

Party 1

Licensing Department
3rd Floor Hub 2
160 Tooley Street
London SE1 5LX

[REDACTED]
[REDACTED]
[REDACTED]

5 November 2018

By email: licensing@southwark.gov.uk

Dear Licensing Department,

Objection to license applications: MV ERASMUS 865456 (City Cruises)

I am writing to object to the licensing application for the MV Erasmus by City Cruises.

I live opposite Cherry Garden Pier and already suffer from the noise and nuisance caused by City Cruises, both on land and also on the Thames itself. This is a company that has outgrown its ability to manage itself in a socially responsible way. It is time that Southwark Council licensing took a broad view of its operations and refuse future licenses until such time as it can operate in a socially responsible manner and adhere to reasonable hours of operation.

I have made representations before arguing that this location should be considered as a licensing saturation zone on the grounds that a large number of licensed boats operate from one location, and that this creates a public nuisance. Each time that City Cruises has been granted licences for alcohol and entertainment their operation has grown leading to additional noise, public nuisance and pollution on the river, ever larger numbers of delivery lorries resulting in, damage to surrounding pavements, and adding to light pollution at the pier. The MV Erasmus is an extremely large boat, capable of accommodating 340 passengers, and granting a license will significantly increase all of these nuisances from which we already suffer.

I am objecting on the following grounds.

Nuisance arising from:

(a) **additional** noise close to the river disturbing sleep and work for residents arising from potential 24 hours of operation every day of the week, every week of the year. This is totally unacceptable and far in excess of any of their other licensed boats. This alarming extension of their operating hours will be used as a precedent for future applications with serious impacts on the peaceful enjoyment my property and my neighbourhood.

(b) **environmental impact** through the creation of additional rubbish and the inability of City Cruises to deal with their current load of rubbish which is itself subject to planning conditions Nov 98 ref 9801564 TP/200-79A condition 2 that state a maximum of 6 x 1100 litre storage bins. City Cruises currently have at least two unsightly skips on one of their barges. They have refused to address the unsightly nature of these skips and consistently overfill them resulting in rubbish falling into the Thames on regular occasions. They do not cover their skips which then results in vermin (seagulls) picking at the rubbish. As a company they have consistently shown scant disregard for neighbour's concerns. They are the Steptoe and Son of the River Thames.

(c) **increased** numbers of deliveries resulting in dangerous lorry movements, additional noise and inconvenience for local residents. Deliveries for City Cruises come in larger and larger lorries that are totally unsuited to the small streets leading to Cherry Garden Pier. They regularly damage the pavements which then have to be repaired at ratepayer's expense. I have nearly been run over by one of their delivery lorries (and can provide photographic evidence) and I am very concerned about cyclist safety, particularly as this area will soon become a designated quiet way for cycling. An application for the Erasmus will inevitably result in yet more large lorry movements that will increase the danger to pedestrians and cyclists, cause additional damage to the pavements and create further disturbance as they queue to make their deliveries.

(d) **additional** movement of staff departing from City Cruises pier at anti-social hours in a residential area generating traffic noise during the night and early mornings, particularly at weekends. A 24 hour license will inevitably result in longer working hours for staff who will then be exiting and entering the pier at all hours of the day and night.

(e) **increased** light pollution arising from extended hours and use of boats triggering sensor operated lighting on pontoons and from LED advertising/lighting on the boat itself. City Cruises has consistently failed to find ways of switching off the lights on their boats and frequently leave them on after they have moored up. City Cruises use signage on their boats as a way of advertising. It has no safety value whatsoever. When boats moor up at the pier, they are within a few metres of houses and flats on the river, and the lights can be seen clearly from inside our properties. .

Public Safety

(a) **additional** deliveries causing parking obstructions to the highway and preventing access by emergency vehicles and residents to Bermondsey Wall East properties, west of the pier.

As the owner of my house, I am very concerned at the impact that intensification of use will have on my property. Issuing a license that will allow City Cruises to operate the MV Erasmus for 24 hours a day, every day of the year, will add hugely to the noise, light pollution and rubbish that their operations create, to the detriment of the local neighbourhood. Their operations are an eyesore in this historic part of Bermondsey and a further license will only increase the nuisances they cause.

I strongly object to the licensing application and urge you to refuse permission. If you are unable to reach that decision, then you should impose strict hours of operation so that all events finish no later than 11 pm and that no movement of rubbish should take place on Cherry Garden pier after that time. Delivery times should also be imposed so that none take place before 8am and after 6pm Monday to Friday, and none before 10 am and after 6pm Saturday. No deliveries should take place at all on Sunday so that we can enjoy at least one day of peace in this lovely neighbourhood.

I also strongly urge you to consider a full review of all licenses currently granted to City Cruises and, in the light of the recent public consultation about licensing, to consider this location as a licensing saturation zone with more stringent conditions of operation introduced to reduce the impact of City Cruises on the locality.

Yours faithfully

[REDACTED]

[REDACTED]

Annex A.

101. No supply of alcohol may be made under the Premises Licence - (a). At a time when there is no Designated Premises Supervisor in respect of the Premises Licence; or (b). At a time when the Designated Premises Supervisor does not hold a Personal Licence or his Personal Licence is suspended.

102 - The admission of children to films given under this licence must be restricted in accordance with the recommendations of the British Board of Film Classification or of the licensing authority itself.

All Licence times 10.00 - 20.00 Monday to Sunday except:

112 -113-114 and 115- From the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day and until 02:00 on Guy Fawkes fire works display night (to include late night refreshment).

293 - All staff involved with the sale of alcohol shall have regular training with regard to their responsibilities under the licensing act 2003. A record of this training will be maintained and made available for inspection on request of the Police or other authorised officers.

340 - The sale of alcohol is restricted to persons attending a pre-booked or private function or persons who have purchased a ticket to board the vessel.

341 - No unaccompanied persons under 16 years of age shall be permitted into the bar area when alcohol is being sold or supplied.

342 - Customers and/or passengers shall be reminded to disembark in a quiet and orderly manner.

343 - There shall be no promoted events at the premises. A promoted event is an event involving music and dancing where the musical entertainment is provided at any time by a disc jockey or disc jockeys one or some of whom are not employees of the premises licence holder and the event is promoted to the general public.

344 - When the premises is in operation and regulated entertainment is being provided and the terminal hour for any particular event is greater than 00:00 then the premises will employ the services of security personnel registered with the Security Industry Authority(SIA). The Designated Premises Supervisor will be responsible for recording the details of all security personnel, to include SIA badge number employing company and time they commenced work at the premises. This will be recorded and made available for inspection by Police or other authorised officer on request.

345 - The Security personnel will be employed solely for the purposes of security screening, crowd management, conflict management and to facilitate the safe entry and exit from the premises. The security personnel will be employed solely for the above purposes and should not have any other or additional responsibility with regard to the operation of the vessel. They will be employed by the premises and not by any outside promoter or any other persons hiring the premises.

346 - That there shall be no embarkation or disembarkation of customers and/or passengers from the vessel at any time via Cherry Garden Pier except in cases of emergency, or via Butlers Wharf or Bankside Piers between the hours of 20.00 and 09.00 on any day.

347 - No music/licensed entertainment of any kind played on board whether cruising or moored shall be audible in any residential premises on land in the London Borough of Southwark or in any moored residential vessel within the Southwark Boundary between 2300 hrs and 0800 hrs on any day.

348 - The volume of any music/licensed entertainment on board whether cruising or moored shall be restricted at all other times to prevent 'public nuisance' from being caused to any residential area in the London Borough of Southwark.

349 - That supplies shall not be taken on to any vessel or waste removed from any vessel between 20.00 and 09.00 the following day Monday to Friday, 20.00 and 9.00 Saturday, and 10:00 on Sunday subject to third party waste vessels operating times and tidal conditions in exceptional circumstances.

350 - That no amplified music, song or speech relating to licensed activity be broadcast externally at any time.

351 - That amplified music, song or speech relating to licensed activity be paused/stopped during the embarking and/or disembarking of passengers and when at Cherry Garden Pier.

352 - That clearly legible signage will be prominently displayed at the exit where it can easily be seen and read requesting to the effect that customers leave the premises in a quiet and orderly manner.

353 - That all depositing of waste and glass into external waste receptacles, the movement of refuse bins, shall only take place between the hours of 09.00 and 17.00 Monday to Fridays, and Saturdays and 10.00 to 16.00 on Sundays.

354 - That the deliveries to and waste collections from the pier by road and by water shall take place only between 09.00 to 18.00.00 Monday to Fridays, 09.00 to 16.00 on Saturdays and 10.00 to 16.00 on Sundays (in line with condition 5 from planning permission 06/AP/1514) [we suggest hours are restricted further by 1 hour either side of the hours in 06/AP/1514 as experience has shown that City Cruises suppliers take liberties with the hours of delivery and often arrive much earlier than allowed]

355 - That no alcohol is to be served from Cherry Garden Pier to the vessel.

356 - That all doors and windows at the premises shall be kept closed when licensable activities are taking place at the premises (except for access or egress) and that retractable roofs on the City Alpha and City Gamma are kept closed at all times.

357 - That no lit-up boat signage is permitted to be turned on when moored or parked up at Cherry Garden Pier.

485 - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises. (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises (a) games or other activities which require or encourage, or are designed to require, encourage, individuals to - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or (ii) drink as much alcohol as possible (whether within a time limit or otherwise); (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective; (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner carries a significant risk of undermining a licensing objective; (d) selling or supplying alcohol in association with promotional poster or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner; and (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

487 - The responsible person must ensure that free potable water is provided on request to customers.

488 - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol. (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either (a) a holographic mark; or (b) an ultraviolet feature.

489 - The responsible person shall ensure that - (a) Where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures - (i) Beer or cider: 1/2 pint; (ii) Gin, rum, vodka or whisky: 25 ml or 35 ml; and (iii) Still wine in a glass: 125 ml; (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

491 - 1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price. 2. For the purpose of the condition set out in paragraph (1): (a) duty is to be construed in accordance with the Alcoholic Liquor Duties Act 1979; (b) "permitted price" is the price found by applying the formula $P = D + (D \times V)$, where- (i) P is the permitted price, (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty

were charged on the date of the sale or supply of the alcohol, and (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol; (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence (i) the holder of the premises licence; (ii) the designated premises supervisor (if any) in respect of such a licence; or (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence; (iv) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and (v) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994. 3. Where the permitted price given by paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny. 4. (1) Sub-paragraph (2) applies where the permitted price given by paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax; (2) the permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

4AA - The premises shall operate an age check 'Challenge 25' policy whereby customers purchasing alcohol who look or appear to be under 25 years of age will be asked for an approved form of proof of age to verify their age. Approved forms shall include a driving licence, passport or a PASS approved proof of age card such as the Southwark Proof of Age (SPA) card.

4AI - A Register of refused sales of alcohol and if applicable, cigarette sales which is clearly marked with details of the premises, address and name of licence holder shall be maintained in order to demonstrate effective operation of the policy. The register shall be available for inspection at the premises on request by the Council's authorised officers or the Police.

