NOTICE OF MEETING

AGENDA FOR THE
SPECIAL LICENSING SUB-COMMITTEE

Thursday, 3rd December, 2026, 7.00 pm – Microsoft Teams.

Watch the meeting live here, or view all of our meetings on Youtube

Councillors: Nick da Costa (Chair), Eva Bell, Ruairidh Paton

Quorum: 3

1. FILMING AT MEETINGS

Please note this meeting may be filmed or recorded by the Council for live or subsequent broadcast via the Council's internet site or by anyone attending the meeting using any communication method. Members of the public participating in the meeting (e.g. making deputations, asking questions, making oral protests) should be aware that they are likely to be filmed, recorded or reported on. By entering the 'meeting room', you are consenting to being filmed and to the possible use of those images and sound recordings.

The Chair of the meeting has the discretion to terminate or suspend filming or recording, if in his or her opinion continuation of the filming, recording or reporting would disrupt or prejudice the proceedings, infringe the rights of any individual, or may lead to the breach of a legal obligation by the Council.

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

3. URGENT BUSINESS

It being a special meeting of the Sub Committee, under Part Four, Section B, Paragraph 17, of the Council's Constitution, no other business shall be considered at the meeting.

4. DECLARATIONS OF INTEREST

A member with a disclosable pecuniary interest or a prejudicial interest in a matter who attends a meeting of the authority at which the matter is considered:

(i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and
(ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Register of Members' Interests or the subject of a pending notification must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal interests and prejudicial interests are defined at Paragraphs 5-7 and Appendix A of the Members' Code of Conduct.

5. SUMMARY OF PROCEDURE

The Chair will explain the procedure that the Committee will follow for the hearing considered under the Licensing Act 2003.

6. APPLICATION FOR REVIEW OF A PREMISES LICENCE AT LOST LOUNGE, 83 MAYES ROAD, WOOD GREEN, LONDON, N22 6TN (NOEL PARK) (PAGES 1 - 68)

To consider an application for a review of a premises licence.

Democratic Services Contact: Nazyer Choudhury, Principal Committee Co-ordinator
Telephone: 020 8489 3321
Email: nazyer.choudhury@haringey.gov.uk

Fiona Alderman
Director of Legal & Governance (Monitoring Officer)
George Meehan House, 294 High Road, Wood Green, N22 8JZ

Wednesday, 25 November 2026

Advice To Members On Declaring Interests
Information on declaring an interest is set out in the Council's Constitution in Part 5 Section A. However, you may need to obtain specific advice on whether you have an interest in a particular matter.

If you need advice, you can contact:
• Monitoring Officer
• the Legal Adviser to the Committee; or
• Democratic Services.
If at all possible, you should try to identify any potential interest you may have before the meeting so that you and the person you ask for advice can fully consider all the circumstances before reaching a conclusion on what action you should take.

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Agenda Item 6

Report for: Licensing Sub Committee: 03rd December 2026

Item Number: 6

Title: Application for a Review of a Premises Licence at Lost Lounge, 83 Mayes Road, Wood Green, London N22 6TN

Authorised by: Daliah Barrett, Licensing Team Leader, Regulatory Services

Ward Affected: Noel Park

Report for Key/ Non-Key Decision: Not applicable

1. Description of the Issue Under Consideration

This application for a review of a premises license is made under Section 51 of the Licensing Act 2003 by the Noise & Nuisance RA Team, in respect of, **LOST LOUNGE, 83 MAYES ROAD, WOOD GREEN, LONDON N22 6TN.** The review application is attached at Appendix 1.

The application alleges repeated non-compliance arising from the operation of the premises, including amplified music, late-night noise disturbance.

Each application must be considered on its merits, considering the evidence presented at the hearing, the Council's Statement of Licensing Policy and the Guidance issued under Section 182 of the Licensing Act 2003. The options available to the Licensing Sub Committee are set out in section 4.8 of this report.

2. Purpose of the Report

To advise Members that an application has been made under Section 51 of the Licensing Act 2003 for the review of a Premises Licence in respect of Lost Lounge.

The Licensing Sub Committee is required to consider the application and all relevant representations and determine what steps, if any, are appropriate and proportionate for the promotion of the licensing objectives.

3. Context and Key Issues

Under the Licensing Act 2003, a responsible authority or any other person may apply for a review of a premises licence where there are concerns relating to one or more of the four licensing objectives, namely:

- The Prevention of Crime and Disorder
- Public Safety
- The Prevention of Public Nuisance
- The Protection of Children from Harm

The grounds raised in the review application primarily relate to:

- Prevention of Public Nuisance

- Prevention of Crime and Disorder

4. Background

4.1 Geographical Description of the Area and Description of the Building

Lost Lounge is located in an end of terrace space at the corner with Coburg Road. The premises has a large outdoor front area and a shisha area to the rear. The premises is an old public house that has seen various changes through the years. The venue is surrounded by residential properties and another licensed venue further along Coburg Road.

Residents living in close proximity to the premises have raised concerns regarding noise breakout from the venue, patron dispersal, anti-social behaviour and disturbance occurring during late-night and early-morning hours.

A copy of the current Premises Licence is attached at Appendix 2.

4.2 Details of the Review Application

The review alleges:

- Non-compliance with Licence conditions

4.3 Representations Received

During the consultation period representations were received from residents as Other persons. Who are highlighting their concerns:

- Other Parties Representation (Appendix 3)

Copies of all representations have been circulated to Members and the various parties.

4.4 Determination of the Review

After considering the evidence, the Licensing Sub Committee must take such steps as it considers appropriate and proportionate for the promotion of the licensing objectives.

The Licensing Authority may:

- Modify the conditions of the premises licence;
- Exclude a licensable activity from the scope of the licence;
- Remove the Designated Premises Supervisor;
- Suspend the premises licence for a period not exceeding three months;
- Revoke the premises licence;
- Or take no action where it considers this appropriate.

4.5 Right of Appeal

The Licensing Authority's decision is subject to a 21-day appeal period. Any appeal must be made to the Magistrates' Court.

5. **Other Considerations**

5.1 Crime and Disorder

Section 17 of the Crime and Disorder Act 1998 states:

> "Without prejudice to any other obligation imposed upon it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent crime and disorder in its area."

6. Human Rights

The following Convention Rights are particularly relevant:

- Article 8 - Right to Respect for Private and Family Life.
- Article 1 of the First Protocol - Protection of Property.
- Article 6(1) - Right to a Fair Hearing.
- Article 10 - Freedom of Expression.

7. Use of Appendices

Appendix 1 - Review Application submitted by Noise & Nuisance RA

Appendix 2 - Current Premises Licence.

Appendix 3 – Other persons representations.

8. Recommendation

The purpose of this hearing is for the Licensing Sub Committee to determine whether any steps are appropriate and proportionate for the promotion of the licensing objectives following consideration of the review application and all representations received.

The Committee should hear all evidence before reaching its determination.

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Appendix 1

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London Borough of Haringey, Licensing Team, Alexandra House, Level 6, 10 Station Road, Wood Green, London, N22 7TR

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 David Wood

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Post town	**Post code (if known)**
LONDON	N22 6UP

Name of premises licence holder or club holding club premises certificate (if known)
Lost Lounge

Number of premises licence or club premises certificate (if known)
LN/000029002

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**

Please tick ✓ yes

I am 18 years old or over ☐

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

Name and address Noise Nuisance and Licensing Team; 9th Floor, Alexandra House, 10 Station Road, Wood Green N22 7TY
Telephone number (if any)
E-mail address (optional) David.Wood@haringey.gov.uk

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

	Please tick one or more boxes ✓
1) the prevention of crime and disorder	☐
2) public safety	☐
3) the prevention of public nuisance	☑
4) the protection of children from harm	☐

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

A review of the premises licence (Licensee Lost Lounge Limited) is sought due to Haringey Council receiving repeated residential reports of Noise Nuisance accompanied with failures by the premises licence holder and management to uphold the licensing objectives of the prevention of public nuisance by failing to comply with the conditions set out in the Premises Licence being;

17 *"Before regulated entertainment may be provided, a noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Noise and Nuisance team, so as to ensure that no noise nuisance is caused to local residents or businesses."*

18 *"The operational panel of the noise limiter shall then be secured by key or password to the satisfaction of officers from the Noise and Nuisance Team and access shall only be by persons authorised by the Premises Licence holder or by the Local Authority or Police. The limiter shall not be altered without prior agreement with the Noise and Nuisance Team."*

19 *"All sound generating equipment used on the premises including (for the avoidance of doubt) all amplification of live music shall be routed through the sound limiter device so as to limit such sounds to the level determined by the Noise and Nuisance Team. No such equipment may be used on the premises that is incapable of being so routed and limited."*

Despite written requests and deadlines from the council to install a mandatory noise limiter (**EXHIBIT NNLT1, NNLT6, NNLT8**). A visit by Council officers of 19th September 2026 at 23:27 hours revealed that although the business was in possession of a noise limiter, it had not been installed, and the venue was playing recorded music (See accompany witness statement).

