

Re: Continuing disturbances, anti-social behaviour and problems relating to Array 91 Shepherds Hill Harold Wood

We reside at **REDACTED** and are writing to outline our concerns since the opening of Array, 91 Shepherds Hill.

Although we are situated on the opposite side of the road to Array, we are constantly disturbed by their patrons.

This occurs on Friday and Saturday evenings, going on into the early hours of the following day, but has occurred on Monday, Wednesday and Thursday evenings, again into the early hours of the following day.

Parking of cars without consideration is a health and safety issue. Regularly, three cars are parked opposite us, blocking our neighbours' drives, causing cars to swerve onto the other side of the road just missing the pedestrian bollards. Impatient drivers revv their engines and sound horns. If emergency vehicles were needed to attend to houses in the lane running along one side of Array, access would be difficult.

The number of vehicles parked in Shepherds Hill, even where there are double yellow lines cause havoc. We ourselves have had to drive around them when returning from an evening out and then find our driveway blocked by taxis collecting patrons of Array.

There have been fights, aggressive behaviour, urinating in Shepherds Hill, including a woman who decided to relieve herself in the middle of the roadway, rubbish strewn along the pavements and roadside left for residents to pick up. It is unacceptable to have to listen to the inappropriate language uttered by patrons shouting loudly into the early hours of the morning.

Further pollution from Array includes heavy smoke, light and sometimes loud thumping of bass from the music.

Taxis use our crossover to wait, with their engines running, doors slamming and customers' loud voices. We have challenged the drivers, but have met with abuse, advising us that they are waiting for their customers from Array.

Our sleep is interrupted. Sometimes we have been disturbed, returned to sleep, only to be awoken again as a regular pattern.

We have come to dread Friday and Saturday evenings and their early mornings. This last weekend, we were awoken at 1:23 am by people

making unacceptable noise in the carpark. This went on for over 45 minutes and included, door slamming, car engines revving, vehicles sounding horns, patrons shouting, screaming, even singing.

To help us cope with what surrounds us, we stopped using our front room and live in the rear of our house whenever we see crowds gathering at Array and/or the amount of parked cars. This is no way for us to live indefinitely, and certainly not how we can enjoy peaceful enjoyment of our own home.

We have called the police and emailed them on several occasions when we have been intimidated by the behaviour. We have also emailed our local councillors, MP Julia Lopez, Chief Executive of London Borough of Havering and the Licencing Authority.

But there are other times when, although we have felt stressed by what we have to put up with, we have tried to ignore, stay calm, and pretend all is well.

Thank you for taking the time to read this letter.

Kind regards

Yours sincerely

Mr & Mrs P