIC BAR & UPSTAIRS MEETING ROOM & OUTSIDE TERRACE AREA

MONDAY TO THURSDAY 07:00 to 00:00

FRIDAY TO SUNDAY 07:00 to 02:00

And from 07:00 to 02:00 (the following day) on Christmas Eve and Boxing Day where these days do not fall on a Friday, Saturday or Sunday

REGULATED ENTERTAINMENT IN THE FORM OF:-

PUBLIC BAR & UPSTAIRS MEETING ROOM

INDOOR SPORTING EVENTS, LIVE MUSIC, RECORDED MUSIC, THE PERFORMANCE OF DANCE AND ANY OTHER ENTERTAINMENT OF A SIMILAR OR LIKE KIND.

MONDAY TO THURSDAY 07:00 to 00:00

FRIDAY TO SUNDAY 07:00 to 02:00

And from 07:00 to 02:00 (the following day) on Christmas Eve and Boxing Day where these days do not fall on a Friday, Saturday or Sunday

On New Year's Eve from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day.

Name of designated premises supervisor where the premises licence authorises for the supply of alcohol.

AMY CAITLYN GAYTHER

Address & telephone number of designated premises supervisor.
(If different than premises address)

**The Arches
Western Promenade
Llandrindod Wells
Powys
LD1 5HR**

Telephone Number

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 **00NN/PERS/001452**

Issuing Authority **Powys County Council**

Annex 1 – Mandatory Conditions

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.**

Door supervisors will be correctly registered with the SIA.

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

- 1. (1) The responsible person shall take all reasonable steps to 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 in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children-**
 - (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 (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);**
 - (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;**

- (d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on—
 - (i) the outcome of a race, competition or other event or process, or
 - (ii) the likelihood of anything occurring or not occurring;
 - (e) 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.
2. The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
 3. The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.
 4. (1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.
(2) 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 a holographic mark.
 5. The responsible person shall 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; and
 - (b) customers are made aware of the availability of these measures.

6. 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.
7. 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 rate 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
- 8 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.
9. (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 1A – Embedded Restrictions

Licensing Act 1964

Alcohol shall not be sold or supplied except during permitted hours.

This restriction does not prohibit:

- (a) consumption of the alcohol on the premises or the taking of sale or supply of alcohol to any person residing in the licensed premises;
- (b) the ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
- (c) the sale of alcohol to a trader or club for the purposes of the trade or club;
- (d) the sale or supply of alcohol to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's naval, military or air forces;
- (e) the taking of alcohol from the premises by a person residing there; or
- (f) the supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied; or
- (g) the supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of liquor so supplied, if the liquor is supplied at the expense of their employer or of the person carrying on or in charge of the business on the premises.

Supper Hours

“Alcohol may be sold or supplied [for one hour following the hours set out above and] [on Christmas day, between 3:00 pm. and 7:00 pm.] to persons taking table meals in the premises in a part of the premises usually set apart for the service of such persons and for consumption by such a person in that part of the premises as an ancillary to his meal. For other purposes or in other parts of the premises the hours set out above shall continue to apply.”

Annex 2 – Conditions consistent with the operating Schedule

- 1 No customers will be permitted to take open containers of alcoholic or soft drinks from the premises**
- 2 A proof of age policy to the satisfaction of the police and the Local Authority will be in place.**
- 3 An incident book will be kept and details of all instances of public disorder will be recorded.**
- 4 Regular checks are to be made to identify and remove any broken glass.**
- 5 Means of escape will be maintained unobstructed, immediately available and clearly identifiable.**
- 6 Adequate and appropriate supply of first aid equipment and materials will be available on the premises.**
- 7 When disabled people are present, adequate arrangements will exist to enable their safe evacuation in the event of an emergency.**
- 8 In the absence of adequate daylight, the lighting in any area accessible to the public will be fully operational.**
- 9 Bottle disposal and other potentially noisy waste disposed activities will not take place outside the premises when it is likely to cause a nuisance to local residents.**
- 10 In the vicinity of the premises, litter directly related to sales will be collected and properly disposed of at the end of each trading day.**
- 11 Children will only be permitted to enter the premises if accompanied by an adult.**
- 12 The premise will join and effectively participate in the local pub watch scheme as per the schemes guidance.**
- 13 Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.**
- 14 Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed in any beer garden, patio area, smoking**

area or similar, requesting the public to respect the needs of local residents and to be quiet.

15 Provision of CCTV

- A CCTV system installed at the premises, to be fitted in accordance with the Operational Requirement Guidance document issued by the Powys Division of the Dyfed Powys Police dated June 2014 (Copy attached to this licence).
- The system shall be recording whenever the premises are open for licensable activities including full coverage of the external drinking area.
- The system must incorporate a means of transferring images from the hard-drive to a format that can be played back on any Windows compatible computer.
- The system must produce images, which are watermarked as part of the original recording process.
- The System must be capable of recording and retaining 31 days of images before over-recording.
- Recording equipment must record date and time information as part of the image file. The date / time must be accurate.
- All users must be fully trained in the operation of the system and be made aware of their general legal responsibilities.
- There must be a competent person present on the premises capable of replay and export of recordings quickly onto a removable storage medium at all times when the premises are open to the public.
- Any fault to the system must be reported to the Local Authority and the Police the next working day.
- The system must be registered with the Information Commissioner.

16 Security Industry Authority Door Supervision

A minimum of one SIA door supervisor will be on duty at the premises from 22:00 hours until closure of the premises on the following occasions:-

- Every Friday and Saturday
- Every Sunday preceding a Bank Holiday Monday
- New Year's Eve through to closure on New Year's Day
- Christmas Eve
- Boxing Day

Annex 3 – Conditions attached after a hearing by the Licensing Authority

N/A

Annex 4 – Plans

AS ATTACHED

DATED: 1st September 2005 (Updated 12TH December 2023)

