

Licensing Hearing Panel - Sub-Committee of Licensing and Safety Committee – Supplementary agenda No.2

A meeting of the Licensing Hearing Panel - Sub-Committee of Licensing and Safety Committee will be held on:

Date: 13 March 2018

Time: 9.30am

Venue: Meeting Room 2 - Level 3, Gun Wharf, Dock Road, Chatham
ME4 4TR

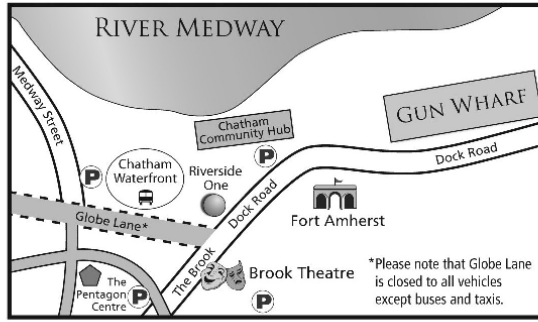
Items

- | | | |
|----------|--|-----------------------|
| 6 | Licensing Act 2003 - Application for review of a premises licence - Cooling Castle Barn, Cooling Castle, Cooling, Rochester, Kent ME3 8DT | (Pages 3 - 38) |
|----------|--|-----------------------|

Please find attached a representation objecting to the review of the premises licence. This was not included in the main agenda papers due to an administrative error.

For further information please contact Stephen Platt, Democratic Services Officer on Telephone: 01634 332011 or Email: democratic.services@medway.gov.uk

Date: 6 March 2018



This agenda and reports are
available on our website
www.medway.gov.uk

A summary of this information can be made available in other formats from **01634 333333**

If you have any questions about this meeting and you want to speak to someone in your own language please ring **01634 335577**

বাংলা	331780	ગુજરાતી	331782	ਪੰਜਾਬੀ	331784	کوردی	331841	اردو	331785	Русский	332374
中文	331781	हिंदी	331783	Polski	332373	ଏଞ୍ଜେଲିକ	331786	فارسی	331840	Lietuviškai	332372

Sophie Dallison

Rochester

Cliffe

To whom this may concern,

I am employed by Rebecca Collins at Cooling Castle Barn.

I have worked in my current job for 4 years.

This statement is based upon the false allegations that have been made against her as a person and her well run business.

I was very heartbroken to hear that we could be potentially losing our jobs because apparently, we are a nuisance and do not care about our neighbours.

I absolutely disagree with this statement as this is completely untrue. It makes me so sad to hear such a malicious remark when words can neither qualify nor quantify how Rebecca's guidance and support has helped every single one of her employees over the years.

Rebecca inspired me during difficult times when I needed words of encouragement and that boost of confidence to help me succeed, and I tell you something I wouldn't be where I am today without it.

To hear that this beautiful business and amazing person that I work for does not care about her outside surroundings where her neighbours live is complete and utter rubbish. She cares so much about other people and always tries her best in everything she does.

Both me and my partner Callum work at Cooling Castle Barn, so it's not just me who has this outstanding support that she gives. We have two young children who also go to the school in the next village that we live in. We have a mortgage that we could potentially lose as we both would have no income coming in, which could lead to us being homeless.

Rebecca has given us support with situations that doesn't even involve any work but our personal home life. Please tell me, if she did not care about anybody else then why would she do that?

We have a noise limiter and security guards to keep noise levels to a minimum. We do not have any weddings going past 11pm on a week day and 12am on the weekend, to respect our neighbours! So please explain how we can be nuisance as a business considering we are a wedding venue? We could be a lot louder, but we are not as Rebecca does care about her fellow people in the village who live close by.

We won the best business awards in Medway in 2017, if we really are this much of an aggravation that we are being made out to be, we definitely wouldn't have won that award!

If me and Callum lose our jobs because of this ridiculous claim, not only do we no longer have a career or any money coming in but we lose our big family working environment that we have being employed by Rebecca. To me and Callum, this really upsets us as nothing compares to how much we love working at Cooling Castle Barn.

I hope you can reconsider this decision that you have made.

Kind regards,

Sophie Dallison

05 FEB 2018

Stood. Rochester

30th January 2018

Review of Premises Licence - Cooling Castle Barn.

As a toastmaster at marriages I have worked at many venues. I have been a toastmaster at numerous marriages at Cooling Castle Barn, and can honestly say that it is the most professional venue at which I work. The standard of care to all service users and also the staff is in imparable.

In the recent past few years it has been part of our duties to ensure that wedding guests, or the transport used by the bride/groom do not congregate or park at the front of the Barn, in a bid to ensure that neighbours are not inconvenienced.

The staff are all trained to a high standard in their own field and also have an awareness about anything which could cause a potential problems for neighbours.

The venue is constantly being praised by guests at weddings for the professionalism of the staff, the lovely gardens, food, and calm ambience where nothing is too much trouble. I have never heard an adverse comment about the Barn.

We are constantly being reminded by the management that we have to be aware of possible noise disturbance to any neighbours.

The microphones are only used during the speeches

on average 20 - 30 mins during the wedding breakfast.
They can not be heard outside the Barn.

We have been made aware that it is part of our duties to ensure that any children are supervised and there are no ball games allowed.

If this business were precluded from conducting their business it would have an enormous impact on the stage - local businesses, who supply food to the venue - and accommodation for wedding guests.

The many many brides/grooms and their family and friends willing to book their marriage 3 yrs in advance to ensure that they have their special day at this exceptional venue would be bitterly disappointed.

This business has been running for many more years than the complainant has lived in the area.

