

**From:** Mike Richardson <[REDACTED]>  
**Sent:** 16 December 2025 18:41  
**To:** David Morbin <[REDACTED]>  
**Cc:** licensinghub@seandse.co.uk <[REDACTED]>; Paul Jones <[REDACTED]>; Stockman Chris J - EA-CU <[REDACTED]>; Grote Ellis N - EA-CU <[REDACTED]>; Licensing <Licensing@haverling.gov.uk>  
**Subject:** Re: SRU1251.24 - Palms Hotel Premises Licence Application

Dear David

Thanks for your time earlier today with the team from Palms hotel.

As discussed, most of the concerns around the noise in the outside area and from Boka By Palms can be dealt with by the conditions below, which I understand that you are happy with. I understand that the outside area is separate from the "Plaza" function suite which is between Boka restaurant and the outside garden area.

However the area of contention, to which the Environmental Health team would object are around the terminal hour, which is not in keeping with the Council's licencing policy.

I am happy that background music will be played in the garden area, and that regulated entertainment will not take place in this area. I also understand that you have an agreement with the Palms Hotel management that no private events would occur within the Boka venue, to ensure that there is no conflict of interests between businesses. This concern is addressed by the final condition below, so as to provide reassurances should the licence change hands in the future.

**An appropriate automatic noise control device must be used for any amplified sound. The device should be set so that the volume of any amplified sound emanating from the premises does not cause a public nuisance.**

**The device shall be connected to all external doors and windows that are not normally entry or exit, including those leading to the outside garden area. The device shall be set to automatically cut off any amplified sound or reduce the volume of any amplified sound so that it is inaudible at the boundary of any noise sensitive premises, if the door(s) or window(s) are opened.**

**The setting of the noise control device, and other noise control measures shall be incorporated within a written Public Nuisance Policy (PNP). The PNP is to be submitted to and agreed between the Premises Licence Holder (PLH) and the Local Licencing Authority (LLA) within 60 days of the Premises Licence being granted. The agreed Policy, or any variations thereto that may be agreed between the PLH or LLA, will be adhered to at all times. If the Public Nuisance Policy is unable to be agreed,**

**is not complied with, or is withdrawn at any time, licensable activities at the premises shall not be permitted after 23.00 hours.**

**Doors and windows to the premises shall remain closed (save for entrance and egress) at all times when regulated entertainment is occurring.**

**The Premises Supervisor (or representative) shall monitor the volume of music emanating from the premises and adjust the volume to ensure that any amplified sound or other music from the licensed premises does not cause a public nuisance.**

**No regulated entertainment shall occur in the outside areas, unless governed by a noise control device, set in agreement with the Local Licencing Authority as part of the Public Nuisance Policy.**

If these are agreed, please can you confirm by response so they can be added to any licence should it be granted.

I would, however, echo the concerns of both Oisin Daly and Chris Stockman around the terminal hour, and the variance away from the standard operations within the licencing policy of the Council. Whilst it is acknowledged that the A127 (Southend Arterial Road) is between the closest residents and the restaurant, the terminal hour of midnight Monday-Wednesday; Thursday 01.00 hours; 02.00 Friday-Saturday are beyond the Council's licencing policy, will mean that those residents could be subject to noise from the venue (primarily from customers leaving) when the noise from the A127 is significantly reduced. In addition, the noise from the road is of a different nature than noise from the venue, and therefore is likely to be more intrusive.

The above conditions would be required irrespective of the requested terminal hours as a matter of course, and it is difficult to justify any special circumstances to the exception to the licencing policy, without additional controls to be in place to control the noise from the carpark area of the restaurant/hotel or indeed the outside area.

As such, I believe it would best for the Licencing Sub Committee to make the decision regarding these requested hours, due to the incompatibility with the Council's Licencing Policy.

Regards

**Mike Richardson**

**Team Leader, Environmental Health (Environmental Protection)**

**Environmental Health**