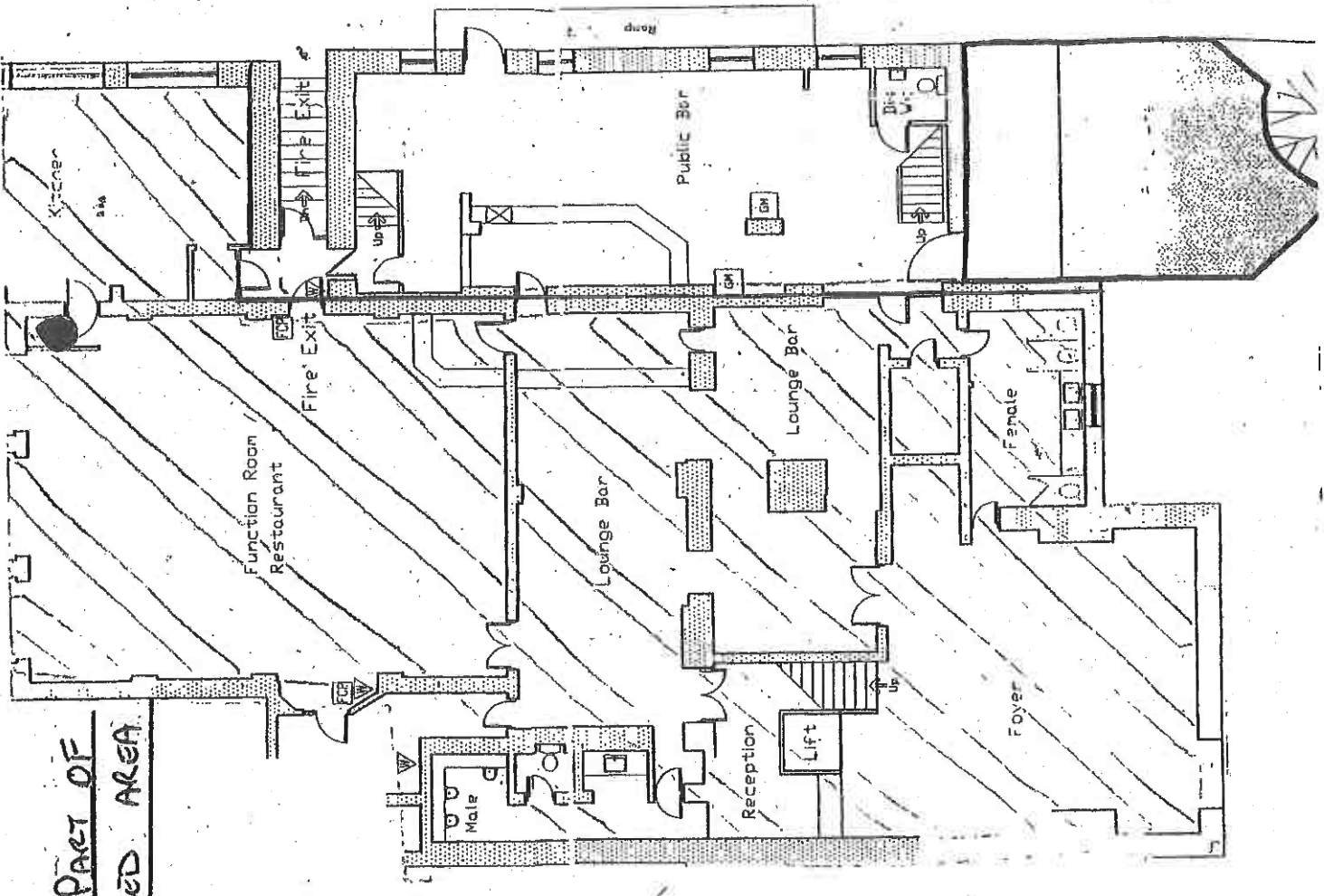
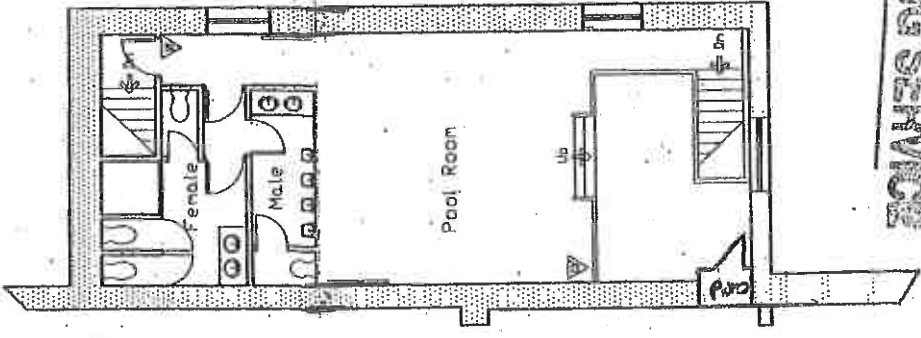
Alistair Bray

Authorised Officer

**Powys County Council, County Hall, Llandrindod Wells,
Powys. LD1 5LG. Tel No. 01597 826000**

THE LOG CABIN
LLANDRINDOD WELLS

31 MAY 2013
LICENSING SERVICE



NOT PART OF
LICENSED AREA

SYMBOL

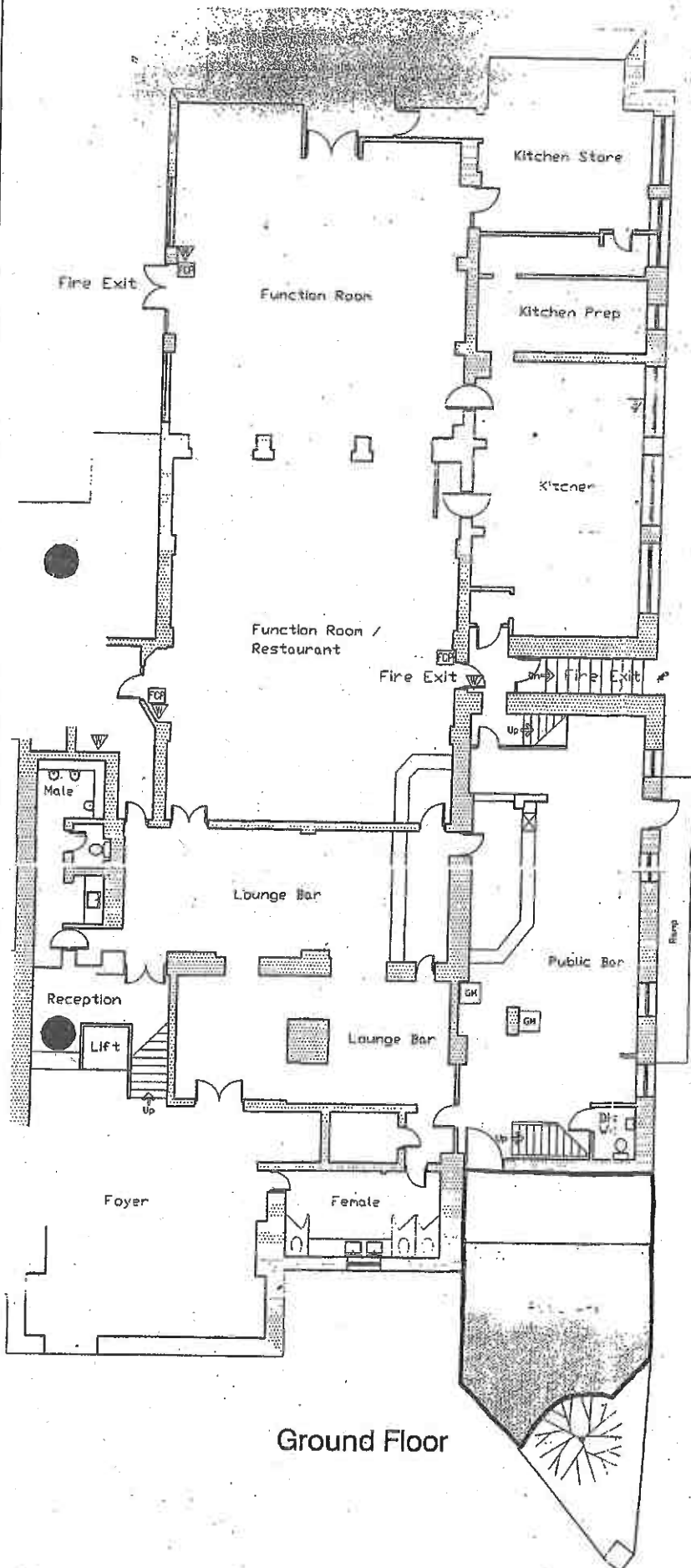
- Fire Extinguisher
- Fire Blanket
- Fire Call Point
- Gaming Machine



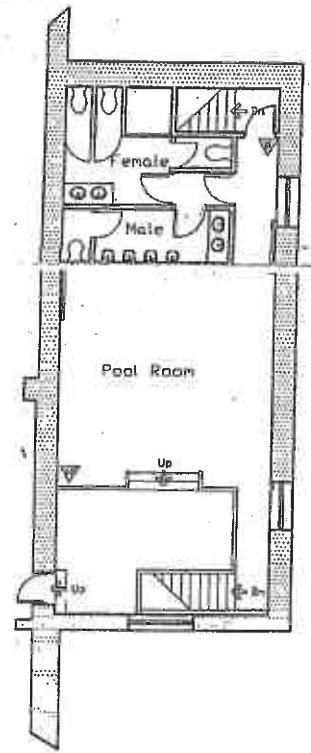
RADNORSHIRE

29 JUL 2010

LICENSING SERVICE



Ground Floor



First Floor
(Over Public Bar)

ANNEX E

Representations from Responsible
Authorities:

Rod Bowen – Police Licensing
Officer

If you have any Representations to make in respect of this Licence, please send them to – licensing@powys.gov.uk by 11th January 2024.

Kind Regards

Natalie

Natalie Jones

Licensing Team Manager / Rheolwr tîm trwyddedu

Tel 01597 827389 / licensing@powys.gov.uk



Croeso i chi gysylltu â ni yn Gymraeg. Byddwn yn ymateb yn Gymraeg, heb oedi.
You are welcome to contact us in Welsh. We will respond in Welsh, without delay.



