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

NSW SOVERNIMENT

Disturbance complaint

Liquor & Gaming NSW

OFFICE USE ONLY FM2002	Please check one.
Lodged by Date lodged Finalised by	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'.
Request number Date finalised DD / MM / YYYY	 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'.
Part 1 Complainant	the Commissioner of Police or appointed delegate
☐ Mr ☐ Ms ☐ Mrs ☐ Miss ☒ Other ☐ Traffessor Emeritus	a person authorised by the relevant local council in relation to the licensed premises
Given name David Family name Hill	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'.
Business It applicable	
	Part 2 Licensed premises
	Venue name 1
Contact phone	Harbord Hotel
	Street address
- Email	29 Moore Road
year a deport doubt	
Street address	Suburb/town/city
Sileet addless	Freshwater
=5	Venue name 2 if applicable
	Street address
Total Carlo	0
State Postcode	
State Postcode Postcode 2 0 9 6	
	Suburb/town/city

Venue name 3 If applicable	Part 4 How often, how predictable
	How often does the disturbance happen?
Street address	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.
Suburb/town/city	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
More licensed premises attached	
	loudly and with disregard for the community there is disturbing noise.
Part 3 About the disturbance	there is distaining fields.
Please check⊠one.	
Excessive noise from activities inside the venue	
Excessive noise from people leaving the venue	Part 5 Who you've spoken to
	★ Licensee or venue staff
Behaviour from people leaving the venue (e.g. littering, damage to property, alcohol-related violence)	Contact person
Describe the disturbance	Various staff
About 10.45pm My wife and I were disturbed	Date Time
by a group of young women who were	[15 / M1/ 2022/ 101:MM
screaming and yelling outside our house; after	1.4 1.1011/1
enduring this for many minutes, inspection	What happened?
found one lying in our external garden unable	The security person and the night manager
to stand up in animated loud conversation with	who promised the security person would be
the others; neighbours similarly disturbed and	deployed better. But this cannot solve the basic
a hotel security person who had followed the	problem of this clientele so close to residences
women on hearing the disturbance but had but	We have seen these events with more than
had no affect also turned up; the women left to	one security person and they are still not
go back to the hotel but it's unclear if they went	effective.
in; a young man came on the scene and took	430
over leaving the security guard further	
ineffective; when we questioned him about who	
he was he started abusing my wife and I with	The state of the s
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.	
opolated andon	
More information is attached.	☐ More information is attached.

Local police/council	Part 7 About the licensed premises
ontact person	Have there been significant operational changes to the
	licensed premises? e.g. extended hours, trivia nights, etc.
ate Time	No Go to Part 8
MM:HH YYYY MM/ do	Yes Please supply details:
hat happened?	New ownership and refurbishment away from
	the community hotel frequented by locals to
	attract young people from other areas who
	create traffic and noise problems unlike we had
	previously. A new DA is being considered by
	Council to extend the Hotel occupancy by up to
	60%. (The Hotel submission says 6% which is
	contradicted by the licencee's own words at the
	Council hearing.)
	More information is attached.
	19 19 19 19
	Part 8 Desired outcome
	This is what I'd like to see happen as a result of
	this complaint:
	LA10 noise limits strictly adhered to.
	Exiting patrons subjected to Police level
	guidance as necessary.
	And the Hotel operate with facilities that
	respect a local community under threat for its
More information is attached.	lifestyle and health in the current and proposed
	situation.
Part 6 About your residence or business	
How long have you been at your current address?	
Weeks Months Years	
VVCCNS MOTION	
WEEKS 3/10NTHS 11/EARS	
Over this time, have you made any changes, including	
structural, to your residence or business?	
No Go to Part 7	
Yes X Please supply details:	
Internal renovations and a new garden.	
	More information is attached.
	I More information is attached.
More information is attached.	

LQ3309_0303

Part 9 Declaration	Toll flattle
Full name of complainant	Dr Gloria S. Wright
David John Hill	
45.17	Full address
of Full address of complainant	District Knot is
22 2000 3 200	
	Suburb/town/city
Suburb/town/city	Freshua for
Freshwater	State Postcode
State Postcode	NEW DOME
NSW 2096	
	Witness qualified in NSW as:
Occupation	☐ Justice of the peace
Retired Professor, University of Sydney	☐ Notary public☐ Commissioner for the courts for taking affidavits
in the State of NSW, do solemnly and sincerely declare that:	Legal practitioner authorised under s. 27(1)
▲ I am 18 years or older and I am authorised to lodge	of the Oaths Act 1900
this complaint.	A person authorised to administer an oath under s, 26 of the Oaths Act 1900
■ The contents of this complaint are true, correct and complete and I have made all reasonable enquiries to	under s, 20 of the Oath's Act 1900
obtain the information required to complete this form.	Part 10 Acknowledgements
I undertake to immediately notify Liquor & Gaming NSW (L&GNSW) of any change to the information in	Prof. State (Control of the Control
this complaint, if the information changes before the complaint is resolved.	■ I acknowledge that the licensee will be provided with a copy of this complaint along with my contact details
I make this solemn declaration conscientiously believing	and any supporting documents. (Please contact L&GNSW prior to lodgement if you have any concerns.
the same to be true, and by virtue of the provisions of the Oaths Act 1900.	I acknowledge that failure to provide all the required
Cause / let 1000.	information may result in the complaint not being processed.
ZI :	■ 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.
Declared at Full address	I also understand that L&GNSW will use the informatio for its intended use only, store the information securely
1	and allow me to access and update the information.
	When processing this complaint, L&GNSW may need to disclose personal information to other
Suburb/town/city	Government agencies.
Freshwater	 I acknowledge that L&GNSW may publish general information about this complaint.
State Postcode	inormation about the complaint.
N S W 2 0 9 6	Part 11 Release of details
10 1 2000	
On this 16 / M/ / 2022	Please check one.
This declaration witnessed by	I acknowledge that the details in this application form will be provided to the licensee OR
Witness signature	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).