

## Mark Weaver (CSP - Commercial and Food)

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**From:** rebecca ~~rebecca@licensing.mont.govt.nz~~  
**Sent:** 20 June 2018 14:19  
**To:** Licensing Mont (CSP - Generic)  
**Subject:** The Old Mill

Dear Sir/madam

I am writing to contest the recent application by Mr and Mrs Challonds of High Street Llanidloes to have the premises license of the Old Mill revoked.

In April of this year I chose the Old Mill as the venue for my late wife's memorial. I am frankly, insulted, that Mr Challonds would suggest that I would choose "a late night drinking den", "a scene of criminal activity" for such a sombre event.

I had invited family from all over the country, knowing the Old Mill to be the exact opposite of what MR Challonds is indicating. I am appalled by his reckless language as he attempts to show the Old Mill as anything other than a family friendly bar and community hub.

I do not attend any of the events at the Old Mill. But I do very much enjoy popping in for a drink and the monthly pub quiz.

For an older gentleman such as myself, recently widowed, the Old Mill provides a quiet oasis free from noisy drunks and loud music.

I sincerely hope that the review board see Mr and Mrs Challonds application for what it is and do not deprive the town of this very important asset.

Kind regards

Mr Robert D Chapman

Sent from my Windows Phone



## Mark Weaver (CSP - Commercial and Food)

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**From:** gareth bayliss <gareth.bayliss@llanidloes.com>  
**Sent:** 20 June 2018 09:53  
**To:** Licensing Mont (CSP - Generic)  
**Subject:** To whom it may concern,

To whom it may concern,

I am writing in support of the licenced premises, The Old Mill Bar, Rear of 40 High Street, Llanidloes SY18 6BZ.

I have attended the Old mill both as a customer and as a person putting on a event ever since it reopened as a venue.

As a venue it has supported us to be able to create a space which is safe and inclusive. I actually live in Newtown but never go out there in the evening as it has nothing to offer me in way of entertainment. Where as the old Mill has been a wonderful safe space with such a varied array of events including pop up food events, comedy nights, bands and Dance music night and the odd lunch time affair with Llanidloes wednesday walking group or just popping in for a fresh coffee if in town. At no time have I witnessed any anti social behaviour in or outside of the venue on the contrary it is such a friendly and inclusive space for a wide age range and that's what I like Old and young mixing together. I on average attended the venue 3-4 time a month. Another reason a lot of people attended the old mill is because of the late night licence allowing us older folks to have a good old boogie and where you are not confronted by rowdy drunks.

Specifically to the complainants and there complaints I know that the old Mill have made every effort to comply with reducing the noise from the main entrance. They always closed that door at 11pm and the customer then used the back entrance through the function room to exit the old mill also when having a late licence they have still used the back entrance through the function room from 11pm onwards so no persons would be congregating in the passage way at the front. I have also never witnessed any pubic urinating any where around the venue nor have I witnessed any disorder taking place out the Back in fact I have never witnessed any sort of antisocial behaviour not even raised voices in or outside the venue. There has also always been signs reminding people to respect the neighbours when arriving and leaving the venue.

The old Mill is in my opinion a unique venue one of a kind and it would be a real loss to a lot of people and the community if it were to close

Thank you for giving me the chance to write this letter of support

Kind regards

Gareth Bayliss

Sent from my iPad

2 Highgate Street,  
Llandlaes,  
Powys,  
SY18 6AH

RECEIVED 25 JUN 2018

21-06-2018

ENVIRO  
Dear Sir,

I am writing to present my  
support for the Old Mill in  
Llandlaes, its function as it is now.

The pub and business is being  
run in a responsible way and  
provides an amenable venue for  
people of all ages to gather.

It is an excellent venue for  
live music in the evening, and  
the local Music and Arts Club  
uses it and the function <sup>room</sup> as one  
of their venues for music events.

It is a safe environment for people to go to, on their own, and in the day time is used by young mothers to meet and socialize.

This would not be available if the license was revoked.

The local police have not been alerted to any problems, and have no concerns about disturbance or excessive noise.

The reports by one couple are dubious and distorted, and the community as a whole would benefit from the old Mill continuing to function as a licensed premises.

Yours truly,

~~XXXXXXXXXXXXXXXXXXXX~~

## Natalie Jones (CSP - Commercial and Food)

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**From:** Les Wilkins ~~XXXXXXXXXXXX~~  
**Sent:** 21 June 2018 00:07  
**To:** Licensing Mont (CSP - Generic)  
**Subject:** concerning the license review for The Old Mill in Llanidloes  
**Attachments:** LicenseReview\_01.pdf

I have attached a copy of my letter concerning the application for a license review in respect of The Old Mill in Llanidloes. I wish this to form part of the review when it takes place.