Ffurflen Adborth Cwsmer - [Ffurflen Adborth Cwsmer \(office.com\)](https://office.com)

Customer Feedback Form - [Customer Feedback Form \(office.com\)](https://office.com)



Mae'r e-bost hwn ac unrhyw atodiad iddo yn gyfrinachol ac fe'i bwriedir ar gyfer y sawl a enwir arno yn unig. Gall gynnwys gwybodaeth freintiedig. Os yw wedi eich cyrraedd trwy gamgymeriad ni ellwch ei gopïo, ei ddosbarthu na'i ddangos i unrhyw un arall a dylech gysylltu gyda Cyngor Sir Powys ar unwaith. Mae unrhyw gynnwys nad yw'n ymwneud gyda busnes swyddogol Cyngor Sir Powys yn bersonol i'r awdur ac nid yw'n awdurdodedig gan y Cyngor.

This e-mail and any attachments are confidential and intended for the named recipient only. The content may contain privileged information. If it has reached you by mistake, you should not copy, distribute or show the content to anyone but should contact Powys County Council at once. Any content that is not pertinent to Powys County Council business is personal to the author, and is not necessarily the view of the Council.

Rydym yn croesawu gohebiaeth yn Gymraeg a Saesneg. Cewch ateb Cymraeg i bob gohebiaeth Gymraeg ac ateb Saesneg i bob gohebiaeth Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi. We welcome correspondence in both English and Welsh. You will get a Welsh answer to all Welsh correspondence and an English answer to all English correspondence. Correspondence in Welsh will not result in delays. DATGANIAD CYFRINACHEDD E-BOST Nid yw'r e-bost hwn nag unrhyw ffeiliau a drosglwyddir gydag ef o angenrheidrwydd yn adlewyrchu barn Heddlu Dyfed-Powys. Bwriedir yr e-bost ar gyfer y person neu'r sefydliad a enwir uchod a dylid trin unrhyw wybodaeth bersonol neu

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sensitif yn unol â Deddfwriaeth Diogelu Data ac mewn cydymffurfiaeth â hi. Os derbyniwyd yr e-bost hwn trwy gamgymeriad, dylid hysbysu'r anfonydd a dileu'r e-bost oddi ar eich system os gwelwch yn dda. Os mai nid i chi y bwriadwyd ef ac nid chi yw'r cyflogwr na'r asiant sy'n gyfrifol am roi'r e-bost i'r derbynnydd bwriadedig, fe'ch hysbysir gan hyn na chaniateir i chi ddefnyddio, adolygu, lledaenu, dosbarthu na chopio'r e-bost ar unrhyw gyfrif. Archwiliwyd yr e-bost hwn ac unrhyw ffeiliau a drosglwyddir gydag ef am firws. Serch hynny, dylai'r derbynnydd hefyd archwilio'r e-bost a'r ffeiliau sydd ynghlwm am firws oherwydd nid yw Heddlu Dyfed Powys yn derbyn cyfrifoldeb am unrhyw ddifrod a achosir gan unrhyw firws a drosglwyddir trwy gyfrwng yr e-bost hwn. E-MAIL

CONFIDENTIALITY STATEMENT This e-mail and any files transmitted with it are not necessarily the view of Dyfed-Powys Police. It is intended only for the person or entity named above and any personal or sensitive information must be handled in accordance and compliance with Data Protection Legislation. If you have received this e-mail in error, please notify the originator and erase this e-mail from your system. If you are not the intended recipient or the employer or agent responsible for delivering it to the intended recipient, you are hereby notified that any use, review, dissemination, distribution or copying of the e-mail is strictly prohibited. This e-mail and any files transmitted within it have been checked for all known viruses. The recipient should still check the e-mail and any attachments for the presence of viruses, as Dyfed-Powys Police accepts no liability for any damage caused by any virus transmitted by this e-mail.

ANNEX F

Representations from Interested
Parties –

Andrea Murdock – Hotel
Commodore

Natalie Jones

From: [REDACTED]
Sent: 08 January 2024 11:23
To: Licensing
Subject: Hotel Commodore Noise complaint from The Log Cabin

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Natalie

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

Good morning All,

I am writing to you with my statement regarding the constant noise from the Log Cabin at night when it is open until early hours of the morning.

We have been running the hotel since 2012 (leased from Mr Ken Sanders) at first the log cabin had a licence until midnight but in 2015 Mr Sanders extended his licence until 2.30am and that's really when the problems started.

It was constant loud noise, fights shouting and often spilling over into our car park where I had to call the police on many occasions on the past. At this time, we were leasing the hotel from Mr Sanders so we were unable to make any formal complaints to him as he owned the hotel, we feared we may not renew our lease if we complained too often. We had no choice but to let our business suffer every weekend as some rooms were just unusable at weekends. We have on many occasions been into the log cabin and asked to turn the music down and even asked if the speakers could be placed on the opposite walls, so they were not attached to the party walls as there are bedrooms behind that wall where people are sleeping. At one point we asked the police licensing officer to have a word with Mr Sanders ask if he could reduce the number of picnic benches that he had outside as that is where most of the noise was coming from, he refused point blank to change anything. Most of the noise was coming from the outside seating area and the propping open of the doors all night was also causing a problem with loud music from the jukebox filtering into our guest rooms just added to complaints from our guests on a regular basis.

In 2018 we were in a position to buy the building from Mr Sanders and following the sale we placed a six foot fence on our boundary line between our properties which immediately helped us with fighting not spilling over into our car park and the reduction in broken glasses and vomit on our side was immediately noticeable however with erecting of the high fence brought the added frustration of people coming around our side of the fence and urinating constantly as we have seen on our CCTV in this area.

Then came lockdown after reopening Mr Sanders increased the amount of picnic benches from 2 to 6 increasing the amount of people and the noise level increased. At this time, the drug situation in the town was uncontrollable and mixed with alcohol the noise and the fighting amplified to new heights. I have taken many videos of the sheer amount of people brawling outside the log cabin and spilling over in the road absolutely out of control which is all centered around drugs and alcohol with the males becoming more and more aggressive which is adding to the noise issues we are already having.

A typical night would be noise levels manageable up until around midnight then at midnight all the other pubs in town close and the already fuelled customer descend on the log cabin from Middleton street and over the bridge from the Llandarcy everyone congregates in the outside seating area of the log cabin and the noise levels increase to unacceptable levels. The increase to an unacceptable level is since lockdown which led me to have to do something about this unacceptable situation as I was having to refund unhappy

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customers who complained about the noise and could not get to sleep and the level of negative reviews that the hotel was receiving led me to finally taking steps to make a formal complaint.

I am looking for a way forward to finding a resolution that we can both work together I fully understand that Mr Sanders has a business to run and needs the money like we both do but there must be a way forward that ensures that both businesses are running smoothly and that we are able to get back to the place where we worked better together, and communications are improved.

Snap Shot of reviews from Booking.com;

Great staff but shame about the location from a noise perspective

Breakfast nice. All the staff were brilliant. Room ok and nice hot shower.

Location was not as it seemed! The closing time problems at the pub right beneath our window meant we were awake due to shouting and fighting from 23.30 hours to 01.30. It was a nightmare and meant we had far from a good nights sleep which was a real shame.

The Commodore has great potential, but let down by the noise from next door

Staying in a "proper hotel" with residents lounge and bar was good. The town is lovely, and the Commodore has a good location, near the rail station.

There were a few problems - our room was directly over "The Log Cabin", a late night bar, the noise from which kept us awake until 2am

terrible! Avoid this place.

nightclub next door - with music going until 1am when we left the hotel for home.

Comfortable

Friendly staff especially at breakfast. Big room with comfortable beds, and a desk area. The in room coffee machine was a bonus. Didn't have time to use the pool. The lobby area looked very nice and cozy.

Other guests partying and talking till 3am on the outside terrace kept waking us up. Had to eventually use white noise to get any sleep.