- The council has received continuous complaints from residents regarding loud music, noise from the rear shisha area, and breaches of terminal hours (**Exhibit NNLT2**). However, the Premises Licence by way of condition states;

20 *"No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises, nor vibration be*

transmitted through the structure of the premises which gives rise to nuisance."

- The Noise Nuisance and Licensing Team also made concerted efforts with the previous business called "Smoky Lounge" that operated under the same licence (as a result of numerous noise complaints), to secure the installation of a noise limiter prior to the licence being transferred to the current business. Both businesses share the same Designated Premises Supervisor (DPS) named as Bianca Mali. Despite these ongoing efforts and discussions to resolve noise concerns and establish agreed limits, the implementation was left unresolved before the administrative transition of the licence to Lost Lounge took place.

The Noise Nuisance and Licensing Team recommend the committee should:

- Formally strike out live and recorded music authorizations from the premises licence.
- Explicitly determine that any fallback live music deregulation exemptions under the Live Music Act 2012 are overridden due to the severity of the review.

Chronological History of Events and Correspondence.

- **1st July 2026 (11:10 AM):** Daliah Barrett (Licensing Team Leader) issued a formal warning letter to Ms. Suela Petku (Person listed as significant control on Companies House) concerning premises licence conditions. Ms Barrett explicitly requested evidence that an approved noise limiter had been installed and was fully operational. She also warned that failure to comply could result in enforcement action (**NNLT8**).
- **3rd July 2026:** FSL Consultants responded on behalf of the business, stating that regulated entertainment was not yet taking place (**NNLT7**).
- **6th July 2026 (10:13 AM):** Daliah Barrett sent a follow-up warning email noting ongoing unauthorized licensable activities. Ms Barrett explicitly cautioned that noise issues were under investigation and that there should be no regulated entertainment taking place without the noise limiter being installed (**NNLT6**).
- **7th July 2026:** FSL Consultants replied to the 6th July email, confirming that no regulated entertainment will take place until the required noise limiter has been installed (**NNLT5**).
- **10th July 2026 (23:54):** David Wood (authorized officer for the noise nuisance and licensing team) visited the premises alongside Officer Claire Willis. From outside the business, he found regulated entertainment (music) which could be heard from the street. Upon entering, they observed a DJ booth and active sound equipment in the rear main lounge area, with patrons consuming drinks and a person claiming to be the owner (Mustafa Petku) present (See accompanying witness statement).
- **24th July – 31st August 2026:** The Council receive multiple ongoing complaints from residents regarding loud music (**NNLT2**).
- **1st September – 15th September 2026:** Further resident noise complaints were logged (**NNLT2**).
- **4th September 2026:** Craig Bellringer (Noise Nuisance & Licensing Enforcement Team Leader) issued a Final Warning Notice to Lost Lounge / Bianka Mali, highlighting continuous breaches of Condition 20 (lack of noise limiter) giving the venue 14 days (until 18th

September 2026) to comply or face a formal licence review application (**NNLT1**).

- **19th September 2026 (23:27):** Officers attended the business and discovered that although a limiter had been purchased by the business, it had not been fitted nor was being used. The business was playing recorded music.

	Please tick ✓ yes
Have you made an application for review relating to the premises before	☐

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

N/A

Please tick ✓yes

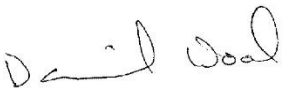
- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate ☑
- I understand that if I do not comply with the above requirements my application will be rejected ☐

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 29th September 2026

Capacity
Noise Nuisance and Licensing Officer

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

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.

LOST LOUNGE. APPLICATION FOR REVIEW. LIST OF EXHIBITS / Appendices.

NNLT1	Warning Letter to Business requiring Noise Limiter from Noise Nuisance and Licensing Team.
NNLT2	List of Noise Nuisance Complaints from Local Residents.
NNLT3	NIL/ Not used.
NNLT4	NIL/Not used.
NNLT5	E-mail from fsl consultants to Licensing Service . 7th July 2026
NNLT6	E-mail from Dalia Barrett to Suela Petku and. 6th July 2026
NNLT7	NNLT7 E-mail. Fsl consultants to Licensing Service . 3rd July 2026
NNLT8	E-mail From Licensing Service to Suela Petku. 1st July 2026
	Accompanying statement of David Wood regarding visit of 10th July 2026 at 23:54hrs, where recorded music (regulated entertainment) was being played.

NNLT 1. Warning letter to business requiring Noise Limiter

Haringey LONDON

Lost Lounge,
83 Mayes Road,
Wood Green,
London
N22 6UP

Our Ref: WK/000657631

Date: 4th September 2026

Contact:
Craig.bellringer@Haringey.gov.Uk

Lost Lounge Limited / Bianka Mali (Designated Premises Supervisor)

RE: LICENSING ACT 2003. FINAL WARNING NOTICE:
LOST LOUNGE, 83 MAYES ROAD, WOOD GREEN, LONDON, N22 6UP

I am writing to bring to your attention significant non-compliance with the conditions of your Premises Licence at the above Licensed Premise and give you a final opportunity to put things right.

A noise limiter should be installed in accordance with Conditions 20 of your Premises licence. The condition explicitly requires a sound limiter to be fitted to all musical amplification equipment and calibrated to the satisfaction of the Council's Noise and Nuisance Team before any regulated entertainment takes place. We have witnessed the premise offering regulated entertainment.

By continuing to host entertainment without the said device, you are acting in direct breach of your licence and committing an offence under Section 136 of the Licensing Act 2003. Despite numerous Council requests we have not had confirmation of the limiter being installed.

This failure is compounded by wider regulatory breaches recently documented by council officers including;

- Operating whilst the licence was suspended: During an enforcement inspection on 10 July 2026 at 23:54, officers found the venue open and operational despite the premises licence being under active suspension.

You are hereby given two weeks (14 days) from the date of this letter—until Friday, 18 September 2026—to bring the premises into full compliance:

1. Install and Calibrate the Limiter: Have a qualified engineer install the limiter across all sound-generating equipment.
2. Contact the Noise and Nuisance Team to arrange an on-site visit for an officer to set and secure the permitted sound thresholds.

If you fail to have the noise limiter fitted and calibrated to an officer's satisfaction by 18 September 2026, the Noise Nuisance and Licensing Team will immediately submit an

Community Safety & Enforcement
9th Floor, Alexandra House
Station Road
London N22 7TY

application to formally review your premises licence under Section 51 of the Licensing Act 2003. A review before the Licensing Sub-Committee can result in (but not limited to) severe reductions to your operating hours, the permanent removal of regulated entertainment and alcohol permissions, or the total revocation of your licence.

Yours sincerely,

Craig Bellringer
Noise Nuisance & Licensing Enforcement Team Leader
London Borough of Haringey

Community Safety & Enforcement
9th Floor, Alexandra House
Station Road
London N22 7TY

NNLT2. LOST LOUNG LIST OF NOISE NUISANCE COMPLAINTS FROM RESIDENTS.

• **24/06/2026 at 22:15:** Complaint recorded by DZW (David Wood) from Resident reporting loud music playing from the Shisha smoking area.
• **25/06/2026 at 00:18:** Complaint logged by Claire Willis (CZW) from Resident reporting an ongoing issue of music and loud voices coming from the bar.
• **25/06/2026 at 00:20:** Complaint recorded by DZW from Resident stating Lost Lounge plays loud music all the time, causing sleep deprivation, and noting it has been going on every weekend for a long time.
• **25/06/2026 at 21:21:** Complaint recorded by DZW from Resident noting noise continued until 1:20 am that morning, has resumed, and requesting an urgent call back as the noise team did not respond the previous day.
• **25/06/2026 at 22:18:** Complaint recorded by DZW from Resident reporting loud music being played at the premises.
• **27/06/2026 at 23:11:** Complaint recorded by DZW from Resident reporting loud music with the venue's doors and windows open, letting sound escape.
• **27/06/2026 at 23:27:** Complaint recorded by DZW from Resident reporting really loud music ongoing after 11 pm in a residential area.
• **24/07/2026 at 23:03:** Complaint recorded by DZW from Resident reporting loud music, noting the venue doesn't understand it is a residential area, and stating alcohol service goes past 01:00.
• **26/07/2026 at 00:44:** Complaint recorded by DZW from Resident reporting noise from Lost Lounge that stopped at 23:25 and restarted at 23:51, describing it as a long-time constant nuisance affecting windows opening in a main residential area.
• **01/08/2026 at 23:59:** Complaint recorded by DZW from Resident reporting loud music from 20:24 that was still ongoing, with the roof open and unmonitored, impacting his mental health.
• **08/08/2026 at 23:50:** Call logged by Claire Willis from Resident reporting very loud music as an ongoing issue.
• **15/08/2026 at 23:30:** Call logged by Claire Willis from Resident reporting loud music from the pub as an ongoing issue.
• **22/08/2026 at 23:37:** Call logged by Claire Willis from Resident regarding the ongoing loud music issue.

