

From: James Eaton
Sent: 29 June 2026 08:40
To: Licensing
Subject: Formal Representation – Review of the Premises Licence – Berwick Manor Hotel

Dear Licensing Team,

I wish to submit this email as my formal representation in support of the review of the Premises Licence for Berwick Manor Hotel.

I am a local resident living close to the premises and have been directly affected by the operation of the venue for approximately two years. During this period I have made numerous complaints to Environmental Health, the Metropolitan Police, Licensing, Planning Enforcement, elected representatives and Havering Council. I have also supplied videos, photographs, written logs and detailed correspondence documenting the ongoing issues.

I fully support the review and respectfully ask the Licensing Sub-Committee to carefully consider whether the premises continues to promote the four licensing objectives under the Licensing Act 2003.

Prevention of Public Nuisance

The most significant issue is the repeated and prolonged public nuisance caused by the venue.

Large events involving amplified music, DJs, outdoor entertainment and fireworks regularly generate excessive noise that can be heard and felt inside nearby homes, even with doors and windows closed. The low-frequency bass is particularly intrusive and often continues for many hours.

The nuisance prevents my family from enjoying our home, relaxing in our garden, watching television, opening windows during warm weather or obtaining a reasonable night's sleep.

The impact extends far beyond inconvenience. Living close to the venue has become a source of ongoing stress and anxiety because every advertised event creates uncertainty about whether another day or evening will be disrupted.

Environmental Health has already considered the matter sufficiently serious to serve an Abatement Notice. The Council has also commenced this formal licence review, demonstrating that the concerns are significant and supported by evidence rather than isolated complaints.

Although the premises remains entitled to operate during the review, I remain concerned that further nuisance continues to occur while residents await the outcome.

Prevention of Crime and Disorder

Whilst I understand that the Metropolitan Police have decided not to make formal representations at this stage, I believe the Licensing Sub-Committee should consider the cumulative effect of incidents associated with the venue.

Residents have repeatedly reported matters including:

- Anti-social behaviour.
- Public urination.
- Dangerous and inconsiderate parking.
- Traffic congestion.
- Threatening behaviour towards residents.
- Suspected drug-related activity.
- Nuisance driving.
- Disorder associated with guests arriving and leaving events.

Although individual incidents may not independently justify prosecution, licensing legislation requires cumulative impact to be considered.

I remain concerned that incidents reported through 101 may not always be reflected in police statistics where officers are unable to attend. This risks creating a situation where repeated reports do not accurately demonstrate the true impact experienced by residents.

Public Safety

Public safety is another area of concern. Large events regularly generate traffic congestion and unsafe parking on surrounding roads.

On at least one recent occasion, traffic cones were positioned along Berwick Pond Road and Greenacres Close, significantly restricting vehicle movements and causing residents to seek permission to access their own homes. This raised legitimate concerns regarding emergency vehicle access and highway safety.

The volume of visitors attending events frequently places considerable pressure on surrounding residential streets.

Protection of Children from Harm

My young son has also been affected by the repeated disturbance.

The excessive noise, late evening events and fireworks disrupt normal family life and have affected his ability to sleep and enjoy our home.

Families living in this residential area should be able to expect a reasonable degree of peace and quiet without repeated disturbance from commercial entertainment events.

Noise Limiter Concerns

As someone with many years of professional experience working in live events, professional audio systems and venue technology, I have become increasingly concerned about whether the venue's sound system is being effectively controlled by the noise limiting equipment required by the premises licence.

During numerous events I have observed sound levels and bass output that appear inconsistent with what would normally be expected from a correctly configured and properly functioning limiter.

For that reason I have submitted a formal Environmental Information Regulations request seeking details of:

- the installed noise limiter;
- inspection records;
- testing and calibration;
- compliance monitoring;
- confirmation that all amplified systems are routed through the limiter without the ability to bypass it.

I believe this information is highly relevant to the Licensing Sub-Committee's assessment of whether the existing licence conditions are being complied with.

Length of the Problem

This matter has now continued for approximately two years. Throughout that period I have consistently attempted to work constructively with all agencies involved.

I have:

- Reported incidents to Environmental Health.
- Reported incidents to the Metropolitan Police.
- Contacted Licensing.
- Contacted Planning Enforcement.
- Contacted councillors and Members of Parliament.
- Submitted Freedom of Information and Environmental Information requests.
- Provided recordings, videos and written evidence.
- Attended meetings where requested.

Despite these efforts, the nuisance has continued.

Requested Outcome

I respectfully ask the Licensing Sub-Committee to give careful consideration to whether the existing licence remains appropriate.

If the premises licence is to continue, I ask that significantly stronger conditions be imposed, including consideration of:

- tighter controls on amplified music;
- restrictions on outdoor entertainment;
- independent verification of the noise limiter and associated sound system;
- enhanced monitoring during events;
- improved management of parking, traffic and dispersal;
- robust compliance monitoring with clear enforcement action where conditions are breached.

If the Committee concludes that these measures would not adequately promote the licensing objectives, I ask it to consider exercising its wider powers available under the Licensing Act 2003.

Finally, I would like to thank the Licensing Team and the Sub-Committee for taking the time to consider my representation. I appreciate the work involved in reviewing evidence from all parties and respectfully ask that the cumulative impact on nearby residents over the past two years is given significant weight when determining the future of this premises licence.

Yours faithfully,
James Eaton
Rainham Resident
RM13