

Planning ref: 26/01125/S73

As a resident sharing boundary with Glovers Court, I object to this application.

HUB Fitness has been operating from Glovers Court for around eleven months. For ten of those months, I have been complaining to Environmental Health about noise arising from its operations.

The noise includes:

- Amplified music, often with heavy bass.
- Amplified speech.
- Shouting from coaches and class participants.
- Applause and vocal outbursts, such as bellowed encouragement and 'whooping'.
- Impact noise from equipment and exercises, like weightlifting and box jumps.
- Noise from outdoor activities, such as impact noise from runners' footfall and accumulated voices of large groups.

While the volume and combination of these noises vary, the disturbance is frequent and intrusive. It primarily affects my family during evenings, weekends and Bank Holidays, but also during some weekday daytimes while working from home or taking days off.

We are prevented from opening doors or windows, spending time in the garden, and cooking or eating in our kitchen-diner. On some occasions, we have been woken by music carrying into our bedroom through closed windows. Countless quiet mornings and evenings have been disrupted, as well as every Bank Holiday morning, and almost every Saturday morning since 28th June 2025, leaving us unable to use our home and garden normally. Our weekends now routinely begin with stress, anxiety and frustration rather than rest.

Despite months of complaints to Environmental Health, noise disturbance being witnessed by an officer during a site visit, the installation of noise monitoring equipment in my home, and advice reportedly given to the applicant by Environmental Health Officer Alan Stone, the gym's operations continue to cause regular noise disturbance, including since submission of this application.

With that in mind, I would like to raise several points:

1. The Noise & Operations Management Statement describes the gym as a private, small-group personal training facility. This description does not give the full picture.

While I do not know the exact schedule, the pattern of disturbance suggests that high-intensity large-group sessions take place regularly within the weekly timetable, as well as during additional ad hoc events arranged at the gym's discretion. These sessions are attended by sizeable groups, sometimes up to 50 people, and are a frequent cause of noise disturbance. Evidence of these large group sessions, including dates and times, is provided at the end of this document.

By omitting this from the description, the use is being presented as less intensive than it is in practice. A full timetable should therefore be required as part of this application, setting out all regular weekly sessions and ad hoc events, such as "Bank Holiday Specials", "Hyrox Simulators" and "HUB Games", with details of the nature of each session, attendee numbers, and start and finish times. This is necessary to properly understand the nature, intensity and impact of the current operation and the proposed continued use.

2. The stated operating hours refer to 11am Saturday closure and complete Sunday closure. However, there have been several Saturday sessions continuing beyond 11am, as well as several Sunday sessions. The dates and times of these sessions have been provided at the end of this document. All but one of the sessions caused noise disturbance that was reported to Environmental Health.

It is also noted that the advertised weekday closure on the business's Google listing is 9pm, as opposed to the 8pm closure stated in the Noise & Operations Management Statement.

Given that the sessions held outside the stated hours have regularly caused noise disturbance, and that there is inconsistency in the operating hours being presented, any approval should be subject to a condition restricting the operating hours to those outlined in the Noise and Operations Management Statement.

3. The Noise and Operations Management Statement refers to the closure of the rear doors and windows, but does not extend this to the front openings, which include four large up-and-over loading doors. As shown in the photograph below, Units 2 and 4 have glazed bifold and double doors respectively, fitted to the outside of these loading doors.

By contrast, the Operational and Compliance Log makes the broader claim that windows and doors are closed during sessions. In practice, the front openings are routinely kept open and are often the principal route through which noise escapes.

Given the size of the front doors, the gym effectively operates as a sheltered outdoor space when they are open. I have raised this issue several times since August 2025, both with the applicant directly and with Environmental Health Officer, Alan Stone, but my requests for the doors to be kept closed have been repeatedly dismissed.



It is telling, then, that the front doors have been excluded from the Noise and Operations Management Statement, given that the applicant is aware that open doors are a major contributing factor to the disturbance. The inconsistencies in the documents suggest that the applicant is presenting the use as contained while still avoiding any commitment to keep the front doors closed. The installation of bifold doors to Unit 2 on 30 April 2026, after submission of this application, supports that interpretation.

For that reason, I do not believe it would be sufficient simply to amend the Noise and Operations Management Statement to include the closure of front doors. Any such measure would depend on operational compliance, which has already proven ineffective. The absence of a clear door-closure commitment in the applicant's own documents, together with the recent installation of bifold doors, strongly suggests that the applicant is seeking to retain flexibility to operate with the front doors open. Ultimately, without physical mitigation, a "doors closed" condition would be difficult to enforce and would not provide adequate protection for neighbouring residents.

Therefore, any approval should be subject to a condition requiring physical mitigation of the front openings. This should include replacing the existing glazed doors (fitted externally to the loading doors on Units 2 and 4) with fixed glazing, or otherwise permanently altering them to prevent direct external opening. Fixed glazing should also be installed externally to Units 1 and 3 to provide the same restriction without loss of natural light. There are several existing pedestrian doors for ingress and egress, which should be fitted with self-closing mechanisms and remain closed except when in immediate use. To my knowledge, the fire exits are located along the rear of the units, so these mitigations would not compromise safety.