• **29/08/2026 at 23:08:** Call logged by Claire Willis from Resident reporting loud music coming from the shisha area above the business every weekend until 1 am, affecting people who have work in the morning.
• **31/08/2026 at 00:19:** Call logged by Claire Willis from Resident reporting very loud music starting around 23:00 as an ongoing issue.
• **15/09/2026 18:05** E-mail from resident (Summarised) , 11–12 September 2026: Loud music began around 10:30 pm and continued past the 00:30 terminal hour, with video recordings captured at 12:25 am and 12:48 am before stopping around 12:58 am. 12–13 September 2026: Loud music from the rear shisha area resumed at approximately 9:30 pm, was documented via video at 12:08 am, and ceased around 12:33 am.

NNLT5 E-mail from fsl consultants to Licensing Service . 7th July 2026

From: licensing fslconsultants.com <[redacted]>
Sent: 07 July 2026 19:06
To: Licensing <Licensing@haringey.gov.uk>; Daliah Barrett <[redacted]>
Cc: suelapetku[redacted]
Subject: Re: WARNING:83 MAYES ROAD, Wood Green, London, N22 6UP
Importance: High

Dear Haringey Licensing/Ms Barrett,
Thank you for your email.
We wish to respond to a number of the points you have raised and, where necessary, correct several factual inaccuracies.
Your email asserts that no application had been made to transfer the Premises Licence. That assertion is factually incorrect. The application to transfer the Premises Licence was submitted electronically through the GOV.UK licensing portal on **26 June 2026** under application reference **Haringey-1776568**, your colleague spotted an error and the amendment was submitted correcting the issue, we trust your records will now be amended accordingly.
Furthermore, there has been no immediate requirement to change the Designated Premises Supervisor. The current DPS, **Bianka Mali**, continues to lawfully undertake her duties and is not due to fully step down for some time. Accordingly, she remains responsible for the day-to-day supervision of the premises and the authorisation of licensable activities under the Premises Licence and has also signed a letter of authorisation for member of staff to sell and supply alcohol when she is not at the premises.
One of the principal reasons for retaining the current DPS during the transition period was to ensure continuity of management, maintain compliance, and provide guidance to new members of staff regarding the operation of the premises and the appropriate procedures for dealing with any issues which may arise. This was considered to be the most responsible and sensible course of action.
We also note the considerable proportion of your email devoted to explaining commercial due diligence, the purchase of licensed premises, the transfer of businesses, and the purchaser's responsibilities. Whilst those observations are noted, they do not alter the legal position in respect of the matters currently under consideration. They appear to constitute commentary upon a commercial transaction rather than matters directly relevant to determining compliance under the Licensing Act 2003.
Thank you for providing those observations. we can confirm that these paragraphs have been forwarded to our legal professionals, who are already advising us in relation to the transaction and the operation of the premises.
In relation to your comments concerning our understanding of licensing law and the operation of licensed premises, we respectfully disagree with your conclusions. The statement you supplied appears to be unsupported by any objective evidence and does not accurately reflect the steps that have been taken to ensure compliance. Those steps include retaining the existing Designated Premises Supervisor, obtaining professional licensing advice, reviewing the licensing history of the premises, undertaking Personal Licence training and drawing upon previous operational experience within licensed premises.
It is difficult to reconcile your conclusion with those objectively verifiable facts.
As a public authority exercising statutory functions, the Licensing Authority is under a duty to exercise its powers fairly, reasonably and proportionately. Decisions and correspondence should therefore be based upon verified evidence rather than inference or assumption.
Prior to assuming responsibility for the business we reviewed the available licensing history, previous applications and the appeal documentation. We have also instructed licensing professionals to advise us throughout the process. In addition, we continue to benefit from the experience of the existing DPS, who has successfully managed the premises on a day-to-day basis for several years.
Beyond this, members of the management team have several years' experience working within licensed premises, have successfully completed the Personal Licence Holder qualification, have practical knowledge gained through family members operating similar licensed businesses within both

the United Kingdom and Europe, and Ms Petku also hold a Master's Degree in International Business Management.
It is therefore incorrect to suggest that we have failed to familiarise ourselves with licensing legislation or that we lack an understanding of our legal obligations.
You also refer to allegations of noise nuisance associated with the premises. The current DPS has already provided us with documentation and evidence previously supplied to both the Licensing Authority and the Noise Nuisance Team demonstrating that a number of the historical complaints made against the premises were investigated and shown to be unfounded. We understand that evidence, including recordings and other documentation, was submitted to the licensing authority as well as the other relevant departments.
On that subject, we would be grateful if you could provide some clarification from the Licensing Authority's perspective.
Given the significant number of complaints made against this premises over recent years, what procedures does the Licensing Authority have in place to identify complaints that are baseless, false or vexatious? Is it considered acceptable for individuals to repeatedly submit complaints with the objective of seeking the review, restriction or revocation of a premises licence where those allegations are subsequently shown to be unfounded?
Furthermore, where previous operators have provided evidence demonstrating that allegations were false, what action, if any, was taken against the individual or individuals responsible for making those complaints?
Guidance issued under section 182 of the Licensing Act 2003 makes clear that licensing authorities should determine matters on the basis of evidence rather than speculation or unsubstantiated allegations.
In light of the history of this premises, we would therefore be grateful if you could explain what procedures are adopted by the Authority to distinguish between genuine complaints and those which are demonstrably false, malicious or vexatious.
Where evidence has previously been provided demonstrating that allegations were unfounded, what steps, if any, were taken to prevent repeated misuse of the complaints process?
Your response on this point would be greatly appreciated, as it will assist us in understanding how the Licensing Authority distinguishes between genuine concerns and complaints which may amount to an abuse of the regulatory process.
We also note your comments regarding regulated entertainment and the installation of the noise limiter.
Thank you for reiterating this point. As previously confirmed in our earlier correspondence, no regulated entertainment will take place until the required noise limiter has been installed. We trust this clarifies the position, although it had already been expressly communicated.
Turning to your query regarding the roof structure, we can confirm that the structure currently in place is entirely temporary. It has been erected solely to facilitate repair works being undertaken by professional contractors. It is not a permanent installation, nor does it form part of the premises' design or fit-out. Once the repairs have been completed, the temporary structure will be removed.
You also refer to the titles of documents used in the operation of the premises.
Whilst some document titles or PDF filenames have now been updated, the substantive content of those documents remains unchanged. The title assigned to a PDF file is clearly of far less significance than the policies, procedures and operational controls contained within the documents themselves, which continue to govern the management of the premises.
Finally, I note your observations regarding responsible operators contacting the Licensing Authority. We appreciate the Licensing Authority's willingness to provide guidance to operators and, where appropriate, we may seek clarification on regulatory matters in the future. However, operators are equally entitled to seek independent professional legal advice, which is precisely what we have done in relation to licensing compliance.
We remain committed to operating the premises responsibly, lawfully and in full compliance with the Licensing Act 2003. We look forward to working constructively with the Licensing Authority going forward and trust that future correspondence will accurately reflect the factual position.
We I look forward to receiving your responses to the questions raised above as well the updated premises licence documents.
Yours sincerely,

Email sent on behalf of the PLH (Lost Lounge Limited) of 83 Mayes Road, N22 6TN

NNLT6 E-mail from Dalia Barrett to Suela Petku and. 6th July 2026

---------- Forwarded message ---------
From: **Daliah Barrett** <[redacted]>
Date: Mon, 6 Jul 2026 at 10:13 am
Subject: FW: WARNING:83 MAYES ROAD, Wood Green, London, N22 6UP
To: suelapetku[redacted] <[redacted]>
Cc: Licensing <Licensing@haringey.gov.uk>

Dear Ms Petku,

You have chosen to undertake the operation of licensed premises. As such it is important that as the perspective licence holder you are able to demonstrate the understanding and control you have in the business on a day to day basis.

- At the time of sending this you have failed to submit the application to transfer the Premises Licence.
- You have also failed to submit an application to vary the DPS.

Please ensure that you are NOT offering any licensable activity from the venue in any capacity. If you are found offering licensable at a time when you do not have authorisation to do so you will be facing a prosecution under the Act.

To be clear the responsibility for carrying out appropriate due diligence when purchasing a business or premises rests with the purchaser. This includes making enquiries and satisfying themselves as to the status of any premises licence, club premises certificate, planning permissions, lease arrangements, and any other regulatory consents that may affect the operation of the business.

The Licensing Authority is not a party to the sale or transfer of a business and cannot assume responsibility for matters that ought reasonably to be investigated as part of the purchasing process. Prospective purchasers are expected to undertake their own enquiries, seek appropriate professional advice where necessary, and establish whether a premises

licence exists, the activities it authorises, any conditions attached to it, whether annual fees are up to date, and whether any applications, reviews, enforcement actions, or other licensing matters are outstanding.

The availability of licensing information forms part of the due diligence process that a purchaser should undertake before completing a transaction. Any assumptions made without making the necessary enquiries are matters between the parties to the sale and do not transfer responsibility to the Licensing Authority.