Party 2

Licensing Department
3rd Floor Hub 2
160 Tooley Street
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[REDACTED]
[REDACTED]
[REDACTED]

6 November 2018

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were charged on the date of the sale or supply of the alcohol, and (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol; (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence (i) the holder of the premises licence; (ii) the designated premises supervisor (if any) in respect of such a licence; or (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence; (iv) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and (v) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994. 3. Where the permitted price given by paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny. 4. (1) Sub-paragraph (2) applies where the permitted price given by paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax; (2) the permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

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Party 3

Licensing Department
3rd Floor Hub 2
160 Tooley Street
London SE1 5LX
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9 November 2018

Dear Licensing Department,

Objection to license applications: MV ERASMUS 865456 (City Cruises)

I hereby strongly object to the above licensing application.

Grounds for objection: Nuisance

This is a **residential area** NOT a 24/7 business and entertainment area. Approving this **unprecedented** application for 24 hours 7 days a week licence to serve alcohol, entertainment and operate their business from **right outside my bedroom is totally unacceptable.**

City Cruises has a **track record of breaking previous licensing conditions** which they and their lawyer acknowledged after being confronted at the previous licensing hearing with evidence gathered by local residents.

Approving a 24/7 licence will be unprecedented and **will cause serious harm to my health and infringe on MY RIGHT to have a peaceful night of rest.**

City cruises has a horrible track record with regard to nuisance as bulleted below. **Numerous** previous licence applications by City Cruises in the last 4 years can testify this fact where each time it ended in a licence hearing with **multiple representations** of neighbours complaining of them making a nuisance with regard to the following:

- **Noise:** Making noise with staff arriving / leaving and deliveries before 7am and after 22h.
- **Environmental & Health Nuisance:** City cruises can't control the amount of waste they are currently producing with rubbish bins and skips overflowing and rubbish ending up in the river. I have photographic and dated evidence to support this claim and will provide it on request from Southwark Council. Allowing a bout of this size to operate 24/7 from a residential

neighbourhood cannot be considered until they found proper waste removal procedures. **Once again City Cruises has a track record of breaking regulations in this regard, storing and spilling their rubbish on the street and had to be served a notice from council to remove their rubbish from the street.**

- **Light pollution.** Again, **numerous complaints have been logged and reported by residents and City Cruises have a track record breaching conditions with their existing licences by keeping neon lights on their boats on after docking their boats at night.** This cause sleep disturbance from blue light and causes a serious harm to residents' mental health. Approving this unprecedented 24/7 licence will only add to the current mental health crises in London.

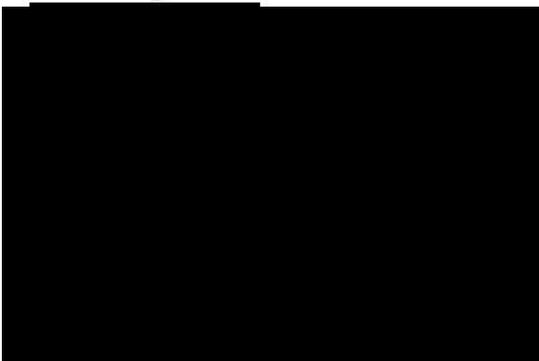
Licensing act 2003 - Public consultation on the draft revision of the Southwark statement of licensing policy 2019 -2022.

A midterm public consultation closed 7 October 2018 with Southwark Council stating "the revision is to address and clarify matters that has arisen during hearings of the licensing sub-committee to determine applications"

The MV Erasmus is an extremely large boat, capable of accommodating 340 passengers, and granting a license will significantly increase all of these nuisances from which we already suffer.

Given the results of the above mentioned public consultation will only be completed in January 2019 (per David Franklin), I urge Southward to reject his application outright on the basis of objections by representatives including in this letter, or at least postpone the review of this licence application and/or relevant hearings until after the results of the public consultation has been issued.

Kind regards



Party 4

From: [REDACTED]

Sent: Monday, November 12, 2018 3:57 PM

To: Regen, Licensing

Subject: OBJECTION TO "MV Erasmus" Licence Number: 865456

Please consider the attached objection relating to MV Erasmus. Text attached below for convenience. Please confirm receipt if at all possible.

Please see the two supporting example video links too:

Exhibit 1: View from my bedroom at night with music blasting from nearby vessels

<https://pjt.box.com/s/eplx5azvxu9i9e7t3vngug0x0ll0kysr>

Exhibit 2: The Erasmus passing with person speaking on the PA. They are loud enough to disturb conversation in our house and wake my baby son. This vessel must not be granted a 24-hour licence to torment me, my family and my neighbours all day every day

<https://pjt.box.com/s/6co9n3ocu4bnvha96nzo3sbuwaktr4cw>

12 November 2018



Licensing Department
3rd Floor Hub 2
160 Tooley Street
London, SE1 5LX

By email: licensing@southwark.gov.uk

**Objection to license applications: MV ERASMUS 865456
(City Cruises)**

Dear Licensing Department,

I am writing to object to the licensing application for the MV Erasmus by City Cruises. I live on Bermondsey Wall East, directly next to the City Cruise operations at Cherry Garden Pier, and would be materially impacted by the additional noise and nuisance were you to grant City Cruises the requested license. The City Cruise operations are already a blight on this quiet, residential, conservation area, however, I seek to focus my objections on the incremental impact of the licence under consideration.

We have to tolerate significant nuisance arising from the day and night noise from the existing operations and vessels. The thought that this could become a 24-hour occurrence is highly concerning and I urge you to reject this licence application.

Accordingly, I am objecting on the following basis:

1. The Prevention of Public Nuisance arising from:

(a) **additional noise**, public nuisance, anti-social behaviour and low-level nuisance (non reportable crime inc. shouting, swearing, urination in public, littering) disturbing sleep and work for residents arising from the potential 24-hours operations, every day of the week, every week of the year. The noise element is probably the biggest concern. By the water the noise travels significantly. We already are forced to tolerate:

- a. significant public nuisance from the noise of the crew and employees on the pier;
- b. significant public nuisance from the smaller power boats used to transport employees; from the pier to the moored vessels at the beginning and end of the day;
- c. significant public nuisance from the disturbance of music and sound systems playing on the vessels; and
- d. significant public nuisance from the noise of the loading and unloading of the vast amounts of rubbish and waste created by the operations.

This is totally unacceptable. Especially in a designated Conservation Area. This alarming extension of their operating hours will be used as a precedent for future applications with serious impacts on the peaceful enjoyment my property, our neighbourhood and the

Edward III Conservation Area. I have videos which I will endeavour to share with you via email which provide examples for some of the above nuisances.

(b) **environmental impact** through the creation of additional rubbish and the inability of City Cruises to deal with their current load of rubbish which is itself subject to planning conditions Nov 98 ref 9801564 TP/200-79A condition 2 that state a maximum of 6 x 1100 litre storage bins. City Cruises currently have at least two unsightly skips on one of their barges. They have refused to address the unsightly nature of these skips and consistently overfill them resulting in rubbish falling into the Thames on regular occasions. They do not cover their skips which then results in vermin (seagulls) picking at the rubbish. As a company they have consistently shown scant disregard for neighbour's concerns.

(c) **increased** numbers of deliveries resulting in dangerous lorry movements, additional noise and inconvenience for local residents. Deliveries for City Cruises come in larger and larger lorries that are totally unsuited to the small streets leading to Cherry Garden Pier. They regularly damage the pavements which then have to be repaired at ratepayer's expense. An application for the Erasmus will inevitably result in yet more large lorry movements that will increase the danger to pedestrians and cyclists, cause additional damage to the pavements and create further disturbance as they queue to make their deliveries.

(d) **additional** movement of staff departing from City Cruises pier at anti-social hours in a residential area generating traffic noise during the night and early

mornings, particularly at weekends. A 24-hour license will inevitably result in longer working hours for staff who will then be exiting and entering the pier at all hours of the day and night.

(e) **increased** light pollution arising from extended hours and use of boats triggering sensor operated lighting on pontoons and from LED advertising/lighting on the boat itself. City Cruises has consistently failed to find ways of switching off the lights on their boats and frequently leave them on after they have moored up. City Cruises use signage on their boats as a way of advertising. It has no safety value whatsoever. When boats moor up at the pier, they are within a few metres of houses and flats on the river, and the lights can be seen clearly from inside our properties. .

2. Public Safety

Additional deliveries causing parking obstructions to the highway and preventing access by emergency vehicles and residents to Bermondsey Wall East properties, west of the pier. The infrastructure of the area cannot support further expansion of the services and scale of City Cruises.

3. The Protection of Children From Harm

The licence conflicts with the amenities available to children in the area, putting them at risk from anti-social behaviour, increased littering, rodent and fox infestations, increased

potential for road traffic incidents. There are three schools within 500m of the site.

Bosco Centre College, 281 Jamaica Road, Bermondsey, London, SE16 4RS: 240m

Riverside Primary School, Janeway Street, London, SE16 4PS: 295m

St Michael's Catholic College, Llewellyn Street, Bermondsey, London, SE16 4UN: 487m

4. Concentration of Licensed Outlets

Considering the number of licensed vessels already operating from Cherry Garden Pier adding further licenses will further exacerbate all of the aforementioned complaints. Also, should this become a precedent and all of the City Cruise vessels then be able to operate on a 24-hour basis this would be a disaster.

As the owner of my house, I am very concerned at the impact that intensification of use and move to 24-hour operations will have on my property and the local neighbourhood. Issuing a license that will allow City Cruises to operate the MV Erasmus for 24 hours a day, every day of the year, will add hugely to the noise, light pollution and rubbish that their operations create, to the detriment of the local neighbourhood. Their operations are an eyesore in this historic and protected Conservation Area of Bermondsey and a further license will only increase the nuisances they cause.

I strongly object to the licensing application and urge you to refuse permission. If you are unable to reach that decision,

then you should impose strict hours of operation so that all events finish no later than 11 pm and that no movement of rubbish should take place on Cherry Garden pier after that time. Delivery times should also be imposed so that none take place before 8am and after 6pm Monday to Friday, and none before 10 am and after 6pm Saturday. No deliveries should take place at all on Sunday so that we can enjoy at least one day of peace in this lovely neighbourhood.

I also strongly urge you to consider a full review of all licenses currently granted to City Cruises in this Conservation Area and, in the light of the recent public consultation about licensing, to consider this location as a licensing saturation zone with more stringent conditions of operation introduced to reduce the impact of City Cruises on the locality.

Yours faithfully ,



Party 5

Licensing Department
3rd Floor Hub 2
160 Tooley Street
London SE1 5LX

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

10 November 2018

By email: licensing@southwark.gov.uk

Dear Licensing Department,

Objection to license applications: MV ERASMUS 865456 (City Cruises)

I am writing to object to the licensing application for the MV Erasmus by City Cruises.

I live opposite Cherry Garden Pier and already suffer from the noise and nuisance caused by City Cruises, both on land and also on the Thames itself. This is a company that has outgrown its ability to manage itself in a socially responsible way. It is time that Southwark Council licensing took a broad view of its operations and refuse future licenses until such time as it can operate in a socially responsible manner and adhere to reasonable hours of operation.

