



## **Review Procedure Notes**

- An application for a review need to be discussed with a member of the Licensing Team.
- The guidance notes at the end of the application should be read in order to assist understanding of the process involved.

| <b>Licensing Office Address</b>                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Licensing Team<br/>Public Protection<br/>Shropshire Council<br/>Guildhall<br/>Frankwell Quay<br/>Shrewsbury<br/>Shropshire<br/>SY3 8HB</b> |

Licensing Team  
Public Protection  
Shropshire Council  
Shirehall  
Abbey Foregate  
Shrewsbury  
SY2 6ND



www.shropshire.gov.uk  
0345 678 9026

**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form.  
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.  
You may wish to keep a copy of the completed form for your records.

**I/We** Robert Bowland – Environmental Protection Officer, Shropshire Council

**apply for the review of a premises licence under section 51 of the Licensing Act 2003 for the premises described in Part 1 below.**

**Part 1 – Premises or club premises details**

**Postal address of premises or, if none, ordnance survey map reference or description**

The Greenhouse, 52 High Street, Bridgnorth

**Post town:**  
Bridgnorth

**Post code (if known):**  
WV16 4DX

**Name of premises licence holder or club holding club premises certificate (if known):**

Cocktail Club Ltd

**Number of premises licence or club premises certificate (if known)**

24/00092/LVDPS

## Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)

☐

2) a responsible authority (please complete (C) below)

☒

3) a member of the club to which this application relates (please complete (A) below)

☐

### (A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr

☐

Mrs

☐

Miss

☐

Ms

☐

Other title  
(for example, Rev)

**Surname**

**First names**

**I am 18 years old or over**

Please tick ✓ yes

☐

**Current postal address if different from premises address**

**Post town**

**Post Code**

**Daytime contact telephone number**

**E-mail address (optional)**

**(B) DETAILS OF OTHER APPLICANT**

|                           |
|---------------------------|
| Name and address          |
| Telephone number (if any) |
| E-mail address (optional) |

**(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT**

|                                                                                                           |
|-----------------------------------------------------------------------------------------------------------|
| Robert Bowland<br>Environmental Protection Officer<br>Environmental Protection Team<br>Shropshire Council |
| Telephone number (if any)<br>01743 251705                                                                 |
| E-mail address (optional)<br>rob.bowland@shropshire.gov.uk                                                |

**This application to review relates to the following licensing objective(s)**

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please tick one or more boxes ✓

|                                     |
|-------------------------------------|
| <input type="checkbox"/>            |
| <input type="checkbox"/>            |
| <input checked="" type="checkbox"/> |
| <input type="checkbox"/>            |

**Please state the ground(s) for review** (please read guidance note 2)

I, Robert BOWLAND being the authorised Officer within the Environmental Protection team who are the Responsible Authority for The Prevention of Public Nuisance wish to call a Hearing of the Licensing sub-committee to review the Premises Licence on the basis that the Licensing Objective -The Prevention of Public Nuisance is being undermined by unreasonable noise from outside amplified music in the external space to the rear of The Greenhouse.

**Please provide as much information as possible to support the application** (please read guidance note 3)

This document forms the Representation of the Environmental Protection Team who have a Statutory Duty to investigate noise complaints and take appropriate action should the degree of disturbance amount to either a Public or Statutory Nuisance

This report has been prepared by Robert Bowland – Environmental Protection Officer. I am one of the Officer(s) within the team who is responsible for investigating noise complaints from commercial properties.

I have 28 years' experience investigating noise complaints from both residential and commercial premises. Until August 2020 I worked as an Out of Hours Officer involved with regulating the Nighttime economy and investigating Licensing breaches. I have a BTEC in Environmental Health, hold a Certificate in Acoustics and the Professional Licensing Practitioners Qualification.