For these reasons, it is the Authority's position that the onus lay with the purchaser to ascertain the licensing position of the premises prior to purchase and to ensure that they fully understood any licensing obligations and restrictions associated with the premises. This is a fundamental element of commercial due diligence and business acquisition. The Authority will generally expect purchasers to have carried out such checks before acquiring an interest in a licensed premises. This approach is consistent with the Authority's expectation that operators demonstrate effective management and compliance with the regulatory requirements applicable. It is

The Smoky Lounge license is required by law to be displayed at the premises.

The conduct of a responsible operator would seek to contact the Licensing Authority and Police prior to opening to the public. You chose not to take any steps to show a responsible approach as new management coming into a venue. Even at this point after the Enforcement Team have visited and made clear the ongoing issues relating to the venue and the need for compliance such as fitting of a noise limiter, you have NOT contacted the Licensing Authority to request any information or guidance.

However, you have continued to open doors to the public and provide licensable activity at a time when you are not permitted to do so.

Had you undertaken your own due diligence as set out above you may have entered this venue management with a wider understanding and better knowledge of the venue. It is also clear that you have not familiarised your self with licensing laws in general terms.

Noise issues have been reported because of the licensable activity undertaken over the dates above as well as potential breaches of the licence, this is under investigation. There should be no regulated entertainment taking place without the noise limiter being installed.

A new roof structure has been installed at the rear. Did you apply for Planning permission before doing so? Please provide the written decision from Planning to allow the installation of a new structure.



Please provide written clarification from yourself as the person said to be the new owner as to why you believe you can disregard the law and operate offering licensable activity when you have NOT transferred the licence or varied the DPS.

Can you ensure that your documentation refers to the business that you are responsible/trading under, it is noted that you have the agent previously acting for Smoky Lounge submitting Smoky Lounge ‘operational’ documentation, is there a reason for that please clarify?

Do you understand and or have knowledge of licensing law, please provide information of any previous similar or licensed venue you have managed/operated from.

Yours sincerely,

Daliah Barrett
Licensing Team Leader

NNLT7 E-mail Fsl consultants to Licensing Service . 3rd July 2026

From: licensing fslconsultants.com <licensing@fslconsultants.com>
Sent: 03 July 2026 18:33
To: Licensing <Licensing@haringey.gov.uk>
Cc: Suela petku <suelapetku[redacted]>; Craig Bellringer <Craig.Bellringer@haringey.gov.uk>
Subject: Re: WARNING:83 MAYES ROAD, Wood Green, London, N22 6UP
Importance: High

Dear Haringey Licensing

We have been asked to provide a reply/response to your email. Firstly, we fully agree with the Licensing Authority that any operator of a licensed premises must be fully aware of, understand and comply with all conditions attached to the Premises Licence.

It is essential that licence holders are provided with the licence document containing the operative conditions so that they can properly discharge their legal obligations and actively promote the licensing objectives.

Unfortunately, and for reasons unknown to us, the Premises Licence document incorporating the conditions following the conclusion of the Licensing Appeal by way of a Consent Order in September 2025 has never been supplied to either the Premises Licence Holder or the operators of the premises.

This issue was specifically raised during the recent Premises Licence Transfer application, where it was explained in the section relating to enclosing the premises licence document (Page 3 of the application), the Licensing Authority has not produced or issued the updated Premises Licence reflecting the Consent Order agreed by the parties.

We understand that a copy of the licence was attached to the email sent on Wednesday 1st July 2026 at 11:10am but before that time/day the only party in possession of the precise wording of the amended licence conditions etc appears to be the Licensing Authority. Neither the Premises Licence Holder, the Designated Premises Supervisor were provided with the operative licence document setting out the conditions that are now in place.

In these circumstances, it is difficult to understand how the Licensing Authority can reasonably allege a failure to understand or comply with conditions which have never been formally issued to those responsible for operating the premises.

Without prejudice to the above position, we respond to each of the matters raised in your correspondence as follows.

1. Understanding of Premises Licence Conditions

We fully accept that all operators should understand and comply with the conditions attached to the Premises Licence.

However, since the conclusion of the appeal proceedings by way of the Consent Order in September 2025, no amended Premises Licence has been produced or served by the Licensing Authority. Consequently, neither management nor staff have been able to review the exact wording of the amended conditions because that document has not been made available.

Notwithstanding this, management continue to operate the premises responsibly and in accordance with the licensing objectives. Staff are instructed to operate the premises responsibly, prevent public nuisance, manage customer behaviour and comply with licensing legislation generally.

As it has now been 48+hrs since (1st July 2026 at 11:10am) the Licensing Authority has provided the operative Premises Licence document and its attached conditions, management immediately:

- reviewed every licence condition;
- brief all management and staff;
- maintain written records confirming staff have received instruction;
- incorporate the conditions into the premises operating procedures; and
- Implemented regular compliance monitoring to ensure continued adherence.

2. Noise Limiter

Your letter requests evidence regarding an approved noise limiter which is connected to condition number #17 under the Prevention of Public Nuisance objective - this condition states the following

"Before regulated entertainment may be provided, a noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Noise and Nuisance team, so as to ensure that no noise nuisance is caused to local residents or businesses."

The premises licence holders have not yet set up the business in such as way where regulated entertainment will or maybe provided, they will be comply with the above condition once this function is explored and will engage with the noise nuisance team in the process ahead of time.

Without prejudice to this position, the premises are committed to preventing public nuisance and will fully comply with any allegation or investigation of noise nuisance and will submit a Subject Access Request for any noise nuisance allegation/complaints against the operation of the premises in order to improve any aspect of the business which needs to be fortified.

3. Rear External Shisha Area

Your letter requests confirmation regarding the operation of the rear external area.

The management understand the importance of preventing public nuisance and have adopted reasonable management practices included in the conditions of Annex 2 of the premises licence document which were supplied and agreed with the responsible authorities ahead of the licensing hearing meeting on Monday 24th February 2025 the only issue that the committee considered was the opening hours for the shisha roof.

But in order to be comprehensive please find attached to this email the relevant documents which covers the points raised in your email. These documents are labelled as the follows

1. Noise Management Plan -

2. Smoky Lounge Dispersal Policy
3. Noise Impact Assessment - Additional information 31.01.2025
4. Times and conditions for hearing 3rd Feb

Should any customer fail to comply with staff directions, staff take appropriate steps to manage the situation, including requesting the individual to modify their behaviour or leave the premises where necessary.

Conclusion

We respectfully submit that this matter highlights an administrative issue that has existed since the Consent Order was agreed in September 2025.

The Licensing Authority's letter suggests that operators should understand and comply with licence conditions. Again we entirely agree. However, this is only possible where the Licensing Authority first provides the operative Premises Licence document incorporating those conditions.

Now that a copy of the documentation has been released/supplied, management will review the conditions in full and continue to ensure compliance with every applicable requirement.

We trust the above clarifies the position and demonstrates the PLH willingness to comply with all lawful licence conditions and work with the local authority in a respectable, effective and productive manner going forward.

Yours faithfully,

Email sent on behalf of the PLH (Lost Lounge Limited) of 83 Mayes Road, N22 6TN

NNLT8 E-mail From Licensing Service to Suela Petku. 1st July 2026

---------- Forwarded message ---------
From: **Licensing** <Licensing@haringey.gov.uk>
Date: Wed, 1 Jul 2026 at 11:10 am
Subject: RE: WARNING:83 MAYES ROAD, Wood Green, London, N22 6UP
To: Suela petku <[redacted]>
Cc: Licensing <Licensing@haringey.gov.uk>, Craig Bellringer <Craig.Bellringer@haringey.gov.uk>

Subject: Warning Letter – Compliance with Premises Licence Conditions

Dear Ms Petku,

Re: Premises License conditions at 83 Mayes Road London N22

I am writing regarding concerns that have recently been brought to the attention of the Licensing Authority in relation to there being new operators at 83 Mayes Road London N22.

As the new operators of the premises, it is essential that you are fully aware of, and comply with, all conditions attached to the premises licence. The Licensing Authority has received information which has raised concerns regarding your understanding of the licence requirements, particularly those relating to noise management and the use of the rear external area.

Accordingly, you are requested to provide a written response within 2 **days** of the date of this letter addressing the following points:

1. **Understanding of Premises Licence Conditions**

   Please provide confirmation of your understanding of the conditions attached to the premises licence and explain the measures you have implemented to ensure ongoing compliance. This should include details of how management and staff are made aware of the licence requirements and how compliance is monitored.

2. **Noise Limiter**

   The premises licence contains conditions relating to the control of regulated entertainment and noise emissions. Please provide evidence that an approved noise limiter has been installed and is fully operational at the premises. This should include:

   - The make and model of the noise limiter;
   - Details of when it was installed;
   - Any commissioning or calibration certificates;

- Details of the engineer or company responsible for installation and maintenance; and
- Confirmation that all amplified sound equipment is routed through the device.

