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30/05/2020

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**RE: DA2020/0468 - 31 Moore Road FRESHWATER NSW 2096**

Dr Gloria S Wright and Professor David J Hill  
20 Moore Road  
Freshwater NSW 2096

Attention: Northern Beaches Council  
Re: Development Application DA 2020/0468

We refer to the development application proposing ground floor alterations and refurbishment of the existing hotel premises, 31 Moore Rd, Freshwater.

We present three major concerns:

1. Acoustic disturbance to nearby residences
2. Hazardous beer glass disposal in public places and private property
3. A point of clarification: upper balcony usage

#### 1. Acoustic disturbance

It is fair to say that residents residing in the vicinity of a hotel, such as the one on 31 Moore Road, can expect and be expected to tolerate some reasonable noise from the establishment. This is given.

We acknowledge The Acoustic Report conducted by The Acoustic Group 50.4539.R2 MSC. and appreciate the time and effort in conducting this report - thank you.

The report, however, has some shortcomings which deserve attention.

Prior to the Covid-19 restrictions and post ownership changeover, it is noted that there has been a significant increase in disturbing hotel noise affecting the well-being and peace of residents occupying, in particular, 20 Moore Road, Freshwater.

As residents, therefore, we request further investigation of noise impact on 20 Moore Road, Freshwater, being a residence possibly most affected by the noise generated by the hotel as it is directly across the road from the hotel.

According to our reading of the Acoustic Report conducted by The Acoustic Group 50.4539.R2 MSC there has been an omission of assessment of/specific measurement impact on this property AND the report appears to have, in the main, been conducted on a relatively quiet Wednesday evening and not in the evenings of the weekends when amplified music and

increased patronage takes place.

The noise generated by electrified and amplified music in the hotel and partying guests in the beer garden generates acoustic noise to levels that significantly diminish our quality of life.

In order to reduce the impact of the amplified noise, we ourselves have taken the following actions at our own expense:

- A) Installed double glazing to our bedroom windows
- B) Installed a water feature in our garden on Moore Road in attempt to diffuse the noise of the hotel
- C) Actioned additional landscaping including the planting of mature plants in our garden facing Moore Road.

These measures are still insufficient and make living in our home, especially since new ownership, unsatisfactory, as we cannot open the windows or the doors or enjoy our garden setting or live peacefully due to the increased blaring noise impinging the comfort of our residence. It's very unpleasant at the peak times.

Furthermore, the Acoustic Group 50.4539.R2 MSC seems to recommend double glazing on Charles Street, yet, unless mistaken, we cannot see this included in the plans. Could council please clarify and insist on adherence of double glazing on all Charles street and Moore Road windows and that these windows be kept closed/locked.

We request:

1. Additional acoustic measurements in relation to the impact, at weekend evenings when the hotel is 'pumping', on 20 Moore Road Freshwater
2. The double glazing of, and the 'keeping closed' of, windows in the beer garden and Moore Road side building windows - these windows although apparently double glazed, are mostly opened wide allowing unacceptable noise into the nearby residential community.
3. Installation of additional signs and other measures reminding patrons that they are in a residential area and insisting on quiet practices entering and exiting the premises.

## 2. Hazardous glass impacting the environment

There are frequent recurrences of broken hotel style glasses recklessly disposed of on the public pathways alongside Moore and Charles Street, especially in around 20 Moore Road and the bus stop close to the corner of Moore Road and Charles Street. We have photographic evidence of such. This poses a clear and present danger to the public.

A) While it is not possible to 'prove' that the glasses come from the hotel, it is a reasonable assumption. Further, there have been occasions when we have witnessed intoxicated people exiting the main entrance on Moore Road with beer glasses in hand making their way across Moore Road.

B) Previously, the hotel had a morning clean up of glasses and bottles in the immediate area; this seems to have discontinued since the new ownership. Frequent recurrences of broken beer glasses are evidenced, particularly at weekends. We ourselves, being responsible community citizens, take it upon ourselves to pick up sharp dangerous large slivers of glass and dispose of them responsibly in our own bins - we pay council for an extra yellow bin to clean up the numerous beer bottles and glass fragments strewn on the paths. We are nonetheless concerned for our own safety in doing so, and that of the public because many children and beach goers use the paths, sometimes in bare feet, animals are walked along the paths, and people at the bus stop on Charles street are also at risk.

C) We request that the hotel enacts stricter measures in ensuring that patrons do not exit the

hotel premises with glasses and undertakes to patrol and clean up the pathways by regularly checking and removing the glass when and where found.

### 3. Clarification: Upper Balcony Usage

Given that the hotel appears to be refurbishing/opening up the inner staircase to the upper floor with extensive open balconies, we seek clarification as to the degree of usage of the balcony areas in terms of patron access and possible noise generation on Moore Road, following which we seek information about how such noise, if any, will be reduced to ensure reasonable peace for residents in the area.

Furthermore, if the upper area is to be used for guest rooms, what measures are in place to ensure that such guests are not excessively rowdy, once again, creating unacceptable noise levels and that in the future, the usage as guest accommodation is not converted to general patronage once again potentially inflicting excessive noise on residents, especially as there appears to be no screen or sound barriers along the Moore Road upper balconies.

Thank you for your kind attention,

Gloria Wright and David Hill  
Owners and residents,  
20 Moore Road,  
Freshwater NSW 2096.