Sandra, gb

Staff were very friendly and helpful.

Loud music in road / pub next door till early hours, we were marshaling a charity event and had to be up at 5.30am

Disappointed, not what i expected

Room was clean

Room, very noisy from local bars and room not double glazed which would have helped reduce the noise which went on to the early hours of the morning.

Fitted the brief!

The staff were fantastic

A lot of noise outside but it was a bank holiday weekend so to be expected and out if the hotels control.

Yours Sincerely

Andrea Murdock

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Hotel Commodore
Spa Road
Llandrindod Wells
LD1 5ER



Proud winners of Chanel 4's Four in a bed

ANNEX G

Representation / Statement on
behalf of Premise Licence Holder
(Kenneth Sanders)

Natalie Jones

From: Gareth Jones - Dilwyns Solicitors [REDACTED]
Sent: 11 January 2024 18:29
To: Licensing
Cc: 'Ken Sanders'
Subject: RE: Premises Licence Review - The Log Cabin, Spa Road, Llandrindod Wells, Powys, LD1 5ER
Attachments: 12958.82 - Sanders - Photo 1.jpg; 12958.82 - Sanders - Photo 2.jpg; 12958.82 - Sanders - Photo 3.jpg; 12958.82 - Sanders - Photo 4.jpg
Importance: High
Categories: Natalie

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

Dear Ms Jones,

Thank you for your email.

I am still unsure from your email as to whether there is one complaint or a number of complaints. That being said having taken my clients instructions, he is aware of who the complainant is having sold the neighbouring premises at the Commodore to her a number of years ago and from where the complainant operates her business. Prior to this, the complainant had leased the premises from our client and is fully aware of the licensable activities that operated from the Log Cabin.

After the complainant had completed the purchase of the Commodore, relations between the parties broke down (due we believe to unrelated issues) and our client then received reports from staff that the complainant had attended at the Log Cabin on a number of occasions to complain about the noise. She was advised by staff to address her complaint to our client in writing but never did so. Following this, the complainant constructed a fence between the properties and neither our client or any of his employees can recall any complaint since.

The first our client heard about the current complaint was a number of months ago when he received a letter from Environmental Health stating that he was being monitored. Our client advises that around the same time his son, Paul received a telephone call from Environmental Health to speak with him about the monitoring and that Paul had advised that they would need to speak with our client (the License Holder) as he was just an employee.

Save for the complaints by the complainant, in particular the complaints shortly after she completed the purchase of the property, our client cannot recall receiving any complaints about noise and there are many other individuals who live in the vicinity of the premises. As far as our client is concerned, he is complying with the terms of his licence, in particular the measures to protect against public nuisance.

Whilst the licence states that only one registered SIA doorman is required to ensure patrons leave the pub quietly, our client employs supervisors on both doors to do so. Further to this, signage at the premises has recently been updated after our client received new posters (see attached) from the police. As far as our client is concerned, he is complying with his licence and promoting the licensing objectives and will resist any application for variation which would impact on his ability to operate his business.

We do of course reserve the right to add to these representations on behalf of our client as soon as we have received the Licensing Review Panel Report and, if deemed appropriate, our clients own expert evidence.

We trust this is acceptable.

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Yours faithfully

Gareth Jones
Dilwyns Solicitors

From: Natalie Jones [REDACTED] **On Behalf Of** Licensing
Sent: 11 January 2024 13:52
To: Gareth Jones - Dilwyns Solicitors [REDACTED] >
Cc: Laura Lewis [REDACTED]
Subject: RE: Premises Licence Review - The Log Cabin, Spa Road, Llandrindod Wells, Powys, LD1 5ER

Dear Mr Jones

I just wanted to explain the process of the Licensing Review (apologies if you are familiar with this already).

An application for a Review of a Premise Licence was submitted to the Licensing Authority which contained the following information -

We have received a noise complaint regarding antisocial noise in the early hours, from the outside consumption area of the Log Cabin, which is affecting the complainants address. Following our noise monitoring investigations, we have found this to be a public nuisance. We seek to apply for conditions to be added to the license to control these noise issues.

- *Noise complaints from property attached to the Log Cabin*
- *Public nuisance relates to the outside drinking consumption / smoking area of the above premise*
- *Noise / nuisance is directly affecting the complainants and their business*
- *Liaison with the Licensee regarding this issue has so far proved unsuccessful at resolving the disturbance*

I don't think this is limited; this gives quite a bit of detail of what the issues are – noise issues, generally in the early hours, largely from the outside consumption / smoking area of Log Cabin, who its affecting and what the impact is, as well as stating EP

have carried out investigation work. Based on this information, I deemed that the application met the 'Prevention of Public Nuisance' licensing objective and started the Consultation Period.

During the Consultation Period, the application is sent to the Responsible Authorities (Police, Environmental Health, Trading Standards etc) and they have 28 days to come back to me with any 'representations' or objections. Likewise, the public also have 28 days to come to the Licensing Authority with any reps. And of course, so does the Premise Licence holder. *(if they so wish)*. The Premise Licence Holder does not have to submit anything to us as they will get the opportunity to present their 'case' at the Licensing Sub Committee Hearing. Some PLH's *choose* to send a brief statement to include in the Report that I (Licensing Authority) will be presenting.

All interested parties get a copy of this Report at least one week prior to the Hearing date (which must be held with 21 working days following the end of the Consultation period). The Responsible Authorities (which includes Laura Lewis in the Environmental Protection Team) have until midnight on 11th January to make their Representations to Licensing, the same as anybody else who wishes to submit any Representations to us.

I then collate these responses and include them within my Report, which gets circulated to the Premise Licence Holder, the Applicant and any other person who has made Representations. This Report and associated documents, also gets sent to the Licensing Sub Committee. All of those who have made Reps are invited to the Committee Hearing (held via Microsoft Teams or Zoom) and all will have their opportunity to present their case to the Panel as well as ask questions of the applicant.

Tudalen 68

I have not yet received the Report from the applicant, but like Yourselfs (Premise Licence Holder), you have until midnight tonight to make any submission to the Licensing Department if you wish it to be included in my Report.

I can also confirm that we have had other Representations sent to us and these will be included in the Report that will be circulated once the consultation period has ended and in any case, at least one week prior to the Hearing Date. (I have been given provisional Hearing dates of 22nd or 23rd Jan or 6th Feb. I don't have a say on the date, it is dependant on Committee Member availability).

I hope this information helps.

Kind Regards

Natalie

Natalie Jones

Licensing Team Manager / Rheolwr tîm trwyddedu

Tel 01597 827389 / licensing@powys.gov.uk



Croeso i chi gysylltu â ni yn Gymraeg. Byddwn yn ymateb yn Gymraeg, heb oedi.
You are welcome to contact us in Welsh. We will respond in Welsh, without delay.



Ffurflen Adborth Cwsmer - [Ffurflen Adborth Cwsmer \(office.com\)](https://office.com)

Customer Feedback Form - [Customer Feedback Form \(office.com\)](https://office.com)



From: Gareth Jones - Dilwyns Solicitors

Sent: Thursday, January 11, 2024 11:56 AM

To: Laura Lewis [REDACTED]
Cc: Licensing <licensing@powys.gov.uk>
Subject: RE: Premises Licence Review - The Log Cabin, Spa Road, Llandrindod Wells, Powys, LD1 5ER
Importance: High

Some people who received this message don't often get email from gareth@dilwyns-solicitors.co.uk. [Learn why this is important](#)

Dear Ms Lewis,

Our Client: Kenneth Harold Sanders
Premises Licence: 00NN/PREM/R/000114
Premises : The Log Cabin, Spa Road, Llandrindod Wells, Powys, LD1 5ER

I refer to my email below and would be grateful if you could confirm whether you are able to provide me with the requested information before 3.00pm today, failing which my client will have to make representations based upon the limited information available to him about your application.

I look forward to hearing from you.