I have made representations before arguing that this location should be considered as a licensing saturation zone on the grounds that a large number of licensed boats operate from one location, and that this creates a public nuisance. Each time that City Cruises has been granted licences for alcohol and entertainment their operation has grown leading to additional noise, public nuisance and pollution on the river, ever larger numbers of delivery lorries resulting in, damage to surrounding pavements, and adding to light pollution at the pier. The MV Erasmus is an extremely large boat, capable of accommodating 340 passengers, and granting a license will significantly increase all of these nuisances from which we already suffer.

I am objecting on the following grounds.

Nuisance arising from:

(a) **additional noise** close to the river disturbing sleep and work for residents arising from potential 24 hours of operation every day of the week, every week of the year. This is totally unacceptable and far in excess of any of their other licensed boats. This alarming extension of their operating hours will be used as a precedent for future applications with serious impacts on the peaceful enjoyment my property and my neighbourhood.

(b) **environmental impact** through the creation of additional rubbish and the inability of City Cruises to deal with their current load of rubbish which is itself subject to planning conditions Nov 98 ref 9801564 TP/200-79A condition 2 that state a maximum of 6 x 1100 litre storage bins. City Cruises currently have at least two unsightly skips on one of their barges. They have refused to address the unsightly nature of these skips and consistently overfill them resulting in rubbish falling into the Thames on regular occasions. They do not cover their skips which then results in vermin (seagulls)

picking at the rubbish. As a company they have consistently shown scant disregard for neighbour's concerns. They are the Steptoe and Son of the River Thames.

(c) **increased** numbers of deliveries resulting in dangerous lorry movements, additional noise and inconvenience for local residents. Deliveries for City Cruises come in larger and larger lorries that are totally unsuited to the small streets leading to Cherry Garden Pier. They regularly damage the pavements which then have to be repaired at ratepayer's expense. I have nearly been run over by one of their delivery lorries (and can provide photographic evidence) and I am very concerned about cyclist safety, particularly as this area will soon become a designated quiet way for cycling. An application for the Erasmus will inevitably result in yet more large lorry movements that will increase the danger to pedestrians and cyclists, cause additional damage to the pavements and create further disturbance as they queue to make their deliveries.

(d) **additional** movement of staff departing from City Cruises pier at anti-social hours in a residential area generating traffic noise during the night and early mornings, particularly at weekends. A 24 hour license will inevitably result in longer working hours for staff who will then be exiting and entering the pier at all hours of the day and night.

(e) **increased** light pollution arising from extended hours and use of boats triggering sensor operated lighting on pontoons and from LED advertising/lighting on the boat itself. City Cruises has consistently failed to find ways of switching off the lights on their boats and frequently leave them on after they have moored up. City Cruises use signage on their boats as a way of advertising. It has no safety value whatsoever. When boats moor up at the pier, they are within a few metres of houses and flats on the river, and the lights can be seen clearly from inside our properties. .

Public Safety

(a) **additional** deliveries causing parking obstructions to the highway and preventing access by emergency vehicles and residents to Bermondsey Wall East properties, west of the pier.

As the owner of my house, I am very concerned at the impact that intensification of use will have on my property. Issuing a license that will allow City Cruises to operate the MV Erasmus for 24 hours a day, every day of the year, will add hugely to the noise, light pollution and rubbish that their operations create, to the detriment of the local neighbourhood. Their operations are an eyesore in this historic part of Bermondsey and a further license will only increase the nuisances they cause.

I strongly object to the licensing application and urge you to refuse permission. If you are unable to reach that decision, then you should impose strict hours of operation so that all events finish no later than 11 pm and that no movement of rubbish should take place on Cherry Garden pier after that time. Delivery times should also be imposed so that none take place before 8am and after 6pm Monday to Friday, and none before 10 am and after 6pm Saturday. No deliveries should take place at all on Sunday so that we can enjoy at least one day of peace in this lovely neighbourhood.

I also strongly urge you to consider a full review of all licenses currently granted to City Cruises and, in the light of the recent public consultation about licensing, to consider this location as a licensing

saturation zone with more stringent conditions of operation introduced to reduce the impact of City Cruises on the locality.

Yours faithfully

A large black rectangular redaction box covering the signature area.

Annex A.

101. No supply of alcohol may be made under the Premises Licence - (a). At a time when there is no Designated Premises Supervisor in respect of the Premises Licence; or (b). At a time when the Designated Premises Supervisor does not hold a Personal Licence or his Personal Licence is suspended.

102 - The admission of children to films given under this licence must be restricted in accordance with the recommendations of the British Board of Film Classification or of the licensing authority itself.

All Licence times 10.00 - 20.00 Monday to Sunday except:

112 -113-114 and 115- From the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day and until 02:00 on Guy Fawkes fire works display night (to include late night refreshment).

293 - All staff involved with the sale of alcohol shall have regular training with regard to their responsibilities under the licensing act 2003. A record of this training will be maintained and made available for inspection on request of the Police or other authorised officers.

340 - The sale of alcohol is restricted to persons attending a pre-booked or private function or persons who have purchased a ticket to board the vessel.

341 - No unaccompanied persons under 16 years of age shall be permitted into the bar area when alcohol is being sold or supplied.

342 - Customers and/or passengers shall be reminded to disembark in a quiet and orderly manner.

343 - There shall be no promoted events at the premises. A promoted event is an event involving music and dancing where the musical entertainment is provided at any time by a disc jockey or disc jockeys one or some of whom are not employees of the premises licence holder and the event is promoted to the general public.

344 - When the premises is in operation and regulated entertainment is being provided and the terminal hour for any particular event is greater than 00:00 then the premises will employ the services of security personnel registered with the Security Industry Authority(SIA). The Designated Premises Supervisor will be responsible for recording the details of all security personnel, to include SIA badge number employing company and time they commenced work at the premises. This will be recorded and made available for inspection by Police or other authorised officer on request.

345 - The Security personnel will be employed solely for the purposes of security screening, crowd management, conflict management and to facilitate the safe entry and exit from the premises. The security personnel will be employed solely for the above purposes and should not have any other or additional responsibility with regard to the operation of the vessel. They will be employed by the premises and not by any outside promoter or any other persons hiring the premises.

346 - That there shall be no embarkation or disembarkation of customers and/or passengers from the vessel at any time via Cherry Garden Pier except in cases of emergency, or via Butlers Wharf or Bankside Piers between the hours of 20.00 and 09.00 on any day.

347 - No music/licensed entertainment of any kind played on board whether cruising or moored shall be audible in any residential premises on land in the London Borough of Southwark or in any moored residential vessel within the Southwark Boundary between 2300 hrs and 0800 hrs on any day.

348 - The volume of any music/licensed entertainment on board whether cruising or moored shall be restricted at all other times to prevent 'public nuisance' from being caused to any residential area in the London Borough of Southwark.

349 - That supplies shall not be taken on to any vessel or waste removed from any vessel between 20.00 and 09.00 the following day Monday to Friday, 20.00 and 9.00 Saturday, and 10:00 on Sunday subject to third party waste vessels operating times and tidal conditions in exceptional circumstances.

350 - That no amplified music, song or speech relating to licensed activity be broadcast externally at any time.

351 - That amplified music, song or speech relating to licensed activity be paused/stopped during the embarking and/or disembarking of passengers and when at Cherry Garden Pier.

352 - That clearly legible signage will be prominently displayed at the exit where it can easily be seen and read requesting to the effect that customers leave the premises in a quiet and orderly manner.

353 - That all depositing of waste and glass into external waste receptacles, the movement of refuse bins, shall only take place between the hours of 09.00 and 17.00 Monday to Fridays, and Saturdays and 10.00 to 16.00 on Sundays.

354 - That the deliveries to and waste collections from the pier by road and by water shall take place only between 09.00 to 18.00.00 Monday to Fridays, 09.00 to 16.00 on Saturdays and 10.00 to 16.00 on Sundays (in line with condition 5 from planning permission 06/AP/1514) [we suggest hours are restricted further by 1 hour either side of the hours in 06/AP/1514 as experience has shown that City Cruises suppliers take liberties with the hours of delivery and often arrive much earlier than allowed]

355 - That no alcohol is to be served from Cherry Garden Pier to the vessel.

356 - That all doors and windows at the premises shall be kept closed when licensable activities are taking place at the premises (except for access or egress) and that retractable roofs on the City Alpha and City Gamma are kept closed at all times.

357 - That no lit-up boat signage is permitted to be turned on when moored or parked up at Cherry Garden Pier.

485 - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises. (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises (a) games or other activities which require or encourage, or are designed to require, encourage, individuals to - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or (ii) drink as much alcohol as possible (whether within a time limit or otherwise); (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective; (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner carries a significant risk of undermining a licensing objective; (d) selling or supplying alcohol in association with promotional poster or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner; and (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

487 - The responsible person must ensure that free potable water is provided on request to customers.

488 - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol. (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either (a) a holographic mark; or (b) an ultraviolet feature.

489 - The responsible person shall ensure that - (a) Where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures - (i) Beer or cider: 1/2 pint; (ii) Gin, rum, vodka or whisky: 25 ml or 35 ml; and (iii) Still wine in a glass: 125 ml; (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

491 - 1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price. 2. For the purpose of the condition set out in paragraph (1): (a) duty is to be construed in accordance with the Alcoholic Liquor Duties Act 1979; (b) "permitted price" is the price found by applying the formula $P = D + (D \times V)$, where- (i) P is the permitted price, (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty

were charged on the date of the sale or supply of the alcohol, and (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol; (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence (i) the holder of the premises licence; (ii) the designated premises supervisor (if any) in respect of such a licence; or (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence; (iv) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and (v) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994. 3. Where the permitted price given by paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny. 4. (1) Sub-paragraph (2) applies where the permitted price given by paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax; (2) the permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

4AA - The premises shall operate an age check 'Challenge 25' policy whereby customers purchasing alcohol who look or appear to be under 25 years of age will be asked for an approved form of proof of age to verify their age. Approved forms shall include a driving licence, passport or a PASS approved proof of age card such as the Southwark Proof of Age (SPA) card.

4AI - A Register of refused sales of alcohol and if applicable, cigarette sales which is clearly marked with details of the premises, address and name of licence holder shall be maintained in order to demonstrate effective operation of the policy. The register shall be available for inspection at the premises on request by the Council's authorised officers or the Police.

Party 6

From: [REDACTED]
Sent: Tuesday, November 13, 2018 3:11 PM
To: Regen, Licensing
Subject: Objection to license applications: MV ERASMUS 865456 (City Cruises)

Dear Sirs,

Please find attached objection to the licence application MV ERASMUS 865456 (City Cruises)

Please acknowledge receipt of this email.

Thanks

[REDACTED]

Sent with [Shift](#)



13th November 2018

Licensing Department
3rd Floor Hub 2
160 Tooley Street
London, SE1 5LX

By email: licensing@southwark.gov.uk

Objection to license applications: MV ERASMUS 865456 (City Cruises)

Dear Licensing Department,

I live in a town house on National Terrace and want to object in the strongest possible terms to City Cruises' licensing application for the MV Erasmus.