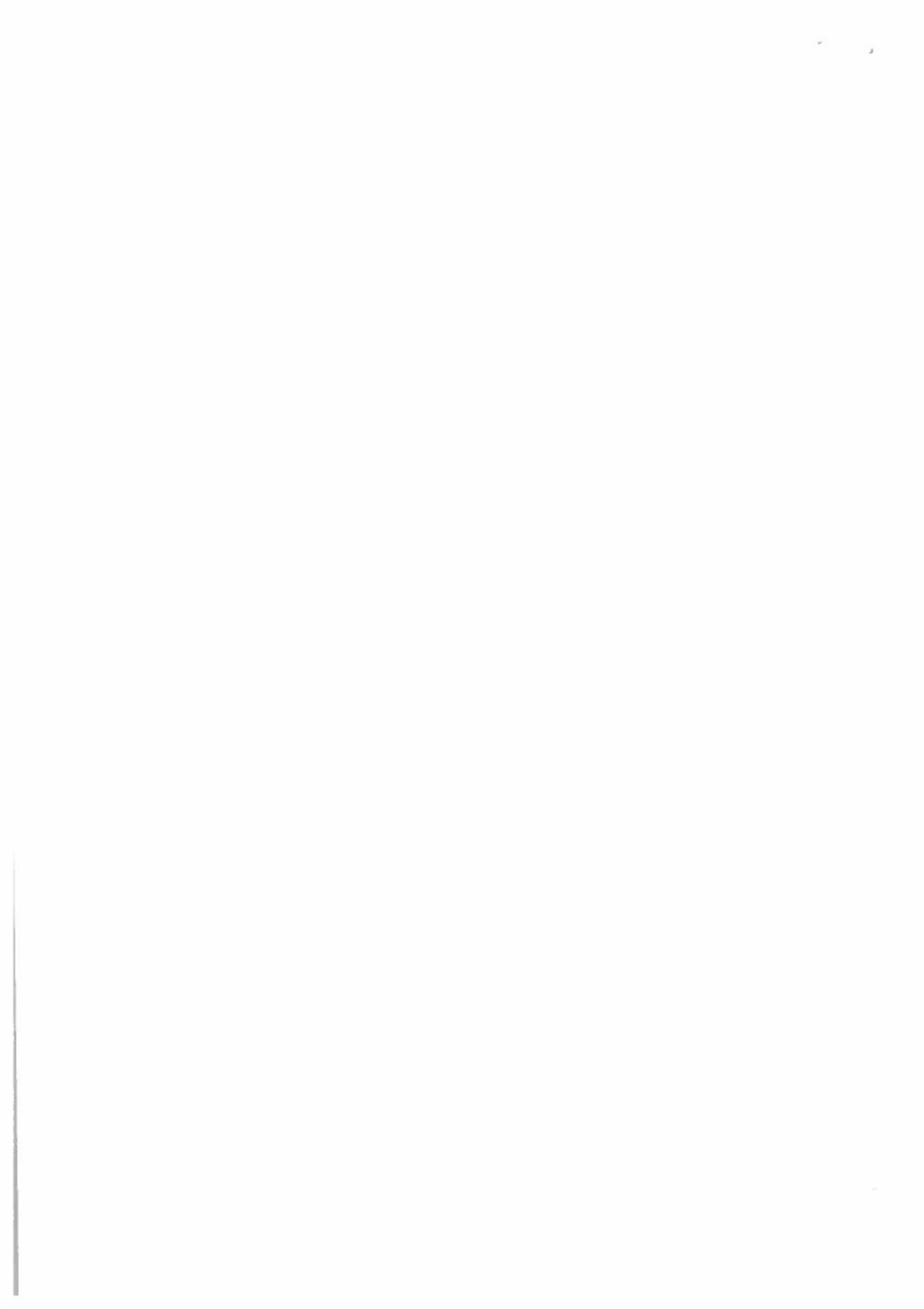
I would be grateful if you could acknowledge receipt of this letter.

Regards,

Les Wilkins



Virus-free. [www.avast.com](http://www.avast.com)





Les Wilkins

e-mail : les@leswilkins.co.uk  
Tel : 01686 440 668

Glandernol,  
Llangurig,  
Llanidloes,  
Powys.  
SY18 6RY

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20 June 2018

The Licensing Officer  
Powys County Council  
Neuadd Maldwyn  
Severn Road  
Welshpool  
Powys  
SY21 7AS

## Ref: Request for a review of the license of The Old Mill Bar, Llanidloes

Dear Sir/Madam,

I am writing regarding the above application from Mr. Pete Challands, as I am concerned about the apparent lack of evidence, and the many misleading statements, that it contains.

I am 65 years old, and a retired Systems Analyst / Programmer / Website Developer, who has lived near to Llanidloes for over 36 years, and consider it my 'home town'. During those years I have been an active member of the community, and have been involved in many initiatives, organisations and activities in the town, all of which I feel have been beneficial to the community. Amongst these, I've sat on two steering groups for the re-development of the Community Centre; volunteered / worked for 4 years at Llanidloes Resource Centre; volunteered for Llanidloes Energy Solutions (LLES); volunteer for Comptons Yard Charitable Trust; work for the Wool and Willow Festival at the Minerva Centre; created and ran a voluntary organisation, The Dragon Collective, for 12 years, from 1995 until 2007, which involved local people in festivals and other events throughout Wales. My partner, Sue Purcell, designed and made the 'Leaping Salmon' installation in Severn Porte Park

I say all this not to 'blow my own trumpet', but as an illustration that I, like many of the people I know who frequent The Old Mill, are useful and responsible members of the community – an impression you would not get from Mr. Challands' letter, which has tried to paint us all as irresponsible hooligans with no concerns for the effect our 'activities' have on others, which could not be further from the truth.

Now to deal with the specific accusations against The Old Mill and its customers that Mr. Challands has made in his letter to the Licensing Committee. I should declare a specific interest I have in this, as I am one of the people who is responsible for putting on music nights in The Old Mill, some of which have been the subject of complaints by Mr. Challands, including most recently my 65<sup>th</sup>. birthday party at the bar in May this year.

I resent the fact that he appears to be suggesting that I (not by name, but by association) am irresponsible, particularly as his letter to the Licensing Department is available for public scrutiny and could be seen by those with whom I have a working relationship in the town, who also know about my activities at The Old Mill. For this reason I feel that I need to respond to some of his accusations more fully than if I was concerned with only those matters that are relevant to the licensing appeal, and I apologise in advance for this making my letter longer than I would have liked.

1. Mr. Challands refers to how the venue was run as The United Services Club, somewhere I went on many occasions (including putting on events there myself) from the late 80s until it closed. Whatever Mr. Challands' claims, I can assure him that the area between his property and The Old Mill was sometimes

used by the U.S.C. patrons for drinking, smoking, talking, and so on, and there was certainly a lot more noise in that area then. I can only assume that he never visited it in those days.

2. His allegation that The Old Mill has "evolved" from a family-friendly café/bar to a late-night drinking destination could not be further from the truth. It is probably the most family-friendly bar in the town, as has been recognised by many locals and visitors, and attracts a more 'mature' clientele, and young families with children, than many of the other bars; it is somewhere where people can sit and talk without having to contend with a television, games machines or rowdy drinkers, which is why many of us frequent it. It is also somewhere where women on their own can feel safe from unwanted attention.

3. As for noise at the front of his house, I have on many occasions checked this when I have held, or attended, events at The Old Mill (most recently on Saturday 16 June), and the only noise I can hear from there, apart from general street sounds, is music coming from another licensed premises in the town, and The Old Mill's music is completely inaudible. The same goes for the car park adjacent to the Old Mill; unless the music is in the Function Room part of the premises, the only music audible is usually from the same venue that makes the noise that can be heard from the front of Mr. Challands' house. It's no wonder he finds it "... difficult to make illustrative recordings", as all that would be heard would be noise from places other than The Old Mill!