4. There have been several occasions, mainly during bad weather, when the front doors appear to have been closed. On those occasions, amplified music and shouting have remained audible from my home, albeit at a reduced volume. This suggests that noise is not only escaping through open doors, but also through the building envelope itself.

To date, no noise assessment appears to have been carried out. The Operational and Compliance Log refers to a sound test conducted in November 2024 with Environmental Health Officer, Alan Stone. However, during a telephone call in September 2025, Mr Stone explained to me that this was not a full acoustic/noise impact assessment, but an informal test using a car radio to compare music audibility at different volumes. Mr Stone also explained that as a result of this test he advised that doors should be kept closed.

Without a noise assessment, it is impossible to determine noise transmission routes or the type of acoustic treatment required to mitigate them. Therefore, a full acoustic and noise impact assessment should be carried out by a suitably qualified acoustic consultant, based on the actual operation of the gym and assessed at the nearest residential receptors. To adequately safeguard amenity, this should be completed, and the results considered before the application is determined.

5. For necessary door-control measures to be workable, it is likely that a mechanical ventilation system will be required. However, this raises a further potential amenity issue. Extraction units generate noise, and a solution to the current noise problem should not create a new source of disturbance.

Therefore, any proposed mechanical ventilation, air conditioning or extraction system should be assessed in accordance with BS4142, including its location, noise output, frequency characteristics and any acoustic protection required. This information

should be submitted and assessed before the application is determined to ensure the proposed mitigation would sufficiently safeguard residential amenity.

6. Both the Operations and Compliance Log and the Noise and Operations Management Statement state that no outdoor training takes place. However, the area in front of the building, as well as the adjoining car park and the two driveways leading to the public highway, have been used regularly for training activities from the outset. This has mainly involved running but has also included carrying weights and using cardio equipment (such as bikes and SkiErgs). Outdoor training has continued even after submission of this application.

This is directly relevant to the proposed use. The application seeks permission for Class E(d) indoor sport, recreation or fitness. If the use is being presented as an indoor facility, then surely all training activity should be kept inside the building? I cannot see how the proposed use justifies training in any external areas of the site at any time.

I also cannot not see how noise from outdoor training would be effectively mitigated. No amount of door control or acoustic treatment to the building can address noise created outside it. Furthermore, contrary to the claim that sessions are structured, controlled and professionally managed and that staff avoid excessive shouting or raised voices, there have been several occasions when coaches have shouted excessively. A recent example occurred on 16th May 2026, when class participants and coaches were shouting about a “sprint finish” taking place in the car park. Audio and video evidence of this incident, and others, has been shared with Environmental Health.

As running appears to be an integral part of the Hyrox sessions offered by the gym, I would also like to know how the applicant intends to operate these sessions in future if all activity is to be kept indoors?

I am sceptical that a condition would provide effective protection in practice, given that it would rely on operational compliance by a business that has failed to manage this issue to date. Nevertheless, if the application is approved, it should be subject to a condition prohibiting all outdoor training activity anywhere on the site, including the area in front of the units, the adjoining car park, and the two driveways leading from the wider site to the public highway.

7. The Noise and Operations Management Statement states that music levels are controlled and maintained through audio equalisation, bass reduction and a three-zoned sound system. According to email correspondence with Environmental Health, these measures have reportedly been in place since October 2025.

If these controls are capable of limiting music volume and bass levels, the continued disturbance indicates that they are not being consistently applied. There was a period from late December 2025 to early February 2026 when bass levels became significantly worse. After this was reported to Environmental Health, the owner stated that a software update had disabled the bass reducer and they were unaware the settings had changed until complaints were received. It is concerning that such a significant change in bass levels could go unnoticed and uncorrected for that length of time.

This, combined with the fact that the controls are located on the gym floor where staff can access them, raises doubts as to whether operational management of these controls can be relied upon to safeguard residential amenity. Therefore, if the application is approved, it should be subject to a condition requiring music controls to be secured in a way that prevents override by staff members.

8. The agent's cover letter states that plans of the site have been enclosed, but I cannot see that any plans have been provided. Accurate plans are needed to understand the use, especially as the applicant has already altered the building by merging multiple units into one and installing glazing to the exterior of the loading doors.

To ensure the building's suitability for this use is properly assessed, the applicant should be asked to provide plans showing the building before their occupation, the building as it currently exists, and the proposed building with any further intended changes.

9. Any measures introduced by the applicant to date have not been implemented proactively, as implied by the Compliance Log, but rather in response to complaints and the ongoing Environmental Health involvement triggered by those complaints.

Until the noise is properly controlled, the burden will continue to fall on residents to document and report it. That is not acceptable. I have already spent hundreds of hours trying to resolve this, including initial contact and an in-person meeting with the gym owner, email, telephone and in-person communication with Environmental Health, completing noise record sheets, gathering audio and video evidence, and hosting noise monitoring equipment in my home. I have also had to repeatedly chase Environmental Health for updates and am still awaiting feedback on the recordings from the noise monitoring equipment, despite following up. This significant burden has added to the stress caused by the noise itself, further affecting my work, home life and general wellbeing.

