Hurlingham (Passenger Vessel), Lambeth Pier, London

As a responsible authority under section 13(4) of the Licensing Act 2003 as amended under the Police and Social Responsibility Act 2011, the Licensing Authority have considered the Summary Review application submitted by the Metropolitan Police Service in full. The Licensing Authority has concerns in relation to how the premises promotes the following Licensing Objectives:

- Public Nuisance
- Prevention of Crime & Disorder
- Public Safety
- Protection of Children from Harm

**Cumulative Impact Area (Saturation Zone)**

The premises is not within the cumulative impact area zone as identified within the Council’s Statement of Licensing Policy (‘The Policy’) on page 58.

**Classification of Premises within the policy**

As per the Council’s Statement of Licensing Policy, the premises falls within the description of a ‘nightclub’. The premises is a passenger vessel and therefore doesn’t have a fixed location, however the Licensing Authority believes the premises should be classified as within a residential area due to properties of this nature overlooking the River Thames.

**Background**

The Licensing Authority have been made aware that this particular premises have been causing noise nuisances to local residents along the river. Complaints have been received by the authority since 2016 to the present year 2019. These can be seen at Appendix A, which include a letter from the Port Authority dated 2016 and a video which was submitted earlier this year from a complainant which supports the nuisance caused from the Hurlington Vessel with the excessive volume of music emanating from the vessel as it moves along the river.

Due to the high level of complaints from local residents, a meeting was arranged on 28th November 2018 by the Licensing Authority. During this meeting the premises licence holder agreed to vary their licence under a minor variation and add a number of conditions which the residents believed would address their concerns. Unfortunately this variation never came to light and therefore the Authority recommended that the final resort the residents could take, would be to apply for a review of the licence. A copy of the notes taken at this meeting can be seen at Appendix B.

**Summary Review Application**

This application relates to events which occurred on 25th October 2019 when Police were called to Tower Pier where the Hurlingham’s passengers disembarked. Here a large fight
ensued and Police Officers intervened. Whilst dealing with this incident the Officers had to make an urgent assistance radio message, due to the high level of violence which was occurring. Police note within their application that this isn’t an isolated incident and there have been previous incidents relating to the Hurlingham.

The Licensing Authority fully supports the Police Summary Review due to the significant and continuous incidents occurring and clear failings by the licence holder and staff managing these premises.

There appears to be breaches of the conditions attached to the licence such as 'All music shall be controlled by noise limiting equipment'. From the video evidence provided, it would appear the music is not routed through a limiter as per the condition.

*Passengers shall be advised by the crew to leave the vessel in a quiet and orderly fashion and not to do anything which is liable to disturb nearby residents* The application which has led to the review clearly shows this condition has not been adhered.

There may be other breaches occurring from conditions attached to the licence which may become more evident upon receiving further information from the Police’s application.

The above elements clearly demonstrates that the Licence Holder and DPS Mr Bailey-Fogah has failed in his responsibility to uphold the Licensing Objectives.

**Conclusion**

In light of the above the Licensing Authority fully supports the Summary Review application submitted.

There are serious and justified concerns that the Licence holder and DPS Mr Bailey-Fogah, clearly has total disregard for upholding the licensing objectives. He has knowingly chosen not to work with the authorities to resolve issues brought to his attention and local residents in order to promote the licensing objectives. It’s fair to say that he appears to run dangerous operation which contradicts the licensing objectives and putting the safety of patrons using the vessel at risk and the Authority asks the Licensing Sub-Committee to consider the application submitted to revoke the licence.

Bina Patel
Licencing Manager
8th November 2019
Appendix A

Department of Markets and Consumer Protection
David A H McG Smith CBE
Director of Markets and Consumer Protection

Mr Trevor Bailey-Fogah,
Hurlingham Cruises Ltd,
Festival Pier,
Southbank,
London,
SE1 8XZ

Date 4th March 2016

Dear Mr. Fogah,

Noise Complaint

I have received a complaint from a resident in the vicinity of Saundersness who was woken up by loud music from the Hurlingham at 0140hrs on Sunday 21st February 2016.

I would like to remind you that you have an obligation to ensure that your activities do not cause a Public Nuisance. The 2003 Licensing Act stipulates that noise control measures must be in place through the use of noise limiting equipment, please ensure your noise limiting equipment is set up and is operating correctly, failure to do so could result in your licence being reviewed by your licensing authority which could lead to your licence being revoked.

Would you please ask your crew to ensure that the music is kept to an acceptable volume particularly after 2300hrs, windows and doors are to be kept shut and that speakers are contained inside the vessel.

Yours Sincerely,

[Signature]

Jacqueline Ingram MSc, MBA, GradCIEH
Technical Officer
CC Lambeth Council Licensing Department
Dear sir/madam,

On Saturday, 7 October 2017 at around 23:50 the “party boat” Hurlingham passed our residence at 14 Wharf St, London SE8 3FW. During its passing - which took about 10 minutes - the boat emitted significant levels of noise. A check with a smartphone app inside my 4th floor flat with closed windows measured just above 90dB, with bases that could be physically experienced. It can be assumed that similar noise levels were emitted throughout the journey of the boat.

As a resident of a river front property, we experience regular noise disturbance by party boats. Most of them are non-notable as they are a) earlier in the evening and/or b) emit less noise. This is our second complaint this year. We believe the Hurlingham stands out in the same way as our earlier complaint by being both notably later than other boats and significantly noisier.

I had received a response about my earlier complaint and spoke with Greenwich council at the time. I am aware of the constraints that local councils have given the transient nature of the noise and the multitude of authorities involved. In general, I find the current situation around party boat licensing and enforcement insufficient. With local authorities around the city reducing the number of party outlets given the noise and anti social behaviour they attract, the river has become a substitute. Those party boats effectively operate in a grey area where i) no public consultation is required through planning, as it would for a new brick-and-mortar club being established, ii) the transient nature of boats makes official noise measurement by local councils difficult, iii) the emitter principle causes ambiguity as to within which borough the boat actually causes a problem (left of centre: Tower Hamlets, right of centre: Greenwich), iv) the duality between licensing authority (port of call) and inconvenienced authorities lacks efficiency in the control of number of boats and enforcement.

The operators of the Hurlingham probably know that. On their website (http://www.hurlinghamcruises.webeden.co.uk/about-us/4584481819), they boast that they “rival any superclub around the country” with “fully installed […] professional sound system”. Their site reads intent on prioritising the “clubbing” feel. I guess the difference is, a superclub has a few inches of brickwork to block sound and is tightly regulated. A boat only has a few millimetres of steel and glass and is on the move.

I hope local councils and the port of London authority can work together to implement and enforce noise emission by party boats to a standard that is equal to capabilities on land to address this grey area that the Thames poses.

Kind regards,

Maik Sperling.
From: Michelle Lovric
Sent: 01 September 2018 19:02
To: Dunn, Thomas
Subject: Serious noise complaint

Dear Sirs
I am the coordinator of the Residents Group at Clink Street, which runs between the Cannon Street and London Bridges.
The noise of the Hurlingham is impacting horribly on residents in Clink Street. The noise starts before we can even see the boat and continues long afterwards.

At 18.55 today, Sept 1, the boat was making a really terrible noise, as it has done on many occasions in the summer.

I appeal to you to understand that over 100 people live on the river at this point. This includes elderly people and young children. Is there some way that your captains and entertainment managers could be persuaded to make a conscious effort to reduce the noise on this densely residential point of the river? It would not ruin the pleasure of your passengers to have a moment to be able to talk to one another. But it would make an enormous difference to our ability to use our living rooms and balconies.
I look forward to hearing from you
Michelle Lovric
Dear Lambeth Licensing

I am a resident at Oxo Tower Wharf and we the residents of the building are constantly and persistently subjected to substantial noise nuisance from the Hurlingham pleasure boat. The operator describes this boat as “London’s first floating night club”. However, in achieving its aim as a floating night club the operator is in breach of the licensing regulations that seek to prevent public nuisance.

Today, the boat collected passengers from Temple Pier opposite Oxo Tower Wharf. VERY LOUD BOOMING MUSIC was being played whilst passenger were boarding the vessel. The music from this vessel is so loud that it cannot possibly utilise any noise limiting equipment that is calibrated according to the licensing authorities requirements. As the boat travels up and down the river passing by Oxo tower Wharf on several occasions the uncontrolled level of noise from this vessel is such that severe noise nuisance is caused to residents. Finally, when the passengers were disembarking today at Temple Pier, the music did not cease before the vessel arrived at the pier. In fact the vessel was stationary at the pier while the music continued at high volume and passengers remained on the vessel for at least 20 minutes, while the operator allowed the party to continue whilst at the pier. We did make a phone call to the operator who hung up the phone, was rude and uninterested in resolving the noise nuisance being caused.

The residents at Oxo Tower have tolerated the Hurlingham for some time now. We now request that the licensing authority review the conditions of this license so it is stopped from causing further public nuisance.

Port of London Authority – I have cc’d you into this e-mail as we believe this operator is in breach of the Code of Practice of Passenger Vessel Operations in relation to noise pollution. I’d appreciate it if the PLA could also investigate this matter too.

Others cc’d in – you have been copied in to seek your assistance in ensuring measures are in place to enforce public nuisance measures and to encourage the Hurlingham and other boat operators causing noise nuisance to be made aware of, and comply with, their duties. We look forward to your support.

I look forward to your responses.

Kind regards
Clive Streatfield

Licensing requirements:

**PREVENTION OF PUBLIC NUISANCE**

Live or recorded music shall not be allowed to commence until after the vessel has left the embarkation pier, and shall cease before the vessel arrives at any disembarkation pier.

All performances of Live Music outside the vessel shall be unamplified and cease by 23.00 hours.
All music shall be controlled by noise limiting equipment.

Passengers shall be advised by the crew to leave the vessel in a quiet and orderly fashion and not to do anything which is liable to disturb nearby residents.
I wish to report a serious noise nuisance from the Hurlingham in Hammersmith yesterday at 17.07pm. It was impossible to hear or speak with anyone on the shoreline for 20 minutes while this boat passed, with all its windows open, music blaring and its customers singing and screaming out of them.

Sincerely

Michelle Lovric
Winchester Wharf
Clink Street
London SE1
Dear Environmental Health Officer,

For years now there has been a persistent problem with noise from party boats on the Thames, which continues well past the usual c.11pm noise deadline and seems to be equally persistently ignored by the enforcing authorities. There are always a couple of boats, especially but not exclusively on weekends, which blast out music past midnight. Please see attached two videos, as follows:

- From 7 July 2019, 12:10am - boat passing by Limehouse lock, boat name indistinguishable - a police boat can be seen passing the other way and although it is not on the video, the police boat completely ignores the racket made by the boat;
- From 14 July 2019, 12:18am - boat passing by Limehouse lock, boat name is Hurlingham - this boat seems to have been licensed to operate by Lambeth Council in 2015 (ref: 15/00050/PRMTRN).