4. Re: "... the physical configuration of The Old Mill bar" being a problem I would say that the case is just the opposite – the venue is well-configured for multi-purpose use. There is the quieter bar area (the nearest part to Mr. Challands' property), there is a dancefloor space at the far end, which is where we set up our gear when we play there, with the speakers pointing away from the bar area, therefore restricting the volume of the music in the bar; there is the adjacent Function Room, which The Old Mill hires for larger events. There is also a gallery space / meeting room that is well-used by various organisations – film shows, photography group, arts and language classes included.

5. As for "This limit was quickly, grossly and frequently breached..", this is far from the experience I have had there, and I have put on regular events there since the Old Mill first opened. The licensee has almost always made regular checks of volume level outside the venue, and has taken appropriate action to keep the level within acceptable limits – this has been even more keenly done since the new licensees took over earlier this year. At my 65<sup>th</sup> birthday party there in May, the licensee regularly checked outside with his sound-level meter throughout the evening and reported back to me, and there was not one instance where the sound had exceeded permitted levels outside – yet this is one of the events about which Mr. Challand has complained.

6. "...by permitting DJs to bring their own amplification systems to the Bar ..." - firstly, I don't see what the source of the amplification has got to do with Mr. Challands; surely what matters is the level it is played at? Secondly, for the 30 - 40 events I have done there, I have always used The Old Mill's own equipment. Their current amplification (used since the current licensees took over) consists of 2 power amplifiers, one for bass, the other for mid/top, fed via an active crossover; this means that the bass frequencies can be controlled separately from the mid/top frequencies, which is very useful in a situation such as The Old Mill's, in that the bass, which is what causes most sound leakage, can be backed-off a little compared to what would be used in a dedicated music venue; we always do this, in consideration of the neighbours.

7. Mr Challands' understanding of decibel levels seems a little flawed. He refers to "...in excess of 36db until 2am". 40db (quite a lot louder than 36db, due to it being a logarithmic scale, as Mr. Challands correctly observes) is classed as "the lowest limit of urban ambient sound", with a normal songbird call being about 44db – almost twice as loud as the 36db limit which Mr. Challands expects! He also claims "... a rhythmic peak (whatever that is) of 61db ...", likening it to "... traffic driving repeatedly at 150mph through your 30mph residential area". 60db is classed as "fairly quiet", a level such as conversation in a restaurant or office, or an air-conditioning unit at a distance of 100 ft. His analogy is seriously flawed and completely misleading.

8. I would point out that his reference to noise until 2am has only ever applied to about 12-15 nights a year, as this is all that the license (via TEN) used to permit, before even those few were suspended due to Mr. Challands' complaints. Unlike other licensed premises in the town, whose activities can be heard clearly from where Mr. Challand lives, The Old Mill's license is now until midnight, though with occasional 1am licenses until recently. The amplified music events he complains about usually occur on about 2 nights a month, and acoustic nights once a week (with occasional extras), an impression not given by Mr. Challand's letter, from which one might get the impression that the noise is a lot more frequent than that.

9. Mr. Challand's complaint about the bar main door being "flung" wide open, and the corridor windows being open in the daytime, on one of the hottest days of the year, seems unreasonable – why shouldn't a bar

open its windows on a hot day? And why is he complaining about the windows in the flat above the Old Mill being open on the same day – why shouldn't someone (wherever they work) open their home's windows on a hot day, and what has this got to do with the licensing of The Old Mill? His suggestions that these things constitute deliberate vindictive behaviour on the part of the Old Mill's licensee are ridiculous.

10. As for the "tortuous route" to the bar's garden / smoking area, Mr. Challands' understanding of the word "tortuous" is very different to mine; how can a short walk, with one right turn be "tortuous"? After 11pm, the Old Mill closes the main entrance to the bar (the one facing Mr. Challands' house), making people, whether to access the outside smoking area or to go home, exit via the neighbouring Function Room at the rear; when it is raining people who want to smoke usually do so under the covered area by the Function Room exit. I can't say that people never use the tunnel between the bar and the road to smoke under if it is raining, but I have never seen anyone doing so on the many occasions I have been there. As for anywhere in or around the Old Mill being the "...focus for anti-social behaviour", this is again something that is completely out of character for this bar; I have been there two or three times a month, occasionally more, since it first opened and have never seen anti-social behaviour of any sort – which is why many of us frequent the Old Mill. I know that there was once someone behaving badly in the bar, the police were called by the licensee, the person was ejected and has been permanently banned – what more can any licensee do if a member of the public decides to behave badly in their premises?

11. Mr. Challands mentions "... the Bar's customers appear to have engaged in various forms of criminal behaviour", and then goes on to mention two examples of such behaviour. As I understand it, both these examples occurred at times when The Old Mill was closed, so I do not understand how he can attribute them to The Old Mill.

To sum up (you may now emit a sigh of relief...), I find Mr. Challands' objections to The Old Mill's license to be mostly spurious and irrelevant; he seems to confuse matters that are between him and the premises owners with those that are pertinent to The Old Mill, and to attribute acts, which are no doubt unpleasant to contend with, to The Old Mill or its customers, with no evidence that there is any connection between the two. His complaints about noise are mostly unreasonable; as with any licensed premises, there MAY have been occasional breaches of what is permitted, but throughout 30 years of playing at many venues throughout Wales and England, I have never been in any licensed premises where the licensee takes more care about not breaching noise levels than at The Old Mill; I doubt that there are any licensed premises anywhere that have not had an occasional breach of a licensing condition, and all that can be asked is that it is only occasional, and that it is dealt with promptly and appropriately if it occurs – it is certainly not something that should result in loss or restriction of the premises license.

It matters to many people in mid-Wales that a fair solution is found to the ongoing problems being caused to The Old Mill, as it is a much-valued facility in the town, enjoyed by many locals and visitors alike, and means much more to us than just somewhere to have a drink. It is a bar whose clientele is balanced towards the older end of the town's population, and before it was there many of us never met socially as there was nowhere suitable in town to meet like-minded people in such a convivial atmosphere. Where else in the town can we see top-class comedy performers, go to art classes, watch films, hear a top US bluegrass band on their UK tour, hear other live bands and top-class DJs, learn Welsh and French, eat good food and drink from a selection of real ales, and socialise with people we would probably not otherwise get to know?