It is not the responsibility of residents to monitor nearby businesses. Robust conditions are vital to protect residential amenity, as is a swift route to resolution if those conditions are breached. That route to resolution should not place an unreasonable evidential burden on residents, nor set such a high threshold for enforcement action that breaches are allowed to continue without swift and effective intervention.

Taken as a whole, the number and extent of controls required to protect residential amenity raises a fundamental question about whether this building is suitable for this use, particularly where many of those controls would require substantial physical alterations or rely on ongoing operational compliance and active enforcement.

I therefore respectfully ask you to consider whether the proposed Class E(d) use is acceptable in principle, rather than relying on an extensive set of conditions to make an unsuitable use acceptable. If you are not satisfied that the gym can operate from this building without harming residential amenity, the application should be refused.

Talia Dixon

167 Heathfield Road, Hitchin, Herts, SG51TE

Details of Sunday sessions and Saturday sessions beyond 11am:

Date	Approx. time	Type of session
Sat 25 th Apr 26	11am – 1.30pm	HIIT Session – Lead by Carly Williams of Zenflow Yoga
Sun 12 th Apr 26	9am onwards	Running workshop
Sun 15 th Mar 26	8am – 1pm	Hyrox simulator
Sat 13 th Dec 26	9am – 12pm	Winter games
Sun 16 th Nov 25	8am – 12.30pm	Hyrox simulator
Sat 27 th Sep 25	9am – 12:40pm	Hyrox simulator

All of the above sessions, except for the running workshop on 12th April 2026, caused noise disturbance that were reported to Environmental Health.

Google listing showing 9pm closure:



hubfit.co.uk
https://hubfit.co.uk

Personal Training Gym In Hitchin – Friendly & Welcoming ...

At HUB, every session is guided by a Personal Trainer who helps you get stronger, build confidence and move pain free.

Fitness Classes

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Contact Us

HUB Address. Units 1-4 Glovers Court, The Glover Centre, 23-25 ...

Get Started

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Terms & Conditions

Members are advised to seek medical advice before starting ...

Website

Directions

Reviews

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Address: Units 1-4, Glovers Court, 23-25 Bury Mead Rd, Hitchin SG5 1RP

Phone: 07905 589689

Hours: **Tuesday** 6 am–9 pm
Wednesday 6 am–9 pm
Thursday 6 am–9 pm
Friday 6 am–9 pm
Saturday 7–11 am
Sunday Closed
Monday 6 am–9 pm

[Suggest new hours](#)

[Suggest an edit](#) · [Own this business?](#)

Reviews

Evidence of several large group sessions, including dates and times:



68 4 1 11
hubfit_ Bank holiday vibes fulfilled by @jubelbeer 🌞 🍺
25 May

25th May 26 - 'Bank Holiday Special'
Approx. 45 attendees



67 2 4 10
hubfit_ Bank Holiday Special
Well done everyone! That was a killer 💪
4 May

4th May 26 - 'Bank Holiday Special'
Approx. 50 attendees



97 1 12
hubfit_ EASTER SPECIAL 🐣
What a turnout!! 50 of our hub members going full send in our team engine workout 🏋️
Well done to Charm, Rach, Vik & Tommy for working egg-stremely hard 🥚 enjoy your @efectivnutri Easter goodies 🍪
#bankholiday #hitchin
6 April

6th Apr 26 - 'Bank Holiday Special'
50 attendees

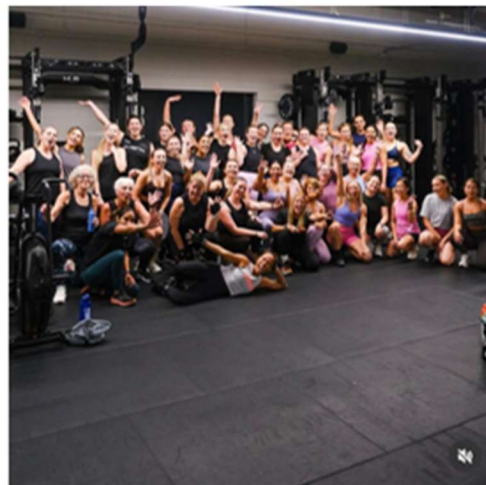


91 1 4 21

hubfit_ HUB WINTER GAMES '25 🎅🏆

Today marked our first official HUB Games at... more
13 December 2025

Saturday 13th Dec 25 – 'Winter Games'
50 attendees



91 10 1 11

hubfit_ Empowered women empower women 🙌

Some amazing shots from our Women's Only Workout
on Friday night! 💖

@whatctshoots
@consciouscitizenworld

*Full album on our FB
🗳️ Men's Only event registration now open
20 October 2025

Fri 17th Oct 25 – 'Woman only event'
Approx. 40 attendees



69 4 3

hubfit_ Bank Holiday Special! ☀️

This morning marked our first official BHS at HUB 2.0 –
and it didn't disappoint! Well done to everyone who
came down to throw down today. You all smashed it!

#Community #Hitchin #HUB

25 August 2025

25th Aug 25 – 'Bank Holiday Special'
Approx. 35 attendees