These are just two examples of what continues to be a problem that results from a few partiers causing a nuisance for thousands of people living on the river - the blasting music and the shrieks of the DJ keep waking me and my family up even with the windows closed, well past any reasonable time in the evening. I checked with local residents on the Isle of Dogs and discovered that we are definitely not the only ones affected by this nuisance. Surely this cannot be acceptable by any licensing authority.

Having previously contacted the Tower Hamlets noise line about this, I was only asked where the boat was passing at the time of the call and then informed that nothing can be done about this by the council. I have already complained to Hurlingham Cruises Ltd about this but frankly, this problem can only be tackled effectively with effective enforcement of noise made by all party boats on the Thames, whether by local (licensing) councils or by a centralised body. This would also be consistent with the Mayor's recent London Environment Strategy, which specifically addresses noise pollution. Therefore I and my fellow citizens would be grateful for some urgent action on this matter.

Kind regards,
Dessi Petkova
ML explained that she held a meeting prior to today with residents from a number of residential areas who also have concerns. Michelle confirmed it is not just the Hurlingham vessel but this one has been mentioned more than other operators.

WE asked whether it can be determined that the Hurlingham is definitely the vessel causing noise nuisance? ML noted that residents have highlighted this vessel and she has also witnessed noise affecting Clink Street from Hurlingham.

WE explained that Summer 2018 was an exception due to weather and the world cup. They confirmed new windows to be installed in the upper deck during 'dry dock' (Jan 2019). Sound system faces inwards and SIA actively go around and close the windows when they can.

ML highlighted that many people scream as they go under a bridge. WE explained it is a London tradition. General discussion took place to see what options the licence holder has to stop this happening, a suggestion was that DJs are not to engage in encouraging customers scream.

WE said that they are unable to confirm at the meeting if signs would be possible at the windows however they did say they would ask the owner if possible. They also advised they will be looking at the possibility at installing heating/air con system to combat the problem of people open the windows.

WE confirmed the decibel limit is 85db which means past this the music cuts out. There is already signage within DJ booth saying don’t go past this level. DJ’s unable to bring own equipment, therefore must use premises and unable to bypass the sound limiter. No-one can tamper with the limit of 85db and the microphones are in a sealed unit above the bar between the two levels.

ML asked if a noise receivers be placed outside the vessel? WE confirmed this wouldn’t be possible as a separate boat could potentially cut off our music if it goes past.

WE confirmed there is no outside speakers except the Captains emergency announcement. They can accommodate 30-35 customers outside smoking at any given time.

WE informed everyone that at the end of a customer’s journey they take responsibility and make sure they have exited/dispersed from the pier before departing.

ML questioned their process should an emergency occur during an event. WE confirmed in an emergency they can cut the music out. The captain has a public announcement for emergencies with two switches, one reduces DJ music for talk over and one for a complete cut out. He also has a switch separate from the announcement system to cut the music out. Captain can see CCTV across the whole vessel. Staff and SIA are constantly patrolling and they have a link via ear piece to the captain for emergencies.
WE stated they only use until 03:00 on new years eve until new years day, not 12 occasions a year as allowed under the Premises Licence, also 99.9% of the time finish at 00:00 instead of until 01:00. Happy to increase speed during residential areas to maximum speed which is around 400 metres. Unless embarking/disembarking at a pier when they should be silent in terms of music. Coin Street Mooring/Crown Pier to 100m past London Bridge.

WE happy for a noise officer to come out and set the limit at 85db and include a seal on the noise limiter.

Actions and wording of conditions to be agreed and applied under a Minor Variation as Volunteered by the Licence Holder (TBF):
(1) Double-glazed windows to be installed on the top dock by end of January 2019, during dry dock.
(2) Staff and SIA Security Personnel shall actively close windows by proactively carrying out checks every hour, as a minimum.
(3) The safety announcement at the beginning of the vessels journey shall include the following; all windows are to remain closed at all times out of respect of the River’s neighbours.
(4) Signs to be prominently and clearly displayed asking customers to respect the river neighbours by not opening the windows.
(5) No members of staff including the DJ shall encourage screaming or shouting whilst on the vessel and particularly during times when the boat is approaching or travelling under/past a bridge.
(6) There shall be no outside speakers, with the exception of the captains emergency announcements.
(7) The boat shall travel at the maximum speed limit between Crown Pier to 100m past London Bridge. The only exception shall be during embarking and disembarking a pier. *(Further clarification regarding exact location required)*
(8) Removal of wording ‘On no more than 12 occasions annually, the finishing time may be extended to 03.00 hours. Notice of each such occasion shall be given to the Police and Licensing Authority 10 days prior to the occasion (or such lesser time as may be agreed with the Police)’ and replace with New Years Eve timings of 07:00 – 03:00.
(9) WE to invite Lambeth’s noise officer to attend the vessel to check the limiter installed. *(Contact details to be obtained from Tom Dunn).*

Everyone was happy to share their contact details within the group at this meeting, but these details are not for further circulation.
Living Bankside
18 Great Guildford Street
London
SE1 0FD
E: info@livingbankside.org

Thursday 31st October 2019

Email to licensing@lambeth.gov.uk

re 19/00338/PRSUM | Premises Licence (summary review) | Open for Consultation | Passenger Vessel Hurlingham Lambeth Pier Albert Embankment London

Living Bankside represents nearly 13000 residents between the Oxo Tower and City Hall. Our area includes elderly people and young children, the clergy of Southwark Cathedral whose homes are on the river and the Globe Theatre.

Party boat noise has over the last few years become a serious problem. Most of the 80 or so licensed passenger vessels behave beautifully, but a dozen boats regularly make weekends and even weeknights a misery for those who live within earshot of the river. Residents log excessive boat noise with the London Port Health Authority (“the LPHA”) and with their own councils.

The Hurlingham’s particular onboard behaviours have made its noise nuisance more distinctive and more disruptive than that of other party boats. The Hurlingham is, I believe, also the party boat that is reported to the LPHA more than any other. The Hurlingham does not only make distressing noise while in transit but also regularly fails to turn off the music when it is embarking or disembarking passengers at the pier in front of the OXO Tower’s many residents (see below). This is in specific breach of clause 4 of its licence.

The prolonged and repeated exposure to Hurlingham noise is very distressing for residents and particularly damaging to the many children who live in its path.

Our grounds for requesting a review of the Hurlingham Licence are as follows:

1. The prevention of public nuisance
2. Public safety
3. The protection of children from harm

1. The prevention of public nuisance

The Hurlingham styles itself as a floating nightclub but it does not observe any of the restrictions about noise and public disorder with which a land-based nightclub would be forced to comply.

In the link below, there are several videos of typical Hurlingham behaviour. We urge the investigating officer and Licensing Sub-Committee to look at them.

https://1drv.ms/u/s!AsKEVottYH2SZ9G0LTElPpQu8lc?e=nCZ14a

If the Hurlingham were a land-based nightclub – in, for example, Southwark – environmental health officers and noise teams would soon enforce against the Hurlingham allowing people to hang out of a windows, screaming. Environmental Health and enforcement officers would also act on the Hurlingham’s open windows blaring music directly into a residential community from less than 100 metres away from bedroom windows, especially given the fact that cold water is known to amplify noise.

The Hurlingham’s routes take it past a series of Cumulative Impact Zones where no nightclub would be licenced because of the amount of noise and nuisance already impacting the area. Yet the
Hurlingham’s music and screaming enter into the Cumulative Impact Zones, louder than any existing sources of noise.

But because the Hurlingham operates on water, only the hard-pressed LPHA can effectively act on its excessively antisocial behaviour. The LPHA feels that each local council should take responsibility for the health effects on its own citizens and ratepayers. However, the local council, in the case of Southwark, specifically does not acknowledge responsibility for noise and disorder emanating from outside its curtilage. The Hurlingham has for years exploited this loophole to the full.

It seems that it is only via its premises licence that the Hurlingham may be required to desist from creating public disorder, damaging health and creating a noise nuisance.

Here is a sample of Hurlingham noise and nuisance logged by various members of the community around London Bridge and Blackfriars with the LPHA and Southwark during July 2019. These logs are not exhaustive as not everyone is always at home when the Hurlingham passes. But the pattern is very clear.

**July 6 2019**
21.30 THE HURLINGHAM. Horrible noise – so loud it lasts way beyond the next bridge.

**July 13 2019**
21.08 THE HURLINGHAM. Appalling loud music with DJ miked to scream over it. All windows open and customers leaning out.

11.25 THE HURLINGHAM – same as at 21.08.

**Saturday July 20 2019**
15.40. going east. THE HURLINGHAM. All windows open. Women sitting on window sills and some leaning dangerously out of them, deliberately screaming at people on the shore at the tops of their voices. No member of staff was cautioning them about their safety, asking them to bring their bodies inside the boat or asking them to be quiet. From the thudding music inside and their evident excitement, perhaps they were being encouraged. The Hurlingham is upsetting people up and down the river with this kind of hooligan behaviour today. It also seems to be very dangerous. Alcohol, thudding bass beat, fast tides – how can this be safe?

21.01 THE HURLINGHAM, while docked at the pier, music blasting and DJ’s shouting amplified.

22.21 THE HURLINGHAM heading west – quieter than usual because a police boat was following immediately behind. But even before the Hurlingham came under London Bridge, the DJ’s voice was bouncing off nearby windows.

**Sunday July 21 2019**
17.47 THE HURLINGHAM all windows open, the DJ’s shouting clearly audible and thudding music too

21.16 THE HURLINGHAM going east, windows open, DJ voice thundering out

21.30 THE HURLINGHAM again, even louder, coming west this time. It is Sunday night. There is no peace.

**July 25 2019**
19.35. THE HURLINGHAM going east amplified pop music with open windows

20.35 HURLINGHAM it is making just as much noise on its return journey westwards,

21.18 HURLINGHAM going east blaring music. Heard it well before we saw it. Blaring, thudding music . and people leaning backwards out the windows, half their bodies out of the boat. Drinking, dancing, leaning. Looks desperately unsafe.
21.34 HURLINGHAM Now for the 4th time, going west. Could hear it from before City pier.

July 27 2019 rainy, cold day, so quieter than usual

10.19 HURLINGHAM starting early with the torture. Heading east, thudding music, all the music deck windows open, people hanging out of the windows

Sunday July 28 2019

15.31 HURLINGHAM's back, going east. Shouting passengers, thudding music and some passengers blowing some kind of party horns too.

18.55 HURLINGHAM going west. Noise disruptive five minutes before it appeared – thudding beat of the amplified music, windows open, people leaning out. Noise continued until far past the next bridge when the boat was no longer visible.

The effect on residents of Hurlingham noise.

Residents have repeatedly tried to negotiate with the Hurlingham’s management for a reduction in the noise and antisocial behaviour (see the section of what has been done to alleviate issues in the past). In order to explain to the Hurlingham the effect of its music, DJs and screaming passengers, we prepared this composite of reports from residents in Living Bankside’s communities:

‘What is the noise? It is painfully loud music, over which a DJ is often shouting. Sometimes the DJ encourages the passengers to scream too, over the music. It is the notoriously unhealthy deep bass beat which is experienced all over the body. The boats proceed past very slowly, thus prolonging the noise.