The family that own the business have always been thoughtful, hardworking, and generous to the local community, most of whom really appreciate having such a happy thriving business giving heart to this village.

It would be a shame to materially impact on the Medway Business of the year winner when it is only one complainant who moved next door with full knowledge of the business activity.

I am totally unable to see how the business could be accused of failure to promote any of the licensing objectives, we are all so aware of the objectives and strive to ensure that they are all met.

Cliffe,
Rochester.

9/2/18

Dear Sir/Madam,

I would like to air my concerns as to the problems that Cooling Castle Barn are having with the occupants of Cooling Castle, as my family all work there, and as there are very few jobs in this area, this is very worrying for them. My family all enjoy working at the barn, as they are treated fairly, and with consideration, which must have helped it win the Medway business award. Not only would employees suffer, but suppliers and local B & B's. As elderly parents, we would be heartbroken

12 FEB 2018

to see our family out of work, and into debt, after years of trying to be just comfortable. So we hope you will give this great consideration when you debate this matter.

Yours sincerely
22 Milton

hopson, lisa

From: julie lucas
Sent: 12 February 2018 11:47
To: licensing
Subject: Re Cooling Castle Barn

To whom it may concern

It was an honour and a privilege to be offered a position as a toastmaster at Cooling Castle Barn.

To me and many other people Cooling Castle Barn is a benchmark in the wedding industry, this is due to the way the venue is professionally run and considers all aspects of every wedding that is booked from the special couple, the guests, the local residents and the community.

In my experience of working at various wedding venues, from the owners to every member of staff the integrity and professionalism is second to none.

I would be devastated and disappointed as would thousands of other people if their licence was revoked or altered in any way.

I believe if you have had the opportunity to work at many wedding venues like myself then you would understand and appreciate how well this venue is run.

It would be appalling if the borough of Medway put Cooling Castle Barn in any jeopardy of losing or altering its licence as Cooling Castle Barn is the premier wedding venue in the south east of England and you should be proud of this in your borough.

I hope the council see reason and do not affect Cooling Castle Barn in any way.

Kind regards

Julie Lucas

Toastmaster

Sent from my iPhone

hopson, lisa

From: robin chappell
Sent: 11 February 2018 23:25
To: licensing
Subject: Case of Representing Cooling Castle Barn

Dear Sir / Madam

I am writing in the case of representing of Cooling Castle Barn.

I have been a freelance DJ at Cooling Castle Barn since June 2012 and in October 2016 I was contacted by Rebecca Collins and had a meeting with her to look into and help gain better control of the volume emitted by bands & singers.

Within days of the meeting I contacted every live act that was already booked at the barn for the foreseeable future, I also reviewed the live performance sets up as well and found a new system which was installed. I was on hand and able to advise / assist every performer and performance which meant 'as a venue' we were able to limit the sound as well as reducing them where necessary which would not only help their performances but help any volume emitted from the Barn.

I was also there to oversee a brand-new sound system which was installed by professional acousticians. During the instillation they calibrated and limited the maximum output which was checked and approved by their equipment both inside and out. The new system consisted of smaller speakers as well as a power unit which is able to remove any problem frequencies via a mobile device that a duty manager is able to use at any time if they deem the volume is too loud at any noise sensitive boundaries around the Barn.

All the duty managers have had all the relevant training in being able to use this application and have been amazing in being able to control the music and live acts if I have not been able to attend, of course they (as myself) are all very worried about their job being at jeopardy with the potential loss of license and closure of the venue.

As I mentioned previously I have been a freelance DJ for the past 5 and a half years at Cooling Castle Barn after spending 20+ years DJing at various venues around the UK as well as many parts of the world.

I have never come across as venue so conscientious and considerate to the community and their surroundings, they have gone above and beyond anything that any other venue I have DJed or been resident DJ have done or would have done. I also have never come across a place so great to do work at, I feel very blessed that I have the chance to be part of the 'Cooling Castle Barn staff family'. The attention to detail for not only weddings but also to all staff too is second to none and on a daily basis bend over backwards to try and please everyone on every level all of the time.

I am looking forward to your response.

Yours sincerely

Robin Chappell

hopson, lisa

From: Chris Duncombe
Sent: 12 February 2018 08:41
To: licensing
Subject: Representation for Cooling Castle Barn
Attachments: Letter of representation for cooling castle Barn.docx

Good Morning,

Please find attached my Representation for Cooling Castle Barn.

Acknowledgement of receipt would be greatly appreciated.

regards

Christopher Duncombe

To whom it may concern,

I am writing to you to provide my representation for Cooling Castle Barn, who I believe have been so cruelly victimised over the last few months. Time and time again the Collins family and indeed all of us at the Barns have bent over backwards at the whims of Mr Holland with each time the boundaries being moved, in a way which seems to be unprecedented in licencing challenges of yonder. One could even go as far as to suggest that Mr Hollands fame and wealth was giving him some sort of advantage?

Cooling Castle Barn is the lifeblood of the local area and its influence, both social and economically is felt far beyond the immediate area. The Barn prides itself on employing local people and allowing them to flourish, there are families whose entire household income is dependent on the Barn. At a time of ever increasing rural unemployment, to throw some 80 staff and countless suppliers into financial uncertainty seems outrageous to put it mildly.

In the recent months The Barns have been labelled as a complete menace to society, one that cares not for its neighbours but instead only for itself. I take this attack on the Collins Family and the Barns quite personally, as an evening Duty manager I have witnessed first-hand the efforts that have been gone to, all to appease one man. There has been hundreds of thousands of pounds invested into minimising our footprint, with my own managers literally sitting near the boundary in unholy freezing cold and wet conditions to ensure Mr Holland isn't offended by any rogue string quartets whilst sipping his Horlicks in bed, that's if he is actually in residence ever of course.