2. **Use of the Rear Shisha Area**

   Please confirm your understanding of the licence conditions and restrictions relating to the rear external shisha area. In particular, you should detail:

   - The permitted use of the area;
   - Any restrictions on hours of use;
   - The measures in place to prevent public nuisance arising from noise generated by customers;
   - How staff supervise and manage the area; and
   - The procedures followed when customers fail to comply with staff instructions.

The Licensing Authority expects all licence holders and operators to actively promote the licensing objectives, particularly the prevention of public nuisance. Failure to comply with licence conditions may result in enforcement action being considered, including a review of the premises licence where appropriate.

This letter should be treated as a formal warning and an opportunity for you to demonstrate that you understand and are able to comply with the requirements of the premises licence.

Please submit your written response and supporting documentation by end of the day on Friday 3rd July 2026 to licensing@haringey.gov.uk

Should you have any questions regarding this matter, please contact Licensing.

Yours sincerely,

Daliah Barrett
Licensing Team Leader
London Borough of Haringey

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STATEMENT OF WITNESS
(Criminal Procedure Rules, r. 16.2;
Criminal Justice Act 1967, s. 9)

STATEMENT OF David Wood

Age of witness (if over 18, enter "over 18"): Over 18.
This statement (consisting of 1 pages) **is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.**

Signed: David Wood **Date**: 28th September 2026

I am an authorised officer for the noise nuisance and licensing team of Haringey Borough Council. On 10 July 2026 at 23:54hrs, I visited the premises known as Lost Lounge, 83 Mayes Road, Wood Green, London, N22 6UP, alongside Officer Claire Willis to conduct an inspection.

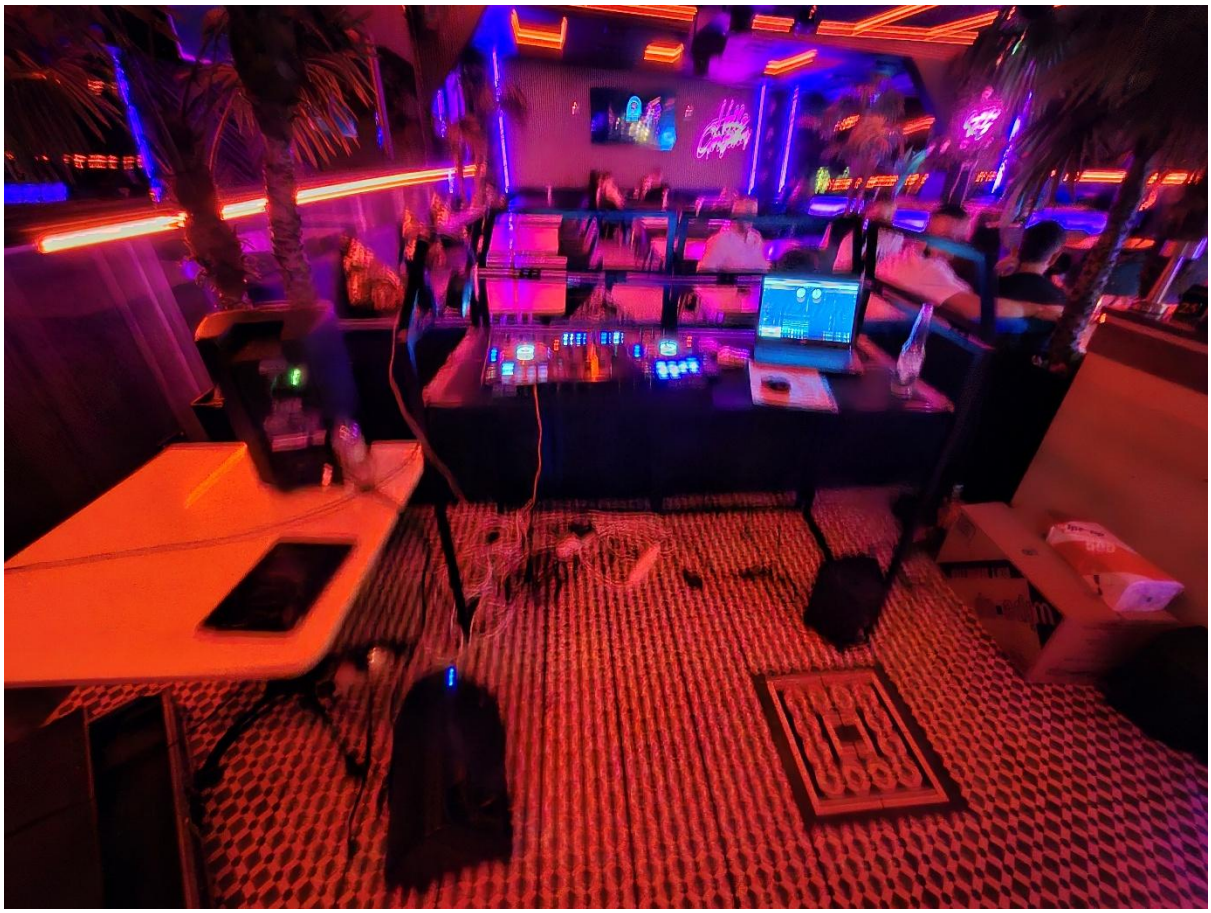
From outside of the business, I could hear music on the Street. Upon entering the venue, In the main lounge area at the rear of the property, I observed the DJ booth and equipment area, which featured a sound mixer which were turned on (Exhibit DW1). There were numerous people sitting in the restaurant area consuming drinks.

I introduce myself as an authorised Council Officer to a person who claimed to be the owner. He said his name was Mustafa Petku. A person was with him who claimed to be the manager. His name was Myftar Kulay.

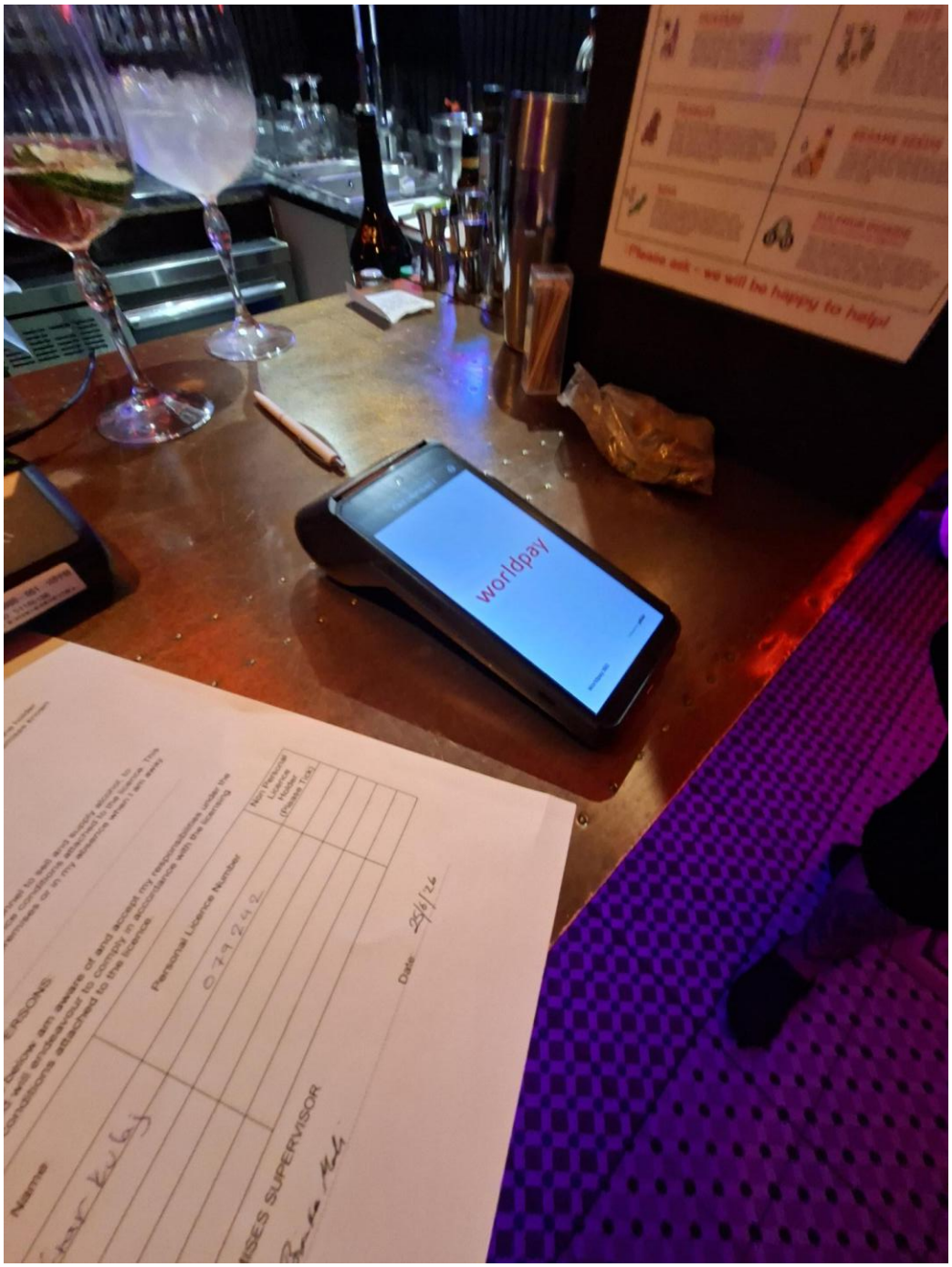
An electronic payment machine was switched on (Exhibit DW2).