Based on the evidence available to me I am of the opinion that the Licensing Objective The Prevention of Public Nuisance has been undermined and accordingly I am requesting a Review of The Premises Licence such that additional controls can be added to restrict the number of outdoor events featuring Regulated Entertainment (Recorded music such as a DJ and Live Music)

It is not my intention to stop all events, rather to have controls on the Premises Licence that limit the frequency, duration and timing of events so that the impact on residents is reduced to a more tolerable level such that the Licensing Objective The Prevention of Public Nuisance is no longer undermined.

The venue is situated in the centre of Bridgnorth at 52 High Street. The frontage is narrow, approximately 10 meters wide, but the venue goes back approximately 40 metres. To the rear of the building is a large external area (beer garden). To either side of this open space are residential properties. Properties on Tudor Court face towards and are within 5m of the beer garden. One of the properties on Tudor Court shares a party wall with the Premises.

The Premises traded as a Prezzo Restaurant for a many years before ceasing trading during Covid. The venue reopened as a pub, the Old Swan in 2021, and

became the Greenhouse in 2024 under the current ownership. An agreement was reached with the Previous DPS to restrict the number of outdoor events to 6 a year.

The Premises Licence is currently held by Cocktail Club Limited. Companies House lists 3 Directors with significant control, namely, David Howells, Andrew Rhodes and Paul Atkins. Paul Atkins is also the Designated Premises Supervisor.

The Premises Licence 24/00092/LVDPS Permits Recorded Music indoors until 1:00 am. Recorded music other than background / incidental music is not permitted outdoors, thus outdoor events featuring a DJ require a Temporary Event Notice to be submitted to the Licensing Authority. The external area has to close at 23:00

Noise complaints were received from 2 residents of Tudor Court in relation to the “*I love the 80’s*” outdoor event on Sunday 24<sup>th</sup> May 2026, and an additional 6 residents contacted the Council to lodge a formal noise complaint about the “*El Casa White Event*” held on Saturday 6 June 2026. Complaints were received from addresses both close and some distance from the venue, with the noise being reported as being highly disturbing and intrusive in Cartway and Friars Street.

In view of these reports and subsequent complaints, Officers from the Environmental Protection Team have undertaken noise monitoring of 2 recent events held outside on a TEN, namely the El Casa Party on the 18<sup>th</sup> of July 2026, scheduled to run from 14:00 to 20:00 and the Indie Bash Disco on the 25 July 2026 scheduled to run from 17:00 to 22:00.

The noise from the events was sufficiently intrusive and impactful on the residents of nearby properties that in line with our Statutory Duties under the Environmental Protection Act 1990 a Section 80 Noise Abatement Notice was served, by my colleague Louise Money who is more senior than I, on the parent company that runs the Greenhouse, namely Cocktail Club Ltd, and copied to the 3 Directors all of whom are actively involved in the day to day running of the business.

For noise to be a Statutory Nuisance it must unreasonably and substantially interfere with the use or enjoyment of a home or other premises. It is a relatively

high evidential bar for a nuisance to be declared a Statutory Nuisance.

The service of a noise abatement notice on a Licensed Premises is something the E.P. team do very rarely, the last abatement notice served on a Licensed Premises was before Covid. This illustrates how intrusive, impactful and totally unacceptable the music volume is in the opinion of the Officers that carried out the monitoring.

The Notice which was due to take effect on the 31<sup>st</sup> August 2026 has been appealed to the Magistrates Court so is currently suspended.

Public Nuisance is not defined in the Licensing Act 2003. The guidance refers to the reduction in amenity. It is generally accepted that if a nuisance is a Statutory Nuisance then it is also a Public Nuisance

Environmental Health objected to a TEN scheduled for 5<sup>th</sup> September 2026. The matter was considered by the Licensing sub-committee on the 27 August 2026 who determined that the event would undermine the Licensing Objective The Prevention of Public Nuisance.

As a result of deregulatory changes that have amended the Licensing Act 2003, namely The Live Music Act 2012, no permission is required from the Licensing Authority for a performance of live music between 08:00 and 23:00 on any day on premises authorised to sell alcohol. Because of the Live Music Act any conditions on the Premises Licence pertaining to Live Music are not enforceable before 23:00.