The Collins Family are amongst some of the most Kind-hearted and generous people I have ever had the pleasure to meet, they have supported me in every aspect of my work and social life and I will be ever indebted to them for this. They have not once put their own success ahead of the wellbeing of every single Cooling resident. They are the model for which every business should be run.

I hope this letter will go some way towards putting an end to all this unfounded slander and unpleasantness

Kind regards

Christopher Duncombe.

hopson, lisa

From: ken tappenden
Sent: 12 February 2018 09:26
To: licensing
Subject: 27th February, 2018
Attachments: jools holland09022018v2.doc

Dear Sir/Madam
Representation submitted by email 0922 hours 12022018

Thank you

Ken Tappenden mbe

Review of Premise Licence

COOLING CASTLE BARN, COOLING, ROCHESTER ME3 8DT

Regulation 38 & 39 – Regulations 2005

hopson, lisa

From: Neil Thompson
Sent: 11 February 2018 13:10
To: licensing
Subject: Cooling Castle Barn
Attachments: CCB Letter.docx

To Whom it may concern,

Please find attached a letter with reference to Cooling Castle Barn.

Many thanks

Neil Thompson



OLD WILLIAMSONIANS HOCKEY CLUB

Licensing Department
Gun Wharf,
Dock Road
Chatham
ME4 4TR

11.02.18

Dear Sir/Madam,

I would like to make a representation in the premises license review of Cooling Castle Barn, in my role as chairman of Old Williamsons Hockey Club.

In September 2016, Rebecca from Cooling Castle Barn approached our hockey club with a view to providing sponsorship. The £8,000 donation was stipulated with the condition that we focus the funds on providing free hockey to children under the age of 16.

In the last 18 months our junior section has grown from negligible attendance to over 50 children of a variety of ages playing on a regular basis. The Collins family's view is that community sport is an important experience for children and young adults in providing a structured social environment, giving life skills that are invaluable for their future.

It is obvious that Cooling Castle Barn feels strongly about the local community; in September 2017 we had a massive open day attended by over 400 people. Rebecca, her family and some staff volunteered their time, resources and provisions. We welcomed many local dignitaries whilst opening our new astro pitch, Cooling Castle barn ensured the hospitality and event planning was first class. Rebecca, her partner Sally & her father Paul worked tirelessly from 6am in the morning to 10pm at night to ensure everyone had an enjoyable time.

I confess to not knowing a huge amount about licensing, but felt it was important for the committee to understand that Cooling Castle Barn emulates all that can be great in a local business, sharing their success willingly and helping to improve the local community.

Yours Sincerely

Neil Thompson
Chairman
Old Williamsons Hockey Club

09 FEB 2018

8th February 2018

Ref: Review 33

Dear Sir or Madame,

I am writing to you because of my concerns on the review of the premises licence for Cooling Castle Barn. All of my family are lucky enough to work at Cooling Castle Barn, my wife for nine years, myself and my two daughters.

We are devastated to hear the accusations against our amazing venue. We have watched Rebecca and the Collins family work tirelessly to fulfil Mr Holland's demands over the years and we now feel he is being unreasonable.

My family and I are proud to be part of such an outstanding team and have made lifelong friends there. We can see the devastation that this has caused to every member of staff, the same staff that are still putting in an amazing amount of hard work to let every bride and groom have a magical day in the same venue that Mr Holland had his magical day.

Cooling Castle Barn provides employment for over 70 local residents from young people, who came to us for their first job whom we support, train and see their confidence grow, to older people who spend the last part of their working life with us just before retirement.

All members of staff are shown the upmost support and respect from the managers at Cooling Castle Barn who have always got time to show interest in our working and personal lives.

It would be devastating to let one person's influence run the risk of ruining so many people's lives, i.e. Management, employee's, local residents, and not forgetting all our amazing bride and grooms.

Please take careful consideration when reviewing Cooling Castle Barns premises Licence on what effect it will have on so many people.

Yours sincerely

Nigel Smyth

09 FEB 2018

Natalie Filmer

Cliffe

9/2/2018

RE: Application for review of Cooling Castle Barn reference 33.

To whom it may concern,

I am writing to support the current licence of Cooling Castle Barn.

I am currently employed by Cooling Castle Barn and have been for the last 18 months. I am shocked and upset to read the report, which if the changes that have been requested are put in place are actioned, will result in Cooling Castle Barn closing. This will cause many jobs being lost and hundreds of couple's dreams will be shattered.

The Barn is a fantastic place to work, in fact it's like an extension of my family.

The Barn employs many local people and families. The impact on the local villagers would be enormous and result in other businesses having to close.

It concerns me that the report suggests that it has the backing of the cooling villagers, however after speaking with friends from the village they knew nothing about it, they were appalled and backed the barn 100 percent.

In the report one of the objectives is 'The protection of children from harm'. I am disgusted at this, being a mother of three myself I would never work anywhere if I thought children were at risk of harm, and in fact report it myself if I thought this was the case.

My son worked at The Barn whilst in 6th form. Working there boosted his confidence and enabled him to run a car. He was treated very well. He had no trouble getting time off for exams and was never asked to do anything out of his comfort zone.

As for the other objectives 'Crime and Disorder' and 'Public Safety' again wouldn't allow my son to work in such a place.

In the time I have been working at Cooling Castle Barn the Collins family have done so much to ensure noise is kept to a minimum.