During recent years City Cruises operations have had an increasingly detrimental effect on both our local area and our ability to enjoy a peaceful home life.

They are inconsiderate and pay no regard to their effect on others. If it's not the boatmen testing the PA in the early hours it's vehicles delivering goods and staff so they can load and load and unload their vessels.

I want to object on the following grounds.

1. Public nuisance. Increased noise levels. It's already far too noisy around here and with extra disturbance coming from their operations, especially in the summer, it will be even harder to sleep. Children are frequently woken up into the late evening and they start again first thing in the morning. They show absolutely no consideration with their PA and radios.
2. Deliveries. The streets are already often blocked by delivery lorries provisioning their vessels, again, they are noisy and a real nuisance.
3. Licensing. There is already a considerable amount of drunken behaviour and resulting petty crime. Yet more intoxicated people later into the night can only make this worse.

When I first moved into the terrace some 15 years ago, City Cruises was a welcome and considerate neighbour.

Over the years they have grown in size and seem to care little for residents and have become a pest at best and a menace at worst.

I urge you to ¹decline this licence, enough is enough already.



Party 7

Licensing Department
3rd Floor Hub 2
160 Tooley Street
London SE1 5LX



12 November 2018

By email: licensing@southwark.gov.uk

Dear Licensing Department,

Objection to license applications: MV ERASMUS 865456 (City Cruises)

I am writing to object to the licensing application for the MV Erasmus by City Cruises. I live almost facing the City Cruises mooring and already suffer from the noise and nuisance caused by City Cruises, both on land and also on the Thames itself. This is a company that has outgrown its ability to manage itself in a socially responsible way. It is time that Southwark Council licensing took a broad view of its operations and refuse future licenses until such time as it can operate in a socially responsible manner and adhere to reasonable hours of operation.

This location should be considered as a licensing saturation zone on the grounds that a large number of licensed boats operate from one location, and that this creates a public nuisance. Each time that City Cruises has been granted licences for alcohol and entertainment their operation has grown leading to additional noise, public nuisance and pollution on the river, ever larger numbers of delivery lorries resulting in, damage to surrounding pavements, and adding to light pollution at the pier. The MV Erasmus is an extremely large boat, capable of accommodating 340 passengers, and granting a license will significantly increase all of these nuisances from which we already suffer.

I am objecting on the following grounds.

Nuisance arising from:

(a) **additional** noise close to the river disturbing sleep and work for residents arising from potential 24 hours of operation every day of the week, every week of the year. This is totally unacceptable and far in excess of any of their other licensed boats. This alarming extension of their operating hours will be used as a precedent for future applications with serious impacts on the peaceful enjoyment my property and my neighbourhood.

(b) **environmental impact** through the creation of additional rubbish and the inability of City Cruises to deal with their current load of rubbish which is itself subject to planning conditions Nov 98 ref 9801564 TP/200-79A condition 2 that state a maximum of 6 x 1100 litre storage bins. City Cruises currently have at least two unsightly skips on one of their barges. They have refused to address the unsightly nature of these skips and consistently overfill them resulting in rubbish falling into the Thames on regular occasions. They do not cover their skips which then results in vermin (seagulls) picking at the rubbish. As a company they have consistently shown scant disregard for neighbour's concerns. They are the Steptoe and Son of the River Thames.

(c) **increased** numbers of deliveries resulting in dangerous lorry movements, additional noise and inconvenience for local residents. Deliveries for City Cruises come in larger and larger lorries that are totally unsuited to the small streets leading to Cherry Garden Pier. They regularly damage the pavements which then have to be repaired at ratepayer's expense. I have nearly been run over by one of their delivery lorries (and can provide photographic evidence) and I am very concerned about

cyclist safety, particularly as this area will soon become a designated quiet way for cycling. An application for the Erasmus will inevitably result in yet more large lorry movements that will increase the danger to pedestrians and cyclists, cause additional damage to the pavements and create further disturbance as they queue to make their deliveries.

(d) **additional** movement of staff departing from City Cruises pier at anti-social hours in a residential area generating traffic noise during the night and early mornings, particularly at weekends. A 24 hour license will inevitably result in longer working hours for staff who will then be exiting and entering the pier at all hours of the day and night.

(e) **increased** light pollution arising from extended hours and use of boats triggering sensor operated lighting on pontoons and from LED advertising/lighting on the boat itself. City Cruises has consistently failed to find ways of switching off the lights on their boats and frequently leave them on after they have moored up. City Cruises use signage on their boats as a way of advertising. It has no safety value whatsoever. When boats moor up at the pier, they are within a few metres of houses and flats on the river, and the lights can be seen clearly from inside our properties. .

Public Safety

(a) **additional** deliveries causing parking obstructions to the highway and preventing access by emergency vehicles and residents to Bermondsey Wall East properties, west of the pier.

As the owner of my house, I am very concerned at the impact that intensification of use will have on my property. Issuing a license that will allow City Cruises to operate the MV Erasmus for 24 hours a day, every day of the year, will add hugely to the noise, light pollution and rubbish that their operations create, to the detriment of the local neighbourhood. Their operations are an eyesore in this historic part of Bermondsey and a further license will only increase the nuisances they cause.

I strongly object to the licensing application and urge you to refuse permission. If you are unable to reach that decision, then you should impose strict hours of operation so that all events finish no later than 11 pm and that no movement of rubbish should take place on Cherry Garden pier after that time. Delivery times should also be imposed so that none take place before 8am and after 6pm Monday to Friday, and none before 10 am and after 6pm Saturday. No deliveries should take place at all on Sunday so that we can enjoy at least one day of peace in this lovely neighbourhood.

I also strongly urge you to consider a full review of all licenses currently granted to City Cruises and, in the light of the recent public consultation about licensing, to consider this location as a licensing saturation zone with more stringent conditions of operation introduced to reduce the impact of City Cruises on the locality.

Yours faithfully

A solid black rectangular box used to redact the signature of the sender.

Annex A.

101. No supply of alcohol may be made under the Premises Licence - (a). At a time when there is no Designated Premises Supervisor in respect of the Premises Licence; or (b). At a time when the Designated Premises Supervisor does not hold a Personal Licence or his Personal Licence is suspended.

102 - The admission of children to films given under this licence must be restricted in accordance with the recommendations of the British Board of Film Classification or of the licensing authority itself.

All Licence times 10.00 - 20.00 Monday to Sunday except:

112 -113-114 and 115- From the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day and until 02:00 on Guy Fawkes fire works display night (to include late night refreshment).

293 - All staff involved with the sale of alcohol shall have regular training with regard to their responsibilities under the licensing act 2003. A record of this training will be maintained and made available for inspection on request of the Police or other authorised officers.

340 - The sale of alcohol is restricted to persons attending a pre-booked or private function or persons who have purchased a ticket to board the vessel.

341 - No unaccompanied persons under 16 years of age shall be permitted into the bar area when alcohol is being sold or supplied.

342 - Customers and/or passengers shall be reminded to disembark in a quiet and orderly manner.

343 - There shall be no promoted events at the premises. A promoted event is an event involving music and dancing where the musical entertainment is provided at any time by a disc jockey or disc jockeys one or some of whom are not employees of the premises licence holder and the event is promoted to the general public.

344 - When the premises is in operation and regulated entertainment is being provided and the terminal hour for any particular event is greater than 00:00 then the premises will employ the services of security personnel registered with the Security Industry Authority(SIA). The Designated Premises Supervisor will be responsible for recording the details of all security personnel, to include SIA badge number employing company and time they commenced work at the premises. This will be recorded and made available for inspection by Police or other authorised officer on request.

345 - The Security personnel will be employed solely for the purposes of security screening, crowd management, conflict management and to facilitate the safe entry and exit from the premises. The security personnel will be employed solely for the above purposes and should not have any other or additional responsibility with regard to the operation of the vessel. They will be employed by the premises and not by any outside promoter or any other persons hiring the premises.

346 - That there shall be no embarkation or disembarkation of customers and/or passengers from the vessel at any time via Cherry Garden Pier except in cases of emergency, or via Butlers Wharf or Bankside Piers between the hours of 20.00 and 09.00 on any day.

347 - No music/licensed entertainment of any kind played on board whether cruising or moored shall be audible in any residential premises on land in the London Borough of Southwark or in any moored residential vessel within the Southwark Boundary between 2300 hrs and 0800 hrs on any day.

348 - The volume of any music/licensed entertainment on board whether cruising or moored shall be restricted at all other times to prevent 'public nuisance' from being caused to any residential area in the London Borough of Southwark.

349 - That supplies shall not be taken on to any vessel or waste removed from any vessel between 20.00 and 09.00 the following day Monday to Friday, 20.00 and 9.00 Saturday, and 10:00 on Sunday subject to third party waste vessels operating times and tidal conditions in exceptional circumstances.

350 - That no amplified music, song or speech relating to licensed activity be broadcast externally at any time.

351 - That amplified music, song or speech relating to licensed activity be paused/stopped during the embarking and/or disembarking of passengers and when at Cherry Garden Pier.

352 - That clearly legible signage will be prominently displayed at the exit where it can easily be seen and read requesting to the effect that customers leave the premises in a quiet and orderly manner.

353 - That all depositing of waste and glass into external waste receptacles, the movement of refuse bins, shall only take place between the hours of 09.00 and 17.00 Monday to Fridays, and Saturdays and 10.00 to 16.00 on Sundays.

354 - That the deliveries to and waste collections from the pier by road and by water shall take place only between 09.00 to 18.00.00 Monday to Fridays, 09.00 to 16.00 on Saturdays and 10.00 to 16.00 on Sundays (in line with condition 5 from planning permission 06/AP/1514) [we suggest hours are restricted further by 1 hour either side of the hours in 06/AP/1514 as experience has shown that City Cruises suppliers take liberties with the hours of delivery and often arrive much earlier than allowed]

355 - That no alcohol is to be served from Cherry Garden Pier to the vessel.

356 - That all doors and windows at the premises shall be kept closed when licensable activities are taking place at the premises (except for access or egress) and that retractable roofs on the City Alpha and City Gamma are kept closed at all times.

357 - That no lit-up boat signage is permitted to be turned on when moored or parked up at Cherry Garden Pier.

485 - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises. (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises (a) games or other activities which require or encourage, or are designed to require, encourage, individuals to - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or (ii) drink as much alcohol as possible (whether within a time limit or otherwise); (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective; (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner carries a significant risk of undermining a licensing objective; (d) selling or supplying alcohol in association with promotional poster or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner; and (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

487 - The responsible person must ensure that free potable water is provided on request to customers.

488 - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol. (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either (a) a holographic mark; or (b) an ultraviolet feature.