Kind regards

Gareth Jones
Dilwyns Solicitors

From: Gareth Jones - Dilwyns Solicitors [REDACTED]
Sent: 10 January 2024 10:56
To: 'laura.lewis@powys.gov.uk' [REDACTED]
Cc: 'licensing@powys.gov.uk' <licensing@powys.gov.uk>
Subject: Premises Licence Review - The Log Cabin, Spa Road, Llandrindod Wells, Powys, LD1 5ER
Importance: High

Dear Ms Lewis,

Our Client: Kenneth Harold Sanders
Premises Licence: 00NN/PREM/R/000114
Premises : The Log Cabin, Spa Road, Llandrindod Wells, Powys, LD1 5ER

We have recently been instructed by our client following receipt of your application to the Licensing Officer for a review of his Premises Licence on the grounds of public nuisance.

We note that our client has until 11th January to make representation in relation to your application, which with respect is very difficult in the absence of detailed particulars of the allegations that have been raised. In the circumstances, we would be grateful if you could please provide us with the following:-

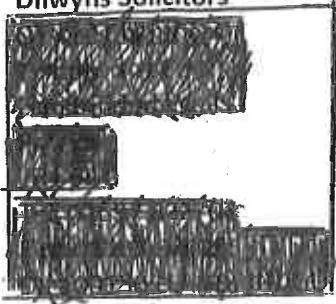
- (a) Details of all noise complaints that you have received in respect of our clients premises including the date that such noise complaints were made, the identity of the individual/s making the complaints and the nature of the complaint;
- (b) Please provide us with the findings of your noise monitoring investigations which are referred to in your application;
- (c) Whilst no admissions are made in relation to the alleged public nuisance, your application suggests that you will seek to apply for conditions to be added to the licence and we would be grateful to know what conditions you are seeking to be added to the Licence?

We look forward to hearing from you.

Yours faithfully

Tudalen 70

Gareth Jones
Dilwyns Solicitors



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~~Yn eiddo cyhoeddus yn unig. Dim hysbysu i'r awdurdodau eraill.~~
~~Yn eiddo cyhoeddus yn unig. Dim hysbysu i'r awdurdodau eraill.~~

Mae'r e bost hwn ac unrhyw atodiad iddo yn gyfrinachol ac fe'i bwriedir ar gyfer y sawl a enwir arno yn unig. Gall gynnwys gwybodaeth freintiedig. Os yw wedi eich cyrraedd trwy gamgymeriad ni ellwch ei gopio, ei ddosbarthu na'i ddangos i unrhyw un arall a dylech gysylltu gyda Cyngor Sir Powys ar unwaith. Mae unrhyw gynnwys nad yw'n ymwneud gyda busnes swyddogol Cyngor Sir Powys yn bersonol i'r awdur ac nid yw'n awdurdodedig gan y Cyngor.

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Mae'r e bost hwn ac unrhyw atodiad iddo yn gyfrinachol ac fe'i bwriedir ar gyfer y sawl a enwir arno yn unig. Gall gynnwys gwybodaeth freintiedig. Os yw wedi eich cyrraedd trwy gamgymeriad ni ellwch ei gopio, ei ddosbarthu na'i ddangos i unrhyw un arall a dylech gysylltu gyda Cyngor Sir Powys ar unwaith. Mae unrhyw gynnwys nad yw'n ymwneud gyda busnes swyddogol Cyngor Sir Powys yn bersonol i'r awdur ac nid yw'n awdurdodedig gan y Cyngor.

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ADDITIONAL DOCUMENTS –

ANNEX G- Supporting Evidence from Premise Licence Holder

- Statement of Kenneth Sanders
- Copy of email / letter from Solicitor
- Copy of letter from Local Business
- Copy of statement from current DPS

**STATEMENT OF PREMISES LICENCE HOLDER
KENNETH HAROLD SANDERS**

I, Kenneth Harold Sanders of [REDACTED], Llandrindod Wells, Powys, [REDACTED] WILL SAY as follows:

- 1 I am the Premises Licence Holder of the Log Cabin, Spa Road, Llandrindod Wells, Powys, LD1 5ER and make this statement in response to the application made by Environmental Protection for a review of the existing licence on the grounds of the licensing objective of Public Nuisance.
- 2 By way of background, I purchased the Hotel Commodore which included the premises known as the Log Cabin on the 2nd October 2006 and for a period of time operated both premises under the umbrella of one business. At the time, the Commodore which included its own lounge bar, function room and the Log Cabin had the benefit of a licence which allowed for various licensable activities including the sale and supply of alcohol until midnight (Monday to Thursday) and 1.00am (Friday to Sunday). Mrs Murdock in her statement is wrong to say that the licence for the Log Cabin was only until midnight as this only applied Monday through to Thursday.
- 3 During my period of ownership, whilst we did receive the odd complaint from customers at the Hotel, these were very much few and far between. Notwithstanding this and conscious of the location of the Log Cabin, I always ensured that any rooms overlooking the premises were used last. If the Hotel was at capacity then I would always ensure that those rooms were occupied by customers who were least likely to be affected by any noise, for example tradesmen who would often use the Log Cabin facilities themselves during their stay.
- 4 In 2012, I agreed to lease the Hotel (retaining the Log Cabin) to the interested party, Mrs Andrea Murdock and her husband, Mr Rohan Murdock and also granted them an option to purchase the Hotel. Mr & Mrs Murdock went into occupation of the Hotel in September 2012.
- 5 At the time we were negotiating the terms of the lease, Mrs Murdock had asked for permission to refurbish the Hotel with secondary glazing during the lease period which I had agreed to. However, it would appear that this has still yet to be done. In my view, this would go a long way to resolving any potential noise issues, particularly in the small number of rooms that overlook the Log Cabin. Mrs Murdock was also fully aware of the way in which operated and dealt with the rooms that directly overlooked the Log Cabin as referred to earlier in this statement.

- 6 Following the completion of the new lease, Mr & Mrs Murdock as part of the lease agreement were required to obtain their own premises license for the Hotel and I retained the existing Licence but made an application to the Licensing Authority to vary this to exclude all licensable areas which had passed under the lease to Mr & Mrs Murdock.
- 7 In 2015, I then made an application to amend the Premises Licence for The Log Cabin to extend the licensable hours on Friday, Saturday, and Sunday evenings until 2.00am. No representations were made by Mr & Mrs Murdock against this application at the time and during the period 2012 to 2017 whilst Mrs & Mrs Murdock were tenants of the Hotel, I do not recall receiving any complaints about noise nuisance.
- 8 Quite frankly had there been any issue and had the situation been as bad as Mrs Murdock portrays in her statement to the Licensing Authority, then I would not have expected them to exercise their option to purchase the Hotel in 2017 (not 2018 as indicated by Mrs Murdock). During this period, the Log Cabin was much busier than it is now and there was also a busy nightclub operating behind the building.
- 9 In March 2017, Mr & Mrs Murdock completed the purchase of the Hotel. Almost immediately Mrs Murdock erected a fence between the two properties and in constructing the fence completely blocked the vehicular access to the Log Cabin. Whilst she later agreed to put gates in and we agreed that the gates would be locked by midnight on Friday and Saturday nights, once the gates were completed, we asked Mrs Murdock for a key as we would need one to be able to gain access, but she refused to provide one. This is where relations between us started to breakdown.
- 10 On various occasion since we have requested a key for the gates to be opened as we needed access, but this has never been forthcoming. The last instance of this was on Carnival Day in 2022 when Lee Percy went to the Hotel to ask for the gates to be opened so that he could park his Burger Van on our property. He was told by Mrs Murdock's business partner, Tony that Mrs Murdock was not there, and he did not know where the key was.
- 11 Since 2017 Mrs Murdock has not made any contact with myself about any alleged noise issues whether that be verbally, electronically, via phone or post. I am aware that Mrs Murdock has entered the Log Cabin on a couple of occasions since and has been verbally abusive towards members of staff about to be told that she would need to discuss matters with me directly and has chosen not to do so.