The barn is a beautiful venue and it would be heart breaking if it has to close, especially as it is only due to a neighbour's opinion.

Thank you for taking the time to read my letter.

Yours Sincerely

Natalie Filmer

Esme Shepherd

Cooling

8th February 2017

To whom it may concern,

I am writing with regards to the recent notice to review Cooling Castle Barns premises licence and wish to make a representation.

I have lived in the village of Cooling for 32 years and consider myself an active member of the community.

I am also an employee at Cooling Castle Barn, working at this fantastic, venue for over 20 years.

Having been part of the Cooling Castle Barn for family for more than 2 decades, I have seen the business grow.

Our managers Paul, Julie and Rebecca Collins have always been very mindful of our neighbours when developing the business.

I have never had any neighbour in my village complain about anything to do with the barn and can categorically confirm I have never been disturbed by any functions taking place there.

This is due to the excellent and professional way the functions are managed at The Barns and consideration for our neighbours and surrounding community at all times.

Cooling Castle Barn is a huge important part of our village and this opinion is reflected by my neighbours and friends. The local public house The Horseshoe and Castle plays host to many of our overnight guests and I struggle to comprehend the impact of the closure of Cooling Castle Barn will have on the village pub as well as the surrounding community.

As a visitor to the pub, I am often asked by many of the regulars, how the weddings are going and they enjoy and engage with the feedback.

This happiness and community spirit could disappear if any changes are implemented as suggested in Mr Hollands supporting documents.

As Jools Holland is a fellow villager, albeit part time, I wrote to him to discuss the matter. Jools returned my communication by means of a phone call and verbally confirmed, "it is not his intention to close us" I'm afraid amongst the 70 members of staff at Cooling Castle Barn, his reassurance that has fallen on very frightened ears.

09 FEB 2018

The staff we have at The Barns, ranging from office staff, chefs, housekeeping and security staff are devastated that their lives would instantly change and be affected by the loss of jobs.

In addition to this, there are various local small businesses including butchers, fishmongers, wine suppliers who rely on us for custom.

On a personal level, I feel very fortunate to have worked for The Collins family. They are very approachable and treat their staff like their own family. The majority of our staff are local residents and over the years I have played a 'Mum' role to most of them.

That is a great and satisfying feeling. I have trained the majority of staff and help develop their confidence and encouraged and supported as they pursue their own careers at The Barns.

As well as staff members, it has been a pleasure to be part of the Bride and Grooms special day.

I feel very privileged to have been part of a few weddings that are extra special, of which I would like to share with you. I hope this relay's how much our staff as well as The Collins family love and care for their clients.

A few years ago, whilst in the line of duty as a police officer, one of our grooms had a terrible motorbike accident which resulted in being paralysed and permanently in a wheelchair.

His dream was to be on the dias in the ceremony room to say his vows. His concern was this would be impossible, until Paul Collins built a ramp to ensure he could be by his bride's side on their wedding day.

The day went ahead as he had dreamt, with lots of emotion and the gratefulness that Mr Collins had made his day possible.

Another as equally special memory, was when a bride drew to our attention to the fact her mum was in hospital and unable to attend her wedding. This was not in the days of Skype or Smart Phones, so Paul Collins videoed the ceremony and drove to the hospital immediately after with television and video in tow, so the brides mum could be feel like she was part of the big day.

We later heard, the brides mum sadly passed away 2 days after the wedding.

Amongst many other was the time one of our grooms sadly buried his mum 2 days before his wedding. His thoughts and emotions were running very high on the wedding day itself and he asked me to take control to ensure the relevant contractors were paid. Of course, I agreed to this responsibility and continued to oversee the day ran smoothly. As my shift drew to a close, he thanked me and sobbed "Thank you for being my mum today". Words that will forever resonate with me.

Thank you for taking the time to read my letter and I hope my feedback is taken into consideration.

Kind Regards

Esme Shepherd

09 FEB 2018

Cooling

1st February 2018.

Review of Premises Licence - Cooling Castle Barn.

Dear Sir/Madam,

I am writing to make a Representation with regard to the above review.

I am a Local resident and have lived in Cooling Village for four years.

After living in the Village for a year I applied for a job at Cooling Castle Barn and was absolutely delighted to be offered a position in such a wonderful and highly regarded establishment.

It is as a local resident and an employee that I make this representation and hope my views will be taken into consideration.

As a resident of Cooling Village I would like to state that in the four years I have lived here I have never encountered any crime or disorder or rowdy behaviour at any level. I have never had any adverse dealings with wedding guests, traffic or noise.

As an employee I have obtained my health and Safety Certificate and all regulations are adhered to. Cooling Castle Barn also arranged my first aid training as Public Safety and Protection is always our top priority.

I strongly believe that Cooling Castle Barn does not have any detrimental effect on Village life or the Surrounding area.

09 FEB 2018

I Live behind St James Church and I have never heard anything that could be classed as a public nuisance. There is no noise pollution where I Live.

I Know how hard Cooling Castle Barn works to ensure all suggestions and recommendations are successfully implemented. Their Integrity and high Standards are commendable.

When I heard that 'a local resident' was making complaints on our behalf I was at first Shocked and Surprised then angry that this role had been assumed without Consulting me or asking my views.

I have never met this 'local resident' but I have advised him in writing that I will be making it officially known that he does not represent me and that I actually disagree strongly with all of his grievances and protests.

Having spoken to my neighbours in Cooling Village they too have shown genuine surprise and shock that this review has been requested.