In line with provisions with Section 177A the Licensing Act 2003 I am requesting that the sub-committee consider “dis-applying” the Live Music Act such that appropriate controls can be applied to the Premises Licence in respect of Live and Recorded music.

The venue hosts outdoor events most weekends during the summer. Some of these events like the El Casa daytime Ibiza clubbing parties are ticketed events. Tickets are available from national event websites such as Skiddle and Ticket 24/7

During August 2026 the Greenhouse hosted 2 tribute Acts, namely Robbie Williams

on the 14<sup>th</sup> August 2026 and a UB40 tribute on the 29<sup>th</sup> August 2026. Being Live Music these events are currently outside the scope of the Premises Licence

I monitored the Robbie Williams event; the notes from my pocket notebook are summarised below:

20:50 I walked towards the river, down the steps by the Boathouse Café and walked along the edge of the River along Doctors Lane for approximately 50m to get a view towards High Town and stood looking up towards High Town. I could clearly hear music coming from Hightown. The music appeared to be coming from the vicinity of The Greenhouse.

I could clearly hear the lyrics, including the words “Ring a ring of Roses”.

The next day I was browsing The Greenhouses Facebook page and saw a clip of the Robbie Williams Tribute Singer Tony Lewis singing the Robbie Williams song Candy which features the above lyrics. The fact that the lyrics were clearly audible in Low Town on the other side of the river demonstrates how far the sound is travelling and gives an indication as to the volume.

21:15 I entered a property on Tudor Court to monitor and assess the impact of the event on the ability of nearby residents to enjoy their property without unreasonable disturbance. Even with windows and patio doors closed the music from the greenhouse was intrusive and it was necessary to raise one’s voice to have a conversation. It was possible to identify the songs that were being sung. The singer could be heard encouraging the audience to make more noise.

From the properties courtyard I Could see 4 large speakers on Stands pointing towards the complainant’s property. The photograph shown below was taken from a resident’s only outdoor space illustrates the size of the speakers and the direction they are facing.

There are videos on The Greenhouse Facebook page that show the party in full swing where the singer can clearly be seen encouraging the audience to participate and sing along. The video which is in the public domain clearly demonstrates that the external space is being used to host entertainment that is wholly inappropriate for a pub beer garden.

Blank Page



A UB40 tribute Act performed in the outside space of the Greenhouse on the 29<sup>th</sup> August 2026.

I was unable to monitor the event in person but have been sent Noise App recordings that show that the music was clearly audible within a nearby property at a volume that would give rise to disturbance. I have also been sent a witness statement from a resident of Tudor Court, which I have I copied below :

*This is my witness statement with regard to the UB40 tribute act which took place on the 29th August 2026 at the Greenhouse Cocktail Bar in Bridgnorth High Street. The event started at around 18.00 with recorded music at a fairly high volume which required us to close our doors and windows. This continued until 19.30 when the live band came on stage. The volume then ramped up to an extent we had never witnessed before. The power of the bass was such that our house was vibrating and could be heard and felt very clearly. I uploaded several recordings onto the Shropshire Council noise App to prove this. The volume of the event was also unprecedented in our experience, and when we used our decibel meter to check the noise level, it registered 111.6 decibels. I am aware that this was not calibrated equipment, but previous readings had never gone above 95 decibels with the same meter. The music continued until 20.30 where there was a 30 minute break and recorded music played until 21.00 when the second half commenced. This was when the bass became really powerful and at around 21.30, the vibration in the kitchen was so severe, a picture fell off the wall. The band continued playing until 22.10 after which there was more recorded music until approximately 22.30 after which the music stopped. I also need to mention that there was no escape from this anywhere in our house for the whole evening. The volume was something you would expect at an open air concert, not a beer garden in the middle of a residential area.*

The Greenhouse had a TEN to cover the playing of Recorded Music by a DJ aspect of the event. Note the TEN issued covered the period 17:00 – 22:00 thus there is a breach of the TEN by 30 minutes which shows disregard for the Licensing process.