The noise you hear is efficiently transmitted by the acoustics of a canyon-like river passage and delivered right into your home – again and again all evening and all day during the weekends, summer and winter. It feels like living in an airport flightpath.

When a bad party boat is passing, you cannot sit on your balcony, so you cannot eat lunch or dinner outside on summer weekends. When a bad party boat is in front of your home, you cannot speak to anyone in your home and you cannot hear them speaking to you. On summer weekends, you cannot keep your windows or rooflights open no matter how hot it is. Even with double-glazed windows closed, when a boat is passing you cannot hear the television, radio or your own music. You cannot even hear your phone ringing. If you work at home, and many of us do, you struggle to focus.

The effect is traumatic, like a repeated assault. You feel distressed, impotent, angry and even tearful: this is your home and it is uninhabitable. Your heart-rate goes up. You experience a sense of constriction in your chest. You have to leave your living room or bedroom and go to another part of the house. That is, if you can. There is no escape for those people whose apartments are entirely on the river. So sometimes you just give up and go out – if you can. Your children cannot sleep. Or worse, they are woken up every fifteen minutes by the terrible noise. This affects their state of mind and their ability to concentrate the next day.

This noise upsets you not just when the boat is in front of your house. Its effects reach you well before the boats come under the nearest bridge and it lasts after the next bridge. The bridges are often the worst as people stimulated by drink sometimes feel the need to scream when they go under one.

Many residents along the river have come to dread summer evenings because of the party boats. The summer of 2018 has been worse than any summer before. ’

How water amplifies the sound of party boat noise
In most cases of party noise on land, there is an ‘attenuation’ of noise over distance. But the river has the known effect of magnifying noise, which also bounces off the hard surfaces of the office buildings. Jackie Seroka, of the LPHA which monitors Thames party boat noise, said on July 1st 2019, ‘Unfortunately the acoustics on the river can make the noise appear worse than it is, particularly at low water or when there is little or no wind, the noise becomes louder the further away it gets from the source due to geometric spreading and surrounding high buildings can also contribute by causing the noise to canyon between the buildings.’

This effect is unpacked here by scientist Sedeer el-Showk on his Inspiring Science website:
‘When you make noise, sound waves travel away from you in every direction, making an expanding sphere. Since the air just above an open body of water is cooler than the air slightly higher up, the speed of sound is slightly lower above the water’s surface ... The difference in speed causes the expanding sphere of sound to change shape, flattening into a wall or even focusing the sound downwards. That’s why sound travels further over water: less is lost up into the air, meaning more of it ends up in your ears — or your neighbors.’

This diagram below illustrates exactly why noise from the party boats is naturally amplified by the river, creating such disruption to the lives of residents and workers on the Thames. (From http://www.yyjsewage.com/)

This effect of water was discussed at a meeting with the Hurlingham in November 2018. The operators of the boat and its licence are well aware of the impact of their loud music and passenger screaming and how these noises are amplified.
2. **Public Safety**

We contend that the level of noise nuisance perpetrated by the Hurlingham constitutes a public health risk. Evidence about health issues triggered by excessive and repeated leisure noise are documented below.

As well as the effects on residents and local businesses and cultural organisations, we also ask the investigating officer and Licensing Sub-Committee to reflect on the health effects of the Hurlingham's noise on its own passengers.

Another health and safety issue is the way that passengers on the Hurlingham lean half their bodies out of the rather low windows, sometimes holding themselves in place just with one arm hooked around the wall of the boat. Drink, screaming DJs urging them on, loud music all seem to make them more uninhibited than can really be safe. Darkness and water add to the potential danger. We would add that we have never seen a member of staff ask a passenger to desist from leaning out of the boat or screaming.

The fact that the situation aboard the Hurlingham may not be safe can be substantiated by the fact that residents (phoning to complain about the boat stationary but noisy at Crown Pier) have been told several times that passengers have had to be disembarked because of a ‘medical emergency’. Yet even at those times the music continues to blare.

Residents have also been told that the Hurlingham cannot keep the windows closed because there are not enough staff to control the passengers who open them.

**Medical issues triggered by exposure to the Hurlingham's noise**

'statutory nuisance' is defined under the Environmental Protection Act 1990: noise that

- unreasonably and substantially interferes with the use or enjoyment of a home or other premises
- injures health or be likely to injure health

The World Health Organisation 2018 Environmental Noise Guidelines for the European Region provide guidance on protecting human health from harmful exposure to environmental noise, including 'leisure noise'. The 2018 directives have produced stronger evidence of cardiovascular and metabolic effects of environmental noise. ‘Excessive noise seriously harms human health and interferes with people’s daily activities at school, at work, at home and during leisure time. It can disturb sleep, cause cardiovascular and psychophysiological effects, reduce performance and provoke annoyance responses and changes in social behaviour.’ In the LEISURE NOISE section, it states that decibel levels above 70 are ‘associated with adverse health effects’.

In terms of decibels and duration, the intermittent nature of party boat noise is similar to that of aircraft landing or taking off. Living with repeated exposure to the loud noise of the Hurlingham very much resembles the effect of living under an airport flightpath. Once you know the Hurlingham is out on the river for the day, or the evening, you know that the noise will be repeated and relentless. Unlike aircraft noise, it also tends to get louder as the night wears on.

This British Medical Journal study shows the increase in coronary and cardiovascular illness in areas where aeroplanes land and take off intermittently. **Main outcome:** risk of hospital admissions for, and mortality from, stroke, coronary heart disease, and cardiovascular disease. *The Independent* has produced an article based on BMJ and other research. There is increasing evidence that long-term environmental noise above a certain level can have a negative influence on health. These effects can be physical, mental and possibly even disrupt children’s learning.

Recent research shows that road traffic and aircraft noise increase the risk of high blood pressure, especially noise exposure at night. A study of aircraft noise around London’s Heathrow airport found that high levels of aircraft noise was associated with increased risks of hospital admission and death for stroke, coronary heart disease, and cardiovascular disease in the nearby area.
Another large study that looked at aircraft noise exposure over a much longer time period of 15 years found that deaths from heart attacks increased when the noise was louder and endured over a longer period of time. The latest estimates suggest a ten decibel average increase in aircraft noise exposure was related to an increase in high blood pressure, heart attacks and strokes of between 7% and 17%.

Emotional response to noise pollution can also be significant, so much so that it has a specific name: *noise annoyance*. This describes the negative feelings noise can create such as disturbance, irritation, dissatisfaction and nuisance, as well as a feeling of having one’s privacy invaded.

As well as the type and volume of the sound, other factors include how much it interferes with your activities, the fear you feel associated with the source of the noise, your coping mechanisms and even your belief about whether the noise is preventable. For example, you’re likely to feel more annoyance to party boat noise invading your home if you know that the boat concerned is aware of the issues and is taking no measures to regulate the noise …

### 3. **The protection of children from harm**

Another important area of noise research is the effects of repeated loud noise on children’s learning. About 20 studies have found effects of either aircraft or road traffic noise on children’s reading abilities and long-term memory. One medical report found that aircraft noise was associated with poorer reading comprehension and memory, after taking both the children’s social position and the road traffic noise into account. In the UK, reading age was delayed by up to two months for a five decibel average increase in aircraft noise exposure – and, as explained above, exposure to the intermittent extremely loud noise of the Hurlingham very much resembles the effect of living under an airport flightpath.

Below are recent testimonies from the parents of young children who are affected by the Hurlingham.

To protect their children’s privacy, the parents have asked for abbreviated identification but full details would be available privately to the investigating officer on request.

“*The Hurlingham is a particularly loud boat with thumping music and a DJ who screams down the river via a loudspeaker. I have 2 children of primary school age who go to bed around 9 and then are periodically disturbed by this floating bucket of racket until past midnight despite closed windows (a challenge during the recent heatwaves) and heavy draperies. One of them says she is afraid of the shouting and the other keeps waking up and asking me to “turn off the TV” whenever the boat slowly drifts by. Subsequently sleep disturbance translates to tiredness at school for the children and impaired weekends for our family. I simply do not understand why “pleasure boats” such as the Hurlingham (of which it is the most egregious example in my experience) have been allowed to disturb residents in this way – the inability to avoid the noise makes us feel as if we are trapped in our own homes and have no control over the time any of us can go to bed. Surely these consequences contravene the purpose of licencing laws.”*

D.P. E14 (full details available privately on request). August 8th, 2019

*My three young children are adversely impacted by the ongoing nightly disturbances created by The Hurlingham when it passes our flat.*

*It is hard to get them to settle and go to bed when there is what appears to be orchestrated screaming from the guests as they pass under London Bridge.*

*Likewise, the thumping bass from their sound system prevents them going down.*

*Once we manage to get the kids to sleep, they keep waking up when The Hurlingham passes for the above reasons.*
Our children are crabby and frazzled in the morning after these nightly disturbances (as are we) and there has been no effort whatsoever to moderate the conduct of The Hurlingham.

We are very concerned about the impact it will have on their progress at school.

N.S. SE1 August 9th, 2019 (full details available privately on request)

Prior representations about the Hurlingham’s noise and safety issues.

The Hurlingham has been causing problems for some years.

Michelle Lovric, a resident coordinator at Living Bankside, first wrote directly to the Hurlingham on September 1st, 2018:

Dear Sirs

I am the coordinator of the Residents Group at Clink Street, which runs between the Cannon Street and London Bridges.

The noise of the Hurlingham is impacting horribly on residents in Clink Street. The noise starts before we can even see the boat and continues long afterwards.

At 18.55 today, Sept 1, the boat was making a really terrible noise, as it has done on many occasions in the summer.

I appeal to you to understand that over 100 people live on the river at this point. This includes elderly people and young children. Is there some way that your captains and entertainment managers could be persuaded to make a conscious effort to reduce the noise on this densely residential point of the river? It would not ruin the pleasure of your passengers to have a moment to be able to talk to one another. But it would make an enormous difference to our ability to use our living rooms and balconies.

I look forward to hearing from you

Michelle Lovric

There was no response to this email. Michelle Lovric then approached the Lambeth Licensing officer for help.

Meanwhile, other residents were also struggling with the Hurlingham, notably those at the Oxo Tower. When residents there called to remonstrate about noise when the Hurlingham is berthed at Crown pier, the residents are always told the same thing: that a ‘medical emergency’ meant they had to stop at the pier – which does not explain why the music/DJS/screaming are allowed to continue. In fact, it is rather odd that they are, if a real medical emergency is in progress. (And it does rather beg the question as to why there should be repeated medical emergencies on this vessel).