We are in agreement that we are extremely proud to have Cooling Castle Barn, they are a highly regarded and Integral part of our village.

yours faithfully

D. Howard.

09 FEB 2018

To Whom it may concern

Please find attached my letter
for representation in relation to the
premises license review of
Cooling Castle Barn

Jackie Hoare

Cliffe
Rochester
Kent

09 FEB 2018

Cliffe
Rochester

5th February 2017

Dear Medway Council

It is with much disbelief that I find myself writing this letter to you.

I am an employee at Cooling Castle Barn and have been for the last ten years.

I have three sons who have all worked at the Barns prior to leaving school and getting full time jobs. My youngest is still working at the Barns, he is in his final year at school.

I am aware that our neighbour Mr. Holland has made numerous complaints about the Barns and has now put in place a 70+ page document which I have read and I must say that I find it totally ludicrous!

Mr. Holland has lead you to believe that the villagers of Cooling support his claim that we at the Barn are a nuisance, which is completely unfounded.

These claims have caused myself and my colleagues huge amounts of upset and distress.

I am a single parent, I have a mortgage to

pay. Over the years due to financial circumstances and playing the role of Mum and dad to my boys, I have suffered from bouts of depression.

The Collins family have supported me with their love and compassion and have made me a better person. I cannot imagine waking up in the morning and not having the Barn to go too. My boys are older now and I spend the majority of my life there.

Cooling Castle Barn and The Collins family are an extension of our own families, they are more to us than just our employers. They are lovely people and I feel very privileged to work for them at one of Mr. Holland's finest establishments.

Mr. Holland knew the nature of the business when he moved in next door. He frequented the premises on more than one occasion, in fact he even had his own wedding reception there after causing major disruption with his own 'celebrity' wedding in the village church!

The Barns were there long before he came along!

There are couples who work at the Barns, single parents, people on low incomes, youngsters who are just starting out.

We all have bills to pay, what will happen to us if we lose our jobs?

If I write to you complaining that my neighbours are noisy, that I don't want their children playing in the garden, that I don't want them cooking barbecues because of the cooking smells and that I don't want them playing music after 7pm.²³ are

you as a council going to come and fulfill my wishes? I think not!

Cooling Castle Barn prides itself on what we do..... making couples wedding days special. It is a special place, run by special people. And at the moment those very special people are upset, crying, distressed, worried and very uncertain about their futures.

This is all totally unnecessary and is being caused by an extremely selfish man! I hope he can sleep at night!!

yours sincerely

Jackie Hoare

12 FEB 2018

R J & C A SMYTH

CLIFFE WOODS
ROCHESTER
KENT

09/02/2018

Medway Licensing Unit

REF: COOLING CASTLE BARN REVIEW 33

Dear Licensing unit,

I am writing to you concerning the review of Cooling Castle Barns premises Licence.
My son, Daughter in Law & two grandchildren all work at Cooling Castle Barn & have done for many years. Cooling Castle Barn provides a lot of Local employment to Cliffe, Cliffe woods and Cooling residents not to mention small local businesses. Cooling Castle Barn is a fantastic wedding venue and it would be devastating if the venue and it's staff should suffer from this review. I'm also concerned how this will effect, not just my family but all those that are fortunate to work there.

Please consider how one persons actions could effect so many lives.

Yours sincerely

Mr R J Smyth

hopson, lisa

From: Debbie Chaplin
Sent: 11 February 2018 13:32
To: licensing
Subject: Review of Cooling Castle Barn Licencing
Attachments: Dear Medway Council Licensing Committee,.pdf

Good Morning,

Please see attached my letter of concern regarding the review of the licensing for Cooling Castle Barn.

Kind Regards
Deborah Chaplin

Sent from my iPad

Dear Medway Council Licensing Committee,

I wish to make a representation to the council after the recent decision to review the premise licence in respect of Cooling Castle Barn. I, along with my family am a full time resident of Cooling and have been for the last twenty three years, and for the last 10 years I have also been an employee of Cooling Castle Barn.

As a full time resident of the village, my family and I have never had any reason to complain about or to Cooling Castle Barn nor have we ever had a problem with noise, disruptions, unsociable behaviour, crime or disorder. In reference to review Cooling Castle Barn on accounts of failure to public safety and protection of children from harm, I can confidently assure you that all employees must undertake health and safety courses and over seventy percent of the work force are full first aid trained which is revised every two years to prevent any issues regard public and child safety as well as the safety of all staff, guests and clients on our premises.

If I had any doubt I would have never let my own daughter become an employee for over three years, without Cooling Castle Barn she would have never been able to attend university to financially support herself as much as possible. The Collins family, in particular Rebecca Collins, has mentored her throughout university and still offer their support and guidance in all aspects of her life.

Cooling Castle Barn continuously support the village by donating food and their own personal time for the annual harvest supper, as well as putting on events for the community and providing the village with a defibrillator and the appropriate training in order to use it effectively and correctly.

As a resident and an employee I have never been approached by anyone within the village regarding complaints, instead I have been approached with nothing but praise for the local business and the Collins family. I feel that the complaint that has been put forward has been made by a part time member of the village, more so I feel that if this complaint is taken seriously it could result in more complaints. What would be next, complaining about the farm animals out on the marshes making too much noise, tractors going back and forth to the farm yard early in the morning or late in the evening and the dust as a result of the combine harvester on the surrounding fields during the summer months which will have a severe impact on the operations of the local farm and therefore the community. Cooling Castle Barn is a wonderful addition our community providing jobs, additional business to our local bed and breakfasts as well as the recommended suppliers such as local florists, photographers and bakery's. Thank you allowing me to express my opinions and concerns regarding the future of the local business and my local community, please consider all of these points and thank you for your time.

