

# ANNEX F

Representations from Interested  
Parties –

Andrea Murdock – Hotel  
Commodore



## Natalie Jones

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**From:** [REDACTED]  
**Sent:** 08 January 2024 11:23  
**To:** Licensing  
**Subject:** Hotel Commodore Noise complaint from The Log Cabin

**Follow Up Flag:** Follow up  
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**Categories:** Natalie

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Good morning All,

I am writing to you with my statement regarding the constant noise from the Log Cabin at night when it is open until early hours of the morning.

We have been running the hotel since 2012 (leased from Mr Ken Sanders) at first the log cabin had a licence until midnight but in 2015 Mr Sanders extended his licence until 2.30am and that's really when the problems started.

It was constant loud noise, fights shouting and often spilling over into our car park where I had to call the police on many occasions on the past. At this time, we were leasing the hotel from Mr Sanders so we were unable to make any formal complaints to him as he owned the hotel, we feared we may not renew our lease if we complained too often. We had no choice but to let our business suffer every weekend as some rooms were just unusable at weekends. We have on many occasions been into the log cabin and asked to turn the music down and even asked if the speakers could be placed on the opposite walls, so they were not attached to the party walls as there are bedrooms behind that wall where people are sleeping. At one point we asked the police licensing officer to have a word with Mr Sanders ask if he could reduce the number of picnic benches that he had outside as that is where most of the noise was coming from, he refused point blank to change anything. Most of the noise was coming from the outside seating area and the propping open of the doors all night was also causing problem with loud music from the jukebox filtering into our guest rooms just added to complaints from our guests on a regular basis.

In 2018 we were in a position to buy the building from Mr Sanders and following the sale we placed a six foot fence on our boundary line between our properties which immediately helped us with fighting not spilling over into our car park and the reduction in broken glasses and vomit on our side was immediately noticeable however with erecting of the high fence brought the added frustration of people coming around our side of the fence and urinating constantly as we have seen on our CCTV in this area.

Then came lockdown after reopening Mr Sanders increased the amount of picnic benches from 2 to 6 increasing the amount of people and the noise level increased. At this time, the drug situation in the town was uncontrollable and mixed with alcohol the noise and the fighting amplified to new heights. I have taken many videos of the sheer amount of people brawling outside the log cabin and spilling over in the road absolutely out of control which is all centered around drugs and alcohol with the males becoming more and more aggressive which is adding to the noise issues we are already having.

A typical night would be noise levels manageable up until around midnight then at midnight all the other pubs in town close and the already fuelled customer descend on the log cabin from Middleton street and over the bridge from the Llandarcy everyone congregates in the outside seating area of the log cabin and the noise levels increase to unacceptable levels. The increase to an unacceptable level is since lockdown which led me to have to do something about this unacceptable situation as I was having to refund unhappy

customers who complained about the noise and could not get to sleep and the level of negative reviews that the hotel was receiving led me to finally taking steps to make a formal complaint.

I am looking for a way forward to finding a resolution that we can both work together I fully understand that Mr Sanders has a business to run and needs the money like we both do but there must be a way forward that ensures that both businesses are running smoothly and that we are able to get back to the place where we worked better together, and communications are improved.

Snap Shot of reviews from Booking.com;

**Great staff but shame about the location from a noise perspective**

Breakfast nice. All the staff were brilliant. Room ok and nice hot shower.

Location was not as it seemed! The closing time problems at the pub right beneath our window meant we were awake due to shouting and fighting from 23.30 hours to 01.30. It was a nightmare and meant we had far from a good nights sleep which was a real shame.

**The Commodore has great potential, but let down by the noise from next door**

Staying in a "proper hotel" with residents lounge and bar was good. The town is lovely, and the Commodore has a good location, near the rail station.

There were a few problems - our room was directly over "The Log Cabin", a late night bar, the noise from which kept us awake until 2am

**terrible! Avoid this place.**

nightclub next door - with music going until 1am when we left the hotel for home.

**Comfortable**

Friendly staff especially at breakfast. Big room with comfortable beds, and a desk area. The in room coffee machine was a bonus. Didn't have time to use the pool. The lobby area looked very nice and cozy.

Other guests partying and talking till 3am on the outside terrace kept waking us up. Had to eventually use white noise to get any sleep.

**Sandra, gb**

Staff were very friendly and helpful.

Loud music in road / pub next door till early hours, we were marshaling a charity event and had to be up at 5.30am

**Disappointed, not what i expected**

Room was clean

Room, very noisy from local bars and room not double glazed which would have helped reduce the noise which went on to the early hours of the morning.

**Fitted the brief!**

The staff were fantastic

A lot of noise outside but it was a bank holiday weekend so to be expected and out if the hotels control.

Yours Sincerely

Andrea Murdock

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Proud winners of Chanel 4's Four in a bed