Andy's Bread a bakery in the town, well-respected for its high-quality bread, started in the kitchen of The Old Mill, and now has an industrial unit on the outskirts of the town – an all-too-rare local success story! Without the opportunity given to him to start the business cheaply, it is likely that he would not have got established; nowhere else in town would have given him that opportunity. We need more enterprises like this, and those helping them should be applauded, not harassed.

The Old Mill is an important asset to the town, not a problem to it. As well as the entertainment it offers, it also contributes to attracting visitors to the town, something which I see as important in these days of declining 'High Streets'. Many local small businesses are struggling, and we need places like this to help them survive. For example, 8 of the people who came to my 65<sup>th</sup>. birthday party at The Old Mill in May stayed in the town overnight, bought their breakfasts there and did some shopping, and I'm sure many of the other events at the venue have contributed to the town in a similar way. The bar is highly-rated on Trip Advisor (in spite of one very bad review, the provenance of which is highly dubious), is in The Good Beer Guide and has had positive mentions in national newspapers and websites, all of which help to attract people to the town.

The Old Mill needs to be supported by the town, and the licensing authority, for the asset that it is. The constant unjustified harassment and abuse of the premise's licensees and customers is not warranted, and

makes the running of a successful business more difficult than it need be, inhibiting the efforts to put it on a sound financial footing.

In my opinion, particularly considering the licensing conditions pertaining to other premises in the towns, the license for the Old Mill is too restrictive; I would suggest a 1am finish every Friday and Saturday, with occasional later TENs too, particularly for 'special occasions'. It is difficult for any bar to make a living these days unless they offer more than just beer and crisps, and as the Old Mill is second-to-none in providing a very welcome range of entertainment and facilities to the town, and does so with the utmost consideration for its customers and neighbours, it should not have its business undermined by spurious complaints, and the licensing restrictions these have brought in their wake; these need to stop to let it get on with what it does so well.

I am concerned that Mr. Challands has gathered support for his requested review of the Old Mill's license by misrepresenting matters to people, including saying the The Old Mill is trying to take his garden off him! Support solicited by dishonest representation cannot be viewed as genuine support.

I find it very sad that two people can choose to move next door to such a marvellous bar/venue (albeit temporarily closed at the time), on one of the main streets in our town, and then try to get it closed down, or have licensing conditions imposed on it that would make it unviable, on the basis of mostly unjustified complaints. I really don't understand why people who are so sensitive to even the normal background-level of noise in a town should choose to move to such a position. It's a shame that they can't join in with many other local people and enjoy having such a superb facility on their doorstep.

Yours faithfully,

Les Wilkins

## Natalie Jones (CSP - Commercial and Food)

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**From:** Marion Bulmer ~~marionbulmer@yale.co.uk~~  
**Sent:** 26 June 2018 10:25  
**To:** Licensing Mont (CSP - Generic)  
**Subject:** The Old Mill, Llanidloes

Re The Licence Review, The Old Mill Llanidloes.

I am writing in support of the licensee at the above premises, whose licence is about to be reviewed.

My husband and I have been regular visitors to The Old Mill since it opened four or five years ago. We retired and started to live full-time in Llanidloes in 2012, when the only places to eat of an evening were mostly just the two Indian Restaurants, the main community centre was not used much because upkeep was needed on the roof and ceiling, there was no film club, and the only live music venues apart from the churches were two or three particularly rowdy pubs that attracted a much younger and let's say "enthusiastic" crowd than we felt we belonged to these days.

Michael and Trisha opened their bar at the Old Mill, and suddenly we were enjoying pizza nights, comedy evenings, weekend breakfasts with good coffee, and meeting a crowd much nearer our own age, a creative, thoughtful, intelligent bunch of people with a lot of good ideas for charity fundraising and pop-up restaurant nights. The folk sessions that had been part of Llani life for many years moved there and met on a Sunday night, which I liked to watch and even sometimes joined in. I want to stress at this point that the folk sessions have NEVER been amplified in any way, they are attended by skilled and devoted acoustic musicians and singers ONLY.

Since Peter, Sharon and Alex took over at New Year 2018 and spent a good solid month deep-cleaning, refurbishing and investing their own hard-earned money in replacing the tired old carpet with beautiful wood-effect vinyl in the large main room, and sprucing up the loos, seating, and painting and varnishing the table tops, and improving the lighting The Old Mill is even more welcoming and well-run, as their energy and drive has been truly admirable. They have also ensured that the Main Door is kept shut to reduce noise to the outside, and that patrons don't congregate near that door or under the arch to chat and smoke. They have had a sign made asking all customers not to smoke there lest they upset the neighbours.

I haven't been to many live music or dance events since they re-opened in February, but I can vouch that they are hyper-aware of the complainants' litany of previous gripes grumbles and grouses about noise in the past. They use a decibel meter to ensure the noise of amplified music is kept well within legal limits. The main door has always been locked at 11.00pm and any customers who arrive or leave after that time (on nights when they are staying open until 12.00am or have a "late licence" for an event until 1.00am), have to do so via the Function Room next door which is well away from the houses in the High Street that back onto The Old Mill.

As for public nuisance being tolerated around the place, criminal damage and the like, I have never seen anything remotely like vandalism or potential or actual violence erupt in my dozens and dozens, probably by now, HUNDREDS of visits, whereas there are other licenced premises in the town where I refuse to go or meet people as I don't like the vibe and the excessive drunkenness of some customers, and the frequent aggro and upsets.

I can't vouch for the men's, obviously, but there's never even been any graffiti in the ladies' loos. It's just not that sort of place, it's mostly an older crowd, with a lot of retired professionals and the like.

I would maintain that The Old Mill is a unique bar, unique not only to Llanidloes but the wider area hereabouts, unique in being friendly, welcoming, and yet very calm, with a well-ordered professional feel to it. The weekend brunches are exceptional, and I hear great reports of the pop-restaurant nights showcasing various global cuisines. The next one will be Korean! It would be a sin and a shame for it to close or have its licence trimmed back in any way.