- 12 Despite the suggestion by Mrs Murdock that numbers at the Log Cabin have increased since COVID. The opposite could not be more true, we have seen a drastic decline in the number of customers at the Log Cabin and we are not alone in this. The majority of licensed premises in the town have seen a similar decline whilst others have closed down completely. Mrs Murdock also alleges that following COVID I increased the numbers of picnic benches in the outside drinking area from 2 to 6 which is completely untrue. There have always been 6 benches but they were reduced temporarily during COVID as I needed to use them at another licensed premises but they have now since returned.
- 13 I also note having considered Mrs Murdock's statement that she has produced seven customer reviews spanning a period of 18 months which evidence complaints about noise emanating from the Log Cabin, albeit one of those complaints appears to suggest that the noise was coming from the outside terrace at the Hotel itself from its guests as opposed to guests at The Log Cabin which does not have an outside terrace.
- 14 I attach a selection of other reviews from booking.com which offer a more balanced view and support the fact that noise issues are also originating from the Hotel itself whether that be from private parties at the hotel in the rooms directly above the lounge bar area and the pump to the swimming pool. The statement of the Designated Premises Supervisor at the Log Cabin namely Mrs Amy Gayther also alludes to the fact that noise is being caused by members of the public in the street outside of the licensed area.

Statement of Truth

I believe that the facts stated in this witness statement are true.

[Handwritten signature]
Signed.....
Dated.....
XXXXXXXXXXXX

Type text here



▲ Back to top

👍 Helpful 🗨️ Not helpful



Turner
🇬🇧 United Kingdom

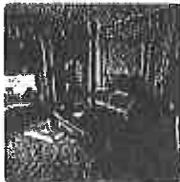
6.0

Reviewed: 10 September 2023

Family visit

😊 · Nice room and comfortable seating and nice bathroom

😞 · There was a large party at the hotel at the same time as us. The room was over the bar area. Could hear all the chatting until late at night. Food was ok, but it could have been better.. not local produce or meat.. Stake wasn't cooked as per our order



🛏️ Superior Double or Twin Room

📅 1 night · September 2023

👤 Couple



Privacy - Terms

👍 Helpful 🗨️ Not helpful

< Back

Reserve



👤 Couple

▲ Back to top

👍 Helpful 👎 Not helpful



Joanne

🇬🇧 United Kingdom

7.0

Reviewed: 18 October 2021

A pleasant stay a little noisy at night time due to private parties

😊 · Hotel room was a decent size, we were attended to with any queries immediately

😞 · Had to have hot water sorted as ran cold but this was fixed immediately. Breakfast seating a little cramped and could of started breakfast earlier

🛏 Superior Double or Twin Room

📅 3 nights · October 2021

👤 Family

👍 Helpful 👎 Not helpful



David

🇬🇧 United Kingdom

7.0

Reviewed: 7 October 2021

Staff all friendly , room fine , Breakfast spc experience .Which was a shame in otherwi






Privacy - Terms

😊 · Surprised by poor quality of all ingredients and

< Back

Reserve

  **Charlotte "Charlottosaurus" Spencer** 
Local Guide · 119 reviews · 29 photos

☆☆☆ 2 years ago

Nice cocktails. Outdoor seating area could do with some staff supervision as some of the other customers were a bit on the rowdy side. Staff not wearing masks without medical exemption lanyards visible or cleaning tables between customers



 Helpful  Not helpful




Sasha

 United Kingdom

5.0

Reviewed: 22 June 2023

Unsatisfactory

 · The swimming pool was out of use and no spa facilities as per website description. Was kept up till 3am with noise from pump next door and was unable to reach reception as the phone was not working.



Basic Double Room



1 night · June 2023



Couple

 Helpful  Not helpful



Privacy - Terms

 Helpful  Not helpful



Philip





United Kingdom

5.0

Reviewed: 18 September 2022

Overall the stay was enjoyable, but I would`nt stay here again, unless it was sprussed up a bit.

 · The room was in a perfect position, very quite. excellent food, and fairly priced. Bar area comfortable but noisy.

 · On arrival, our room was not made up, so we ended up with another room, which turned out good, as there was a wake on the Saturday night and it was very noisy. The hotel itself was very old, and it showed in the decor inside and outside.



Basic Double Room



2 nights · September 2022



Couple

 Helpful  Not helpful



Gareth Jones - Dilwyns Solicitors

From: Gareth Jones - Dilwyns Solicitors <[REDACTED]>
Sent: 16 February 2024 17:59
To: 'Licensing'
Subject: RE: Premises Licence Review - The Log Cabin, Spa Road, Llandrindod Wells, Powys, LD1 5ER
Attachments: scanner@dilwyns.com_20240216_183907.pdf

Dear Natalie,

Further to my email below, please see attached letter having received updated instructions from my client.

I look forward to hearing from you.

Kind regards

Gareth Jones
Dilwyns Solicitors

From: Gareth Jones - Dilwyns Solicitors <[REDACTED]>
Sent: 16 February 2024 13:13
To: 'Licensing' <licensing@powys.gov.uk>
Subject: RE: Premises Licence Review - The Log Cabin, Spa Road, Llandrindod Wells, Powys, LD1 5ER

Thank you Natalie

From: Natalie Jones <[REDACTED]> On Behalf Of Licensing
Sent: 16 February 2024 12:01
To: Gareth Jones - Dilwyns Solicitors <[REDACTED]>
Subject: RE: Premises Licence Review - The Log Cabin, Spa Road, Llandrindod Wells, Powys, LD1 5ER

Good afternoon Gareth

I have attempted to adjust the scanned documents (noise logs) but I agree that some part are very difficult to read.

I have copied Laura into this email and ask that she sends you a copy of the logs by post (unless you can get the originals scanned in to a darker / better quality ?)

If you email a better copy, please send to Gareth Jones on this email.

Alternatively, could they be posted to:

Gareth Jones
Dilwyns Solicitors
Oxford Chambers
Temple Street
Llandrindod Wells
Powys
LD1 5DL

Thanks

Our Reference

GJ/12958.82

Your Reference

Date

16th February 2024

Mrs Natalie Jones
Licencing Team Manager
Powys County Council
The Gwalla
Ithon Road
Llandrindod Wells
LD1 6AA



DILWYNS

S O L I C I T O R S

Oxford Chambers
Temple Street
Llandrindod Wells
Powys LD1 5DL

DX200150 LLANDRINDOD

Telephone (01597) 822707
Fax (01597) 824085

Other offices at: Presteigne
Rhayader & Knighton by appointment.

Dear Mrs Jones,

Premises Licence Review – Log Cabin, Spa Road, Llandrindod Wells, Powys LD1 5ER

We write further in the above matter having received updated instructions from our client and specifically with a view to exploring whether there is any potential for a mediated settlement to be reached with the Applicant, Environmental Protection and the Interested Party, Mrs Murdock to resolve the issues identified by the application for review.

For the avoidance of any doubt, this letter should not be taken as any admission on our clients part that the current activities at the Log Cabin constitute a public nuisance and he will continue to resist any application for review if the proposals for settlement set out below are not accepted or the parties are unable to reach agreed terms of settlement.

Whilst our client has issues with the evidence that has been presented for review, this letter is not the place for him to air his views and instead his focus is on exploring means of resolution. With that in mind, it was pleasing to note the sentiments of Mrs Murdock in her statement where she indicates that she looks forward to finding a resolution so that she and our client can work together.

She recognises that both parties have businesses to run and looks forward to finding a way in which both businesses can run smoothly, working together and with better communication. Our client is firmly of the view that the time

Directors:
Peter T. Wilcox-Jones LL.B. (Wales)
Gareth M. Jones LL.B. (Wales) T.E.P.*
Andrew P. Morgan B.Sc. (Wales)

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Paralegal:
Kelly Evans-Spence



*Full Member of Society of Trust and Estate Practitioners
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Tudalen 88



between now and the Review Hearing would be best spent in seeking to explore terms of resolution with Environmental Protection and Mrs Murdock.