Deborah Chaplin

From: Pedro Perez Santos
Sent: 09 February 2018 17:24
To: licensing
Subject: Feedback Cooling Castle Barn Premises

Dear Sir/Madam

I am writing to you regarding the recent events related to the premises licence of Cooling Castle Barn.

I have been informed that a local neighbour has raised some concerns about the mentioned business and had offered some alternatives which, if taken, would impact massively in the daily activity of Cooling Castle Barn causing a possible closure of the business.

As a local resident in Medway, I would like to give my opinion about this and I would like to inform you that I strongly disagree with the idea of not having this business with us.

Cooling Castle Barn has been supporting the community for a long time. Myself, I have been able to attend the premises and I saw how much effort they put to control the noise in order to not disturb the locals. I must admit that not many business in our council offer to the community the possibility of attending a Christmas party for people of any age to celebrate the festive season without charging us at all. I encourage more business to encourage these kind of actions like giving all those presents to children and organising activities for our young ones

One of my dearest friends at Cooling have informed me about how Cooling Castle Barn went above and beyond for the local village when they paid for the installation of high speed internet for themselves and also for the community. I have experienced the poor signal in the area and I embraced gestures like this when a business who has no obligation to do so would do such a thing for Cooling.

I completely understand a neighbour being concerned about noise, but we are talking about a wedding venue who is been there for many years, who has support the local community with gestures like I mentioned earlier. Also, giving jobs to many people on our area who can wake up in the morning and go to work on a job that they enjoy working for.

I would be utterly disappointed if you as a council would take the decision to restrict even more to such a lovely and caring business. In fact, I must say, that this last year has been given the prestigious Medway Business Award for 2017.

I trust you would asses this situation accordingly and we will continue to enjoy for many years to come having a great business like Cooling Castle Barn with us.

Kind regards,

Pedro Perez Santos

hopson, lisa

From: licensing
Sent: 09 February 2018 14:01
To: hopson, lisa
Subject: FW: Claire McNeil - Letter regarding cooling castle barn.
Attachments: Claire McNeil - Letter.docx; ATT00002.htm

From: Claire McNeil
Sent: 08 February 2018 15:35
To: licensing
Subject: Claire McNeil - Letter regarding cooling castle barn.

Claire McNeil

Cliffe

To whom it may concern,

I am writing with regards to making a representation in review of Cooling Castle Barns licence.

Since reading the supporting documents and points made by Mr Holland I am completely shocked that such accusations have been made.

I have worked at Cooling Castle Barn for 9 years and can categorically confirm the functions are managed to the highest and professional standards ensuring the safety of our clients and consideration of our neighbours is paramount at all times.

Mr Holland suggests the village support his claims, when this is completely unfounded, if anything the local businesses would suffer if Cooling Castle Barn were to close/limit its opening.

Every function that takes place at Cooling Castle Barn, is well managed and always maintains the highest professionalism. This appears to be a direct and personal attack on the Collins family as the documents do not represent the way our weddings run.

On a personal level, I would be utterly devastated if action was taken, along with my colleagues we are all shocked that the place we love could be forced to close its doors due to one person's untruthful accusations.

My job in the laundry would be abolished, causing a terrible, detrimental effect on my family. I struggle to comprehend how one-man can turn in excess of 80 staff members and the surrounding communities lives upside down.

In addition to this, the devastation the closure could have on the couples who pictured their dream wedding day will be ruined. Mr Holland himself enjoyed his own wedding day at Cooling Castle Barn back in 2005, why should he spoil future couples enjoying the same venue that he selected himself?

To conclude, our managers Rebecca, Julie and Paul are the most wonderful family to work for. I feel very privileged to be part of The Cooling Castle Barn family. They are kind, considerate and professional at all times.

They, and we, do not deserve this to happen and I hope you can see the upset this is causing to so many people.

I appreciate you taking my letter into consideration for your review.

Kind Regards

Claire McNeil

hopson, lisa

From: licensing
Sent: 09 February 2018 14:00
To: hopson, lisa
Subject: FW: Representation for the review of premises licence,

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

From: Chris
Sent: 08 February 2018 17:15
To: licensing
Subject: Fwd: Representation for the review of premises licence,

Sent from my iPad

Begin forwarded message:

>
>
>
> Medway Council, Licensing Unit, Gun Wharf, Dock Rd, Chatham, Kent, ME4
> 4TR
>
> Christine Knapp
>
>
> Cliffe
> Rochester Kent
>
>
> 7 February 2018
>
>
> Dear Sir/ Madam
>
> I am writing to make a representation with regard to the review of the Premises licence for Cooling Castle Barn.
> I work at Cooling Castle Barn which is one of the most enjoyable jobs I have had, the management have created a safe, friendly, caring environment for us all to work in, I'm sure that ours had stated we have all become a very happy and close community.
> This is a rural business that employs over 70 people, most of which
> are like myself local, We care about our community.
> Their would be no other business that we could turn to for employment.
>
> With the amount of Guest that step through the gates of Cooling Castle Barn over the year, there is very very rarely any problems.
> Public safety and our safety is very important to the management and us the staff.
> Management and deputy management always on hand, CCTV and staff ratio
> to Guest always very high, Public nuisance is kept to a minim, In all the time I have worked at Cooling, I do not know of any Child that has every been seriously hurt.
>

hopson, lisa

From: licensing
Sent: 09 February 2018 14:00
To: hopson, lisa
Subject: FW: Representation with regards to the review of Cooling Castle Barn's Premises License
Attachments: Cooling Representation.pdf

From: Jay Shine
Sent: 08 February 2018 18:09
To: licensing
Subject: Representation with regards to the review of Cooling Castle Barn's Premises License

Dear Sir/Madam,

Please find attached our representation for the above mentioned subject.

