
 Holmead Road
London


My name is Lucy Kennett, I reside at the above address. I am an immediate and direct neighbour to the Chelsea Lodge.

Please treat this email as an objection to your application for a review against the Chelsea Lodge.

When I first bought my house; the deciding factor for me was the outgoing tenant (the seller) Deborah, told me how amazing the owners of the venue were. She said that the previous operators were ghastly and since the new owners took over, she has had nothing but peace. Deborah said they were absolutely accommodating they were.

I then also checked with the neighbour next to me, and she echoed the same, that she felt absolutely safe and was great since they took over.

The only thing that was mentioned by a few residents who wish to stay anonyms out of fear of being victimised, was that there was this witch hunt against the Chelsea Lodge and that they would all be banding together to try and get them shut down.

We have never ever had any issues with this venue. At the end of the night, I sleep peacefully. Eddie and Rachel across the road say the same. If there is ever any noise, you can hear the security keeping them quiet and moving them along.

These ladies and gentlemen that run the place make the road a better place, and it is an utter shame that there is this absolute witch hunt for them. There are a few of us - direct neighbours - that feel the same way. The issue is we cannot even get vocal; or we are removed from the residents' group, if we try defending them we are removed, and this is why so many have not made a stand and just stayed silent, because if you do, you are removed from something that is there to keep people safe.

Originally a few other residents and I were going to submit anonymously as we did not want any hostility from anyone, but I think there is time to speak up to defend this business.

The sad and terrible thing here is that all the residents that engage directly with these amazing operators only have the greatest experiences. I have been a silent witness to the constant false claims against these operators, where if I show any push back or support then there is a terrible back lash. Other residents and I wanted to get our statements of support taken by a councillor or MP for our area so that at least it would be an anonymous submission, but then we learned that somehow even they are involved in hating the venue to their connections to some residents. How are senior authorities that have never engaged with the venue, or met the operators, be in support of a review? Is it because they think they will

lose votes? Is it all political? Is this why the local authority has caved and coming after a local business? Politics? So, we have decided to be public from now on.

My decision to do this was heavily weighted by recent confrontation from a resident about the fact I was the only neighbour who supported them and it's because I worked for them all - because I decided to help decorate their business terraces because I cared for them so much after covid and wanted them to win their business back. That is what this business gives to everyone, a happy community, and that is what I want to be a part of.

There was an issue not too long ago when there were ambulance and a fire engine. I was there - I was drinking wine in the Italian opposite the road. It was crystal-clear what the initial issue was- because I witnessed it with my own eyes!

A Fire engine stopped, blocking the road. I don't even think the fire engine was called, it just stopped! These fire men were only flirting with the girls! One group of girls was outside and Next minute there was a resident that claimed to live down king's road, shouting at police about the venue how girls have been spiked. I had to pull her away and tell her to let the venue and authorities do their jobs and look after these girls. Well let me tell you, once the word spiked was used it was carnage! It was horrible to watch unfold because I have been watching these events weekly for the past 2 years with no problems.

I will tell you something; and this is important to note. I have daughters - and if my daughters were ever going to be at a place where they become vulnerable, be it through alcohol intake or something else, I would want it to be at the Chelsea Lodge in the care of their team - because my God, at least I would know my girls would be safe.

Noise and Nuisance:

As a direct and immediate neighbour with my property backing on to the rear of the Chelsea lodge, I think it's important to note the following

- 1. I have never really experienced music noise outbreak from the premises, apart from one time at 10pm, where they had loud music, and I text Chase and he sorted it out immediately*
- 2. I am a very light sleeper and wake up instantly if even the wind blows too loud so I would certainly know if there was noise from a bar and restaurant.*
- 3. During the summer I leave my windows open and still I can't hear a thing from the venue*

I am a menopausal woman, so let me be clear that if there was anything that wound me up or disrupted my life, the whole neighbourhood would know about it! Noise is not my friend!

Requests made with immediate change

Whenever I have ever had issues, I contact the venue immediately and it is fixed. I have got all the numbers of the managers and security for anything I ever need, and this should be a prime example that if you ask and speak with the venue directly then they are the most accommodating people, employees, and business.

- 1. There used to be an issue with their waste being collected early in the morning, this went on for about 2 weeks and my menopausal head said "that is enough" so I went over, and I spoke with them, and they instantly changed their collections. There was never another issue*
- 2. A few of the staff started to take their smoke breaks out the back. Although it was only before 11pm, there was still talking out the back and miss menopausal did not want talking next to my bedroom, So I spoke with Chase, and although he was away, but he immediately put a stop to their smoke breaks out the back and explained it may have been a new manager*
- 3. For a period of around 3 weeks, they had a terrible rubbish issue, and a few of us residents didn't help much because we were all used to using their large bins for our items. Yet every few days, Chase would get a external company to come and clear at great expense (and yes perhaps a few of us made good use of this collection for our larger items). However, after 3 weeks of absolute struggles I know he immediately changed supplier to H&F and since then there have been no issues whatsoever.*
- 4. There was one time when I could hear bass, and I contacted Chase and he came round immediately with his noise monitoring equipment and between him and his colleagues, fixed the issue inside 10 minutes.*

The above should be treated as evidence to support these owners, that they are highly approachable and will fix anything you ask – all you have to do is ask. All you have to do is meet them, talk to them.

Crime and disorder:

Myself and my daughters feel absolutely safe with the business being there at the end of the road. More importantly we feel safe knowing that they are there until 3am.

On nights that they are not there in the weekdays, the noise can be unbearable. There is more noise in the weekdays when they are not there than on the weekend when they are, full of customers.

There was one time where someone had urinated on my wall, in the weekday, and all I popped a note on the wall saying, "if you pee here again your willy will fall off" and it's never happened again.

Liebe, Chase's brother, spends every night on the street ensuring that there is no noise. I call him any time of the night if I ever see anything, and he will record it and move them along. I

have witnessed him walking down to groups of random people congregating outside homes to get them to keep the noise down.

Getting to know the team, Chase, his lovely family that work with him and Gav, as been an absolute delight and I wish other people would experience what great people they are. They have faced some terrible hard times across their businesses' and yet all they continue to do is be kind and care about others. I would be so much more upset if they were gone.

There are so many undesirables in the area. They are on every corner. We don't live in LA in \$20M homes surrounded by security entrances. We are surrounded by moped thefts, council estates, unemployment and high crime rates where sometimes just walking down the kings road or Fulham road passed a certain hour makes you feel unsafe. How is all this noise and through traffic being blamed on them??? How has no one watched them or spent 30 minutes with them in the early hours of the morning and seen what they do for the street, the area and the noise and safety???

I find it an abomination how clear it is that if there is enough beating of a drum hard enough and long enough to the local authorities and senior authorities in power about a premises— that they would act so ridiculously unjust to a local business just so that the drum might stop beating in their ear, without taking a closer look at those beating the drum and whether what they are saying is true is actually happening.

As a final point, I CHOSE to live next to a licensed premises and still to this day I never regretted buying my house next to the Chelsea Lodge and trying to reduce the hours or drive them out will only end up with an increase in crime and disorder and noise on our street.

What a terribly sad world we live in where things have gotten so petty and people are no longer judged on the characters they are or the merits of the good they do yet are judged and disciplined with catastrophic affects to their livelihoods on what others purport to experience.

Perhaps you should get your teams outside the Chelsea Lodge every night they are open and judge them on your findings there – because something tells me – if they experience what me or the other immediate residents and customers experience – then they will find nothing.

Kind Regards

Lucy Kennett, Immediate neighbour

In support of local businesses, well operated late night venues and hospitality surviving.