489 - The responsible person shall ensure that - (a) Where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures - (i) Beer or cider: 1/2 pint; (ii) Gin, rum, vodka or whisky: 25 ml or 35 ml; and (iii) Still wine in a glass: 125 ml; (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

491 - 1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price. 2. For the purpose of the condition set out in paragraph (1): (a) duty is to be construed in accordance with the Alcoholic Liquor Duties Act 1979; (b) "permitted price" is the price found by applying the formula $P = D + (D \times V)$, where- (i) P is the permitted price, (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty

were charged on the date of the sale or supply of the alcohol, and (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol; (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence (i) the holder of the premises licence; (ii) the designated premises supervisor (if any) in respect of such a licence; or (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence; (iv) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and (v) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994. 3. Where the permitted price given by paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny. 4. (1) Sub-paragraph (2) applies where the permitted price given by paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax; (2) the permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

4AA - The premises shall operate an age check 'Challenge 25' policy whereby customers purchasing alcohol who look or appear to be under 25 years of age will be asked for an approved form of proof of age to verify their age. Approved forms shall include a driving licence, passport or a PASS approved proof of age card such as the Southwark Proof of Age (SPA) card.

4AI - A Register of refused sales of alcohol and if applicable, cigarette sales which is clearly marked with details of the premises, address and name of licence holder shall be maintained in order to demonstrate effective operation of the policy. The register shall be available for inspection at the premises on request by the Council's authorised officers or the Police.

Party 8

**Licensing Department
3rd Floor Hub 2
160 Tooley Street
London SE1 5LX**



12 November 2018

By email: licensing@southwark.gov.uk

Dear Licensing Department,

Objection to license applications: MV ERASMUS 865456 (City Cruises)

I am writing to object to the licensing application for the MV Erasmus by City Cruises. I live almost facing the City Cruises mooring and already suffer from the noise and nuisance caused by City Cruises, both on land and also on the Thames itself. This is a company that has outgrown its ability to manage itself in a socially responsible way. It is time that Southwark Council licensing took a broad view of its operations and refuse future licenses until such time as it can operate in a socially responsible manner and adhere to reasonable hours of operation.

This location should be considered as a licensing saturation zone on the grounds that a large number of licensed boats operate from one location, and that this creates a public nuisance. Each time that City Cruises has been granted licences for alcohol and entertainment their operation has grown leading to additional noise, public nuisance and pollution on the river, ever larger numbers of delivery lorries resulting in, damage to surrounding pavements, and adding to light pollution at the pier. The MV Erasmus is an extremely large boat, capable of accommodating 340 passengers, and granting a license will significantly increase all of these nuisances from which we already suffer.

I am objecting on the following grounds.

Nuisance arising from:

(a) **additional** noise close to the river disturbing sleep and work for residents arising from potential 24 hours of operation every day of the week, every week of the year. This is totally unacceptable and far in excess of any of their other licensed boats. This alarming extension of their operating hours will be used as a precedent for future applications with serious impacts on the peaceful enjoyment my property and my neighbourhood.

(b) **environmental impact** through the creation of additional rubbish and the inability of City Cruises to deal with their current load of rubbish which is itself subject to planning conditions Nov 98 ref 9801564 TP/200-79A condition 2 that state a maximum of 6 x 1100 litre storage bins. City Cruises currently have at least two unsightly skips on one of their barges. They have refused to address the unsightly nature of these skips and consistently overfill them resulting in rubbish falling into the Thames on regular occasions. They do not cover their skips which then results in vermin (seagulls) picking at the rubbish. As a company they have consistently shown scant disregard for neighbour's concerns. They are the Steptoe and Son of the River Thames.

(c) **increased** numbers of deliveries resulting in dangerous lorry movements, additional noise and inconvenience for local residents. Deliveries for City Cruises come in larger and larger lorries that

are totally unsuited to the small streets leading to Cherry Garden Pier. They regularly damage the pavements which then have to be repaired at ratepayer's expense. I have nearly been run over by one of their delivery lorries (and can provide photographic evidence) and I am very concerned about cyclist safety, particularly as this area will soon become a designated quiet way for cycling. An application for the Erasmus will inevitably result in yet more large lorry movements that will increase the danger to pedestrians and cyclists, cause additional damage to the pavements and create further disturbance as they queue to make their deliveries.

(d) **additional** movement of staff departing from City Cruises pier at anti-social hours in a residential area generating traffic noise during the night and early mornings, particularly at weekends. A 24 hour license will inevitably result in longer working hours for staff who will then be exiting and entering the pier at all hours of the day and night.

(e) **increased** light pollution arising from extended hours and use of boats triggering sensor operated lighting on pontoons and from LED advertising/lighting on the boat itself. City Cruises has consistently failed to find ways of switching off the lights on their boats and frequently leave them on after they have moored up. City Cruises use signage on their boats as a way of advertising. It has no safety value whatsoever. When boats moor up at the pier, they are within a few metres of houses and flats on the river, and the lights can be seen clearly from inside our properties. .

Public Safety

(a) **additional** deliveries causing parking obstructions to the highway and preventing access by emergency vehicles and residents to Bermondsey Wall East properties, west of the pier.

As the owner of my house, I am very concerned at the impact that intensification of use will have on my property. Issuing a license that will allow City Cruises to operate the MV Erasmus for 24 hours a day, every day of the year, will add hugely to the noise, light pollution and rubbish that their operations create, to the detriment of the local neighbourhood. Their operations are an eyesore in this historic part of Bermondsey and a further license will only increase the nuisances they cause.

I strongly object to the licensing application and urge you to refuse permission. If you are unable to reach that decision, then you should impose strict hours of operation so that all events finish no later than 11 pm and that no movement of rubbish should take place on Cherry Garden pier after that time. Delivery times should also be imposed so that none take place before 8am and after 6pm Monday to Friday, and none before 10 am and after 6pm Saturday. No deliveries should take place at all on Sunday so that we can enjoy at least one day of peace in this lovely neighbourhood.

I also strongly urge you to consider a full review of all licenses currently granted to City Cruises and, in the light of the recent public consultation about licensing, to consider this location as a licensing saturation zone with more stringent conditions of operation introduced to reduce the impact of City Cruises on the locality.

Yours faithfully

A solid black rectangular box redacting the signature of the sender.

Annex A.

101. No supply of alcohol may be made under the Premises Licence - (a). At a time when there is no Designated Premises Supervisor in respect of the Premises Licence; or (b). At a time when the Designated Premises Supervisor does not hold a Personal Licence or his Personal Licence is suspended.

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were charged on the date of the sale or supply of the alcohol, and (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol; (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence (i) the holder of the premises licence; (ii) the designated premises supervisor (if any) in respect of such a licence; or (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence; (iv) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and (v) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994. 3. Where the permitted price given by paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny. 4. (1) Sub-paragraph (2) applies where the permitted price given by paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax; (2) the permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

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Party 9

Licensing Department
3rd Floor Hub 2
160 Tooley Street
London SE1 5LX



12 November 2018

By email: licensing@southwark.gov.uk

Dear Licensing Department,

Objection to license applications: MV ERASMUS 865456 (City Cruises)

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This location should be considered as a licensing saturation zone on the grounds that a large number of licensed boats operate from one location, and that this creates a public nuisance. Each time that City Cruises has been granted licences for alcohol and entertainment their operation has grown leading to additional noise, public nuisance and pollution on the river, ever larger numbers of delivery lorries resulting in, damage to surrounding pavements, and adding to light pollution at the pier. The MV Erasmus is an extremely large boat, capable of accommodating 340 passengers, and granting a license will significantly increase all of these nuisances from which we already suffer.

I am objecting on the following grounds.

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(b) **environmental impact** through the creation of additional rubbish and the inability of City Cruises to deal with their current load of rubbish which is itself subject to planning conditions Nov 98 ref 9801564 TP/200-79A condition 2 that state a maximum of 6 x 1100 litre storage bins. City Cruises currently have at least two unsightly skips on one of their barges. They have refused to address the unsightly nature of these skips and consistently overfill them resulting in rubbish falling into the Thames on regular occasions. They do not cover their skips which then results in vermin (seagulls) picking at the rubbish. As a company they have consistently shown scant disregard for neighbour's concerns. They are the Steptoe and Son of the River Thames.

(c) **increased** numbers of deliveries resulting in dangerous lorry movements, additional noise and inconvenience for local residents. Deliveries for City Cruises come in larger and larger lorries that

are totally unsuited to the small streets leading to Cherry Garden Pier. They regularly damage the pavements which then have to be repaired at ratepayer's expense. I have nearly been run over by one of their delivery lorries (and can provide photographic evidence) and I am very concerned about cyclist safety, particularly as this area will soon become a designated quiet way for cycling. An application for the Erasmus will inevitably result in yet more large lorry movements that will increase the danger to pedestrians and cyclists, cause additional damage to the pavements and create further disturbance as they queue to make their deliveries.

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Public Safety

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343 - There shall be no promoted events at the premises. A promoted event is an event involving music and dancing where the musical entertainment is provided at any time by a disc jockey or disc jockeys one or some of whom are not employees of the premises licence holder and the event is promoted to the general public.

344 - When the premises is in operation and regulated entertainment is being provided and the terminal hour for any particular event is greater than 00:00 then the premises will employ the services of security personnel registered with the Security Industry Authority(SIA). The Designated Premises Supervisor will be responsible for recording the details of all security personnel, to include SIA badge number employing company and time they commenced work at the premises. This will be recorded and made available for inspection by Police or other authorised officer on request.

345 - The Security personnel will be employed solely for the purposes of security screening, crowd management, conflict management and to facilitate the safe entry and exit from the premises. The security personnel will be employed solely for the above purposes and should not have any other or additional responsibility with regard to the operation of the vessel. They will be employed by the premises and not by any outside promoter or any other persons hiring the premises.

346 - That there shall be no embarkation or disembarkation of customers and/or passengers from the vessel at any time via Cherry Garden Pier except in cases of emergency, or via Butlers Wharf or Bankside Piers between the hours of 20.00 and 09.00 on any day.

347 - No music/licensed entertainment of any kind played on board whether cruising or moored shall be audible in any residential premises on land in the London Borough of Southwark or in any moored residential vessel within the Southwark Boundary between 2300 hrs and 0800 hrs on any day.

348 - The volume of any music/licensed entertainment on board whether cruising or moored shall be restricted at all other times to prevent 'public nuisance' from being caused to any residential area in the London Borough of Southwark.

349 - That supplies shall not be taken on to any vessel or waste removed from any vessel between 20.00 and 09.00 the following day Monday to Friday, 20.00 and 9.00 Saturday, and 10:00 on Sunday subject to third party waste vessels operating times and tidal conditions in exceptional circumstances.

350 - That no amplified music, song or speech relating to licensed activity be broadcast externally at any time.

351 - That amplified music, song or speech relating to licensed activity be paused/stopped during the embarking and/or disembarking of passengers and when at Cherry Garden Pier.

352 - That clearly legible signage will be prominently displayed at the exit where it can easily be seen and read requesting to the effect that customers leave the premises in a quiet and orderly manner.

353 - That all depositing of waste and glass into external waste receptacles, the movement of refuse bins, shall only take place between the hours of 09.00 and 17.00 Monday to Fridays, and Saturdays and 10.00 to 16.00 on Sundays.

