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Sent: 19 September 2022 20:40

To: Public Protection <PublicProtection@carmarthenshire.gov.uk>

Subject: Blue Bell Licence Review

We moved next door to the Blue Bell in Jan 2017. It's always been a lively local pub with live music but the noise was never an issue. The music stopped at 11pm, the noise from the beer garden was just loud chatting and people leaving the pub usually left quietly. It was occasionally a bit wild, but nothing that we didn't expect living next door to a pub.

When the new landlord took over, things changed straight away. On the Easter bank holiday (2021), our teenage girls were shouted at over the fence by men in the beer garden and the noise outside lasted until long after 11pm. We asked Anna if it was possible to keep things quieter after 11, and said that we would also like her to see if it was possible to do something so that we could continue to use our garden without being hassled by her customers. She said that she would deal with both of these issues after the bank holiday, but nothing changed. There has never been a Friday/Saturday night where the beer garden is quiet at 11pm. Often the noise goes on until 6 or 7am. This is unsettling for our pets and the kids, and depending on the level of noise, usually affects their sleep. It was really frustrating when they were sitting exams because we knew that not sleeping was going to affect their results but there was really nothing we could do. We have given up asking Anna to do anything about any of the issues because she agrees to stop and then carries on.

The live music has been an issue since they opened. For most of the year, they hold live music events on one or two nights a week. The stage is outdoors and the music amplified, even though the beer garden is small. For most live music events, the music is loud enough for it to be heard in every room in our house, with doors and windows closed. I have to cook and tidy the kitchen with noise cancelling headphones on and I can still hear it. Sometimes we try to go out, but one of my children is disabled and it's very painful for her to walk or to be in the car. It's really distressing to have to make this choice and even if we go out, we usually can't go out for long. Sometimes the music starts at 2pm and finishes at 11 or 12. It's impossible to work with the noise, or watch TV. Sometimes I Hoover with headphones on just to try and have a break from the music. The windows shake with it.

We have had to take pets to the vet after they went into shock after a loud music event. There is nowhere in our home that we can relax. The 'punk' night was 9 hours of people shouting obscenities. The pub have never at any point done anything to communicate with us aside from one letter before the Pride event telling us that there was likely to be explicit language and sexual references within earshot and they would recommend we kept our children inside. This felt incredibly offensive, when our entire lives are affected by their noise and they couldn't even move one event indoors when they knew it wasn't appropriate. They also often have 'open mic' events when anyone can sing. Some of the singing, at the volume it's amplified at, by people unfamiliar with microphones, or how to sing, is physically painful.

People leave the pub from 1am and then usually stand outside talking and shouting for half an hour to an hour. By the time the music has finally stopped and we can sleep, the noise of people leaving the pub usually wakes us up again and we often can't get back to sleep until 2 or 2.30am. Sometimes people use our doorway to urinate in, and they often stand directly outside our house leaning against the windows or sit revving their cars and shouting to their friends.

There are usually arguments and often screaming. We have to figure out whether someone is actually distressed and needs help or just drunk.

I've only heard pub staff try to move people on once, by shouting loudly at someone to stop pissing on the church. That turned into a loud argument which was an extra twenty minutes of shouting.

In the past customers have woken up our youngest child by shouting abuse at our house. She has also been woken up by a girl lying on the pavement throwing up and surrounded by people shouting. We didn't see anyone from the pub trying to help. It's been distressing for her to be woken up like this, and to see things like this and then for us to have to try and decide whether she needed an ambulance.

There are also people moving up and down the lane which leads to our garden and to the back entrance of the pub. People use this after around 2pm to leave the pub and sometimes people come up the lane to collect things from young men sitting at the back of the beer garden. This makes our home feel very vulnerable.

After the noise abatement notice was served the following weekend was quieter but then went back to normal. Yesterday the live music started at 2pm and there was still music playing at about midnight. The noise in the beer garden was still going at 7am.

It's a living nightmare to be stuck next door to this level of noise and aggression. We can't use our garden at weekends in the evening, or relax in our home. We can't sleep until the pub quietens down. I have never experienced anything like it in my life.

Jo Lambert