Signed: David Wood **Date**: 28th September 2026

DW1 Photograph of DJ area. 11th July 2026 00:05hrs.



DW2 Photograph of payment machine and a bag of coins on the counter. 11th July 2026 00:11hrs.



Noise Nuisance and Licensing Team.

Application for Review supplementary information

Premises: Lost Lounge, 83 Mayes Road, London N22 6UP

Supplementary Witness Statement of David Wood

Statement of David Wood

1. I, David Wood, am employed by the London Borough of Haringey as a Noise Nuisance and Licensing Officer. I make this supplementary statement in support of the review application relating to the premises known as Lost Lounge, 83 Mayes Road, London N22 6UP.
2. This statement is submitted to provide the Licensing Sub-Committee with additional evidence relevant to the operation of the premises and the promotion of the licensing objective relating to the prevention of public nuisance.
3. Attached as Exhibit DW2A is a copy of an Instagram advertisement obtained from the Instagram account "lost_lounge_". The advertisement promotes an event at the premises featuring DJ Florian and states;

   "*DJ Florian at Lost Lounge! Join us on Friday, 10 July from 9:00 PM - 1:00 AM for a night of great music, premium shisha, drinks, and unforgettable vibes.*"

   The advertisement identifies the premises address as 83 Mayes Road, London N22 6UP and promotes an event featuring a DJ between 21:00 hours and 01:00 hours. I submit Exhibit DW2A as evidence which Members may consider when assessing the nature and extent of music-related activities taking place at the premises and any submissions made concerning whether music was incidental to the primary use of the premises.

4 Attached as Exhibit DW3 is a video recording taken by me at the premises on 10 July 2026 at approximately 23:59 hours. The video depicts matters consistent with my observations during that inspection visit and the event promoted in Exhibit DW2A.

5 I submit that Exhibit DW3 should be considered alongside the evidence already provided in support of the review application relating to the premises.

6 The evidence exhibited to this statement should be considered together with the evidence previously submitted by the Noise Nuisance and Licensing Team in support of the review application.

Statement of Truth

I believe that the facts stated in this supplementary statement are true.

Signed: David Wood

David Wood

Date: 19th November 2026

Exhibit Schedule

Exhibit	Description
DW2A	Instagram advertisement from the "lost_lounge_" Instagram account promoting "DJ Florian at Lost Lounge" from 21:00 to 01:00 hours. https://www.instagram.com/lost_lounge_/p/DakfWA3MRgO/ Retrieved on the 14th November 2026 at 18:29 hours.
DW3	Video recording taken by David Wood during the same inspection visit as the previously exhibited photograph evidence taken10th July 2026 at 23:59 hours.

Instagram

Log in Sign up



lost_lounge_ and **deejay_flor1**
Mayes Road

lost_lounge_ 18 w
🎧 DJ Florian at Lost Lounge! 🔥

Join us on Friday, 10 July from 9:00 PM – 1:00 AM for a night of great music, premium shisha, drinks, and unforgettable vibes.

📍 83 Mayes Road, London N22 6UP

✨ Reserve your spot now! 🥂
#goodvibesonly #lost #shisha #dj #friday

georgeskoussantha 1 w
vibes

71 20

9 July

Log in to like or comment.

More posts from lost_lounge_

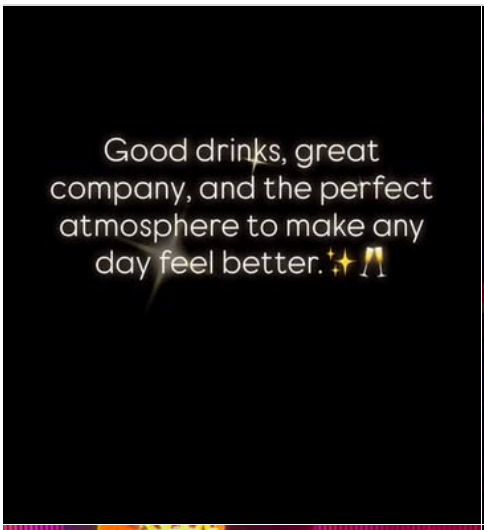






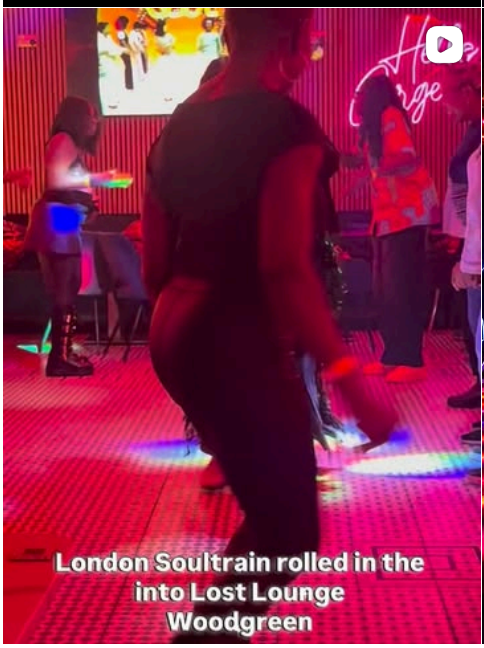
Instagram

Log in Sign up













See more posts

Appendix 2

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LICENSING ACT 2003
Sec 24

PREMISES LICENCE

Receipt: SELMS00017199 **Premises Licence Number:** LN/000029002

This Premises Licence has been issued by:
The Licensing Authority, London Borough of Haringey,
4th Floor Alexandra House, 10 Station Road,
Wood Green, London N22 7TR

Signature: ..... **Date:** 4th September 2025
Transfer: 26th June 2026

Part 1 – PREMISES DETAILS

Postal Address of Premises or, if none, Ordnance Survey map reference or description:

LOST LOUNGE
83 MAYES ROAD
WOOD GREEN
LONDON
N22 6UP

Telephone:

Where the Licence is time limited, the dates:

Not applicable

Licensable activities authorised by the Licence:

Regulated Entertainment: Live Music, Recorded Music & Anything of a Similar Description

Late Night Refreshment

Supply of Alcohol

The times the Licence authorises the carrying out of licensable activities:

Live Music, Recorded Music & Anything of a Similar Description

Sunday to Thursday	**1000 to 2330**
Friday and Saturday	**1000 to 0030**

Late Night Refreshment

Sunday to Thursday	**2300 to 2330**
Friday and Saturday	**2300 to 0030**

Supply of Alcohol

Sunday to Thursday	**1000 to 2330**
Friday and Saturday	**1000 to 0030**

LICENSING ACT 2003
Sec 24

The opening hours of the premises:

Sunday to Thursday	**0800 to 0000**
Friday and Saturday	**0800 to 0100**

The roof in the rear external area must be closed at 23:00 hours on Sunday to Thursday and 23:30 hours on Friday to Saturday.

Where the Licence authorises supplies of alcohol whether these are on and/or off supplies:

Supply of alcohol for consumption **ON** the premises.

Part 2

Name, (registered) address, telephone number and e-mail (where relevant) of holder of Premises Licence:

Lost Lounge Limited
83 Mayes Road
London
N22 6UP

Registered number of holder, for example company number, charity number (where applicable):

17247650

Name, address and telephone number of designated premises supervisor where the Premises Licence authorises the supply of alcohol:

Bianka Mali

Personal Licence number and issuing authority of personal licence held by designated premises supervisor where the Premises Licence authorises for the supply of alcohol:

Personal Licence Number

Issued by: The London Borough of Islington

Annex 1 –Mandatory Conditions

Supply of alcohol

1. No supply of alcohol may be made under the premises licence;

(a) at a time when there is no designated premises supervisor in respect of the premises licence, or
(b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

3**.** (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
(ii) drink as much alcohol as possible (whether within a time limit or otherwise);
(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
(d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
4. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
5. (1) The premises licence holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
(a) a holographic mark, or
(b) an ultraviolet feature.
6. The responsible person must ensure that—
(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
(i) beer or cider: ½ pint;
(ii)gin, rum, vodka or whisky: 25 ml or 35 ml; and
(iii)still wine in a glass: 125 ml;
(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

Annex 1 –Mandatory Conditions

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

7. **Prohibition on Sale of Alcohol below Cost of Duty plus VAT**
(1) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

(2) For the purposes of the condition set out in paragraph (1) —

(a) —duty‖ is to be construed in accordance with the Alcoholic Liquor Duties Act 1979(6);

(b) —permitted price‖ is the price found by applying the formula –

P = D + (D x V)
Where –
(i) P is the permitted price,
(ii) D is the rate of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol
(c) —relevant person‖ means, in relation to premises in respect of which there is in force a premises licence —
(i) the holder of the premises licence,
(ii) the designated premises supervisor (if any) in respect of such a licence,
or
(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
(d) —relevant person‖ means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
(e) —valued added tax‖ means value added tax charged in accordance with the Value Added Tax Act 1994
(3) Where the permitted price given by Paragraph (b) of paragraph (2) would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

(4) (a) Sub-paragraph (b) below applies where the permitted price given by Paragraph (b) of paragraph (2) on a day (—the first day‖) would be different from the permitted price on the next day (—the second day‖) as a result of a change to the rate of duty or value added tax.