It is our view that both Mrs Murdock and our client have a key role to play in seeking to mitigate any alleged noise nuisance and we are therefore instructed to advance the following proposal:-

1. Condition 16 of the Premises Licence be amended to read as follows: -

"Security Industry Authority Door Supervision

A minimum of two SIA door supervisors will be on duty at the premises from 21.00 hours until closure of the premises on the following occasions. One of the supervisors shall be placed at the door of the outside smoking/seating area to control any potential noise issues:-

- *Every Friday and Saturday;*
 - *Every Sunday proceeding; e.g. bank holiday Monday*
 - *New Years Eve through to closure on New Years Day;*
 - *Christmas Eve;*
 - *Boxing Day";*
2. A new condition that the door to the outside smoking/seating area will be kept closed from 00:00 am to control any noise issues for local residents.
 3. A new condition that no speakers shall be placed on any party wall with the Hotel Commodore and that any existing speakers shall be moved to comply with this condition;

Our client suggests that following the implementation of these measures he is happy to be subject to a six month period of monitoring by Environment Protection to establish whether these measures have any effect on the existing noise levels;

Furthermore, whilst not strictly a condition that can be placed on the Premises Licence for the Log Cabin, our client also considers that Mrs Murdock should be exploring the option of installing secondary glazing in those rooms which she considers to be most affected by any noise emanating from The Log Cabin. This would certainly be in the spirit of working together to seek to try and resolve any potential issues.

Please would you kindly forward these proposals to both the Environmental Protection Officer and Mrs Murdock as soon as possible and if they wish to

MR R S LEE

PORTLAND HOUSE

SPA ROAD

LLANDRINDOD WELLS

LD1 5ER

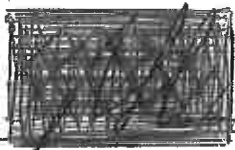
09/02/2023

REF> LOG CABIN

TO WHO IT MAY CONCERN,

I AM THE OWNER OF PORTLAND HOUSE TEA ROOM AND BED AND BREAKFAST. WHEN PURCHASING MY PROPERTY OVER 15 YEARS AGO I KNEW THERE WAS A BAR OPPOSITE. THIS NEVER GAVE ME CONCERN AS EVEN AS SMALL AS WE ARE IN LLANDRINDOD WELLS, WE ARE IN THE MIDDLE OF A TOWN CENTRE. THIS WAS MY CHOICE SO I HAD SECONDARY GLAZING PUT IN ALL MY FRONT ROOMS TO CANCEL OUT ANY NOISE IF ANY. IF ANYONE HAS A COMPLAINT THEN CERTAINLY NOT ME. THE STAFF IN THE LOG CABIN HAVE ALWAYS BEEN VERY PROFESSIONAL TO ME AND MY FAMILY AND PROVIDE A SPACE LATER THAN MOST SO PEOPLE AREN'T ON THE STREETS. THE LOG CABIN HAS BEEN THERE BEFORE ME AND THE HOTEL ATTACHED AND WE ALL BOUGHT OUR PROPERTIES AFTER IT STARTED SO WE KNEW WHAT WE WERE BUYING. ALSO AFTER ALL THESE YEARS OF NO PROBLEMS OR COMPLAINTS I REGARD THE LOG CABIN THAT IS SOMEWHERE I AM COMFORTABLE TO GO WITH MY WIFE, AND THAT SHOULD SAY EVERYTHING. A LETTER ONLY SAYS SO MANY WORDS BUT I WOULD BE MORE THAN WELCOME TO CONFIRM THESE SENTIMENTS WHO MAY BE INTERESTED IN A PHONE CALL ~~07910761000~~ XXX

REGARDS



MR R S LEE

26th February 2024

Dear panel,

I have only recently become the DPS for the Log Cabin, in December 2023. Since I have become DPS there have been no complaints from the hotel about noise coming from the Log Cabin, and I very much intend to keep it that way.

As soon as I became the DPS I updated all the signs in the Log Cabin, reminding customers to respect our neighbours and leave quietly, and I am aware of how important it is customers follow these rules.

I diligently follow and enforce all the conditions of our license at all times and will continue to do so. I am more than happy to ensure that the door to the smoking area is kept closed at all times after midnight to minimise any internal noise travelling outside, I would've happily done this at any time had anybody asked us to.

I would also like to take this opportunity to point out that having also worked in the bar before I recently became the DPS, that much of the outside noise on Friday and Saturday evenings does not originate from our premises at all.

We are in a town centre location with many other drinking establishments open in the town, from which intoxicated people leave between the hours of midnight and 2:30am. Other venues in town have their closing hours staggered between midnight, 1.30am & 2:30am, creating noise in the streets heading home or to the kebab shops on the corner close to our premises.

There is also a notable problem of underage drinking/drug taking in town a lot of which occurs in the rock park area behind our premises (and that of the hotel next door) which again is absolutely nothing to do with our business.

Andrea herself (as noted by one of her customers in the review she submitted as evidence) also often has intoxicated customers of her hotel outside on their terraced smoking area after midnight, and often into hours past when our business has long been closed. At 2.30am the doors of the Log Cabin are locked and all customers are also dispersed from the outside areas, any noise disturbances after 2.30am most certainly not come from the log cabin.

Many of the customers that create noise and disturbance outside and around our premises are customers of Andrea's who are staying in the Hotel Commodore. To suggest that all sounds made outside in the town centre after midnight are from our premises alone is unfair. There have been many occasions where our staff have been out to deal with problems in the street from people who have left other premises/areas in town, we do this to ensure they go home safely and do not come into our premises creating a disturbance. No other bars in town employ any sort of security unless they have an event on which does lead to various problems in the streets in the town centre.

Your sincerely,



Amy Gayther

ADDITIONAL DOCUMENTS –

ANNEX H - Crime Pattern Analysis Records

Log Cabin – LD1 5ER

(Jan 2018 – Jan 2024)

Schedule of calls for service
The Log Cabin, Spa Road, Llandrindod Wells, LD1 5ER
 Time parameter: January 2018 - January 2024
 Version 1

