



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

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

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

Dear Miss Gutsul

Licensing Act 2003 (The Act)

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

Reference: - Licensing Visit – Breach of Licensing Conditions

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

It was reported on:

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

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

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

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

Please provide the footage requested by the Police Licensing Officer Hayley Freeman

[REDACTED] and the Licensing team

licensing.team@threerivers.gov.uk

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

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

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

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

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

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

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

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

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

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

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

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

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

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

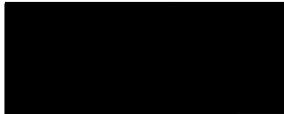
We will continue to monitor the situation closely and will contact you if we require any further information.

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

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

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

Yours sincerely



Lead Licensing Officer
Regulatory Services
Three Rivers District Council

CC Police Licensing Officer
CC Planning Officer
CC EH Officer