We feel very strongly that this should not have even got to this point as the management team and staff at Cooling do everything in their power to minimise disruption to local residents, sometimes at great cost to themselves. Not only that, the venue employs a large number of local residents as well as a far wider reaching spectrum of florists, DJs and more.

Please read the attached letter thoroughly and if you require any further information, please get in touch.

I look forward to you acknowledging this email at your earliest convenience.

Yours sincerely,

Jay Shine
Operations Manager

jay@star-protection.com
www.star-protection.com



Door Supervisors – Close Protection – Dog Units – Guarding Services – Drivers – CCTV – Events
Mobile Patrols – Key Holding – Specialist Services – Training Centre

Ref: Representation with regards to the review of Cooling Castle Barn's Premises License

To whom it may concern,

Star Protection Services Ltd have been working with the team at Cooling Castle Barn since 11th May 2015. In that time we have built up a very strong and respected relationship with both the management and the staff at the venue. We take great pride in being able to tell both existing and potential new clients' that we work closely with Cooling Castle Barn and wouldn't hesitate in asking them for a reference.

Cooling approached us back in 2015 asking us if we could supply SIA licensed door supervisors to help them better manage the patrons attending the venue to help to minimise any noise pollution, give both the management, the staff and the guests peace of mind that they are operating in a safe and managed environment and also to maintain the integrity of their premises licenses.

Over the period of us working with Cooling, the role of the door supervisor's at the venue has changed and is very dynamic and is adapted to any job that may need doing. They take periodic readings using a hand held decibel meter at various locations as well as undertaking regular patrols around the grounds to constantly monitor for both excessive noise and any of the guests that may have wandered into the car park or to the road. All of which are recorded and maintained in a log that is kept on site. Our staff also help clean the garden of glasses periodically as well as ushering guests back into the venue as soon and as politely as possible to minimise noise and any potential for large groups to gather. With regards to potential sound pollution, compared to most of the other venues we work with, Cooling is extremely quiet - Especially for a wedding venue. The staff monitor sound from the outside and make sure all doors and windows are kept shut to minimise any potential sound nuisance. As with any licensed premises, there will also be raised voices and heightening of moods, due to the nature of the venue and the demographic, this noise is very often only that of happy and celebratory guests on somebody's happy day, rather than that of 'boozed up punters'. Compared to most of our venues, the noise generated from guests at Cooling is nowhere near that from customers at the other venues.

All of our staff are hand picked to work at Cooling and if they don't meet our, and more importantly, Cooling's high expectations, they will not be asked to work there again. They are all SIA licensed to a minimum of Door Supervisor level. Some of the Star management team, including myself, also regularly undertake shifts at Cooling to make sure the systems implemented are being adhered to.

We keep the same staff at the premises week on week, unless any member of staff cannot work. Should a new member of staff be required to work, they will be briefed by a member of the Star management over the phone and also given an induction by a member of Cooling staff and also the other Star colleague.

As a company, we work with a lot of varied venues. These range from small, quaint country pubs to League 1 football clubs and events with over 5000 people attending. We work closely with all of our venues to maintain a good business relationship and will advise and work with any venue and licensing authority should there be any issue with regards to the integrity of the license and/or complaints.

We work very closely with both Ellie and Rebecca at Cooling and due to the ongoing issues we regularly meet at the venue to discuss any ongoing issues as well as any ways we can, between us, implement new systems/roles to build on the best practice already in place. We also talk regularly on the phone and also via email to update each other with regards to any changes or updates. Out of all of the venues we work with, I can safely say that Cooling is one of, if not, the most proactive venues we work with both in terms of it's staff and being a very sought after venue to going above and beyond in the terms of any complaints and/or licensing issues.

If you require any more information, or I can be of any further assistance, please do not hesitate to get in touch.

Yours sincerely,

Jay Shine
Operations Manager
jay@star-protection.com

08 FEB 2018

Licensing Department
Medway Council
Gun Wharf
Dock Road
Chatham
ME4 4TR

31st January 2018

Re: Review of Premises License – Cooling Castle Barn

To Whom It May Concern,

I wish to make a representation in relation to the review of the premise license of Cooling Castle Barn.

I am a resident of Cooling Village and have been since I was born. I was employed by Cooling Castle Barn from the age of 14-19, as is true of many young people who reside in Cooling and the surrounding villages. The opportunities for employment at a young age, given the rural nature of Cooling, are incredibly limited and I am aware that Cooling Castle Barn have always endeavoured to employ local staff with this in mind. In addition, Cooling Castle Barn have always tried to be part of the local community, for example they have historically hosted events for the local residents and staff, such as BBQ's and Christmas parties.

Working at Cooling Castle Barn provided the opportunity for me to gain skills that have proved invaluable throughout University and my later employment. In addition, the experience assisted me in finding alternative employment once I started University.

I am aware that Cooling Castle Barn has a positive impact on the local economy more widely, for example there is a pub in the village and wedding guests from Cooling Castle Barn use the bed and breakfast facilities there. Once again, given the rural nature of the community, this provides an invaluable boost to the local area.

In terms of the suggestion that Cooling Castle Barn is a public nuisance, I can only think of one occasion where the village as a whole has been affected by a wedding. This was the wedding of Jools Holland. This was because there were a number of celebrities attending, which of course, led to media coverage. I can recall that no traffic was allowed into the village on this day because of the number of news reporters.