Fifteen months ago I put on a charity fundraiser in the Function Room next door with use of the Old Mill bar for additional drinks beyond the champagne we were serving with canapes in the interval. The repertoire was classical and operatic, featuring two conservatoire-trained local singers and an excellent pianist. I was one of those singers. I had the good fortune to be able to borrow a baby grand piano from a dear old friend instead of having to hire one, and she was so impressed with the set-up The Old Mill was running she was happy to leave it in the bar on long-term indefinite loan, a musical instrument worth thousands. We would hardly do that if The Old Mill were full of "feckless" people "in drink" and prone to vandalism, would we? The piano-owner is a retired police officer, served 30 years in the Met, so she's pretty clued up on what's a safe well-run establishment and what isn't. Coincidentally, the present licensee was also a police officer in the Met in his younger days. Is there really anything else I need to say?

Yours Sincerely

Marion Griffin Bulmer BA Hons PGCE (Retired Teacher of Secondary English and Drama)  
122 Dolgwenith  
Llanidloes SY18 6YT.

## **Natalie Jones (CSP - Commercial and Food)**

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**From:** Mandy Jervis ~~<mandy.jervis@llanidloes.co.uk>~~  
**Sent:** 26 June 2018 22:43  
**To:** Licensing Mont (CSP - Generic)  
**Subject:** Re: old mill

To whom it may concern

I was born in Llanidloes and have lived 23 years of my life in High Street, 14 years in the Old Court House on the corner and 9 years in 33 High Street. For most of my years in the Court house there was much activity in what is now the Old Mill and function room. On weekends there was often loud music and hordes of teenagers running around and making a lot of noise, doing some of things current customers of the Mill are accused of in the Redacted Application for Review. I took it as part and parcel of living in a town centre. I also remember in my youth, in the late 60s and early 70s, the United Services Club was extremely popular with my parents generation and was a very busy venue. Saturday nights in particular there would be crowds of people spilling out onto the High Street at closing time.

When the Old Mill opened I was delighted. Here was a welcoming, convivial place to go and meet friends, have good quality, reasonably priced food, and a good selection of non-alcoholic drinks. I was aware that the previous owners, Tnisha Johnson and Michael Cordingley, had received complaints from a neighbour about noise late at night and remember them being very concerned and made sure everyone left via the Function Room after 11pm. Smokers were also requested to smoke outside that end of the building. ( I remember the notice about not smoking in the tunnel being there for a long time before it disappeared.) There was a crowd funding project where money was raised to pay for sound proofed doors to minimise noise during gigs. I would say Tnisha and Michael went to a lot of effort to appease the complainants.

Earlier this year Sharon and Peter McCready took over the Mill and have spent considerable time and money improving the establishment. Again, they have always requested customers leave quietly and via the Function Room late at night. It has never been, as suggested in the statement, a place for drunkards and a late night drinking destination.

I have frequented the Mill probably twice a week or more since it opened and can honestly say I have never seen any trouble there. The clientele tends to be more mature people. It is particularly popular with single women as a place where they feel at home and safe. We often take friends and family from many different towns and indeed countries to the Mill and they are always impressed by what a unique place it is. I have nieces of 10 and 13 and a father of 92 who are equally at home there. I do not recognise the complainants description of a "playground for noisy and careless drinkers". As for the Sunday night acoustic session, it is a relaxing night of folk music, barely audible from outside the building.

It would be a sad day indeed if this establishment were to be closed down, or have its hours reduced, to satisfy what must be a very small number of people.

Yours faithfully

Mandy Jervis  
33 High Street  
Llanidloes





## **Natalie Jones (CSP - Commercial and Food)**

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**From:** Marion + Hamish Rowsell ~~XXXXXXXXXXXXXXXXXXXX~~  
**Sent:** 27 June 2018 14:48  
**To:** Licensing Mont (CSP - Generic)  
**Subject:** The Old Mill Llanidloes

Dear Sir or Madam

It has come to my attention that the Old Mill is having a license review. I think it is very important that a community hub such as The Old Mill is supported.

Over the years the Old Mill has become a valued venue in Llanidloes offering a variety of community events. I myself organised a performance of Pride and Prejudice with the acclaimed performers The Pantaloons . They came all the way from Brighton, Llanidloes was the only Welsh town they visited and it was facilitated by the efforts of The Old Mill. This included, lunches for the actors, ensuring fire escapes were left clear and also ensuring the Mothering Sunday visitors to the Old Mill did not disturb the performance. The show raised money for the Palliative Care Unit in Llanidloes Hospital.

I enjoy going to The Old Mill it is somewhere very relaxed and welcoming, without the hubbub one finds in a pub. As a mature woman, I feel safe and happy going there. Llanidloes needs more venues like the Old Mill, not less.

The new owners are delightful and an asset to The Old Mill.

Yours Faithfully

Marion Rowsell

Tyddyn y Cwm  
Tylwch  
Llanidloes  
Powys  
SY186JR



Mrs Virginia Wade,  
Plas Tylwch,  
Tylwch,  
Llanidloes  
Powys SY18 6JN

POWYS COUNTY COUNCIL  
MONTGOMERYSHIRE

RECEIVED 27 JUN 2018

ENVIRONMENTAL HEALTH SECTION

June 21<sup>st</sup> 2018

**Re: Request for a Review of the License of The old Mill, Llanidloes**

**To whom it may concern;**

I am writing this letter in support of the Old Mill, as I am extremely upset to hear that somebody wishes to have the business closed down.

I am a 74 year old grandmother, who has lived and worked locally for 47 years. My three children, and two of my grandchildren attended and are attending Llanidloes Primary and Secondary school. Our whole family are customers of the Old Mill because we find it is a lovely welcoming family-friendly venue. It hosts a very varied programme of events to suit all ages: for instance childrens' events, yoga, art classes, art exhibitions, film nights, quiz nights, food nights, comedy nights, all of which are quiet events, that dont involve crowds.

There are also occasional music nights to suit all tastes, no more than one a month, on average. I have attended many of these nights, amplified and non-amplified. They attract a very decent well behaved crowd of mostly family people, and I have never witnessed ANY crime and disorder issues. As for noise, I have personally seen how the Mcready family and their staff make sure that the music is kept within legal levels, by testing with a noise meter. After 11pm, the outer bar door is locked, and clientele leave by the Function Room bar. Access to the garden is also through the Function Room.