After repeatedly logging noise from the Hurlingham with the London Port Health Authority during 2018, Living Bankside requested a meeting with the Hurlingham, a ward councillor, the LPHA, the Lambeth Licensing officer. This was held at Lambeth Civic Centre, 6 Brixton Hill, London, SW2 1EG. Wednesday 28th November at 10:30am. Attending were

Tom Dunn, Licensing Officer Community Safety (Licensing) Lambeth; Jackie Serota, London Port Health Authority; Trevor Bailey-Fogah, licensee and Wayne Eldridge, manager, from the Hurlingham; Councillor Adele Morris, Borough and Bankside Ward Liberal Democrat Councillor; Vice Chair of Licensing Committee, Southwark Council; Deputy Chair, LGA Environment, Economy, Housing and Transport Board; LGA Planning Advisory Service Board Member; Michelle Lovric, Clink Street resident for 17 years; coordinator Living Bankside and Clink Street Residents Group; Resident Liaison with Borough Market and Borough Yards (former Vinopolis); Resident Coordinator and Committee Member, Living Bankside’s History and Heritage Committee; Journalist and writer
At this meeting we made the Hurlingham aware of the thousands of people that are affected by the music and screaming from the boat, submitting figures of the people of whom we were at the time aware. Since then, we have joined up with many more residential clusters who are affected by the Hurlingham’s noise so the figures are far greater. These figures below include resident-owners, tenants, council tenants. There are young children, old people and those invalided by illness. Many of us have been here for up to 20 years.

**Numbers of residents (approximate)**

<table>
<thead>
<tr>
<th>Location</th>
<th>Residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rennie Court</td>
<td>198 (97 plus apartments)</td>
</tr>
<tr>
<td>Southbank Tower</td>
<td>382 (191 apartments)</td>
</tr>
<tr>
<td>Coin Street</td>
<td>450 (220 apartments)</td>
</tr>
<tr>
<td>Oxo Tower</td>
<td>156 (78 apartments)</td>
</tr>
<tr>
<td>River Court</td>
<td>80</td>
</tr>
<tr>
<td>Falcon Point</td>
<td>132</td>
</tr>
<tr>
<td>Bankside Lofts</td>
<td>240 (120 apartments)</td>
</tr>
<tr>
<td>Deanery &amp; clergy by Globe</td>
<td>4</td>
</tr>
<tr>
<td>(north) Sir John Lyon House</td>
<td>200</td>
</tr>
<tr>
<td>Globe View</td>
<td>278</td>
</tr>
<tr>
<td>Queen’s Quay</td>
<td>200</td>
</tr>
<tr>
<td>Norfolk House</td>
<td>24</td>
</tr>
<tr>
<td>Benbow House</td>
<td>148</td>
</tr>
<tr>
<td>New Globe Walk</td>
<td>31</td>
</tr>
<tr>
<td>Bearpit</td>
<td>25</td>
</tr>
<tr>
<td>Anchor Terrace</td>
<td>16</td>
</tr>
<tr>
<td>Clink Street</td>
<td>120</td>
</tr>
<tr>
<td>Minerva House</td>
<td>26</td>
</tr>
<tr>
<td>Shad Thames</td>
<td>2-3000</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>5710</strong></td>
</tr>
</tbody>
</table>

Since this meeting we have heard from many more residents further along the river, at Bermondsey and in Tower Hamlets, who are also affected by the Hurlingham.

At the meeting in November 2018, we also advised the Hurlingham that their noise was disrupting performances at Shakespeare’s Globe, transmitting a message from Mark Sullivan, Director of Communications, Shakespeare’s Globe, Nov 27th, 2018

*Shakespeare’s Globe wishes to express its support to … our local residents regarding the noise made by party boats. As an open-air theatre, we are aware that loud artificial noises can cause a disturbance to our audiences’ enjoyment of a play. During peak times in the summer, our front of house teams report this disturbance in our show reports and our patrons complain to our stewards about it affecting their experience.*
For the benefit of our audiences and the local residents we work with closely, we wish to ask the companies to reconsider the noise made near Shakespeare's Globe and the residential areas affected.

In a document circulated in advance of the meeting, we told the Hurlingham what we wanted from the discussion:

‘We residents want a lively river. We don’t want to silence the Thames or suppress its economy. But things have changed in the last few years. Party boat noise has become much louder, later and more frequent. Our purpose today is to see if the Hurlingham (and other boats like it) can moderate their operation – without reducing their profits. We are looking for compromise and not confrontation. We want you to succeed, and we believe it is possible without doing so at the expense of thousands of riverside dwellers.

Although we do monitor and log noise nuisance, we would prefer not to have to ask for a Licence Review. That would be a last resort. Clearly, a great deal of the problem originates in a lack of information. We’re sure that the Hurlingham has no desire to upset six thousand residents or deny them the enjoyment of their homes. Once we explain, we hope that the Hurlingham will voluntarily moderate its noise levels near and in front of residential areas and the Globe Theatre. We shall be asking certain other party boats to do the same … We want 2019 to be a year when things change on the river – where safety and respect become more important. There will be press attention for the anniversaries of the two bridge terror attacks as well as the Marchioness. It would be great if the year could also be marked by harmony between party boat companies and residents. You might even find that you have thousands more regular customers if the party boats can form a mutually beneficial understanding with the residents as other local institutions do, including the Globe, Tate Modern, the Borough Market.’

We also gave the Hurlingham an opportunity to hear about the experience of people suffering from party boat noise in their homes (see above). And we provided the evidence shown above of the medical ill effects of being exposed repeatedly to party boat noise, so that the Hurlingham staff could understand the seriousness of our issues and fears.

**Outcome of the meeting**

The outcome of the meeting was the Hurlingham agreed to a Minor Variation as follows:

(1) Double-glazed windows to be installed on the top dock by end of January 2019, during dry dock. (2) Staff and SIA Security Personnel shall actively close windows by proactively carrying out checks every hour, as a minimum. (3) The safety announcement at the beginning of the vessel’s journey shall include the following; all windows are to remain closed at all times out of respect of the River’s neighbours. (4) Signs to be prominently and clearly displayed asking customers to respect the river neighbours by not opening the windows. (5) No members of staff including the DJ shall encourage screaming or shouting whilst on the vessel and particularly during times when the boat is approaching or travelling under/past a bridge. (6) There shall be no outside speakers, with the exception of the captains emergency announcements. (7) The boat shall travel at the maximum speed limit between Crown Pier to 100m past London Bridge. The only exception shall be during embarking and disembarking a pier. (Further clarification regarding exact location required) (8) Removal of wording ‘On no more than 12 occasions annually, the finishing time may be extended to 03.00 hours. Notice of each such occasion shall be given to the Police and Licensing Authority 10 days prior to the occasion (or such lesser time as may be agreed with the Police)’ and replace with New Years Eve timings of 07:00 – 03:00. (9) WE to invite Lambeth’s noise officer to attend the vessel to check the limiter installed. (Contact details to be obtained from Tom Dunn).

We residents thought that this was a happy result. We were very hopeful. However, none of the agreed measures have been taken.

The Hurlingham noise in 2019 has been as bad as the noise in 2018, if not worse. The windows remain wide open. The DJs still scream and the customers still lean out of open windows screaming and gesticulating, as shown in the video above. The Hurlingham still docks at Crown Pier with its
music, its DJs screaming and its customers making the noise, even though this is specifically
forbidden by clause 4 of its licence. The Hurlingham has not added the above clauses to its licence,
even though it had agreed to, and has been chased by the licensing officer to do so.

As the Hurlingham was still causing the same upsetting problems by Easter 2019. On March 30th,
Michelle Lovric emailed the Hurlingham about a particularly bad party that afternoon: ‘I could hear the
screaming and the music through my closed windows.

This is very disappointing, and distressing.
The refit looks great, but I so wish that the boat was being used in a way that was not a noise
nuisance.

We will continue to log.’

This situation was also reported to the Lambeth Licensing Officer.

On April 10th, Michelle Lovric called Wayne Eldridge of the Hurlingham to see if anything could be
done, about the noise, the screaming, the windows, the clause in the licence and failing to turn the
music off at Crown Pier. The answer was along the lines of, ‘It is not that we are not going to do it, we
just aren’t going to do it yet.’ There were also assertions that the windows, not sorted in the January
refit, would now be fixed during works in May. Mr Eldridge mentioned an ABBA party on April 14th at
which he would be DJ-ing and Michelle Lovric agreed to monitor it.

There was further contact on April 14th when Michelle Lovric emailed Wayne Eldridge to report, as
agreed, on an ABBA party: ‘Re your abba party, just thought I’d tell you we appreciated the window
closed and no screaming outside. The deep bass beat was however enough to bring us to the
windows, which was closed.’

However, there was no response to this email. Further, the closed-window behaviour immediately
ceased and the Hurlingham returned to its full party volume, windows open, passengers and DJs
screaming.

The licence remains as it was, with no further progress on the agreed Minor Variation. The
Hurlingham continues to exhibit behaviour that is damaging to the children and adults who live along
the river. The difference is now that the Hurlingham is fully cognizant of the effect.

As the foregoing demonstrates, great care and much time has gone into negotiating with the
Hurlingham to mitigate its behaviour. A year has now passed since the meeting in November 2019,
and the behaviour of the Hurlingham is in no way mitigated. Too many people and too many children
are suffering as a result of the way that the Hurlingham uses its licence.

Alcohol generally disinhibits the passengers of party boats. In the case of the Hurlingham, alcohol
seems to put passengers out of the control of Hurlingham staff, or there are not enough staff to
control the passengers whose behaviour becomes antisocial after buying quantities of alcohol from
the Hurlingham. Or the Hurlingham simply does not choose to exercise reining-back behaviour when
its passengers scream out of the windows.

So we decided that we must, regretfully, support this review of the Hurlingham’s licence as all
previous measures have failed.

I urge the licensing officer to revoke the licence of the Hurlingham. Its track record of complaints for
serious disorder shows an incorrigible attitude, as does its failure to honour undertakings to remedy
problems with noise – undertakings negotiated in good faith with the help of the licensing officer.

If a permanent revocation is not granted, then I request all of the following:
the permanent exclusion of the sale of alcohol by retail from the scope of the licence;
the permanent exclusion of all music, live and recorded, from the scope of the licence
the permanent reduction of hours of the licence: 7am till 10pm
The removal of the designated premises supervisor from the licence;

If the licence is not revoked, or not fully amended as above, we ask that the Hurlingham’s licence be suspended for three months or until it can demonstrate a true change of behaviour, firstly by signing the agreed Minor Variation to its licence but also be demonstrating that the works to the windows have been done so that they are both double-glazed and kept shut on the music deck whenever music is playing. The suspension should not be lifted until the signage required in the Minor Variation has been put up and the microphone used by the DJ has been fixed so the DJ’s voice no longer reaches into the homes of residents. Residents would certainly cooperate during the testing. And finally, the Hurlingham must undertake to stop passengers from screaming and putting their bodies out of the windows rather than encouraging such unrestrained behaviour or allowing it to continue unchecked by staff. There must be sufficient staff on board at any time to keep control of passengers. The Hurlingham must also undertake to observe clause 4 of its licence, and desist from playing music when stationary at berth.