Based on my observations and witness statements from residents, of the events that have taken place this year the El Casa daytime clubbing events and the tribute acts have been the loudest with lyrics clearly audible as far away as low town.

The controls that I would like to see on the Premises Licence are designed to prevent the outdoor space continuing to be used as a party space, but allow a limited number of events of a scale and type that are appropriate for a beer garden in a market town with residential properties within 5m

### **Suggested Conditions**

While it is up to the Licensing sub-committee having heard all the evidence, to vary the Premises Licence, and add conditions as they see fit, I would recommend that the following controls be added to the Premises Licence to prevent Public Nuisance

In considering what conditions may be suitable, I have considered the Licensing Act 2003 section 182 guidance in relation to conditions. Conditions on a Premises Licence must be appropriate for the promotion of the Licensing objectives, precise and clear, justifiable and capable of being met and unambiguous so that they are enforceable.

Having discussed the matter with my line Manager I have deliberately avoided setting a decibel limit. To do so would require measurement by a sound level meter that complies with British Standards, regular calibration of the instrument and staff training to obtain a meaningful measurement. Staff from the Greenhouse would have to leave the Premises to take measurements adjacent to residential properties at a set interval. Noise measurements in relation to Environmental Noise are normally taken over a 15-minute duration, so the task becomes resource intensive if several monitoring points are set. Any measurements taken would be heavily influenced by noise from the crown enjoying the events which cannot readily be controlled.

The biggest drawback of setting a noise limit, is that if a noise limit was set that prevented audibility within the nearest properties, it would be at such a low limit

that realistically any amplified event would not be viable.

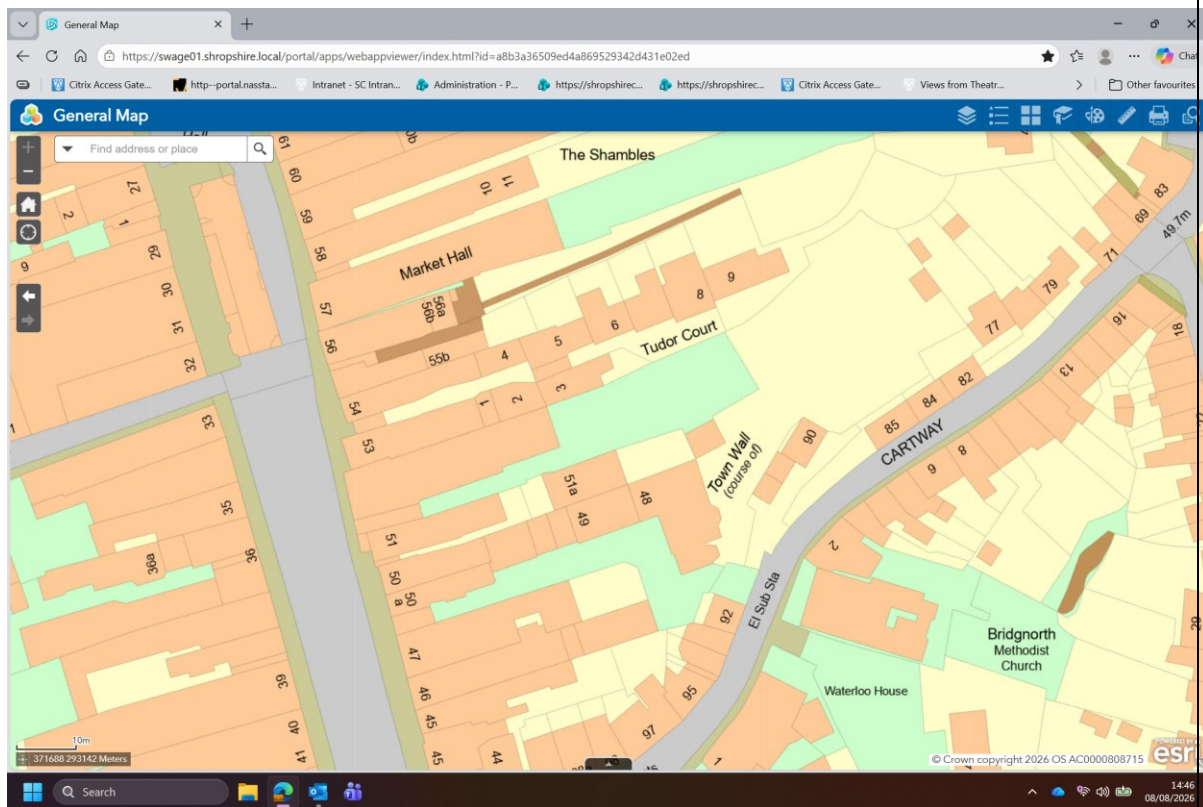
I consider the following conditions to be appropriate to Prevent Public Nuisance and promote the Licensing Objective. The suggested conditions have been drafted to be unambiguous, enforceable and readily policed.