(b) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Exhibition of films.
1. Admission of children to the exhibition of any film is to be restricted in accordance with the recommendations made by the specified film classification body.

2. Where –
(a) the film classification body is not specified in the licence, or
(b) the relevant licensing authority has notified the holder of the licence that this subsection applies to the film in question,

admission of children must be restricted in accordance with any recommendation made by that licensing authority.

Annex 1 –Mandatory Conditions

3. In this section –

—children‖ means persons aged under 18; and —film classification body‖ means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984 (c.39) (authority to determine suitability of video works for classification).

Door supervision.
1. Any person(s) required to be on the premises to carry out a security activity must be authorised to carry out that activity by a licence granted under the Private Security Industry Act 2001 or be entitled to carry out that activity by virtue of Section 4 of that Act.

Annex 2 – Conditions consistent with the Operating Schedule

The standard practices listed below will be maintained at all times. All reasonable steps will be taken to ensure that the premises will have a positive impact upon the local environment and its residents at all times.

The applicant will regularly provide appropriate training to their employees in connection with the sale/supply of alcohol including remedial retraining where required.

Appropriate staff will be properly trained on action to be taken when the fire alarm is activated.

THE PREVENTION OF CRIME AND DISORDER

1. A digital CCTV system recommended to be installed in the premises complying with the following criteria:
   (a) Camera(s) must be sited to observe the entrance doors from both inside and outside.
   (b) Camera(s) on the entrance must capture full frame shots of the heads and shoulders of all people entering the premises i.e. capable of identification.
   (c) Camera(s) must be sited to cover all areas to which the public have access, including all smoking areas and outside of the toilet area.
   (d) C Provide a linked record of the date, time of any image.
   (e) Provide HD digital quality images in colour during opening times.
   (f) Have a monitor to review images and recorded quality.
   (g) Be regularly maintained to ensure continuous quality of image capture and retention.
   (h) Member of staff trained in operating CCTV at venue during times open to the public.
   (i) Digital images must be kept for 31 days.
2. The equipment must have a suitable export method, e.g. CD/DVD writer so that Police and/or Local Authority can make an evidential copy of the data they require. Copies must be available with the absolute minimum of delay and in any event where practicable within 24 hours to the Police and Local Authority on request."
3. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Council or the Police, which will record the following:

   (a)all crimes reported to the venue
   (b)all ejections of patrons
   (c) any complaints received
   (d)any incidents of disorder
   (e)any faults in the CCTV system
   (f) any visit by a relevant authority or emergency service
4. A member of staff trained in operating CCTV must be present at the venue at all times that the venue is open to the public.
5. The premises shall operate a zero-tolerance policy to the supply and use of drugs.
6. The license holder shall provide the Police with a written zero-tolerance policy to the supply and use of drugs within 7 days of grant of the licence and shall ensure that the policy is adhered to at all times. Any changes to the drugs policy must be notified to the police in writing before being implemented.
7. Anyone who appears to be drunk or intoxicated shall not be allowed entry to the premises and those who have gained entry will be escorted from the business immediately.
8. There shall be no vertical drinking. Table service only. The supply of alcohol shall be by waiter or waitress service only.
9. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Council or the Police, which will record the following:

   (a) all crimes reported to the venue

Annex 2 – Conditions consistent with the Operating Schedule

(b) all ejections of patrons
(c) any complaints received
(d) any incidents of disorder
(e) any faults in the CCTV system
(f) any visit by a relevant authority or emergency service.

10. The rear external area may be used until closing, but the roof must be closed at 22:30 hours after which no Shisha may be offered or consumed unless it is e-shisha i.e. with no tobacco content.
11. Signs must be displayed throughout the area advising that Shisha concludes at 2230 hours.
12. On all days that the premises are open to members of the public and providing licensable activities beyond 00:00 hours, at least 1 SIA registered security staff shall be employed at the premises and on such occasions, the premises licence holder and DPS upon carrying out a risk assessment shall determine whether any additional security staff are required. The security staff shall be employed at the premises from 2100 hours until the premises are cleared of all members of the public. Copies of the risk assessment will be retained for a period of 12 months and will be made available to the police and licensing officer on request.

PUBLIC SAFETY

13. There shall be no vertical drinking at the premises. Table service only. The supply of alcohol shall be by waiter or waitress service only.
14. The premises will have a refusal book or electronic system to record all refusals of sales, this must be made available to the police and local authority officers upon request.
15. Appropriate fire safety procedures are in place including fire extinguishers (foam, H2O and CO2), fire blanket, internally illuminated fire exits signs, numerous smoke detectors and emergency lighting. All appliances are inspected annually.
16. All emergency exits shall be kept free from obstruction at all times.

THE PREVENTION OF PUBLIC NUISANCE

17. Before regulated entertainment may be provided, a noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Noise and Nuisance team, so as to ensure that no noise nuisance is caused to local residents or businesses.
18. The operational panel of the noise limiter shall then be secured by key or password to the satisfaction of officers from the Noise and Nuisance Team and access shall only be by persons authorised by the Premises Licence holder or by the Local Authority or Police. The limiter shall not be altered without prior agreement with the Noise and Nuisance Team.
19. All sound generating equipment used on the premises including (for the avoidance of doubt) all amplification of live music shall be routed through the sound limiter device so as to limit such sounds to the level determined by the Noise and Nuisance Team. No such equipment may be used on the premises that is incapable of being so routed and limited."
20. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises, nor vibration be transmitted through the structure of the premises which gives rise to nuisance.
21. No fumes, steam or odours shall be emitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated.

Annex 2 – Conditions consistent with the Operating Schedule

22. Noise and/or Odour from any flue used for the dispersal of cooking smells serving the building shall not cause a nuisance to the occupants of any properties in the vicinity. Any filters, ducting and extract fan shall be cleaned and serviced regularly.
23. The management shall make subjective assessments of noise levels outside at the perimeter of the premises approximately hourly, whilst regulated entertainment is provided to ensure that noise from the premises does not cause a disturbance to local residents/businesses. Records shall be kept of the times, dates and any issues discovered. These records shall be kept for six months. Records must be made available to an authorised officer of the Council or police, upon request. Where monitoring by staff identifies that noise from the premises is audible at the perimeter, measures shall be taken to reduce this i.e. turning volume down.
24. In the event of a noise/nuisance complaint substantiated by an authorised officer, the licensee shall take appropriate measures in order to prevent any recurrence.
25. Prominent, clear and legible notices must be displayed at all exits (including the rear seating area) requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
26. The premises licence holder shall ensure that the area immediately outside the premises is kept clean and free from smoking related litter at all material times to the satisfaction of the Licensing Authority.
27. During the hours of operation, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
28. Clear and legible notices will be prominently displayed at the exit to remind customers to leave quietly and have regard to neighbours.
29. Regular assessments (externally and around the full perimeter) of the noise coming from the premises whilst it opens for business and shall take steps to reduce the level of noise where it is likely to cause a disturbance to local residents.
30. A written record shall be made of those assessments in a logbook kept for that purpose and shall include, the time and date of the checks, the person making them and the results including any remedial action. This record must be made available at all times for inspection by council officers.
31. The Applicant will provide a dedicated hotline for residents to raise any complaints with the premises/business owners.
32. Notices will be prominently displayed at the exit requesting patrons respect local residents and leave the area quietly.
33. Staff and Door Supervisors shall actively monitor and control patrons queuing, leaving and entering the premises to ensure they leave the area quickly and quietly. Staff and Door Supervisors shall actively discourage loitering or waiting outside the premises after closing.
34. Trade waste agreement to be maintained. Deliveries and waste collection will be done within the times recommended by the Local Council.
35. Notices will be displayed at exits asking patrons to disperse quietly and respect neighbours.
36. Customers leaving the premise will comply with the company's dispersal policy.
37. All refuse and bottles shall be disposed of in bins quietly so as not to disturb local residents. There shall be no disposal of glass bottles outside between 21:00 hours and 07:00 hours.

Annex 2 – Conditions consistent with the Operating Schedule

38. All exit doors shall be available for use at all times when the premises is open to the public without the use of a key, code, card or similar. Exit doors shall be regularly checked to ensure they function satisfactorily. Safety checks shall be carried out before the admission of the public, and these should be recorded in a log book available on request to an authorised officer of the Council.
39. The Applicant will provide a dedicated hotline which is monitored and responded to during opening hours for residents to raise any complaints with the premises/business owners. [The telephone number shall be advertised prominently within the premises and on its front door]
40. The external area of the premises fronting onto Mayes Road shall be closed from 2100 hours.

