

**From:**  
**Sent:** 17 November 2025 12:31  
**To:** Watkins, Emma  
**Subject:** FW: Alcohol Licence Response

Dear Pegasus Court Residents

Thank you for your comments and for sharing the concerns raised in relation to our planned events at Kitchen Garden. We appreciate the importance of maintaining a respectful environment for our neighbours, and I would like to provide further clarification regarding music levels, noise mitigation, customer movements, and the nature of our events.

### **Significant Investment in Noise Reduction**

We fully understand the sensitivity around noise, particularly given the proximity between 7 Mill Street and Pegasus Court. We are conscious not only of external noise mitigation for neighbouring properties, but also of creating a pleasant and comfortable internal environment for our customers. With this in mind, we have invested substantial funds into improving the building:

- New, high-grade insulation has been installed throughout the premises as part of our refurbishment, enhancing both internal sound absorption and external sound containment.
- We are installing new double-glazed, large-panel windows and doors. While these have not been chosen specifically for noise mitigation, they naturally provide far greater sound insulation than the old single-pane windows and will help reduce any external noise.
- We are also installing sound-proofing panelling on the interior walls, which helps diffuse customer chatter during the day and contributes to a calm, enjoyable dining atmosphere.
- Together, these measures ensure that any music played remains at a low, ambient level, appropriate for a dining setting and fully aligned with local expectations.

## **Our Track Record of Responsible Events**

To give an accurate picture of how our events typically run, here are recent examples from our Garden Kitchen in Rogerstone:

- In October, we hosted our regular monthly Supper Club on a Saturday evening which generally saw people finishing and leaving over a staggered period between 9-10pm
- In November, our supplier Hive Mind held an event last Friday, attended by 15 customers.
- Attendance naturally fluctuates throughout the year. While our Rogerstone venue has a capacity of 50, many events attract much smaller groups.

At these events, our guitarist, saxophonist or singer usually performs three short sets with breaks in between, ensuring the atmosphere remains relaxed. At all times, customers are able to talk, dine, and socialise comfortably, as the music is intentionally kept at a level that never overpowers conversation. This approach will remain exactly the same in Abergavenny.

## **Customer Arrivals, Departures & Parking**

We do not have on-site parking, and we will continue to encourage all customers to use nearby public car parks and walk to the venue.

Our events operate with staggered sitting times, meaning guests arrive and depart at different moments rather than in one large group. This greatly reduces potential disturbance from customer movement.

## **Commitment to Being a Considerate Neighbour**

We want to reassure residents that we take all concerns seriously. Our goal is to create a vibrant and enjoyable venue that contributes positively to the local community while remaining considerate, compliant, and cooperative at all times.

Nicola Harding (nee Pugh)  
Pughs Garden Village  
The Garden Kitchen by Pugh's