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09/10/2021

MS Deb Ashman
24 Moore RD
Freshwater NSW 2096
[REDACTED]

RE: DA2021/1620 - 31 Moore Road FRESHWATER NSW 2096

For the last 23 years our family have lived on Moore Road across from Harbord Hotel. We have always enjoyed being part of this great community and the facilities our neighbourhood has to offer including the Harbord Hotel venue. The renovations carried out on the Hotel in 2020 were well overdue and have resulted in an attractive and modern upgrade and we have enjoyed dining and socialising in these new surroundings of the Hotel.

Now owners of the Hotel are attempting to 'move the goal posts' and inflict on residents this excessive commercial upgrade proposed in this DA. So disappointing to say the least!

This DA is alarming and causes many in the community a lot of anxiety. The main areas of our concern are as follows.

1. High volume of Hotel patrons

Residents and the Hotel have co-existed for many decades. This DA is forecasting an unreasonable escalation of patrons and staff of more than 100 - this is already a busy venue day and night. As the owners are aware the Hotel sits squarely in an R2 low density residential zone and should contain the development with this type of zoning restraints.

From February 2020 when the new ownership commenced there hasn't been many weeks at true full capacity (due to renovations Stage 1 & Covid restrictions) and yet the impact felt has already had a negative influence on our neighbourhood amenity, especially on the weekends and at closing time with the disturbance of intoxicated, loud and verbally abusive language being heard well after midnight in the vicinity of the Hotel and surrounding streets.

2. Significant noise impact

Due to the 2nd music venue on Level 1 including the PA system with 6 speakers in outdoor balcony and a further 3rd music area with ANOTHER bar and lounge area in the Attic, this is completely beyond the allowances within a residential area.

The owners have already had to acknowledge the excessive noise issues in early 2021 when residents had put up with the amplified live music in the open ground level beer garden facing Moore Road. The clear glass acoustic barriers had NO IMPACT and as a result there were many complaints from neighbours so the owners promptly decided to move this type of entertainment indoors.

Now to allow Level 1 to be utilised as another amplified open air music venue utilising 6 SPEAKERS ON THE WALL OUTSIDE will cause undue impact for surrounding residences in the Freshwater basin, and our quality of life will be adversely affected.

3. Further loss of privacy for the residents on Moore Road and Charles Street

In 2015/2016 a DA was submitted to install clear glass screening in the open ground floor beer gardens.

After investigation by the Council this was amended and the recommendation was for opaque or frosted glass to be utilised 'In order to maintain acoustic and visual privacy to adjoining / nearby properties. (DACPLC06)'. This privacy issue is obviously still relevant and unresolved!

NB This amendment was not adhered to and yet the Construction Certificate was still issued!

Now a further plan for the same clear glass screening with the added impact of patrons on the First floor balconies OVERLOOKING the private residences just across the road and next door will be extremely invasive.

3. Insufficient acoustic testing performed

In the current acoustic report by AKA Acoustics there has not been any acoustic testing done whilst the Hotel has been open and operating, only ambient testing performed. The also report states that it makes reference to prior reporting performed by The Acoustic Group and I refer you to their last report dated 26/4/2020 which states

"My last compliance test of the hotel in operation was in March 2006". This was 15 years ago!

More recently, due to renovations and Covid restrictions, there has not been any testing done whilst the hotel has been fully operational. I urge the Council to delay final assessment of this DA until an Updated INDEPENDENT acoustic testing is carried out to give a concise evaluation of noise pollution when the hotel is functioning at full capacity on Friday and Saturday afternoons to closing time 12 midnight post Covid Restrictions.

4. Traffic congestion and insufficient parking

Freshwater Village has become a traffic jam on weekends, with excessive traffic extending down Moore Road, Undercliff Road, Kooloora Ave and Oceanview Road due to visitors to the beach, cafes and shops. The added nuisance of patrons of the hotel using Ubers or taxis which double park or stop across our driveways on Moore Rd and Charles St needs to be addressed as this is very unsafe for hotel Patrons. Needless to say its also causing further noise and traffic chaos outside our homes.

The hotel's back entrance off Charles Street has a small car park and is not in a traffic area and as such is a much safer option for patrons leaving the venue.

Parking in the basin is already insufficient due to a high volume of visitors to the area. The Hotel has not provided adequate parking for many years and a lousy 8 extra parking spots is of little consequence. Other hotel/club venues in the Northern Beaches eg. Harbord Diggers, Dee Why Hotel, Dee Why RSL, The Newport to name a few, have been compliant to development criteria and provided far larger parking faculties.

In conclusion, residents and the hotel owners have happily co-existed for many decades. This DA proposed is excessive and not in keeping with the fibre of our community.

We were hoping the new owners would offer a broader range of hotel facilities, such as ambient lounge areas to quietly enjoy a cocktail or two, or a chic 5 star restaurant within this elegant building. And also continuance of live amplified music within the walls of the bar at ground floor level as was functioning before Covid lockdown. Surely there is a more appropriate use of the First floor area that caters for a wider demographic of patrons and is suitable within our residential community.

We hope for open and frank discussions with residents, Council and the owners of the Hotel to find satisfactory solutions to our complaints and concerns before this proposal is approved.