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**From:** David Hill  
**Sent:** Sunday, 16 January 2022 2:08 PM  
**To:** Planning Panels - Northern Beaches  
**Cc:** Livia Kekwick; David Hill  
**Subject:** Complaint #1  
**Attachments:** hill\_L&G compliant\_16-1-21.pdf

Hello - I heard that the decision on DA2021/1620 has been delayed.

In the process of making submissions about the DA I realised that I should have recorded compliance issues with Liquor and Gaming. The Hotel has been rather quiet this summer holiday due to COVID and it was closed recently due to lack of staff. Two points to make:

- There have been noise monitors placed around the hotel when open over the holiday period, but it is unclear what purpose this serves during a relatively quiet time; further, security people have been observed urging patrons to be quiet during this monitoring;
- I am now determined to report all incidents to Liquor and Gaming and I attach the first which represents numerous such incidents near our home since the new owners of the Hotel.

As I write this I am suffering from yet another sleep deprived Sunday due to multiple disturbances emanating from the Hotel last night up to midnight. As stated in the Compliant, I am approaching Manly Police about whether there can be regular police presence during the busy 10-12pm patron departure times on Friday-Sunday evenings. There have been instances recently where police presence was called and/or needed

- Regards, David Hill

**OFFICE USE ONLY**

FM2002

Lodged by  Email  Mail

Date lodged

Finalised by

Request number

Date finalised

**Part 1 Complainant**

Mr 
  Ms 
  Mrs 
  Miss 
  Other

Given name

Family name

Business If applicable

Contact phone

Email

Street address

State

Postcode

Please check  one.

I am:

a person living in the neighbourhood of the licensed premises and authorised in writing by two other people living near the premises

**These people must each complete a copy of Attachment A 'Complainant authorisation'.**

a person (not a resident) authorised in writing by three or more other people living in the neighbourhood of the premises

**These people must each complete a copy of Attachment A 'Complainant authorisation'.**

the Commissioner of Police or appointed delegate

a person authorised by the relevant local council in relation to the licensed premises

a person who satisfies the Secretary that their interests (financial or otherwise) are adversely affected by the disturbance described in this complaint

**Please also complete Attachment B 'Statement of non-resident'.**

**Part 2 Licensed premises**

Venue name 1

Street address

Suburb/town/city

Venue name 2 if applicable

Street address

Suburb/town/city

Venue name 3 If applicable

Street address

  
  

Suburb/town/city

More licensed premises attached

### Part 3 About the disturbance

Please check  one.

- Excessive noise from activities inside the venue
- Excessive noise from people leaving the venue
- Behaviour from people leaving the venue (e.g. littering, damage to property, alcohol-related violence)

Describe the disturbance

About 10.45pm My wife and I were disturbed by a group of young women who were screaming and yelling outside our house; after enduring this for many minutes, inspection found one lying in our external garden unable to stand up in animated loud conversation with the others; neighbours similarly disturbed and a hotel security person who had followed the women on hearing the disturbance but had but had no affect also turned up; the women left to go back to the hotel but it's unclear if they went in; a young man came on the scene and took over leaving the security guard further ineffective; when we questioned him about who he was he started abusing my wife and I with four letter words.

About 11.45pm Again we were woken up by screaming and yelling young women leaving the hotel telling the security to "fuck off we can make whatever noise we like until 12pm and grow up Freshwater".

There was only one security person evident and that was clearly inadequate; also the security used looks at the lowest level of professional security.

Further the level of noise through the evening clearly violated the LA10 restriction the hotel operates under.

More information is attached.

### Part 4 How often, how predictable

How often does the disturbance happen?

e.g. once a month, several times a week, etc.

Some version of last night's incident is typical almost every weekend the hotel has been open since the new owners; the clientele is now not community based.

Is there a pattern?

e.g. every Saturday night at closing time, when there's a band playing, etc.

Friday and/or Saturday nights after about 10pm until 12pm when people are leaving the hotel loudly and with disregard for the community there is disturbing noise.

### Part 5 Who you've spoken to

Licensee or venue staff

Contact person

Various staff

Date

15 / 11 / 2022

Time

10:MM

What happened?

The security person and the night manager who promised the security person would be deployed better. But this cannot solve the basic problem of this clientele so close to residences. We have seen these events with more than one security person and they are still not effective.

  
  
  
  
  
  
  
  
  
  
  

More information is attached.





## Part 9 Declaration

Full name of complainant

David John Hill

Full address of complainant

Suburb/town/city

Freshwater

State

N S W

Postcode

2 0 9 6

Occupation

Retired Professor, University of Sydney

In the State of NSW, do solemnly and sincerely declare that:

- ▲ I am 18 years or older and I am authorised to lodge this complaint.
- ▲ The contents of this complaint are true, correct and complete and I have made all reasonable enquiries to obtain the information required to complete this form.
- ▲ I undertake to immediately notify Liquor & Gaming NSW (L&GNSW) of any change to the information in this complaint, if the information changes before the complaint is resolved.

I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the *Oaths Act 1900*.

Declared at Full address

Suburb/town/city

Freshwater

State

N S W

Postcode

2 0 9 6

On this

16 / 11 / 2022

This declaration witnessed by

Witness signature

Full name

Dr Gloria S. Wright

Full address

Suburb/town/city

Freshwater

State

N S W

Postcode

2 0 9 6

Witness qualified in NSW as:

- Justice of the peace
- Notary public
- Commissioner for the courts for taking affidavits
- Legal practitioner authorised under s. 27(1) of the *Oaths Act 1900*
- A person authorised to administer an oath under s. 26 of the *Oaths Act 1900*

## Part 10 Acknowledgements

- ▲ I acknowledge that the licensee will be provided with a copy of this complaint along with my contact details and any supporting documents. (Please contact L&GNSW prior to lodgement if you have any concerns.)
- ▲ I acknowledge that failure to provide all the required information may result in the complaint not being processed.
- ▲ I understand that if this complaint does not meet the statutory requirements it will not proceed.
- ▲ I acknowledge that L&GNSW is collecting this information to enable the processing of the complaint. I also understand that L&GNSW will use the information for its intended use only, store the information securely, and allow me to access and update the information. When processing this complaint, L&GNSW may need to disclose personal information to other Government agencies.
- ▲ I acknowledge that L&GNSW may publish general information about this complaint.

## Part 11 Release of details

Please check  one.

- I acknowledge that the details in this application form will be provided to the licensee **OR**
- I object to personal details contained in this form being provided to the licensee (please note this may reduce the ability of the licensee and L&GNSW to address your complaint).