I am not aware, from my time working at Cooling Castle Barn and as a local resident, of any anti-social or criminal behaviour that has occurred. I also certainly do not know of anything which it could be suggested has placed children at a risk of harm or been a risk to public safety.

I do not consider Cooling Castle Barn to be a nuisance to my environment. I feel strongly that it is a professional establishment which is and has always been, a positive addition to the local community for the reasons I have set out above.

Yours Sincerely,

Meghan Daniels LLB (Hons)

(Cooling Village)

From: dawn
Sent: 07 February 2018 10:57
To: licensing
Subject: Review 33 CCB

Dear Medway Council License Team,

After reviewing the documentation supporting the premises license review for Cooling Castle Barn, I wish to make a representation.

Since the first day I started working at Cooling Castle Barn, I was welcomed with open arms. I was immediately accepted and treated like family. We are exactly that, one big family. It's nice to have that feeling where you can go to work and feel comfortable that everyone is there for you should you need them. We all look out for each other and work together. The thought of my family losing their livelihoods is unspeakable and makes me feel so disheartened that anything like this could even happen. When you look at problems in the world, one wedding venue making dreams come true seems very insignificant compared to the horror going on elsewhere.

Every member of the team, no matter what role they play, is responsible for the venue running professionally and safely. I have worked at the barn for three years and I have never seen or heard any kind of dangerous circumstance. This is because any situation that could arise would be dealt with swiftly and accordingly. I constantly see colleagues monitoring the sound levels and keeping the guests safe. We are people pleasers and so we look after every single guest on our premises exactly like they're part of our family for that one special day in their lives. I truly believe we help make it.

Weddings are my life, and to be working within this industry is a dream come true. I have been working tirelessly to make my way up in the venue and I have so many aspirations I want to achieve. I have never looked to leave, and basically want to be here till I retire. It would be a shame if all our efforts to become the best business in Medway were shattered because we simply couldn't run.

I have ten years of work experience and my customer service has always been the biggest part of my personality, because I just love talking to people. I have had many conversations with guests and every single one of them has spoken about how beautiful our venue is and how amazing we are at what we do. It breaks my heart to even consider us having to deliver any kind of news to hopeful couples that their weddings could be non-existent. I know for a fact that the Collins family have always worked their hardest to ensure that our neighbouring house is happy with the way in which we run. I know they have made changes and put in place certain restrictions following requests from said neighbour so that everyone is satisfied. They always consider the needs of every single person they encounter, and work together to achieve them, no questions asked. They are wonderful and have worked so hard to build their business up from the ground, it would be atrocious if it was all for nothing. I plead of you to consider the 'little people'. The owners and their business, the staff and their families. The future Bride and Grooms, their guests. Think about everybody who could be affected by your decisions before you make them.

Kind Regards,
Lucy Naish

*I have also sent a paper copy/letter of this email to your address.

hopson, lisa

From: Nick Brown
Sent: 06 February 2018 22:00
To: licensing
Subject: Review of Premises Licence- Cooling Castle Barn

Dear Sir/ Madam,

I understand the premises licence has had a request to be reviewed by a member of the public.

I am writing to fully support the wedding venue at The Barn having been a guest there at different weddings on numerous occasions and as a supplier.

We supply fresh produce to Cooling Castle Barn. They are a very valuable client for us and we have been working together for over 12 years. They are very supportive of my company both in terms of payment but also ethics.

We try and supply as much locally farmed produce as possible, much of which is grown within 5 miles of The Barn. Their enthusiasm for ensuring their guests eat local produce benefits not only my business but the wider farming community. Farming and growing quality products is in decline in North Kent. To have such a support from The Barn is genuinely fantastic. I hope we can continue to work in this way with The Barn and their team. The effect on my small business will be detrimental and will have a knock on effect on the growers and producers we work with.

I cannot reiterate how professional Cooling Castle Barn is to do business with. Our deliveries are marshalled in and checked and we send only our drivers who have knowledge of the site and their requirements. Any new members of my staff are sent with an experienced driver to ensure public and site safety. This is a mutual agreement between our businesses.

We are both family businesses and share many core values. The welfare of both our staff and our clients are paramount to us. I know that the management of The Barn take every step possible to ensure that they look after both their members of staff and care for their guests in every respect.

I'm not sure I understand why someone would want to request a review the licence. If they knew the true facts about this rural business which is an important linchpin in the local community, I am sure this would not be questioned.

If I can be of any further assistance, I would be more than happy to help.

Yours faithfully,

Nick Brown
T H Brown & Son.

From: Dickens House Wine [<mailto:sales@dickenshousewine.co.uk>]
Sent: 31 January 2018 15:13
To: licensing
Subject: Cooling Castle Barn

Dear Licensing,

I have received notice that a business to which we supply wine and spirits, Cooling Castle Barn, has been ask to appear at a Licensing Hearing. Could I please ask to be forwarded a redacted copy of the details for the hearing as I would like to be able to offer them my support.

We have had a good business relationship for many years now and I have found all of the members of the team and the business a pleasure to deal with. During the time we have been making deliveries to Cooling, hosting wine tasting or taking part in open evenings I have seen no signs of any anti-social behaviour or noise what so ever. We have built a very good trade with Cooling Castle Barn and if restrictions were put in place for them, limiting the business or worse, it would have a huge effect on my business directly causing me to seriously think about how we would continue.

Please accept this e-mail as an official show of support from my business to Cooling Castle Barn and notification that I am willing to show representation at a hearing if necessary.

Tony Howard
Director
Dickens House Wine Emporium
53 High Street
Rochester
Kent
ME1 1LN
01634 880887

This page is intentionally left blank