354 - That the deliveries to and waste collections from the pier by road and by water shall take place only between 09.00 to 18.00.00 Monday to Fridays, 09.00 to 16.00 on Saturdays and 10.00 to 16.00 on Sundays (in line with condition 5 from planning permission 06/AP/1514) [we suggest hours are restricted further by 1 hour either side of the hours in 06/AP/1514 as experience has shown that City Cruises suppliers take liberties with the hours of delivery and often arrive much earlier than allowed]

355 - That no alcohol is to be served from Cherry Garden Pier to the vessel.

356 - That all doors and windows at the premises shall be kept closed when licensable activities are taking place at the premises (except for access or egress) and that retractable roofs on the City Alpha and City Gamma are kept closed at all times.

357 - That no lit-up boat signage is permitted to be turned on when moored or parked up at Cherry Garden Pier.

485 - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises. (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises (a) games or other activities which require or encourage, or are designed to require, encourage, individuals to - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or (ii) drink as much alcohol as possible (whether within a time limit or otherwise); (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective; (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner carries a significant risk of undermining a licensing objective; (d) selling or supplying alcohol in association with promotional poster or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner; and (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

487 - The responsible person must ensure that free potable water is provided on request to customers.

488 - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol. (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either (a) a holographic mark; or (b) an ultraviolet feature.

489 - The responsible person shall ensure that - (a) Where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures - (i) Beer or cider: 1/2 pint; (ii) Gin, rum, vodka or whisky: 25 ml or 35 ml; and (iii) Still wine in a glass: 125 ml; (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

491 - 1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price. 2. For the purpose of the condition set out in paragraph (1): (a) duty is to be construed in accordance with the Alcoholic Liquor Duties Act 1979; (b) "permitted price" is the price found by applying the formula $P = D + (D \times V)$, where- (i) P is the permitted price, (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty

were charged on the date of the sale or supply of the alcohol, and (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol; (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence (i) the holder of the premises licence; (ii) the designated premises supervisor (if any) in respect of such a licence; or (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence; (iv) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and (v) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994. 3. Where the permitted price given by paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny. 4. (1) Sub-paragraph (2) applies where the permitted price given by paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax; (2) the permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

4AA - The premises shall operate an age check 'Challenge 25' policy whereby customers purchasing alcohol who look or appear to be under 25 years of age will be asked for an approved form of proof of age to verify their age. Approved forms shall include a driving licence, passport or a PASS approved proof of age card such as the Southwark Proof of Age (SPA) card.

4AI - A Register of refused sales of alcohol and if applicable, cigarette sales which is clearly marked with details of the premises, address and name of licence holder shall be maintained in order to demonstrate effective operation of the policy. The register shall be available for inspection at the premises on request by the Council's authorised officers or the Police.

Party 10

From: [REDACTED]
Sent: Wednesday, November 14, 2018 12:58 PM
To: Regen, Licensing
Subject: Objection to licence application: MV ERASMUS 865456 (City Cruises)

**Licensing Department
3rd Floor Hub 2
160 Tooley Street
London SE1 5LX**

13 November 2018

By email: licensing@southwark.gov.uk

From [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
Dear Sir/ Madam,

Objection to licence application: MV ERASMUS 865456 (City Cruises)

I write as joint owner of [REDACTED], [REDACTED] [REDACTED] to City Cruises at Cherry Garden Pier.

I am objecting to this application re MV Erasmus and set out the reasons below.

We have seen, during more than 20 years of ownership, a vast increase in activity and a deterioration in neighbourliness from City Cruises.

The conditions of licence attached to the application are unrealistic and pushing the boundaries to the point where, if this application is granted, it will set a precedent for their other licences. Local residents would suffer even more than they do now.

In particular:

City Cruises have sought to have longer licensing hours and more boats in operation, the latest acquisition being "Erasmus".

This would lead to more deliveries in the narrow streets of a residential and conservation area. Recently, City Cruises have applied for a licence to screen films. Loud music from boats at late hours is a problem for us all and giving City Cruises a licence for music entertainment and alcohol **all night** would just make matters worse.

More boats means more waste- which needs to be disposed of. It also means more noise and more lighting at unsocial hours. Already, existing times for deliveries and entry and departure of staff from the pier are regularly ignored. The metal gate at their entrance clangs at night despite repeated requests to have it fixed. It disturbs our sleep.

Delivery lorries often have their engines running whilst delivering and many have additional noise and pollution from the engines driving the refrigeration equipment. This is outside our house on double yellow lines. In summer, we are unable to have our windows open because of noise pollution and fumes. City Cruises seem oblivious to the effect that they have on other people's lives and concentrate solely on profit making. In a residential area, this is totally unacceptable.

There are many boats, most of which have individual licences. City Cruises web site says it operates 17 passenger vessels plus other support vessels.

The daily loading of provisions for these boats takes a long time and can cause lorries to be "stacked" in Bermondsey Wall East and Cherry Garden Street. This is a nuisance to neighbours especially when they leave their engines running outside our houses. Often, this happens outside their permitted delivery hours. Lorries sometimes block the roads and are a hazard to cyclists and there have been "near misses". They also make it hazardous for pedestrians wishing to use the narrow road outside our houses.

The waste generated is not always dealt with during the permitted hours. Sometimes it spills over into the street. Waste kept on skips on the pontoons is often uncovered and debris falls into the river. Seagulls also take advantage and drop stuff everywhere.

The latest application is for a 24 hour 365 day licence for alcohol, music and entertainment for the newest member of the fleet MV "Erasmus" (capacity 340 passengers).

This goes beyond anything applied for previously. It will be like having a mobile club wafting up and down outside my daughter's window.

Currently, the other licensed vessels operating from Cherry Garden Pier, are equivalent to having deliveries for several restaurants and pubs, all being supplied and debris extracted through a single narrow gateway which is close to our house. This additional large vessel would make matters even worse.

City Cruises' activities already leads to an accumulation of nuisance which, if happening on land, would be strictly regulated. Surely all these boats at Cherry Garden Pier should be regulated in the same way as land based operations regarding "saturation zone".

In order to minimise further nuisance and pollution, I ask that the present application be refused.

I also suggest that the activities of City Cruises are reviewed and their behaviour monitored regarding their current pollution and nuisance. They need to show that they are observing the terms of the existing licences. For instance, not serving alcohol to under age patrons, monitoring noise nuisance from loud music and amplifiers, eliminating unnecessary light pollution, and observing the other conditions of licence to avoid public disturbance.

If further licences are granted to the many vessels of City Cruises, may I respectfully suggest that their operating hours are limited such that all boats are moored, lights out and all staff ashore by 2300hrs. Otherwise our sleep is constantly disturbed along with other neighbours. City Cruises may operate their business here but it is the residents who live here and it is the residents who are the sufferers.

I further request that no noisy activity commences on the boats before 8am Monday to Friday and 10am on Sundays. Currently, there can be maintenance of vessels before the day should start and this can be noisy and disturbing.

With regard to deliveries, these to take place between 8am and 6pm Monday to Saturday; 10 to 4 on Sunday. Similarly, no waste collection before 8am or after 6pm Monday to Saturday; 10 to 4 on Sunday.

I hope that you will refuse this application on grounds of excessive nuisance, pollution, environmental impact and public safety. I would ask that any future licences are issued taking into account my comments in the previous paragraphs.

It is disappointing that City Cruises, having shown no regard to their neighbours, should have to be reminded about good behaviour through the licensing process.

Yours faithfully

██████████

Party 11

**Licensing Department
3rd Floor Hub 2
160 Tooley Street
London SE1 5LX
licensing@southwark.gov.uk**

14 November 2018

Dear Licensing Department,

Objection to license applications: MV ERASMUS 865456 (City Cruises)

I hereby strongly object to the above licensing application.

Grounds for objection: Nuisance

I would like to strongly object to City Cruises expanding their operations further in this residential area with families, children, elderly and pets.

Approving this unprecedented application for an around the clock seven days a week licence to serve alcoholic beverages, offer entertainment and operate their business from Cherry Garden Pier would have a detrimental impact on the rest and mental health of the resident including my own household, my neighbours and our dear neighbourhood.

It would undermine our ability to maintain this a scenic and welcoming destination for tourists and residents to enjoy alike. This area is a community with many landmarks, monuments and proud history for those walking and cycling by the river and shouldn't be ruined by revelry passing by on the river.

Furthermore, for us fortunate enough to live on this beautiful strip, City Cruises has a poor track and previously been in breach of their licensing conditions including staff and vendors making noise before 7am and after 22h, skips overflowing with rubbish and ending up in the river and light pollution.

Licensing act 2003 - Public consultation on the draft revision of the Southwark statement of licensing policy 2019 -2022.

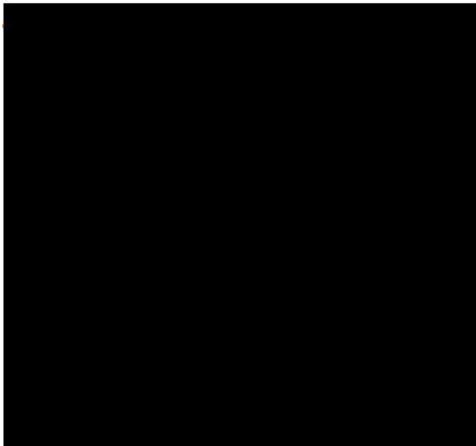
A midterm public consultation closed 7 October 2018 with Southwark Council stating "the revision is to address and clarify matters that has

arisen during hearings of the licensing sub-committee to determine applications”

The MV Erasmus is an extremely large boat, capable of accommodating 340 passengers, and granting a license will significantly increase all of these nuisances from which we already suffer.

Given the results of the above mentioned public consultation will only be completed in January 2019 (per David Franklin), I urge Southward to reject his application outright on the basis of objections by representatives including in this letter, or at least postpone the review of this licence application and/or relevant hearings until after the results of the public consultation has been issued.

Kind regards



Party 12

**Licensing Department
3rd Floor Hub 2
160 Tooley Street
London SE1 5LX**



14 November 2018

By email: licensing@southwark.gov.uk

Dear Licensing Department,

Objection to license applications: MV ERASMUS 865456 (City Cruises)

I am writing to object to the licensing application for the MV Erasmus by City Cruises.

I live opposite Cherry Garden Pier and already suffer from the daily noise and nuisance – the lights are left on their boats throughout the night, they have very frequent deliveries from large lorries – there are often 4 or 5 vehicles blocking the road and damaging the pavements, they have overflowing skips of rubbish on their barges, with documented spillages into the Thames. This is a company that has outgrown its ability to manage itself in a socially responsible way. It tries to pass itself off as a small local family run business with a positive community supporting image. It is anything but. It is a large multi-million-pound business that does not care about the impact it has on its neighbours or the environment. It has long outgrown its premises in Cherry Garden pier.

I urge Southwark Council licensing to take a holistic view of its operations and refuse future licenses until such time as City Cruises either moves to a more suitable premises or shows it can operate in a socially responsible manner fitting the residential neighbourhood within which it operates. The fact that it is even requesting a 24 hour licence shows what little regard this firm has for the sleep of its neighbours and their peaceful enjoyment of their homes.