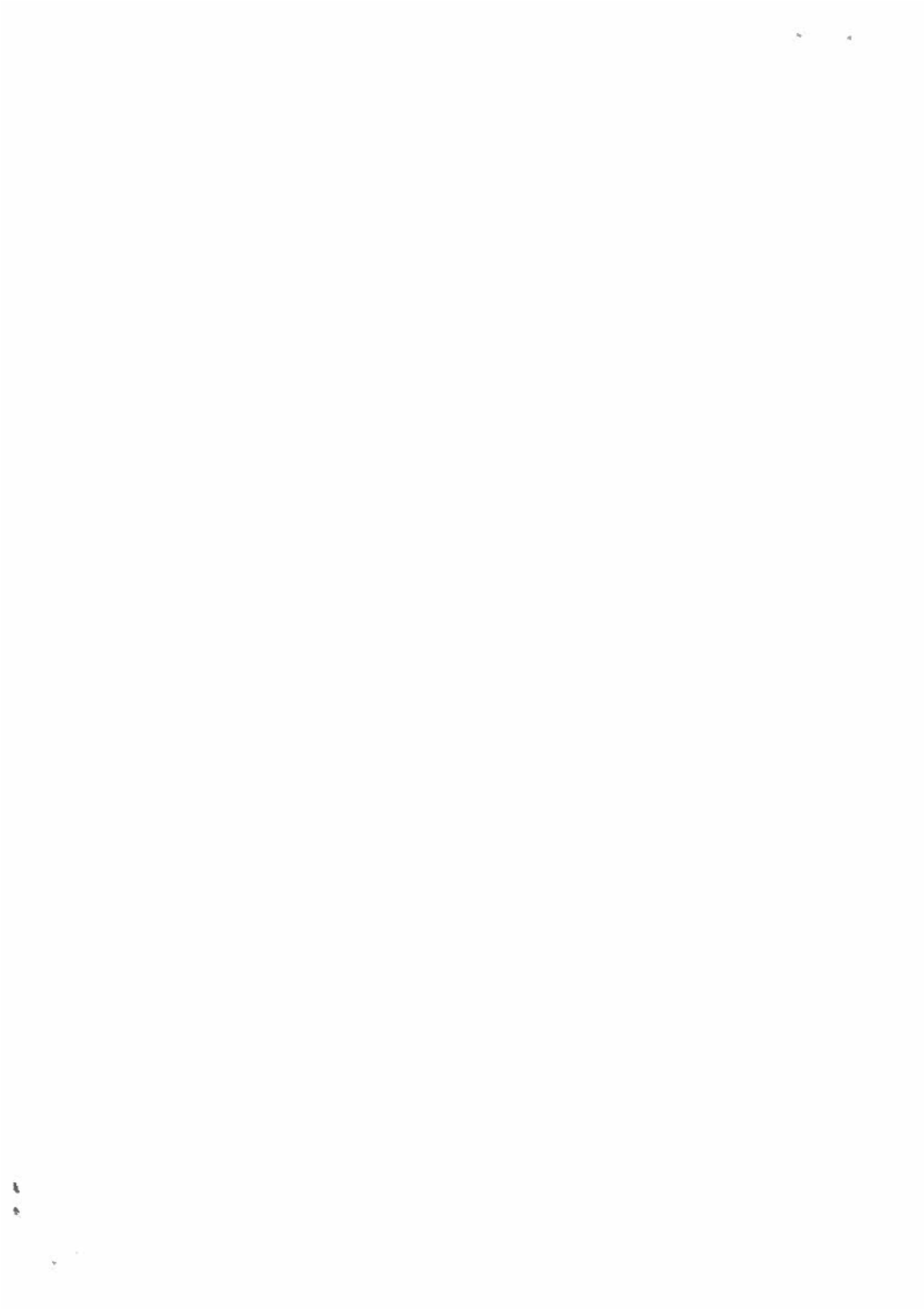
I am told that the music nights are a vital part of the Mill's income, and of course The Mill would not be financially viable without its alcohol license.

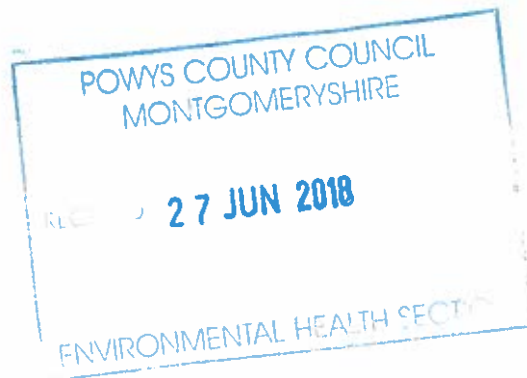
The Old Mill has a unique atmosphere and is invaluable as a community and cultural hub. It brings tourists into town and provides incomes for three families. I have long experience of Llanidloes, and I would like to emphasize that the town would be very much poorer without it.

Yours Sincerely



Mrs Virginia Wade





36 Elvington Road  
Hightown  
Liverpool  
Merseyside  
L38 9AN

23 June 2018

The Licensing Officer  
Powys County Council  
Neuadd Maldwyn  
Severn Road  
Welshpool  
SY21 7AS

