

EMAIL EXAMPLES

From:

Sent: Monday, June 20, 2016 9:53 AM

To: info@hillstation.org.uk <info@hillstation.org.uk>

Subject: Noise complaint

Dear-----,

I'm a local resident and I'm very concerned to see your facebook post about hiring out the Hill Station in August.

I live just across from the Hill Station at ----- and it seems that events at the Hill Station are getting louder and louder to the point of it becoming unbearable.

.....is a short video clip filmed from my bedroom window, during the GDND party round about 10.30pm. Please have the volume on your phone/computer turned up to get the full effect of how it sounded from inside by bedroom, I ended up sleeping in the spare room at the back of the house where I could still hear it even with the double glazed windows closed.

Although the clip is dark you can also see people have spilled out the venue and are using the wall of number -- as a place to congregate and shout, right outside the bedroom windows of local residents.

Your website alludes to family friendly events that finish at 10.30pm. I have two children -----, if I'd known the Hill Station was actually a late night party venue serving alcohol and blasting loud music into the neighbourhood I'd never have bought the property.

This is becoming a real problem for me and I feel that it's getting worse. Is there anything that can be done to restrict music volume to a reasonable level?

Yours sincerely

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From:

Sent: Monday, October 17, 2016 8:53 AM

To: CER@lewisham.gov.uk <CER@lewisham.gov.uk>

Subject: Late night noise from The Hill Station Cafe SE14

I would like to report the Hill Station cafe in telegraph hill for late night noise.

Sunday the 16th November after the premises closed all the intoxicated party goers were allowed to remain on the outside area belonging to the cafe shout and shriek until 11.20 am when it poured with rain and they left due to the downpour.

The Hill Station need to be more aware that they are in a residential area and they should accept some responsibility for the way their customers behave when leaving the premises. Customers should not be allowed to loiter around the area causing disturbance to local residents.

Last week the Hill Station Cafe also did their glass recycling after closing tipping hundreds of bottles into a commercial bin after 11pm waking myself and my children.

These are two incidents of many, many late night disturbances caused by users of the Cafe.

From:

Sent: Wednesday, December 21, 2016 11:57 PM

To: Lockett, Richard <Richard.Lockett@lewisham.gov.uk>

Subject: Re: The Hill Station Cafe

Dear Richard,

Once again I need to report The Hill Station Cafe for allowing customers to gather outside screaming and shouting until 11.20pm this evening and the staff doing the bottle recycling into the commercial recycling bin at 11.45pm.

This demonstrates a complete lack of consideration towards local residents who like me are being kept awake until midnight.

I wondered if you have had any response from them regarding my previous complaints about this?

Kind regards

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From:

Sent: Thursday, January 5, 2017 12:19 PM

To: CER@lewisham.gov.uk <CER@lewisham.gov.uk>

Subject: Noise from licensed premises

I would like to complain (again) about the hill station cafe, kitto road, SE14 5TN.

A New Year's Eve party was advertised as being from 8pm to 1am but the premises was still blasting out music with its doors WIDE OPEN until 2am which is grossly disrespectful towards residents like myself who live virtually opposite.

Kind regards

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From:

Sent: Tuesday, February 28, 2017 12:58 PM

To: Richard.Lockett@lewisham.gov.uk <Richard.Lockett@lewisham.gov.uk>

Subject: The Hill Station Cafe

Dear Richard,

To follow up on my previous complaints about the Hill Station Cafe, they had a music event last night and yet again had the doors wide open blasting music into the neighbourhood. They seem to have a complete disregard for local residents and a very slack view of their license agreement.

Kind regards

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From:

Sent: Wednesday, May 29, 2019 11:56 PM

To: info@hillstation.org.uk <info@hillstation.org.uk>

Subject: Late night bottle recycling

Dear Hill Station,

Tonight I was woken up at 11.45 by the thunderous crashing of glass recycling outside your premises.

As commercial premises in a residential neighbourhood this is completely unacceptable. Please could you make sure anyone holding pop up events knows this.

Kind regards

From:

Sent: Thursday, September 12, 2019 10:49 AM

To: info@hillstation.org.uk <info@hillstation.org.uk>

Subject: Fwd: Late night bottle recycling

Dear hill station,

Further to my previous email (below) sent in May, which I didn't get a reply to, I was again woken up at 11.40 last night by bottle recycling outside the Hill station.

The next time I have to send an email about this it will be to Lewisham council. As a licensed premises which I assume wants to retain its license, you need to take your responsibility to local residents more seriously.

Kind regards

From: Lockett, Richard <Richard.Lockett@lewisham.gov.uk>

Sent: Friday, January 8, 2021 11:08:08 AM

To:

Subject: RE: The Hill Station Cafe

Dear -----

Thank you for your email.

I was made aware of this by another resident and the Police have been informed.

In addition to this, one of our officers will investigate the matter and I shall pass them your information so that they can keep you updated.

Kind regards

Richard Lockett

Crime, Enforcement and Regulation Officer (Central) | Crime, Enforcement and Regulation Team |

9 Holbeach Office, Holbeach Road, Catford, London SE6 4TW | London Borough of Lewisham |

02083143389

Richard.Lockett@lewisham.gov.uk

From:

Sent: 08 January 2021 10:44

To: Lockett, Richard

Subject: Re: The Hill Station Cafe

Dear Richard,

We have been in touch with each other in the past about the Hill Station Cafe in Kitto Road Telegraph Hill.

I wanted to report that the cafe has built a temporary structure on the side of the cafe from where a pop up pizza business operates.

Unfortunately at night times the shelter has become a hangout for groups of youths who get drunk, shout, scream, play music and even worse, last night at 00.45am we're setting off fireworks.

This would be bad enough in normal times but now obviously also breaches lockdown.

I hope you can help.

Kind regards

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From:

Sent: Saturday, July 17, 2021 9:13 AM

To: Lockett, Richard <Richard.Lockett@lewisham.gov.uk>

Subject: Re: The Hill Station Cafe

Dear Richard,

Following my previous complaints about the Hill Station cafe in Kitto road, I'm afraid we are still experiencing noise disturbance.

It was particularly bad on Wednesday 14th July when people in the cafe was shouting and loud music was being blasted out with all the doors of the cafe open until almost midnight.

This "community" cafe shows a complete disregard for local residents and in my opinion is not fit to hold an alcohol or music licence.

Please let me know what can be done about this reoccurring problem.

Kind regards

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From:

Sent: Monday, November 22, 2021 2:40 PM

To: Lockett, Richard <Richard.Lockett@lewisham.gov.uk>

Subject: Re: The Hill Station Cafe

Dear Richard,

Again I must complain about the Hill station cafe on Kitto road that held an event on Saturday night with the doors open and approx 30-40 people standing outside drinking alcohol and making a really loud noise until past 11pm in a residential area.

As you know I have written about problems with this premises several times before.

Kind regards

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