Many of us have made representations before that Cherry Garden should be considered as a licensing saturation zone on the grounds that a large number of licensed boats operate from one location, and that this creates a public nuisance. Each time that City Cruises has been granted licences for alcohol and entertainment their operation has grown leading to additional noise, public nuisance and pollution on the river. The MV Erasmus is an extremely large boat, capable of accommodating 340 passengers, and granting a license will significantly increase all of these nuisances from which we already suffer.

I am objecting on the following grounds.

Nuisance arising from:

- (a) **additional** noise close to the river disturbing sleep and work for residents arising from potential 24 hours of operation every day of the week, every week of the year. This is totally unacceptable and far in excess of any of their other licensed boats. This alarming extension of their operating hours will be used as a precedent for future applications with serious impacts on the peaceful enjoyment my property and my neighbourhood and my neighbours' peaceful enjoyment of their properties.

(b) **Environmental impact.** Cherry Gardens falls within a conservation zone. If this is to mean anything it must include **curbing** the expansion of hours of operation of a firm that has no regard for the environment. They leave the lights on their boats which potentially confuses local wildlife, particularly bats around Corbett's Wharf; the rubbish this firm creates piles up in unsightly skips with bags of rubbish that fall into The Thames and which are pecked at by seagulls (we can provide photographic and video evidence of this); they create noise and pollution which are unfitting in a conservation area. The existing problems need to be reduced and allowing any licence for the MV Erasmus would just exacerbate and **increase** an already damaging situation for the environment.

(c) **increased** numbers of deliveries resulting in dangerous lorry movements, additional noise and inconvenience for residents. Deliveries for City Cruises come in larger and larger lorries that are totally unsuited to the small streets leading to Cherry Garden Pier. They regularly damage the pavements which then have to be repaired at ratepayer's expense. Sadly it will not be long before there is a serious accident from one of these lorries. They have poor visibility as they vie between them to get closer to the small gate through which this multi-million-pound business operates. An application for the MV Erasmus will inevitably result in yet more large lorry movements that will increase the danger to pedestrians and cyclists, cause additional damage to the pavements and create further disturbance as they queue to make their deliveries. This is a particular concern as this locality is soon to become part of a new cycle quiet way.

(d) **additional** movement of staff departing from City Cruises pier at anti-social hours in a residential area generating traffic noise during the night and early mornings, particularly at weekends. A 24 hour license will inevitably result in longer working hours for staff who will then be exiting and entering the pier at all hours of the day and night. Bands coming off the boats late at night gather in front of their vans and are noisy as they load their equipment. Imagine this happening through the night.

(e) **increased** light pollution arising from extended hours and use of boats triggering sensor operated lighting on pontoons and from LED advertising/lighting on the boat itself, which is left on regularly despite flouting existing licensing regulations and repeated requests for City Cruises to train their staff to find the switch to turn the LED advertising lights off. They seem incapable of managing this – each time there is new crew the problem returns, and we have grown tired repeatedly asking them to tackle this situation. We have logged the problems with the Council but there does not seem to be any read across into licensing applications.

Public Safety

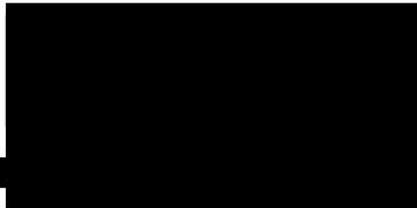
(a) **additional** deliveries causing parking obstructions to the highway and preventing access by emergency vehicles and residents to Bermondsey Wall East properties, west of the pier.

As the owner of my house, I am very concerned at the impact that intensification of use will have on my property. Issuing a license that will allow City Cruises to operate the MV Erasmus for 24 hours a day, every day of the year, will add hugely to the noise, light pollution and rubbish that their operations create, to the detriment of the local neighbourhood. Their operations are an eyesore in this historic part of Bermondsey and a further license will only increase the nuisances they cause.

I strongly object to the licensing application and urge you to refuse permission entirely. If you are unable to reach that decision, then you should impose strict hours of operation so that all events finish no later than 11 pm and that no movement of rubbish should take place on Cherry Garden pier after that time. I think this latter option with reduced licensing hours will result in damage to the environment and worsening of the noise and nuisance. City Cruises is already operating more boats than is reasonable from a small residential pier. Delivery times should also be imposed so that none take place before 8am and after 6pm Monday to Friday, and none before 10 am and after 6pm Saturday. No deliveries should take place at all on Sunday so that we can enjoy at least one day of peace in this lovely neighbourhood.

I also strongly urge you to consider a full review of **ALL** licenses currently granted to City Cruises and, in the light of the recent public consultation about licensing, to consider this location as a licensing saturation zone with more stringent conditions of operation introduced to reduce the impact of City Cruises on the locality.

Yours faithfully

A large black rectangular redaction box covering the signature area of the letter.

Party 13

-----Original Message-----

From: Al-Samerai, Anood Anood.Al-Samerai@southwark.gov.uk

Sent: Thursday, November 15, 2018 1:05 PM

To: Licensing2@southwark.gov.uk; McArthur, Wesley; Regen, Licensing

Subject: Fwd: City Cruises Licensing Application for Erasmus licence Number: 865456

Very concerned that this proposal is for 24 hours of music and dance with alcohol until 5am. It is completely inappropriate for a residential area and should be refused.

There have been challenges to balance the needs of business and residents around this pier and there is a long history of noise and disturbance. Whilst residents understand that the business is at the pier, it has expanded significantly and this brings a number of issues relating to noise, rubbish and late night lights. Residents try to keep up dialogue with the business, but the rules need to be fair and 24 hours is simply not fair.

Effectively this would be a 24 hours outdoors nightclub in front of people's homes. There is already evidence that there has been public nuisance from far less than this at this location. On behalf of the residents ward councillors represent I strongly object to this unacceptable proposal which will undoubtedly cause public nuisance.

Best wishes,

Anood

Councillor Anood Al-Samerai

Liberal Democrat Councillor for North Bermondsey Leader, Southwark Liberal Democrat Council Group

@cllr_anood

020 7525 0137

Liberal Democrat Councillors hold an advice surgery every Saturday morning from 10.30am to 11.30am at Pop in at the Blue, 53 Rock Grove Way, SE16 3UQ (opposite the Blue Anchor Library)

Parties 14 & 15

**Licensing Department
3rd Floor Hub 2
160 Tooley Street
London SE1 5LX**



14 November 2018

By email: licensing@southwark.gov.uk

Dear Licensing Department,

Objection to license applications: MV ERASMUS 865456 (City Cruises)

We object to the licensing application for the MV Erasmus by City Cruises.

The application should fail in consideration of your stated objectives:

- It will NOT encourage more family friendly premises where younger children can be free to go with the family;
- It does nothing to further the development within our communities of our rich culture of live music, dancing and theatre both in rural areas and town centres;
- It will not provide safe late-night entertainment, encouraging drinking in a very dangerous environment;
- It absolutely contravenes the necessary protections for local residents whose lives can be blighted by disturbance and anti-social behaviour associated with the behaviour of some people visiting places of entertainment.

We live no more than 100 yards from Cherry Garden Pier. There is already considerable noise and nuisance caused by City Cruises, both on land and also on the Thames itself.

City Cruises does not currently fulfil its social responsibilities. A licence to operate at more even more unsociable hours would damage our community and environment.

This location is overloaded with licensed boats operating from one location. It creates a public nuisance. Each new licence for alcohol and entertainment has led to additional noise, public nuisance and pollution on the river, greater numbers of delivery lorries damaging the surrounding pavements, and adding to light pollution at the pier.

The MV Erasmus is an extremely large boat, capable of accommodating 340 passengers, and granting a license will significantly increase these problems.

We object on the following grounds.

Nuisance arising from:

(a) **additional** noise close to the river disturbing sleep and work for residents arising from potential 24 hours of operation every day of the week, every week of the year. This is totally unacceptable and far in excess of any of their other licensed boats. This alarming extension of their operating hours will be used as a precedent for future applications with serious impacts on the peaceful enjoyment

my property and my neighbourhood.

(b) **environmental impact** through the creation of additional rubbish and the inability of City Cruises to deal with their current load of rubbish which is itself subject to planning conditions Nov 98 ref 9801564 TP/200-79A condition 2 that state a maximum of 6 x 1100 litre storage bins. City Cruises currently have at least two unsightly skips on one of their barges. They have refused to address the unsightly nature of these skips and consistently overfill them resulting in rubbish falling into the Thames on regular occasions. They do not cover their skips which then results in vermin (seagulls) picking at the rubbish. As a company they have consistently shown scant disregard for neighbour's concerns. They are the Steptoe and Son of the River Thames.

(c) **increased** numbers of deliveries resulting in dangerous lorry movements, additional noise and inconvenience for local residents. Deliveries for City Cruises come in larger and larger lorries that are totally unsuited to the small streets leading to Cherry Garden Pier. They regularly damage the pavements which then have to be repaired at ratepayer's expense. I have nearly been run over by one of their delivery lorries (and can provide photographic evidence) and I am very concerned about cyclist safety, particularly as this area will soon become a designated quiet way for cycling. An application for the Erasmus will inevitably result in yet more large lorry movements that will increase the danger to pedestrians and cyclists, cause additional damage to the pavements and create further disturbance as they queue to make their deliveries.

(d) **additional** movement of staff departing from City Cruises pier at anti-social hours in a residential area generating traffic noise during the night and early mornings, particularly at weekends. A 24 hour license will inevitably result in longer working hours for staff who will then be exiting and entering the pier at all hours of the day and night.

(e) **increased** light pollution arising from extended hours and use of boats triggering sensor operated lighting on pontoons and from LED advertising/lighting on the boat itself. City Cruises has consistently failed to find ways of switching off the lights on their boats and frequently leave them on after they have moored up. City Cruises use signage on their boats as a way of advertising. It has no safety value whatsoever. When boats moor up at the pier, they are within a few metres of houses and flats on the river, and the lights can be seen clearly from inside our properties. .

Public Safety

(a) **additional** deliveries causing parking obstructions to the highway and preventing access by emergency vehicles and residents to Bermondsey Wall East properties, west of the pier.

Issuing a license that will allow City Cruises to operate the MV Erasmus for 24 hours a day, every day of the year, will add hugely to the noise, light pollution and rubbish that their operations create, to the detriment of the local neighbourhood. In addition, their operations are an eyesore in this historic part of Bermondsey.

We strongly object to the licensing application and urge you to refuse permission. If you are unable to reach that decision, then you should impose strict hours of operation so that all events finish no later than 11 pm and that no movement of rubbish should take place on Cherry Garden pier after that time. Delivery times should also be imposed so that none take place before 8am and after 6pm Monday to Friday, and none before 10 am and after 6pm Saturday. No deliveries should take place at all on Sunday so that we can enjoy at least one day of peace in this lovely neighbourhood.

Indeed, we would ask that rather than extending their operations, you consider reducing the licenses currently granted to City Cruises. In the light of the recent public consultation about

licensing, to consider this location as a licensing saturation zone with more stringent conditions of operation introduced to reduce the impact of City Cruises on the locality.

Yours faithfully



Annex A.

101. No supply of alcohol may be made under the Premises Licence - (a). At a time when there is no Designated Premises Supervisor in respect of the Premises Licence; or (b). At a time when the Designated Premises Supervisor does not hold a Personal Licence or his Personal Licence is suspended.