Once these conditions have been discharged, we ask for a probationary period of six months in which more than three violations would result automatically in a further three-month suspension. In the case of the Hurlingham proving incorrigible, and a second probationary period being violated, we would ask for the licence to be revoked.

Yours sincerely

Amir Eden

Executive Chairman
To: licensing@lambeth.gov.uk

5th November 2019

From: Celia and Roy Palmer, Horseshoe Wharf Apartments, Clink Street, London SE1

Re: 19/00338/PRMSUM/Premises License

Passenger Vessel HURLINGHAM, Pier Albert Embankment, London

For 20 years we have been residents of an apartment overlooking the River Thames. We write to object to any continuation of a license for Party Boat Hurlingham on the following grounds:

1. Prevention of public nuisance – specifically excessive noise, poor passenger control and light emission

2. Public safety – specifically of its passengers

3. Prevention of crime and disorder

4. Protection of children and the effects of the vessel on residents with disabilities and illnesses.

Background

Our permanent residential home is on the south bank of the River Thames, overlooking the river, between London and Cannon Street rail bridges – a location frequently traversed by Hurlingham.

1. Public nuisance

MV Hurlingham constitutes a serious public nuisance. It is operated in a disorderly manner with excessive noise generated by amplified music and by the screaming and shouting of passengers and the amplified
noise of disc jockeys who encourage passengers to shout and scream (especially when passing under river bridges) over the music.

Noise from the boat is amplified by the river and is clearly audible in our living and sleeping accommodation, to the extent of being a disruptive nuisance, even when double-glazed windows in our property are firmly closed. As well as noise nuisance from the open deck and from the boats cabin with open windows, we are subjected to bright lights of various colours.

The disturbances are worst in the evenings and especially so late at night – sometimes up to and beyond midnight. This occurs during passage of the vessel and also at the points of mooring and disembarkation, over weekends and public holidays. It is especially troublesome during warmer weather when we wish to have windows open.

2. Public safety

Passengers consistently lean out of the vessel, both from open windows and from decks. There appears to be no effort by the boat’s crew to moderate such behaviour, which must put those who participate at risk and to create a likely demand on emergency services. It appears to be the case that many passengers are disinhibited from responsible behaviour by the effects of alcohol intake.

3. Crime and disorder

Passengers on the vessel have been seen and recorded exhibiting disorderly and disinhibited behaviour, probably exacerbated by alcohol consumption and very likely illegal substances. The consequences of such behaviour include antisocial behaviour at and near disembarkation points and are unpleasant to view by others.

4. Protection of children and others

The children of riparian residents (and visitors on the Thames Path, for that matter) are disturbed by the noise nuisance and by the light emanating from the vessel. These nuisances disturb residents who work from home and some of whom have long or short-term illnesses. Unwanted noise is a serious irritant and source of stress. It has a significant negative impact on mental health and wellbeing - whether residents, local workers or occasional visitors.

The disorderly and noisy impact of those aboard Hurlingham have been reported many times to noise control teams of riparian boroughs and the City of London – but with no discernible effect insofar as long-term riparian residents can assess. The licensee and operator of the vessel has been asked to reduce the nuisance the vessel creates for residents but to date with no reduction in the nuisance.

We therefore ask the licensing authority to revoke, completely, the license of Hurlingham.

If total revocation is not possible we ask instead that:

1. the sale of alcohol is permanently excluded from the operating license
2. all live and amplified, recorded music should be excluded from the terms of the license

3. the hours of operation of the license should be reduced to a maximum duration from 08.00 h to 22.00 h.

4. that the currently-designated premises supervisor should be removed as licensee

5. that the license should be suspended for a period of 3 months or such other period as required to fit soundproof, lockable windows that will contain the sound entirely within the vessel and, further, that all new conditions are added to any renewal of the license as negotiated with the licensing officer, with Ward Councillor (for Bankside) Cllr Adele Morris, representatives of local residents and the London Port Health Authority.

Please keep us advise of progress and developments.

Celia and Roy Palmer
Horseshoe Wharf Apartments, Clink Street, London SE1

Dr Roy N Palmer
Hi Tom

It is a representation in my own right but also residents have asked me to represent them (they should be emailing you to that effect)

Best wishes

Councillor Adele Morris
Borough and Bankside Ward
Liberal Democrat Spokesperson for Regeneration and Planning
Vice Chair of Licensing Committee
Southwark Council

Deputy Chair, LGA Environment, Economy, Housing and Transport Board

Tel: [redacted]

Twitter: @AdeleLibDem

On 7 Nov 2019, at 15:22, Thomas Dunn <TDunn@lambeth.gov.uk> wrote:

Good afternoon Cllr Morris,
Can I confirm that this is a representation in your own right as a Ward Councillor, following complaints you have received from your constituents?
Should you wish to add further information regarding the nature of complaints and how this impacts the licensing objectives, feel free to send this information to me to be included in the Licensing Sub-Committee report.
Kind regards,

Tom Dunn
Licensing Officer
London Borough of Lambeth
Public Protection and Regulatory Services
Resident Services
Lambeth Council
3rd Floor Civic Centre
6 Brixton Hill
London, SW2 1EG
Phone: 020 7926 1866
Email: tdunn@lambeth.gov.uk
Website: [http://www.lambeth.gov.uk/licensing/](http://www.lambeth.gov.uk/licensing/)

Items by post should be sent to:
London Borough of Lambeth, Public Protection, PO Box 734, Winchester SO23 5DG

Items for courier or hand delivery should be delivered to:
London Borough of Lambeth, Public Protection, Civic Centre, 6 Brixton Hill, LONDON, SW2 1EG

<image001.jpg>

1
**Public Access** - for information on current licences and new applications please use the following link [http://planning.lambeth.gov.uk/online-applications/search.do?action=simple&searchType=LicencingApplication](http://planning.lambeth.gov.uk/online-applications/search.do?action=simple&searchType=LicencingApplication)

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**From:** Morris, Adele  
**Sent:** 06 November 2019 15:15  
**To:** Licensing  
**Subject:** 19/00338/PRMSUM

Dear Licensing,

I write in response to the application for a review of the licence for the Hurlingham, case number 19/00338/PRMSUM.

I have been supporting residents in my ward in relation to the ongoing disturbance caused to them by the operation of this vessel. Concerns raised are in relation to loud music and the noisy behaviour of those on board.

I would like to speak at the hearing on the 22nd November, on behalf of residents.

Best wishes,

Cllr Adele Morris  
Borough and Bankside Ward  
Liberal Democrat Spokesperson for Regeneration  
Vice Chair of Licensing Committee  
Southwark Council  
Deputy Chair, LGA Environment, Economy Housing and Transport Board  
Tel: [removed]  
Twitter: AdeleLibDem

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Disclaimers apply - full details at [www.lambeth.gov.uk/email-disclaimer](http://www.lambeth.gov.uk/email-disclaimer)
I have lived at Horseshoe Wharf, Clink Street, for 20 years. Our lives are being made a misery by the party boats, and Hurlingham is one of the worst. In the early days, noise was not so bad as there was a clear cut-off time (11 o'clock, I think) and noise was broadly OK.... always audible from my flat as the boats went by but 1 in 5 causing annoyance. It is now full volume, music and screaming, with every boat until the early hours. This is affecting my sleep patterns, my health and happiness.... it is not acceptable.

If operators will not obey the rules / guidelines they should have the licences removed for good.

Please help to make the city live-able again. Thanks.
2 November 2019

Dear Lambeth Licensing Committee

re 19/00338/PRMSUM | Premises Licence (summary review) | Open for Consultation | Passenger Vessel Hurlingham Lambeth Pier Albert Embankment London

I live along the riverside and have noticed an increase in the number of boats and the amount of sound pollution coming from their night-time activities. The Hurlingham is one of the worst offenders and I am writing to request that you refuse their license to play music and serve alcohol.

My home is set back from the river but noise travels easily across water. The Hurlingham’s disco is one of the loudest and its DJ’s screams and shouts above the music can be clearly heard from hundreds of metres away. I have even recorded the boat from inside my house because it seemed so loud that I thought there was as disco taking place directly outside my property. In the event of an emergency, I could imagine that no-one on board would be able to hear any safety announcement over the thud of the disco.

The Hurlingham is an old and antiquated boat and has no sound proofing. When the windows are open, as happens throughout the summer, the screaming and shouting of its DJ is amplified by those on board. But the problem is not confined to summer – it now happens regularly throughout the year, and on most weekends. The record of complaints relating to this boat are witness to the widespread and constant disturbance it causes.

This boat is advertised as a floating nightclub (http://www.hurlinghamcruises.webeden.co.uk/). If these activities took place on land, they would have been closed down long ago on grounds of gross disturbance of the peace. I urge you to revoke the Hurlingham’s license and help to restore a little peace to all the Thameside communities.

Thank you.

Yours faithfully

Dr David Green
Bermondsey Wall East
London SE16
Dear Thomas

I've attached an audio file made on 28 August 2019 from my house which gives a sense of the noise from a party boat which I now believe was likely to have been the Hurlingham based on its pattern of performances.

This is typical of the noise nuisance every night throughout the summer months.

With best wishes

David
Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 4:51 PM on 01 Nov 2019 from Mrs Heather Noon.

**Application Summary**

**Address:** Passenger Vessel Hurlingham Lambeth Pier Albert Embankment London

**Proposal:** Premises Licence (summary review)

**Case Officer:** Mr Thomas Dunn

[Click for further information](#)

**Customer Details**

**Name:** Mrs Heather Noon

**Email:** donotreply@lambeth.gov.uk

**Address:** Cinnamon Wharf, Shad Thames, London SE1

**Comments Details**

**Commenter Type:** Neighbour/Public

**Stance:** Customer objects to the Licensing Application

**Reasons for comment:** - Objection to application

**Comments:** 4:51 PM on 01 Nov 2019 Local residents who live along the river experience unacceptable levels of public nuisance due to the volume of noise aboard party boats such as the Hurlingham. The disruption to sleep is a regular occurrence, since the loud bass electronic music and high-pitched sound of party-goers packed into a limited space carries across the water without any mitigation. It can only be assumed that alcohol plays a large part in the experience onboard.

While there is clear public nuisance to residential dwellings along the river, there is also potentially a threat to the health and safety of those on board in respect of such high levels of sustained noise in an enclosed environment.
From: MG [mailto:]
Sent: 02 November 2019 18:00
To: Licensing <XDESLICENSE@lambeth.gov.uk>


To whom it may concern,

I wish to object to the renewal of the licence to the passenger vessel The Hurlingham.

The Hurlingham is a particularly anti-social Thames party boat with very loud music, so loud that even with the windows and balcony door are closed it penetrates my home causing me a great deal of distress and disturbance on a regular basis, causing lack of sleep and anxiety.

Often passengers are hanging out of the windows screaming and shouting and the DJ’s is bellowing down a mic at full volume encouraging more screaming. The Hurlingham also seems to slow down while passing Oxo Tower Wharf where I live causing even more nuisance.