Dear Sir/Madam,

**Re: Application for Review of the Licence of the Old Mill, Llanidloes.**

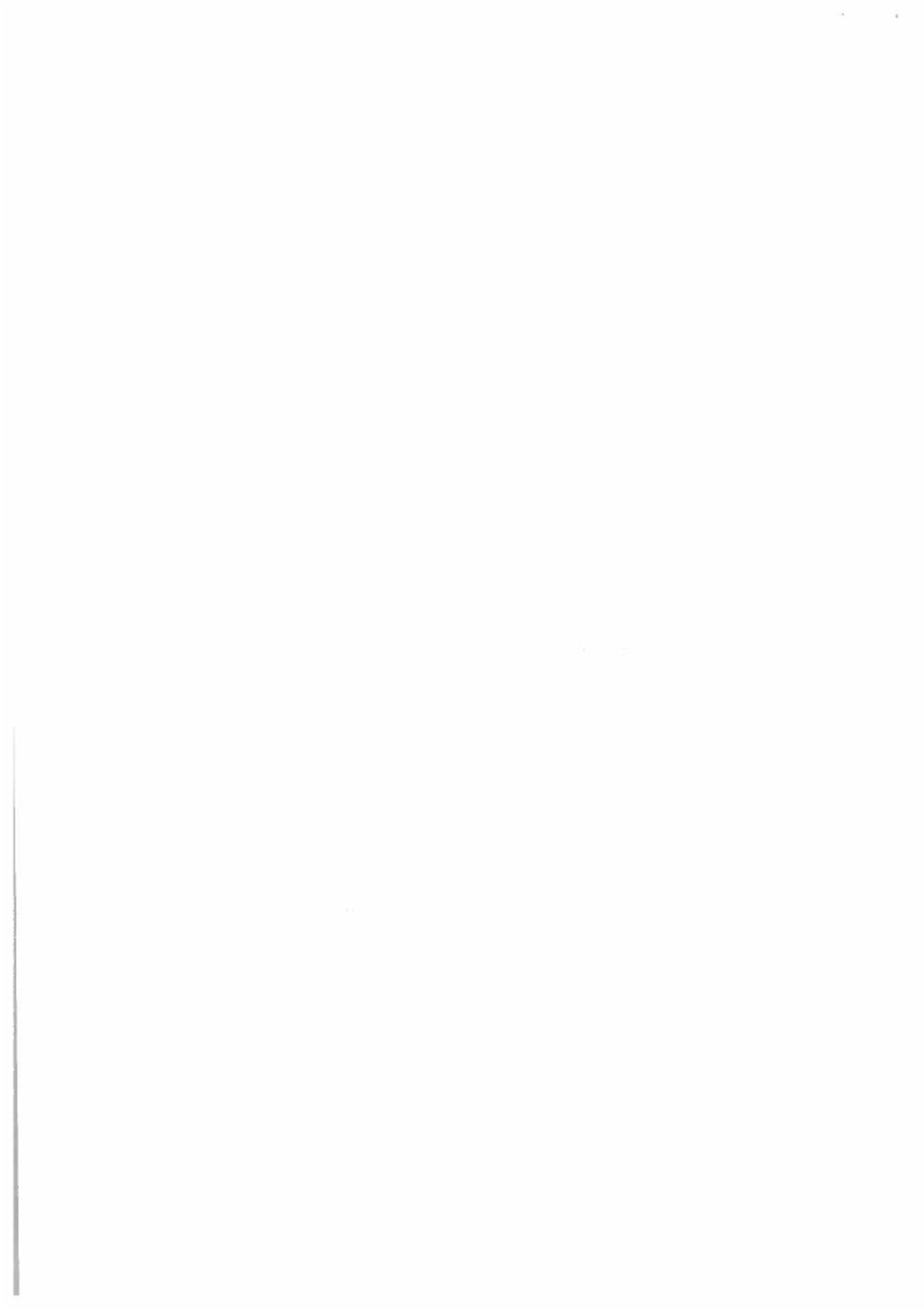
I am not a resident of Llanidloes, but a frequent visitor there. I have many friends in the town and have for nearly 20 years enjoyed its unique friendliness, its history, local shops and pubs, weekly market, beautiful scenery and thriving music scene. Over the last five years I have had the pleasure of attending The Old Mill frequently – to socialise and meet friends, to have a meal, attend concerts, play at folk sessions, buy locally-made bread, enjoy workshops and themed evenings, celebrate birthdays and similar family occasions etc. – and am very concerned to hear that a local resident (*one* local resident) has now increased his harassment of the Mill and its staff to the point of making a formal application to the Licensing Committee for the removal of its licence and thereby ensure the destruction of this business and unique local amenity.

I would like to make the following comments regarding that Application For Review and hope the Licensing Committee is able to take them into account during its deliberations.

1. The Old Mill is unique in that it offers a mixture of community centre, arts and performance venue, cafe, meeting-place and pub. It has short history but has already proved itself to be of immense worth in hosting both music and arts workshops, charity events, family get-togethers and celebrations, local businesses and enterprises; in presenting music concerts, comedy nights and poetry evenings; selling local produce; employing local people and being a source of local information and networking.

As such it is a resource centre not only for the residents of Llanidloes but also for those from a much wider area. It enhances the quality of life of many, many people (of all ages) and every effort must be made to ensure this valuable asset continues to flourish and not wither because of what is essentially a vexatious challenge by one angry neighbour.

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2. In making his Application for Review of a Premises Licence Mr Challands deliberately uses dramatic, and therefore misleading, language to try to exaggerate the severity of his complaints.

i) Most obviously: he claims to be speak for other people whilst providing no evidence that any other local residents share his concerns. He maintains no-one else has complained because he has benefited from a better education than his neighbours. I do not know whether this is so or not, nor why Mr Challands believes this to be the case. However, even it is true that he is better-educated than his neighbours I can assure the Committee that generally people do not refrain from complaining about an issue because they lack education. Usually people do not complain because they have no reason to complain and I would suggest that is more likely to be the case here.

(Of course it is possible that since Mr Challands's formal, and therefore very public, Application for Review some of his neighbours may have jumped on the bandwagon and added their voices to his. If so has this been at his exhortation? And why have they not complained before?).

ii) He describes The Old Mill as having changed from a “family-friendly cafe-bar to a late-night drinking destination” but this is a gross exaggeration and far from the truth.

Every visit I make to Llanidloes involves at least one lunch at The Old Mill and it is quite clear that during the day the establishment retains its appeal to families as a suitable and comfortable venue. It hosts many community events, children are made welcome, information regarding all manner of local activities is on display, the staff are cheerful and hard-working .... and overall the atmosphere is that of a friendly local cafe and community centre, which is what it is.