102 - The admission of children to films given under this licence must be restricted in accordance with the recommendations of the British Board of Film Classification or of the licensing authority itself.

All Licence times 10.00 - 20.00 Monday to Sunday except:

112 -113-114 and 115- From the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day and until 02:00 on Guy Fawkes fire works display night (to include late night refreshment).

293 - All staff involved with the sale of alcohol shall have regular training with regard to their responsibilities under the licensing act 2003. A record of this training will be maintained and made available for inspection on request of the Police or other authorised officers.

340 - The sale of alcohol is restricted to persons attending a pre-booked or private function or persons who have purchased a ticket to board the vessel.

341 - No unaccompanied persons under 16 years of age shall be permitted into the bar area when alcohol is being sold or supplied.

342 - Customers and/or passengers shall be reminded to disembark in a quiet and orderly manner.

343 - There shall be no promoted events at the premises. A promoted event is an event involving music and dancing where the musical entertainment is provided at any time by a disc jockey or disc jockeys one or some of whom are not employees of the premises licence holder and the event is promoted to the general public.

344 - When the premises is in operation and regulated entertainment is being provided and the terminal hour for any particular event is greater than 00:00 then the premises will employ the services of security personnel registered with the Security Industry Authority(SIA). The Designated Premises Supervisor will be responsible for recording the details of all security personnel, to include SIA badge number employing company and time they commenced work at the premises. This will be recorded and made available for inspection by Police or other authorised officer on request.

345 - The Security personnel will be employed solely for the purposes of security screening, crowd management, conflict management and to facilitate the safe entry and exit from the premises. The security personnel will be employed solely for the above purposes and should not have any other or additional responsibility with regard to the operation of the vessel. They will be employed by the premises and not by any outside promoter or any other persons hiring the premises.

346 - That there shall be no embarkation or disembarkation of customers and/or passengers from the vessel at any time via Cherry Garden Pier except in cases of emergency, or via Butlers Wharf or Bankside Piers between the hours of 20.00 and 09.00 on any day.

347 - No music/licensed entertainment of any kind played on board whether cruising or moored shall be audible in any residential premises on land in the London Borough of Southwark or in any moored residential vessel within the Southwark Boundary between 2300 hrs and 0800 hrs on any day.

348 - The volume of any music/licensed entertainment on board whether cruising or moored shall be restricted at all other times to prevent 'public nuisance' from being caused to any residential area in the London Borough of Southwark.

349 - That supplies shall not be taken on to any vessel or waste removed from any vessel between 20.00 and 09.00 the following day Monday to Friday, 20.00 and 9.00 Saturday, and 10:00 on Sunday subject to third party waste vessels operating times and tidal conditions in exceptional circumstances.

350 - That no amplified music, song or speech relating to licensed activity be broadcast externally at any time.

351 - That amplified music, song or speech relating to licensed activity be paused/stopped during the embarking and/or disembarking of passengers and when at Cherry Garden Pier.

352 - That clearly legible signage will be prominently displayed at the exit where it can easily be seen and read requesting to the effect that customers leave the premises in a quiet and orderly manner.

353 - That all depositing of waste and glass into external waste receptacles, the movement of refuse bins, shall only take place between the hours of 09.00 and 17.00 Monday to Fridays, and Saturdays and 10.00 to 16.00 on Sundays.

354 - That the deliveries to and waste collections from the pier by road and by water shall take place only between 09.00 to 18.00.00 Monday to Fridays, 09.00 to 16.00 on Saturdays and 10.00 to 16.00 on Sundays (in line with condition 5 from planning permission 06/AP/1514) [we suggest hours are restricted further by 1 hour either side of the hours in 06/AP/1514 as experience has shown that City Cruises suppliers take liberties with the hours of delivery and often arrive much earlier than allowed]

355 - That no alcohol is to be served from Cherry Garden Pier to the vessel.

356 - That all doors and windows at the premises shall be kept closed when licensable activities are taking place at the premises (except for access or egress) and that retractable roofs on the City Alpha and City Gamma are kept closed at all times.

357 - That no lit-up boat signage is permitted to be turned on when moored or parked up at Cherry Garden Pier.

485 - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises. (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises (a) games or other activities which require or encourage, or are designed to require, encourage, individuals to - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or (ii) drink as much alcohol as possible (whether within a time limit or otherwise); (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective; (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner carries a significant risk of undermining a licensing objective; (d) selling or supplying alcohol in association with promotional poster or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner; and (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

487 - The responsible person must ensure that free potable water is provided on request to customers.

488 - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol. (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either (a) a holographic mark; or (b) an ultraviolet feature.

489 - The responsible person shall ensure that - (a) Where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures - (i) Beer or cider: 1/2 pint; (ii) Gin, rum, vodka or whisky: 25 ml or 35 ml; and (iii) Still wine in a glass: 125 ml; (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

491 - 1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price. 2. For the purpose of the condition set out in paragraph (1): (a) duty is to be construed in accordance with the Alcoholic Liquor Duties Act 1979; (b) "permitted price" is the price found by applying the formula $P = D + (D \times V)$, where- (i) P is the permitted price, (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty

were charged on the date of the sale or supply of the alcohol, and (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol; (c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence (i) the holder of the premises licence; (ii) the designated premises supervisor (if any) in respect of such a licence; or (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence; (iv) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and (v) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994. 3. Where the permitted price given by paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny. 4. (1) Sub-paragraph (2) applies where the permitted price given by paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax; (2) the permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

4AA - The premises shall operate an age check 'Challenge 25' policy whereby customers purchasing alcohol who look or appear to be under 25 years of age will be asked for an approved form of proof of age to verify their age. Approved forms shall include a driving licence, passport or a PASS approved proof of age card such as the Southwark Proof of Age (SPA) card.

4AI - A Register of refused sales of alcohol and if applicable, cigarette sales which is clearly marked with details of the premises, address and name of licence holder shall be maintained in order to demonstrate effective operation of the policy. The register shall be available for inspection at the premises on request by the Council's authorised officers or the Police.

Party 16

**Licensing Department
3rd Floor Hub 2
160 Tooley Street
London SE1 5LX**

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15 November 2018

By email: licensing@southwark.gov.uk

Dear Licensing Department,

Objection to license applications: MV ERASMUS 865456 (City Cruises)

I am writing to object to the licensing application for the MV Erasmus by City Cruises. I live next to Cherry Garden Pier and already suffer from the noise and nuisance caused by City Cruises, both on land and also on the Thames itself.

This is a company that has outgrown its ability to manage itself in a socially responsible way. It is time that Southwark Council licensing took a broad view of its operations and refused future licenses until such time as it can operate in a socially responsible manner and adhere to reasonable hours of operation.

My neighbour, ██████████ has made representations before, arguing that this location should be considered as a licensing saturation zone on the grounds that a large number of licensed boats operate from one location, and that this creates a public nuisance. I fully agree with ██████████'s arguments. Each time that City Cruises has been granted licences for alcohol and entertainment their operation has grown leading to additional noise, public nuisance and pollution on the river, ever larger numbers of delivery lorries resulting in, damage to surrounding pavements, and adding to light pollution at the pier. The MV Erasmus is an extremely large boat, capable of accommodating 340 passengers, and granting a license will significantly increase all of these nuisances from which we already suffer.

In summary, I am objecting on the following grounds.

Nuisance arising from:

(a) **additional** noise close to the river disturbing sleep and work for residents arising from potential 24 hours of operation every day of the week, every week of the year. This is totally unacceptable and far in excess of any of their other licensed boats. This alarming extension of their operating hours will be used as a precedent for future applications with serious impacts on the peaceful enjoyment my property and my neighbourhood.

As the owner of my house, I am very concerned at the impact that intensification of use of the pier will have on my property. Issuing a license that will allow City Cruises to operate the MV Erasmus for 24 hours a day, every day of the year, will add hugely to the noise, light pollution and rubbish that their operations create, to the detriment of the local neighbourhood. Their operations are an eyesore in this historic part of Bermondsey and a further license will only increase the nuisances they cause.

(b) **environmental impact** through the creation of additional rubbish and the inability of City Cruises to deal with their current load of rubbish which is itself subject to planning conditions Nov 98 ref

9801564 TP/200-79A condition 2 that state a maximum of 6 x 1100 litre storage bins. City Cruises currently have at least two unsightly skips on one of their barges. They have refused to address the unsightly nature of these skips and consistently overfill them resulting in rubbish falling into the Thames on regular occasions. They do not cover their skips which then results in vermin (seagulls) picking at the rubbish. As a company they have consistently shown scant disregard for neighbour's concerns. They are the Steptoe and Son of the River Thames.

Whereas their behaviour might have been acceptable in the "old days" when the riverside in Bermondsey was a largely industrialised area, this is no longer the case. In fact, this area is now largely residential. It has also become a Conservation Area, requiring higher standards. In consequence, City Cruises' many shortcomings in respecting the environment should be judged more harshly and any further increase should be prevented.

(c) **increased** numbers of deliveries resulting in dangerous lorry movements, additional noise and inconvenience for local residents. Deliveries for City Cruises come in larger and larger lorries that are totally unsuited to the small streets leading to Cherry Garden Pier. They regularly damage the pavements which then have to be repaired at ratepayer's expense. I am very concerned about cyclist safety, particularly as this area will soon become a designated quiet way for cycling. An application for the Erasmus will inevitably result in yet more large lorry movements that will increase the danger to pedestrians and cyclists, cause additional damage to the pavements and create further disturbance as they queue to make their deliveries.

(d) **additional** movement of staff departing from City Cruises pier at anti-social hours in a residential area generating traffic noise during the night and early mornings, particularly at weekends. A 24 hour license will inevitably result in longer working hours for staff who will then be exiting and entering the pier at all hours of the day and night.

(e) **increased** light pollution arising from extended hours and use of boats triggering sensor operated lighting on pontoons and from LED advertising/lighting on the boat itself. City Cruises has consistently failed to find ways of switching off the lights on their boats and frequently leave them on after they have moored up. City Cruises use signage on their boats as a way of advertising. It has no safety value whatsoever. When boats moor up at the pier, they are within a few metres of houses and flats on the river, and the lights can be seen clearly from inside our properties. .

Public Safety

(a) **additional** deliveries causing parking obstructions to the highway and preventing access by emergency vehicles and residents to Bermondsey Wall East properties, west of the pier.

I strongly object to the licensing application and urge you to refuse permission. If you are unable to reach that decision, then you should impose strict hours of operation so that all events finish no later than 11 pm and that no movement of rubbish should take place on Cherry Garden pier after that time. Delivery times should also be imposed so that none take place before 8am and after 6pm Monday to Friday, and none before 10 am and after 6pm Saturday. No deliveries should take place at all on Sunday so that we can enjoy at least one day of peace in this lovely neighbourhood.

I also strongly urge you to consider a full review of all licenses currently granted to City Cruises and, in the light of the recent public consultation about licensing, to consider this location as a licensing saturation zone with more stringent conditions of operation introduced to reduce the impact of City Cruises on the locality.

Yours faithfully

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