I have complained many times directly to them by phone to them for continuing to play loud music while docked at Crown Pier directly opposite Oxo Tower Wharf while passengers are embarking and disembarking. Residents here have tried many, many times to persuade the Hurlingham to control the behaviour of its passengers and their DJ’s and to reduce the volume of their music but this only seems to last a short while if it changes at all and then it’s back to the very loud “floating night club” which it boasts on its website.

Living in central London and on a busy river we expect some noise but as I have said above this particular vessel causes an unreasonable effect on the use and enjoyment of my home.

Yours sincerely,

Mark Gibbons
Redwood housing Cooperative

Oxo Tower Wharf
South Bank
London SE1

Virus-free. www.avast.com
From: Mary Walz
Sent: 04 November 2019 18:25
To: Licensing <XDESLICENSE@lambeth.gov.uk>
Subject: 19/00338/PRMSUM | Premises Licence (summary review) | Open for Consultation | Passenger Vessel Hurlingham Lambeth Pier Albert Embankment London

Dear Sir or Madam

I am writing to object to the continuation of the license for the Vessel Hurlingham. They have not been a good neighbour to the residents along the Thames. I own a flat on the river between London and Cannon Street Rail bridges. As a rule, I love the activity of passing river traffic and am lucky to be able to observe and enjoy it. The notable exception, however, is the extremely loud/raucous party boats which seem to operate without regulation or concern for the impact they have on other users of the river.

Unlike any nightclub that is located in a residential neighbourhood, however, the Hurlingham doesn’t seem to be subject to any limitations to the disturbance it causes its "neighbours". Just because the boat passes by a residential property doesn’t mean that the vessel isn’t causing a material public nuisance. In fact, it’s impact is great because it passes many, many, many residential properties along the river. At any given time, we are all subject to a massive explosion of ‘club music’ with all the attendant noise of the alcohol-consuming partiers. On summer nights, we can be subject to a fairly continuous stream of these types of boats. The music/sound heard in my flat is way way louder than I would ever create in my own home.

I am aware that some of my residential neighbours have tried to work with the Hurlingham to get the operators to abide by some sort of reasonable code, but they do not seem to have succeeded in their quest. I can only assume that the Hurlingham is happy to take advantage of the fact that whatever conditions may apply to its license, there is little this group of neighbours — who all suffer the same nuisance but who spread across boroughs — can do to see that those conditions are enforced.

I do not know if these types of boats are a public safety hazard. I am certain they can be: night-time, booze, super loud music, lots of people in a confined space, river travel on the tidal thames — is a potentially very dangerous combination. If no one is enforcing conditions regarding noise and revelry, who is ensuring that this risky undertaking is safely conducted? I don’t know the answer to that question. But I do know that if the Hurlingham can’t be bothered to observe some basic rules about noise and nuisance then how can one be assured that they are otherwise compliant with respect to safety?

I think that the operators of this nightclub have forfeited their right to operate their business in this important and historic public space. There is nothing inherently ‘river related’ about drinking booze and dancing to thumping music: the Hurlingham should take their business and put it on land where they can properly contain and regulate its nuisance impact.
If the license is not revoked on grounds of Hurlingham’s public nuisance and/or public safety, then strict conditions must be imposed and enforced: you must find a way to stop this nightclub from making the entire river a nightclub whenever and wherever Hurlingham is under operation.

Thank you very much for your attention.

Mary Walz
Dear Sirs,

I understand there is a forthcoming review of the license for the vessel Hurlingham.

I live by the side of the river near to Tower Bridge (in Cinnamon Wharf). There are numerous pleasure boats that use the river, the vast majority of which pass by without trouble or nuisance. However there are a few, of which the Hurlingham is by far the worst, who are unacceptable.

Regardless of time, whether day or night, it passes by with excessive noise. The DJ and the music is very loud, particularly with thumping bass speakers. The noise reverberates around the buildings adjoining the river and can be intolerable, making sleeping impossible.

Quite apart from the serious impact on the nearby residents, the Hurlingham gives an extremely poor impression of London to tourists.

If the Hurlingham were a static building, it would have been closed down a long time ago. Because it moves, it seems to get away with behaviour that in any other circumstances would be unacceptable.

Please reject the application for the license.

Regards

Michael Laver
My husband and I are riverside residents living on the banks of the River Thames. I write to draw your attention to the regular noise and intrusion we have experienced during evenings and weekends as a result of the Hurlingham’s activities on the Thames. Evenings and weekends, particularly in the summer, are disrupted by the loud, amplified music, shouting of DJs and noise of partying Hurlingham passengers, particularly screaming under the bridge. This seemingly disorderly behaviour does appear to be encouraged by the DJs and the level of noise disturbance generated, amplified naturally by the River, causes distress by even penetrating closed windows and doors. Furthermore this rowdy and disorderly behaviour, fuelled by alcohol, in crowded surroundings surely constitutes a safety risk.

Resident representatives have tried to persuade the Hurlingham to moderate the volume of music, the behaviour of its passengers and DJ shouting without success.

I wish to object to the continuation of the Hurlingham’s licence on the grounds of

- The prevention of public nuisance / noise
- The prevention disorderly behaviour
- Public safety of the passengers

I urge the licensing officer to revoke the licence of the Hurlingham. We understand the Licencees have failed to comprehensibly address complaints of resident representatives and to act on undertakings given to remedy problems with noise.

If a permanent Licence revocation is not granted, I request that the following exclusions to the scope of the Licence are included:

- the exclusion of the sale of alcohol by retail
- the exclusion of all music, live and recorded
- the reduction of hours of the licence
- The installation of double-glazed lockable windows on the music deck and the conditions are added to the licence as negotiated with the licensing officer, the Ward Councillor Adele Morris, resident representatives and the LPHA on November 28th, 2018

NAME     Lady Shireen Chantler
ADDRESS    Benbow House, New Globe walk, London SE1
Dated      2 November 2019
I write as one of the riverside residents whose weekends and evenings are frequently disrupted by the Hurlingham’s amplified music on the river. I am also concerned for the safety of the many people who seem to be drinking very heavily and making huge amounts of noise so that we have to stop talking until the boat has gone past.

I wish to object to any continuation of the Hurlingham’s licence on the grounds of

- Concern for passenger safety
- The prevention of public nuisance – unbearable noise

Dr TRS Bailey,
Pierpoint, Millennium Harbour, London, E14
Re: 19/00338/PRMSUM | Premises Licence (summary review) | Open for Consultation | Passenger Vessel  
**Hurlingham** Lambeth Pier Albert Embankment London

I understand that the **Hurlingham** licence has **been called in for summary review**, and I wish to add my **representation as a** riverside resident, who has been disturbed for a long time by this vessel.

The **Hurlingham** is readily identifiable as it approaches my home due to the highly amplified, aggressive sounding music played on board, the screaming passengers, and the DJ’s who are miked up and shout over the top of the music constantly, encouraging passengers to make even more noise. I have regularly had to complain about this vessel to the London Port Health Authority, as its noise makes me feel stressed and physically sick.

I therefore wish to object to the **Hurlingham**’s licence continuation on grounds of prevention of public nuisance due to noise.

I also do not think there is any point giving the **Hurlingham** a chance to improve. The vessel has a long history of taking no notice of numerous complaints about it, and has in fact failed to honour undertakings negotiated with the licensing officer, so I urge the licensing officer to revoke its licence.

If the decision is made not to revoke the licence, I would request that the sale of alcohol and playing of all amplified music (including DJ’s microphones), is removed from the scope of the licence.

Kind regards

Susan Young

Pickford’s Wharf Apts
Clink St
London SE1
Dear Sirs,

I have been a resident in Clink Street, living close to Cannon Station Bridge, for more than 10 years and during that time the Passenger Vessel Hurlingham has consistently caused an enormous amount of noise every time it has passed both down and up the river. Evenings and weekends are regularly disrupted by the boat’s music, the screaming of the DJ and by the passengers who are encouraged to scream when they pass under the bridge. It also seems that the vessel has little care for the safety of its passengers who can be seen hanging out of the windows over low sills, despite the speed that is evident especially on a following tide, quite possibly in an inebriated state. Management of such a facility on land would be unacceptable, on the water it is both knowingly anti-social and potentially dangerous. Indeed, if the mode of travel were a plane it would be grounded by the captain because of the disorderly behaviour and potential consequences for passengers, crew and residents.

I understand that the boat regularly breaks the condition of its licence both loading and unloading, and it is clear that they are ignored altogether once under way. It would therefore be entirely appropriate and timely to terminate the Hurlingham’s licence forthwith. The operation of the boat is analogous to a serial offender as any record of the multiple complaints will attest. Do the right thing and ban this vessel. It’s about time.

Name: William Adrian Loader
Address: Clink Wharf, Clink Street, London SE1

Kind regards,

Adrian
Dear Sir/Madam,

I object to the renewal of the Hurlingham party boat’s licence.

This boat regularly flaunts restrictions, returning back to base still east of tower bridge well after midnight. Its music and DJs are often so loud that I can successfully ‘shazam’ the music from inside my riverside apartment with the doors and windows shut.

There are many party boats on the river at the weekends, particularly during the summer, which are mostly a very welcome addition to life on the river. Only a tiny minority so regularly overdo it with loud and late music, with Hurlingham as one of the worst offenders. It seems unfair for other law abiding boat operators that Hurlingham is allowed to flaunt rules and restrictions.

Generally, we’ve struggled to get any help from the council’s anti-social noise team, as the river is somewhat of a grey area in terms of who polices noise issues there, but I can assure you a great many residents of Rotherhithe, Bermondsey and Wapping would be relieved to find the Hurlingham being taken to task over its anti-social operations.

With a bit of digging, I can probably find some video evidence of how noisy the boat gets. Please let me know if that’s required.

Regards

Mark Wilson
River View Heights
SE16
Dear Sir/Madam,

I am a resident of Shad Thames which lies on the River Thames directly east of Tower Bridge and opposite Tower Pier.

I wish to write in support of the Metropolitan Police request to suspend the Premises License for the ‘party’ boat Hurlingham.

Having lived on the river for the past three years I have had many nights disturbed by over excessive noise coming from music and load screaming from Hurlingham’s patrons. It is my option that the boat’s staff actively encourage excess drinking of alcohol which facilitates this anti social behaviour. Furthermore I have encountered bouts of violence and thuggery onshore as the passengers disembark.

I have no objection to ‘party’ boats on the River in general, but the Hurlingham is an outlier for not sufficiently tackling antisocial and violent behaviour.

Regards,

Damian Halford.

Spice Quay,
Shad Thames.
SE1
Good evening,

As a resident of the riverside development, Montague Close in London Bridge, I am writing to object to the continuation of the license of the Hurlingham.

On countless occasions it has passed by with unspeakably loud music with drunk passengers shouting and screaming far too late at night.