- The number of music events in the external space with amplified music shall not exceed more than 6 events per annum.
- The number of music events without amplification shall not exceed 6 events per annum.
- There shall be a clear gap of at least 20 days between events with amplified music
- Musical entertainment in the external space that is amplified shall not start before 18:00 and shall cease by 22:00
- The residents of Tudor Court shall be informed in writing 14 days prior to any planned event
- Loudspeakers used for musical events in the outside area will be positioned to point away from the properties on Tudor Court.

While I have deliberately not set a decibel limit, should the scale and type of events be inappropriate for the location, and there is no attempt made to control volumes such that the music is broadcast over a wide area, then I would have no hesitation in bringing a further Premises Licence Review.

## Map of Greenhouse

The green area in the centre of the map is the Greenhouse beer garden. It can clearly be seen how close the properties on Tudor Court are.





El Casa – White & Navy Party 18 July 2026

Daytime clubbing event

Note size of Speakers



# WHITE PARTY

A-Z LINEUP

CAL ZAMMIT / EL-J /  
FLETCH / JACK YOUNG /  
JOSHUA RAYBOULD /  
KIERAN HUGHES / MAC2 /  
STAN SMITH

BRIDGNORTH  
SATURDAY 6<sup>TH</sup> JUNE  
HOUSE & IBIZA CLASSICS

2PM TILL LATE  
TICKETS ON SKIDDLE





Live Gig

Note Size of Speakers and full drum kit.

Top of the picture is a property on Tudor Court

Have you made an application for review relating to the premises before? NO



If yes please state the date of that application

Day    Month    Year

|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|

**If you have made representations before relating to the premises please state what they were and when you made them**

In my role as a Responsible Authority, I objected to a Temporary Event Notice scheduled for the 5<sup>th</sup> September 2026 for an outdoor event at The Greenhouse featuring Recorded Music from a DJ from 17:00 to 22:00.

The matter was considered by a hearing of the Licensing sub-committee on the 19 August 2026 and the committee upheld the objection and issued a counter notice

**Please tick ✓ yes**

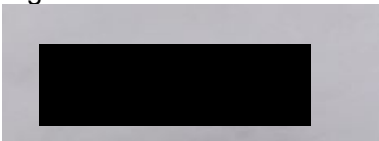
- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate ☐
- I understand that if I do not comply with the above requirements my application will be rejected ☐

**IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.**

**Part 3 – Signatures** (please read guidance note 4)

**Signature of applicant or applicant’s solicitor or other duly authorised agent** (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature



.....

Date     7 September 2026

.....

Capacity: Environmental Protection Officer

.....

|                                                                                                                                                       |                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <b>Contact name (where not previously given) and postal address for correspondence associated with this application</b> (please read guidance note 6) |                  |
| <br><br><br><br>                                                                                                                                      |                  |
| <b>Post town</b>                                                                                                                                      | <b>Post Code</b> |
| <b>Telephone number (if any)</b>                                                                                                                      |                  |
| <b>If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)</b>                                           |                  |

**Notes for Guidance**

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.