Row/Ref	Date	Time	Reference	Summary / MVO	Action taken / outcome
1	04/09/2018	02:03	[REDACTED]	Report of a fight breaking out at the location, 20 persons involved. Ambulance requesting police assistance - 50 year old male had been assaulted and a fight was ongoing.	Officers attended and persons dispersed. No offences disclosed. Officers attended, all in order. Male was conveyed in Ambulance with a cut to nose and back of his head - an altercation occurred within the location and the male fell back onto a stool. X REF message 034 CCTV reviewed and crime recorded - DPP/2756/27/05/2018/02/C
2	27/05/2018	00:05	[REDACTED]	XXX reporting he was "umped" at the pub, has been injured but is not attending hospital.	X REF message 014 Crime recorded - DPP/2756/27/05/2018/02/C
3	27/05/2018	01:08	[REDACTED]	Caller reporting she has been attacked at the pub and her face is swollen.	Crime recorded - DPP/3281/15/07/2018/02/C
4	15/07/2018	00:16	[REDACTED]	Report that a couple are punching each other outside the location. Female known as XXX and male known as XXX.	Officers attended and spoke to the caller who stated that the female had been at the venue, she was intoxicated and had been behaving aggressively towards other people at the pub. A male known as XXX had tried to calm her down and she has directed some aggression towards him. XXX did not disclose any offences.
5	12/08/2018	00:47	[REDACTED]		
6	04/11/2018	00:17	[REDACTED]	Report that a 29 year old female had been assaulted and fainted. At the time of the call she had left the scene. Ambulance believed it was a domestic related incident and female was adamant she did not want Police involvement.	Enquiries made and female identified as XXX. Officers spoke to XXX who was safe and well, she stated she was not assaulted and just blacked out.
7	05/04/2019	11:38	[REDACTED]	Caller reporting she was assaulted at The Log by a XXX. XXX threw a drink in her face and the glass cut her face.	Crime recorded - DPP/0022/05/04/2019/01/C Officers made attempt to contact caller on several occasions, no reply.
8	06/07/2019	23:00	[REDACTED]	Caller was outside the pub waiting to pick someone up and witnessed fighting out on the road. Approx 20 persons and only 2 bouncers.	Officers attended and no victim identified from the original information. However whilst on scene, another offence was apparent resulting in XXX being arrested. Crime created - DPP/0998/06/07/2019/01/C & DPP/3431/06/07/2019/02/C X REF message - DP-20190726-452
9	26/07/2019	23:57	[REDACTED]	Report of a large fight near the Log Cabin, approx 40 persons involved and the security have come out to assist.	
10	29/08/2019	18:55	[REDACTED]	Report of a fight ongoing by the Log Cabin, no weapons seen, persons hitting each other.	Crime recorded - DPP/0063/29/08/2019/01/C CCTV confirmed that the camera was facing the opposite direction at the time of the incident. Officers spoke with the caller who confirmed he cannot identify either of the males and they both ran off in separate direction.
11	18/10/2019	23:36	[REDACTED]	Caller reporting general pub noise and a black car outside revving the engine on purpose. Caller is elderly and under car near treatment so wants to sleep.	Officers attended and no car engine revving on arrival. A few persons outside the Log Cabin but not making noise, message closed. Crime recorded - DPP/0074/11/12/2019/01/C
12	11/12/2019	18:33	[REDACTED]	Caller reporting an assault that happened on the 7th of December. Caller was speaking to a friend at the smoking area when a male called XXX asked to speak with her alone. He pulled her away, and was being aggressive. As the caller tried to leave he hit XXX in the eye. XXX fell over and hit his head on the tarmac. Caller has attended hospital and been told he has concussion. Caller reporting that she had been out in Llandod and her sister, XXX was attacked by XXX.	Parties were separated, IP and the witness were back at their H/A. Officers attended the location to get CCTV.
13	22/08/2020	23:16	[REDACTED]	Caller reporting he has been attacked and if he left the premises he would get attacked again.	
14	20/09/2020	00:54	[REDACTED]	Report of a lock in at the pub, which finished at 2AM and about 20 persons present. No social distancing.	Caller was not answering the CH questions at put the phone down. CCTV shows that there were no persons outside the Log Cabin. Officers spoke with caller who was heavily intoxicated and had not been assaulted and wished to go home. Attempts made to contact the caller the following day but no answer.
15	22/09/2020	09:14	[REDACTED]	Online report of Covid breach - groups of 6 (more than 4) loud, intoxicated and aggressive at the Log Cabin.	Licensing officer made away and the caller had already reported to PCC. Request that NPT attended to get CCTV/
16	04/12/2020	18:34	[REDACTED]	Report of fighting at the location and only one bouncer, been ongoing for an hour.	Details noted by licensing officer and information shared with local authority
17	21/08/2021	00:47	[REDACTED]	Report of a massive fight at the Log Cabin, about 20 males involved. Report of a male that has a BOBB at the Log Cabin. He was not causing a scene but was drunk. He is on the BOBB list for fighting so concern it could escalate. Request for Police as a male called XXX was kicking off.	Officers attended, bouncer advised that the fight occurred between the above names and that they had left the area. On CCTV the main instigator is the male in the grey and black two-tone jacket. Bouncer had already provided first aid to those that required it and stated that no person was really a victim as they were all fighting each other. He stated no serious injury. Crime recorded - DPP/3466/21/08/2021/02/C Linked to above call. Licensing officer made aware and spoken to local PCSO who is the BOBB co-ordinator
18	21/08/2021	00:52	[REDACTED]		
19	10/09/2021	21:26	[REDACTED]		
20	12/02/2022	22:07	[REDACTED]		Officers attended, they were with XXX - all in lim and he walked home

21	03/06/2022	00:26	XXXXXXXXXX	Caller reporting she has been punched at the toilets of the Log Cabin	Crime recorded - DPP/0891/03/06/2022/02/C Caller has been taken home as the log cabin have told her she is not allowed back in, she claims she has been assaulted by several females in the toilet of the cabin and those females claim they have been assaulted. All parties are intoxicated and difficult to establish what has actually happened. X REF DP-20220702-289 X REF DP-20220702-299
22	02/07/2022	17:57	XXXXXXXXXX	Fight ongoing at the Log Cabin, crowd of people. No weapons seen but males and females involved.	Officers attended as caller reported DV related assault between cousins.
23	02/07/2022	17:57	XXXXXXXXXX	Report of a fight ongoing at the Log Cabin	Crime recorded - DPP/2362/02/07/2022/02/C
24	02/07/2022	18:05	XXXXXXXXXX	Caller reporting she has been hit by her cousin.	Officers attended, nothing ongoing. Pubs were kicking out and everyone was congregating at the Log Cabin. No offences committed.
25	03/07/2022	00:11	XXXXXXXXXX	Report of 15 people fighting at the Log Cabin. Disturbance could be heard in the background of the call.	Officers attended. CCTV confirmed that no physical altercation occurred and only a verbal argument. No one at scene has come forward to confirm that there has been a crime or that anyone was in fear.
26	06/08/2022	00:18	XXXXXXXXXX	Report that 6 persons were fighting at the location	Crime recorded - DPP/2266/12/08/2022/02/C
27	12/08/2022	00:04	XXXXXXXXXX	Caller reporting that he has been assaulted at the Log Cabin. Male punched him in the jaw and he could feel his teeth crush.	CCTV shows that the male fitting the desc is seen to be walking away from the location.
28	04/12/2022	02:37	XXXXXXXXXX	Caller is the pub landlord, reporting persons abusing staff at the door. The male was evicted as he was kicking off, and now during closing he is back at the door starting to get violent.	Crime recorded - DPP/2261/04/12/2022/02/C
29	27/01/2023	18:29	XXXXXXXXXX	Report that someone has a knife and has made threats to the caller.	Officers attended and male arrested.
30	31/03/2023	23:33	XXXXXXXXXX	Caller is a security guard at the Log Cabin, they asked a MOP to leave as she was too drunk when she attacked the caller.	Crime recorded - DPP/2566/27/01/2023/02/C
31	29/04/2023	02:54	XXXXXXXXXX	Distressed female on the line asking for help.	Crime recorded - DPP/5202/31/03/2023/02/C
32	11/05/2023	02:04	XXXXXXXXXX	Male caller reporting an assault. He went out for a drink and a cigarette when the suspect smacked him.	Officers attended and both parties confirmed verbal argument only Crime recorded - DPP/7408/29/04/2023/02/D Crime recorded - 23000505626
33	07/07/2023	00:09	XXXXXXXXXX	Caller reporting they persons at the location at intimidating a drunk person.	Officers attended the log cabin and was met with the barman who stated he had to escort XXX from the premises due to his behaviour throughout the evening. XXX was still on the premises and was further told by the staff member to walk away preventing any altercation from happening. The individuals who he stated were following him were also patrons within the pub on their way home. XXX has called police as if he was calling a taxi and was spoken to by officers. He was alone and very intoxicated and was very vague when speaking to officers. XXX was offered a lift home however refused and was happy to walk home alone.
34	30/07/2023	00:47	XXXXXXXXXX	Caller requesting police as there has been a big fight between XXX, XXX and XXX.	CCTV shows nothing ongoing and male mitchin desc of XXX has walked off. Multiple units attended the scene and it appears that their was an argument between parties who have been out drinking this evening. on arrival all parties advised and ejected from the pub. no ongoing issues or offences disclosed.
35	18/01/2024	22:24	XXXXXXXXXX	Caller reported she has been assaulted by an unknown male. The males girlfriend was also in attendance, she was shouting that he has been hitting her and appeared to be in an abusive relationship.	Officers attended and the male was arrested. Crimes recorded - 24/000086294 24/000086352 24/000086374 24/000086405 24/000086476 24/000086518
36	31/01/2024	12:55	XXXXXXXXXX	Caller reported that whilst they were at the Log Cabin her friend was having an altercation with a man. The caller walked over to ask if she was okay and she then pushed the caller in the chest and grabbed her by the throat.	Crime recorded - 24000113166