As well as the great disruption caused to the residents in my building, it does seem extremely irresponsible and dangerous. Passengers are at great risk of falling overboard as they tend to lean over the side and wave their arms frantically as I’ve seen many many times.

I cannot express strongly enough how important and necessary it is for the license of the Hurlingham to be discontinued.

Kind regards,

George Singer

Montague Close,
London SE1
--

GEORGE SINGER
--

GEORGE SINGER
From: Michael Osborne [mailto:

Sent: 11 November 2019 20:27

To: Licensing <XDESLICENSE@lambeth.gov.uk>

Subject: Consultation - Lambeth Passenger Vessel Hurlingham

Hello,

I am writing in relation to your consultation on party boat noise, including the Hurlingham.

I live at Tea Trade Wharf, Shad Thames, SE1. My flat faces directly onto the river, just east of Tower Bridge.

In general, one expects a fair degree of noise from the river, including from people having a good time on boats - it's all part of living on the Thames in the middle of London (a privileged position). But it is true that a subset of those party boats really are excessively loud and almost certainly in breach of their licenses.

This can be a real issue in the warmer months especially. The Hurlingham is the joint worst offender but the Viscount is at least as bad.

As a couple of reference points:

- When those two go by, we have to pause the TV even with all our windows closed (very thick plate double-glazing) because even with everything shut you still can't hear anything else in the room.

- Those two are considerably louder than most others. Sometimes you get about 200 people on a boat bellowing along to a song and that's still nowhere near as loud as what comes out of the speakers on the loudest boats.

- Those two still sound quite loud as they go round the bend by Wapping Station, approximately 1 mile east of my flat (which is just west of St Saviours Dock). That suggests to be that i) it really is very loud, ii) they disturb each person on the banks for a long time as they pass, and iii) they are disturbing a great many people at any one time.

I suspect part of the issue may be powerful speakers mounted on the outside of the boat, or effectively outside once they open all their doors and windows in the warm weather. But some of it will just be excessive volume from the speakers. Either way, I would be amazed if those two boats are operating within their license restrictions.

I wouldn't want to curtail people's fun within reason but the Hurlingham and the Viscount are taking the mickey right now.
Please do let me know if you'd like to follow up with me on any of this.

Best regards,
Mike Osborne

Tea Trade Wharf
Shad Thames
London
SE1
I wish to object to any continuation of the Hurlingham’s licence on the grounds of

- The prevention of crime and disorder
- Public safety (of the passengers aboard the boat)
- The prevention of public nuisance – unbearable noise
- The protection of children from harm

For the past several years, the Hurlingham has adversely affected the way our community (around 120 people in Clink Street/Montagu Close) can conduct its life. Evenings and weekends, when we formerly enjoyed having our windows open and using our balconies, have become times of anxiety and upset. The Hurlingham is the worst of group of party-boats run in a way that means we can no longer enjoy the peaceful amenity of our homes, or even keep our windows open on hot summer nights.

It is not a question of one brief or episodic disturbance. On nights when the Hurlingham is out, it repeatedly passes our homes east and west, often at short intervals. The noise is such that you can hear it from well under the bridge before it arrives and well after the next bridge, with the noise bouncing backwards and forwards off many glass surfaces of office buildings and homes. So each incidence of noise nuisance lasts many minutes. And then it is not long before it returns. The noise becomes louder later in the evening, presumably after a lot of alcohol has been consumed and the party atmosphere aboard becomes more hectic. The bridges are a particular problem because the Hurlingham passengers often scream as they pass under them or approach them, apparently encouraged by the DJs.

The noise from the Hurlingham is a particularly disturbing kind, because it often entails DJs shouting brutally loudly over thudding music and encouraging their customers to scream and make noise too. So three kinds of noise hit us at once, all of it aggressive and unpleasant. I personally have an ectopic heartbeat and find that my breathing becomes faster and my chest tighter as, even through closed windows in my home, I physically experience the heavy bass beat thuds along with the bellowing of the Hurlingham’s DJ. The World Health Organisation reported in 2019 on the effects of painfully loud and invasive leisure noise: heart conditions can be created or
worsened by repeated exposure to the kind of noise the Hurlingham spreads around the river, which, because of the known physics of sound-travel over cold water, amplifies both the music and the screaming. The tall glazed buildings of the city then bounce the noise backwards and forwards. The bridges too act as echo chambers when the Hurlingham passengers scream up into their structures.

This video from the Hurlingham’s own Facebook site shows the kind of music played on the Hurlingham. The video shows the open roof above the DJ, allowing all the noise straight out onto the river (it does not show the kind of shouting the DJs regularly do and the volume is nothing like as loud as the late night parties. This is to illustrate the style of music and the thudding bass beat known to affect health):

https://www.facebook.com/djlittledean/videos/10156877006845871/

Both this video and photographs on the Hurlingham’s website also show the staff and passengers with lit cigarettes.

The video dated 21.7. 19 and that dated 11.8.19 below illustrate the kind of shouting done by the Hurlingham DJs, and is recorded from a resident’s home.

https://1drv.ms/u/s!AsKEVottYH2SZ9G0LTElPpQu8lc?e=nCZ14a

For the sake of our health, river residents should have the right to keep our windows open on hot summer nights. The Hurlingham’s behaviour denies us this right. It forces us to choose between being able to have some ventilation – or being blasted by shouting DJs, screaming passengers and painfully loud music that drowns out phonecalls, the radio and the television inside our homes. The iniquity of being forced to make that choice is unhealthfully stressful in itself.

Because the Hurlingham operates until the early hours, the noise is particularly damaging to our local children. Again, both World Health Organisation and BMJ research show that children who are repeatedly woken by loud episodic noise suffer poor concentration and behavioural issues the next day. The Hurlingham regularly and repeatedly wakes this neighbourhood’s children. You will be hearing from some of their parents.

It is also worrying to witness how the Hurlingham’s passengers are allowed to behave, even when their safety is clearly compromised. The Hurlingham has low windowsills and large windows. The passenger cram their bodies through the windows, waving their arms and screaming or singing at the shore. They support themselves by hooking one arm on the roof. There appears to be no control over the behaviour of the passengers even when, as in this situation, it is clearly risky. See the video below dated 6.6.19 and that dated 17.8.19 for passengers leaning out of the boat and screaming.

https://1drv.ms/u/s!AsKEVottYH2SZ9G0LTElPpQu8lc?e=nCZ14a

I was told by the Hurlingham, when I raised this, that the boat doesn’t have enough staff to stop the passengers from opening and screaming out of the windows. That would seem to indicate that the ratio of staff to passengers is not safe, given the kind of parties that the Hurlingham advertises and hosts. The escalatingly loud behaviour of the customers through the evening also appears to indicate that even inebriated guests are permitted to continue to buy/consume more intoxicants.

There is another public safety issue here. With the level of noise going on aboard the Hurlingham, would any fire or other alarm be audible to staff or passengers? What about the warning horn of an approaching vessel?
The Hurlingham regularly breaks the condition 4 of its licence to turn off the music when it is embarking and disembarking passengers at piers.

The Hurlingham advertises itself as a ‘Floating Nightclub’. But its noise nuisance is not restricted to the evenings. Weekend daytimes and even weekdays can also be a problem. A further issue is that the boat appears to be hired during the day by football supporters’ Some of these fans seem to enjoy shouting abuse at fans from other teams at the waterside pubs. The language and gesturing are offensive, and would fall into the category of something that one wouldn’t want children to hear or see - in terms of licensing objectives, a moral danger to children. Again, there appears to be no control over these football fans, or perhaps they are in such a state that these passengers are in fact uncontrollable. But certainly none of the Hurlingham’s staff ever closes the windows to prevent this kind of behaviour.

Along with other residents all along the river, I (and many neighbours) have repeatedly reported incidents of the Hurlingham’s noise nuisance to the London Port Health Authority and to the London Borough of Southwark and indeed to the Licensing Officer at Lambeth. I have also taken part in a meeting to try to mediate with the licencee and to moderate the Hurlingham’s behaviour a year ago. Although promises were made, nothing has been done. It is hard to come to any conclusion other than that the Hurlingham, despite now knowing full well the misery it causes, is determined to defy all attempts to make its behaviour more reasonable and less damaging to the health and amenity of the many thousands of people who live along the river. The attempt at mediation has been followed by a year of unchanged noise-nuisance and unregulated behaviour by loud passengers.

There is currently a loophole effectively exploited by the Hurlingham in that the London Port Health Authority measures noise levels only on the boat itself, and not the sound in the homes of those affected by the noise, which is amplified by its transmission over cold water. Those on the boat are voluntarily experiencing those levels of noise; paying for it, even. Those trapped in their homes are forced to endure the noise – so while the Hurlingham profits from selling drink, it is the resident who are paying for those profits in a loss of amenity.

If the Hurlingham were on the land, the decibels of noise nuisance would be measured by Environmental Health Officers in the homes of those affected. The London Port Health Authority, as mentioned, does not do this. However, the LPHA’s 1965 Order provides that

(2) For the purposes of the functions, rights and liabilities assigned to the Common Council by this order, the enactments mentioned in schedule 1 shall have effect as if—

(a) any vessel lying within the port health district were a house, building or premises, and

(b) the master or other officer or person in charge of the vessel were the occupier.

At present, the LPHA, aware of this problem, is seeking Counsel’s Opinion to clarify its charter, and wants the riparian councils to take responsibility for noise affecting their citizens. But Southwark Council, for example, refuses to entertain the idea of enforcing on transient noise nuisance from a boat that plies its trade on water that is not within the borough’s borders. Any complaint we make is simply refuted by Southwark as not their responsibility.

As the above illustrates, this loophole means that there is currently no statutory environmental health enforcement remedy for the actual noise nuisance created by the Hurlingham, as experienced by those whose lives are affected. The only remedy is therefore via its licence, specifically as regards the sale of alcohol and the provision of music. That is why we attempted to negotiate with the Hurlingham directly, a year ago, via the mediation of the Licensing Officer, to come up with an agreed solution. But all solutions negotiated then have been flouted by the Hurlingham.
As all our good-faith attempts to mediate have failed, I urge the licensing officer to **revoke** the licence of the Hurlingham. Its continuing track record of complaints for serious disorder shows an incorrigible attitude as does its failure to honour undertakings to remedy problems with noise, undertakings negotiated in good faith with the help of the Licensing Officer.

If a permanent revocation is not granted, then I request all of the following:

- the permanent exclusion of the sale of alcohol by retail from the scope of the licence;
- the permanent exclusion of all music, live and recorded, from the scope of the licence;
- the permanent reduction of hours of the licence: 7am till 10pm.

If these terms are not agreed, or agreed only in part, I request the suspension of the licence for the maximum period of three months or until double-glazed lockable windows are installed on the music deck and all the conditions are added to the licence as negotiated with the licensing officer, the Ward Councillor Adele Morris, resident representatives and the LPHA at Lambeth on November 28th, 2018. To that, it needs to be added that roof vents above the dance floor need to be kept closed when music is playing, as well as the windows and doors being shut.