But money is needed to provide all this and that is most readily made by serving alcohol (etc.) and hosting and organising other events in the evening. I am not aware, however, that the licensing hours of The Old Mill are substantially different from any of the other pubs in town, and to use terminology such as “late-night drinking destination” is (deliberately) to give a misleading impression and imply some sort of boozy, sleazy nightclub – which it is not.

iii) He maintains that he and his neighbours do not have double-glazing “by virtue of living in a Conservation Area”, thereby trying to win the sympathy of the Licensing Committee because he has no defence against noise. It is not true, however, that one cannot install double-glazing in a property in a conservation area. I lived in the Friends' Meeting House in Lancaster from 2008 – 2012. This is a Grade II Listed Building sited in the city's prime conservation area (Castle Conservation Area) and we had double-glazing installed in the Warden's Flat with the permission of, and with the assistance of, the local planning authority.

iv) He refers to the Sunday folk session as being “semi-acoustic”. This term is essentially meaningless in this context but I assume he uses it so that the Committee may infer that some amplification or electric instruments are used. They are not. This session is run in the same way that folk sessions are run from Orkney to Auckland (and in the same way they have been run in The Red Lion, The Mount, The Royal Head *et al* in Llanidloes) – it is acoustic. We all turn up with fiddles, guitars, mandolins, flutes, whistles, melodeons, concertinas .... sit down and play together, acoustically. How this causes anyone living nearby to “suffer substantially (but far from exclusively)” I have no idea. I suspect this is simply not true but another example of Mr Challands's exaggeration.

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(3)

v) He uses the word “oppressive” twice in his Application, trying to imply some cruel, brutal and deliberate actions taken by Old Mill staff.

vi) At times he refers to “brought-in amplification”, trying to imply careless management of the establishment allowing third parties to sneak in extra-loud equipment. This is nonsense. The P.A. system in the building can be loud, it just isn't very often. What matters is how far one turns up the amplifier, not who owns it or where it comes from. This is a red herring, if ever I tasted one.

These exaggerations give the lie to the sincerity of Mr Challands's complaint.

3. In addition to the inappropriate language Mr Challands employs in his Application for Review of a Premises Licence he also makes some assertions that questionable, to say the least, and I would urge the Committee to study these with some circumspection.

i) He says he might be happy if “we would not generally experience intrusive noise levels of above 36 decibels after 9pm” but this level of sound is merely a whisper. It generally held that normal conversation levels are c. 60dB and vacuum cleaners at a level of c. 80dB.

Please do not get embroiled in discussions about decibels. For the whole of my professional life I was active *inter alia* as a musician, sound-engineer, day-centre manager, concert-promoter and festival-organiser and can assure you that such discussions, particularly when applied to music, get you nowhere. (We once had a noise-limiter in the Gregson Centre in Lancaster which, during our annual folk festival, was activated by the sound of the Punch and Judy man's swazzle. Believe me, that's NOT the way to do it).

ii) He maintains that the new business-owner, Mr McCready, has deliberately encouraged customers to walk across the courtyard and use the emergency exit as the main entrance to the bar – and this after the main bar door, corridor windows and two emergency exits had been “flung wide open”. Note that these were “*flung wide open*”, not just “opened” - the implication being there was some violence in the act.

I find this very hard to believe and feel that perhaps Mr Challands is again guilty of some terminological inexactitude (as Churchill once put it). I have never seen customers using the emergency exit as a means of entry or exit, nor have I ever seen customers encouraged to do so. On the contrary I have always been told at closing time to use the exit furthest from the houses, via the function room.

iii) He describes the owner of the Old Mill as being “vindictive”. However on my last visit to Llanidloes (over the weekend of 27/28/29 April 2018) when first visiting the Old Mill I noticed a rotary washing line positioned right outside the emergency exit. I asked my friend “What the hell is that doing there? It needs to be moved, it would seriously impede anyone trying to flee from a fire” but was told “No, there's nothing the Mill can do about it, it's that bloke who is always complaining trying to make a point”.

Well, it is one thing asserting a right to “put washing lines across to the Old Mill” and entirely another to place a rotary washing line in front of an emergency exit. Vindictive indeed.

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4. Mr Challands's Application for Review refers also to crime and disorder issues, but his accompanying letter makes very little of these.

i) He mentions smokers congregating outside the bar entrance and/or in the tunnel leading to the courtyard and, as someone who has suffered from throat cancer I share his disgust at the practice. I feel the Committee should perhaps consider making it very clear to the new licensees of the Old Mill that they have a responsibility to ensure that smokers use the designated area only for their obnoxious habit.

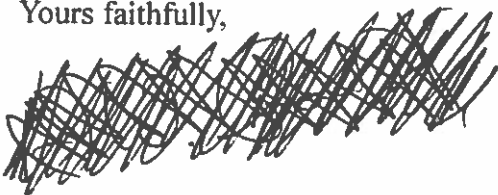
I cannot see, however, that the licensees have any responsibility for policing the tunnel; rather that this is the responsibility of the local authority and police in consultation with local residents. It may not be within the remit of the Licensing Committee, but perhaps it should ask the police and relevant local authority department to talk to residents about installing lighting in the tunnel, as well as discussing the placing of solid, permanent No Smoking signs, and the costs thereof?

ii) The letter also notes an unspecified number of occasions when "drunken lads" have urinated on his property and times when his and others' windows have been broken. Such behaviour is obviously totally unacceptable and the residents have my sympathy, especially if such occurrences are regular. However he offers no evidence that such incidents occur frequently or regularly.

The fact that the the crime and disorder issues are given such little space in Mr Challands's letter, and given the gross exaggeration of his other comments, it is clear that these complaints are of little real significance and included merely to bolster what is, as I have said, a vexatious complaint.

The Old Mill is a great asset to the community as a whole. It is used by all ages, for a wide range of purposes and is highly regarded over a wide area. Of course it needs to operate within the law and within the terms of its license and it needs to continue to be vigilant in ensuring that its customers respect its neighbours. But its licence to operate and serve alcohol should not be threatened by one person who seems to have some hidden agenda, but very few real complaints.

Yours faithfully,



Tony Cooke.





On Page 9 a statement is made that the neighbours remain unchanged. This is not accurate as over the years we lived there the residents at No 41 have changed ~~these times~~ <sup>twice</sup> and at the property behind the tear rooms, six times - for almost ten years and an elderly couple (sisters Val and Gwyneth George at No 40) ~~as~~ never complained of noise and before that Leonard and Nora Hughes and children.

POWIS COUNTY COUNCIL  
MONTGOMERYSHIRE

RECEIVED 27 JUN 2018

ENVIRONMENTAL HEALTH SECTION