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City of Wolverhampton Council

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**From:** internal.customerservices <internal.customerservices@wolverhampton.gov.uk>  
**Sent:** 28 April 2020 09:24  
**To:** Licensing <Licensing@wolverhampton.gov.uk>  
**Subject:** Licensing/General (non-taxi) licence questions/CWC-106511 CRM:0106174

Licensing/General (non-taxi) licence questions  
A new case has been created:  
**Case Number:** CWC-106511

**Customer Details:**  
**Customer Ref:** CIT-016230

**Work:**  
**Home:**  
**Mobile:**  
**Email:**

**Preferred method of contact:** Any  
**Customer's chosen update method for this case:** Email

**Case Details:**  
**Title:** Licensing - General (non-taxi) licence questions reported 25/04/2020 08:00  
**Enquiry Status:** Allocated (no update expected)  
**Priority:**  
**Date & Time of Call:** 25/04/2020 08:00  
**Location:**  
Unknown

**Enquiry Details:**  
Your Licensing enquiry

Hi,

I'm aware that the Pendulum pub in Pendeford has been having lock ins during the coronavirus pandemic. Music has been playing loudly inside the building on several nights since lockdown but I naturally assumed it was the tenants given the current situation. I've seen in the press that the police have now dealt with this matter and the license will soon be reviewed.

[REDACTED] I have made numerous complaints about the noise nuisance over the years but have literally given up because no one seemed to be able to do anything. I can't sleep with my windows open due to the noise. Even with the windows closed, it is sometimes impossible to sleep. I work long hours so this is very stressful. Loud booming music is the norm which frequently goes on until the early hours. Groups of customers congregate outside the front of the pub both during opening and after the pub has closed. Customers are allowed to buy multiple drinks before the doors are shut and then sit outside until all hours drinking alcohol whilst shouting, laughing and sometimes fighting. The pub has also had a very loud DJ outside the front of the pub on many occasions; particularly Bank Holidays, again robbing residents of the chance to relax and enjoy their homes and gardens.

The car wash that operates on the pub car park also creates a lot of noise during the day and once again makes it difficult to relax in our gardens. Is this car wash even legal? All the men who work there are immigrants. Do they all have permission to live and work in the UK?

This pub demonstrates a complete disregard for rules and regulations and certainly does not respect local residents who live on their doorstep. The pub's customers are not these local residents and I know for a fact, many are coming down from the Dovecotes estate and surrounding area.

I think it is time the council closed th

**Actions Taken:**

Dear [REDACTED]

Thank you for your email.

Your enquiry has been forwarded to the Licensing department for investigation and they will respond to your request within 5 Working days.

Kind regards,

Customer Services Officer

[REDACTED]