I will probably be unable to attend the hearing on November 22nd and so I ask that Councillor Adele Morris speaks for me and my concerns at that meeting.

Michelle Lovric
Winchester Wharf
Clink Street
London SE1
Letter of Objection

To: Mr Thomas Dunn, Case Officer

Re: 19/00338/PRMSUM | Premises Licence (summary review) | Open for Consultation | Passenger Vessel Hurlingham
Lambeth Pier Albert Embankment London

As a resident of a property located on the river in Limehouse I would like to strongly object to the renewal of the licence of the Passenger Vessel Hurlingham (“the Hurlingham”) on the grounds of Prevention of Public Nuisance.

Several months ago, I contacted Lambeth Council in respect of the Hurlingham causing extreme noise along the river late at night. Although there are a number of party boats along the river and some of them are noisy, the Hurlingham stands out as a boat that features both booming bass music and a shouting DJ whose amplified screams are heard all along the river bend at Limehouse.

Listed below is a sample of the dates and times at which the Hurlingham has been passing near Limehouse lock in the past few weeks. In all cases the boat was sailing west and was accompanied by amplified bass music, DJ and passengers shouting.

- 14/9/2019, 23:15
- 4/10/2019, 22:49
- 5/10/2019, 22:35
- 1/11/2019, 22:33

Please see attached a video of the Hurlingham passing by Limehouse lock on 14/9/2019 at 23:15 going West (the first instance indicated above).

As a parent of school age children I am annoyed that boats on the Thames, such as the Hurlingham, should be permitted to cause such noise as to be clearly audible for 10-15 minutes at a time with the windows closed, which prevents my family from getting the sleep we all need. Furthermore, the drunken shouts of the passengers and the frankly unhinged screaming of the DJ asking them to shout louder are disturbing on their own. Clearly the Hurlingham is not using any sound limiting equipment, otherwise the music with the exceptionally powerful base element should not be heard at such a level – I would estimate over 80-90 decibels on the boat itself, which cannot be reasonable by any stretch of the imagination. Furthermore, passengers should not be outside on the decks shouting.

I understand that in the past year a local group of residents have been liaising with the owners of the Hurlingham as well as the relevant authorities to encourage the Hurlingham to abide by its licencing conditions; however, I was also informed that this has not been successful. Therefore, I would like to ask for a reduction in the Hurlingham’s hours of operation to play music, permit passengers outside on the decks and serve alcohol (until 10pm) as well as for a condition for the boat to install and use appropriate noise limiters so that the noise they make is not significantly audible to riverside residents.

Thank you for your assistance in this matter.

Kind regards,

D. Petkova

Victoria Wharf, Limehouse, E14
Thomas Dunn

From: [Redacted]
Sent: 13 November 2019 16:23
To: Licensing
Subject: 19/00338/PRMSUM | Premises Licence (summary review) | Open for Consultation | Passenger Vessel Hurlingham Lambeth Pier Albert Embankment London

19/00338/PRMSUM | Premises Licence (summary review) | Open for Consultation | Passenger Vessel Hurlingham Lambeth Pier Albert Embankment London

I am a riverside resident living at Oxo Tower Wharf. I wish to comment here on the operating practices of the Hurlingham’s licensee and how these practices cause significant interference with the use and enjoyment of my home. The impact of this interference is that it causes substantial nuisance from unwanted noise and unruly behaviour, and is prejudicial to health.

Practices of vessel operator:

1. The vessel is being run in a disorderly manner where unruly drunken behaviour of passengers is encouraged (by the DJ as well) to hang out of windows and yell at riverside residents on their balconies and other members of the public strolling along the riverside.
2. The vessel is advertised as “The Hurlingham party boat, London’s first purpose built Floating nightclub” see [http://www.hurlinghamcruises.webeden.co.uk/about-us/4584481819](http://www.hurlinghamcruises.webeden.co.uk/about-us/4584481819)
3. To live up to its reputation as a “floating nightclub” music is played at a volume that exceeds normal permitted noise levels. The nightclub style DJ’s bellow on microphones above the level of already excessively loud music. They shout over the microphone “lets make some noise”!
4. The vessel is akin to an open deck boat as all the side windows and two large roof openings on the vessel are opened wide. Powerful nightclub type speakers are fixed next to each of the open windows allowing music to boom out of them and the open roof openings. (see video of boat layout at link above). The bass is set very high to accentuate the nightclub image.

Noise nuisance:

- The vessel can be heard from quite a distance away as it travels up and down stream. Oxo Tower Wharf is located between Blackfriars and Waterloo bridges. The music and bass levels are so high that the vessel can be heard long before it even reaches and comes under either of the bridges. The boom boom boom of the Hurlingham is a regular and repetitive feature of our lives on a daily and nightly basis.
- Once the vessel comes under the bridge the level of music and DJ noise is unbearable. In summertime we have windows opens to stay cool. The music is so loud that we cannot hear the TV or radio, or enjoy reading or talking to each other over the excessive noise level from the Hurlingham. Even when we close all windows to shut out the noise out, it can still be clearly heard and remains a nuisance.
- The booming bass is such that it can be felt through your body as the vessel passes. Pictures on the walls shake and vibrate too.
- At night when in bed and asleep we are woken often and repeatedly with a start as the Hurlingham comes under the bridge. The vessel moves a different speeds but at night moves very slowly. Once woken by this noise it is impossible to get back to sleep until boat it out of range. The vessel moves up and down the river at regular intervals. Once it has moved out of range and we manage to get back to sleep we are then woken again 20 minutes or so later when to vessel returns. This is repeated several times a night on a nightly basis.
- Opposite Oxo tower Wharf is Crown pier where the Hurlingham docks to allow passengers to board and disembark. When the vessel is docked there it continues to allow the DJ to bellow and play loud music. This is contrary to its licensing restrictions. On numerous occasions I have telephoned the licensee when the vessel is docked there and causing noise nuisance. The licensee is often rude, uncooperative and dismissive of the nuisance that it being caused. I have called London Port Authority Control on numerous occasions to contact the vessel by radio and request it turns its music off. This nuisance occurs daily and nightly up until 00:30am, sometimes later. The vessel stops at Crown pier numerous times a day to allow individual (or pairs of, or small groups of) passengers to disembark when they please, while all other passengers remain partying on the “floating nightclub” with loud music playing and DJ shouting whilst docked at the pier. The vessel operator claims these stops are due to medical emergencies (to let some passengers off) which seems to happen very regularly.
Impact on Health:

- The regularity of being disturbed by noise nuisance and the unruly behaviour of passengers regularly causes a high level of stress and anxiety and an inability to relax and enjoy normal homelife activities.
- Regular interruption of sleep and being woken with a start has culminated in bouts of insomnia, a general dumbing down of concentration, thinking and learning and daytime drowsiness.
- Often in summer we keep the windows closed at night to try to mute some of the noise emanating from the vessel. On very hot nights this has caused overheating and dehydration.
- Our relatives young children have come to stay overnight on numerous occasions. The noise nuisance from the vessel has woken them on many occasions causing them terrible fear and upset from the shock it causes and then a nervousness and anxiousness when trying to get back to sleep.

Following link shows some videos of the Hurlingham’s activities taken for evidence (more will be added by 15/11/19)

https://1drv.ms/u/s!AsKEVottYH2sfZTfOfj0c5M9b90M?e=hFjflH

I wish to object to any continuation of the Hurlingham’s licence on the grounds of that their activities repeatedly cause a substantial level of noise nuisance and disturbance which interferes greatly with the use and enjoyment of our home and is prejudicial to our health.

I urge the licensing officer to **revoke** the licence of the Hurlingham. Its track record of complaints for serious disorder shows an persistent disregard to honour undertakings to remedy problems with noise, undertakings negotiated in good faith with the help of the licensing officer. The licensee has not used any reasonable means to reduce or control the effect of the noise nuisance it causes.

If a permanent revocation is not granted, then I request all of the following:

- the permanent exclusion of the sale of alcohol by retail from the scope of the licence;
- the permanent exclusion of all music, live and recorded, from the scope of the licence
- the permanent reduction of hours of the licence: 7am till 10pm

The removal of the designated premises supervisor from the licence;

The suspension of the licence for the maximum period of three months or until double-glazed lockable windows are installed on the music deck and all the conditions are added to the licence as negotiated with the licensing officer, the Ward Councillor Adele Morris, resident representatives and the LPHA on November 28th, 2018.

NAME               Clive Streatfield
ADDRESS         Oxo Tower Warf
South Bank
London
SE1

I agree to Councillor Adele Morris speaking on my behalf.
The Hurlingham London's Floating Nightclub

The Hurlingham is London's first purpose built Floating nightclub. Celebrating 100 years on the as a pleasure cruiser on the Thames in 2015 the Hurlingham has been totally revamped to a standard that will rival any superclub around the country. With two dancefloors, two bars, a fully installed Alto professional sound system with intelligent lighting. Whatever your party we can cater for it; the Hurlingham can also host hen and stag parties, children's theme parties, corporate functions and launch days all in the most idealic setting in the world, the heart of London.

The Hurlingham is the ultimate party venue in London! Every cruise a donation is made to our charity partners Dance Aid www.danceaid.tv

Tel: 07403359912 / 07838216153 Email: info@hurlingham.london
Dear Licensing Authority,

I note that an application has been made by the Police responsible authority to review the premises licence of the Hurlingham Passenger Vessel. The review application dated 30th October 2019 has been made on the grounds that the premises has been associated with serious crime and serious disorder during disembarkation at Tower Pier. On behalf of the London Port Health (LPHA) responsible authority, I would like to make a representation in support of the Police review. This is because the (LPHA) responsible authority believes that the public nuisance licensing objective is adversely affected when events are held on the vessel.

To summarise complaints that have been made to the LPHA about the vessel, I can confirm the following:

- In 2018 8 complaints were received between June and November where the Hurlingham had been positively identified as the source of noise.
- In 2019 24 complaints were received between June and August where the Hurlingham had been positively identified as the source of noise.

Complaints were in relation to:

- Extremely loud thudding music which on occasions could be heard for 5 minutes before vessel went past
- Open Windows allowing noise out
- DJ’s/MC’s shouting over music
- Screaming when going under bridges (encouraged by DJ/MC)
- Shouting & screaming
- Leaning out of windows and shouting at people on the shore
- Women sitting with their legs out of the window
- Music being played when vessel was on Temple Pier

Attached is a video submitted by a riparian resident of the Hurlingham on 14th July 2019 by way of example of the type of complaint received by LPHA.

In response to the complaints and LPHA observations, officers visited the licensee on the vessel on 10th October 2018 and a meeting was held at Lambeth Town Hall on 28th November 2018 and a number of steps agreed by the licensee advising how music break out and dispersal can be better controlled to prevent disturbance to local residents.

As the public nuisance directly relates events on the vessel, the LPHA responsible authority supports the Police request to immediately suspend the premises licence as necessary to promote the licensing objectives.

London Port Health Authority