THE PROTECTION OF CHILDREN

41. Challenge 25' policy will be in operation at the premises with prominent signage on display at the premises. Waiter/Waitress staff members will receive full training pertinent to the Licensing Act, specifically regarding age-restricted sales, and the refusal of sales to persons believed to be under the influence of alcohol or drugs.
42. This shall take place every 6 months, signed by the employee & the person delivering the training.
43. Training records shall be kept at the premises for 12 months and made available upon request to either Police Officers or an authorised officer of the Local Authority.

Annex 3 – Conditions attached after a hearing by the licensing authority

Resolved 24th February 2025

The Committee gave serious consideration to the submissions by the applicant & their representative, and to the concerns raised by the objectors again both of which were made in writing and orally.

REASONS
The premises were formerly operated as a public house for many years but over the last five years has been operated by various businesses. They are on the ground floor of the former public houses with residential above; with residential premises opposite and to one side, and Coburg Road to the other side. There are residential premises immediately the other side of Coburg Road and further down that road on the opposite side to the premises.

The rear of the licensed area has a retractable roof and is used as a shisha lounge.

There is an existing licence in place authorising licensable activities, but for shorter hours than now applied for. The Applicant has agreed with the Police to surrender that licence in the event that this licence is granted for longer hours than currently authorised.

The existing licence includes a condition requiring the shisha area to be closed at 2230 each day.

Responsible Authorities
Objections were made by Responsible Authorities; both the Local Authority Noise Team and the Police. Each objected to the potential for excessive noise from the premises, affecting the licensing objective of prevention of public nuisance, and the Police additionally were concerned that a zero tolerance policy towards drugs should be adopted, to further the objective of prevention of crime and disorder.

The Responsible Authorities were not able to agree hours with the applicant – in particular as to opening of the shisha roof - prior to the hearing; but both agreed a set of conditions that they could accept if their arguments on hours were accepted and, in the case of the police, the Applicant produced an acceptable written zero tolerance policy on drugs.

Resident objections
There were four objections by individual residents, and a petition and an individual representation in favour of the application.

The objectors focused on the risk of late night noise and disturbance and antisocial behaviour posed by the extended hours applied for. They pointed out that the premises are in a residential area and that the Applicant should accept that.

At the hearing
Prior to the hearing the panel had read the report pack including the application and representations made both in support of and against the application.

The Applicant was represented by a solicitor and the Designated Premises Supervisor (DPS) under the current licence, who is proposed as the DPS under this application.

The papers before the panel included a comprehensive noise impact assessment prepared by experts instructed on behalf of the applicants. The conclusion of that report was that there would be no adverse impact from noise during the extended hours applied for.

Annex 3 – Conditions attached after a hearing by the licensing authority

The Responsible Authorities attended the hearing and gave evidence. While the Noise Team remained concerned about the potential for public nuisance from noise, they felt that provided the hours they proposed (which were a reduction on the hours sought by the Applicant, albeit an increase on current hours) were adhered to, and the roof over the shisha area closed by 2230, noise would not be excessive so as to cause public nuisance.

Three of the four objectors attended and spoke at the meeting. They again stressed that the area was residential and that that had to be taken into account in considering the application.

The Panel
The Panel carefully considered the representations made. Members were conscious that while there were clearly strong feelings locally about the application, the Applicant was entitled to succeed in its application if it were able to satisfy the Panel that the licensing objectives would be met.

While there were a number of complaints about noise from the premises, the Noise Team had not been able to validate them.

The Panel came to the view that if the roof over the shisha were closed earlier than sought by the Applicant, in line with the recommendations of the Noise Team, the objective of avoiding public nuisance through noise would be met. It also acknowledged the Police concerns as to drugs, but accepted the Police view that submission of a satisfactory written zero tolerance policy on drugs – that was adhered to – would meet the licensing objective.

In the light of the submissions made by the Applicant's representative the Panel came to the view that the conditions offered by the Applicant with the amendments set out below adequately upheld the licensing objectives of prevention of public nuisance and of disorder notwithstanding the concerns expressed in the objections.

The Panel therefore resolved to grant the application, but only for the reduced hours set out above, and subject to the revised Conditions set out at pp151-155 of the papers, amended as set out below.

Consent Order 4th September 2025

Condition 2
Amend to read

A member of staff trained in operating CCTV must be present at the venue at all times that the venue is open to the public.

Digital images must be kept for 31 days.

The equipment must have a suitable export method, e.g. CD/DVD writer so that Police and/or Local Authority can make an evidential copy of the data they require. Copies must be available with the absolute minimum of delay and in any event where practicable within 24 hours to the Police and local Authority on request.

Condition 5
Amend to read

The rear external area may be used until closing, but the roof must be closed at 23:00 hours on Sunday to Thursday and 23:30 hours on Friday to Saturday after which no Shisha may be offered or consumed unless it is e-shisha i.e with no tobacco content. Signs must be displayed throughout

Annex 3 – Conditions attached after a hearing by the licensing authority

the area advising that Shisha concludes at 23:00 hours on Sunday to Thursday and 23.30 hours of Friday and Saturday.

Condition 8
Amend to read

The Applicant shall provide the Police with a written zero-tolerance policy to the supply and use of drugs with 7 days of grant of the licence and shall ensure that that policy is adhered to at all times.

Any changes to the drug policy must be notified to the police in writing before implemented.

Condition 20
Amend to read

Before regulated entertainment may be provided, a noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Noise and Nuisance team, so as to ensure that no noise nuisance is caused to local residents or businesses.

The operational panel of the noise limiter shall then be secured by key or password to the satisfaction of officers from the Noise and Nuisance Team and access shall only be by persons authorised by the Premises Licence holder or by the Local Authority or Police. The limiter shall not be altered without prior agreement with the Noise and Nuisance Team. All sound generating equipment used on the premises including (for avoidance of doubt) all amplification of live music shall be routed through the sound limiter device so as to limit such sounds to the level determined by the Noise and Nuisance team. No such equipment may be used on the premises that is incapable of being so routed and limited.

Additional Condition 31
Delete and replace with

On all days that the premises are open to members of the public and providing licensable activities beyond 00:00 hours, at least 1 SIA registered security staff shall be employed at the premises and on such occasions, the premises licence holder and DPS upon carrying out a risk assessment shall determine whether any additional security staff are required. The security staff shall be employed at the premises from 21:00 hours until the premises are cleared of all members of the public. Copies of the risk assessment will be retained for a period of 12 months and will be made available to the Police and licensing Officer on request.

Additional Condition 32
Delete

All other terms and conditions set out in the respondent’s decision set out in Scheule 1 Remain unchanged.

Annex 4 – Plans



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Address:
District 22,83 Mayes Road
N22 6UP

1m 3m 2m 5m

Scale 1:50@A1

MY PLANNING CONSULTANCY

e-mail: hi@myplanningconsultancy.co.uk
Telephone: 07562258624

02/06/2022

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Appendix 3

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-----Original Message-----

From: Bryan

03 November 2026 13:18

To: Licensing <Licensing@haringey.gov.uk>

Subject: FORMAL REPRESENTATION – WK/663356 – Lost Lounge, 83 Mayes Road – Prevention of Public Nuisance

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FORMAL REPRESENTATION — WK/663356

LOST LOUNGE (FORMERLY SMOKY LOUNGE)

83 MAYES ROAD, WOOD GREEN, N22 6UP

Premises licence: LN/000029002

I live near the premises and support the Council's review application under the prevention of public nuisance licensing objective. I support its request to remove live and recorded music and to restrict relevant statutory music exemptions insofar as legally permitted.

Given the documented history, continued disturbance and the Council's own evidence of non-compliance, I also ask the Licensing Sub-Committee to consider revocation under section 52(4)(e) of the Licensing Act 2003. I recognise that any action must be proportionate and justified by the evidence.

1. IMPACT ON MY HOME AND NEIGHBOURS

For years I have experienced disturbance associated with 83 Mayes Road: music escaping from the rear/shisha area, thumping bass and vibration in my home, voices late at night and noise associated with people leaving.

When music continues past 1 a.m., I lose sleep. I have weekend work and need to be rested. My 88-year-old mother lives with me, and other elderly people live nearby. We are not asking for absolute silence; we are asking for reasonable peace in our own homes. This has continued for years, not weeks.

Noise need not continue beyond permitted hours to cause nuisance. The Home Office section 182 guidance (September 2026, paragraphs 2.20–2.24) recognises the effects of

licensed activities on neighbouring residents, including the sensitivity of nighttime disturbance.

2. INCIDENTS AND MUSIC TERMINAL HOURS

The operative licence ordinarily permits live and recorded music until 12:30 a.m. following Friday and Saturday trading. My diary identifies music after that time on at least eleven occasions between July and October 2026, detailed in Appendix A. Examples include the early hours of 4 July, 25 July, 2 August,

6 September, 12 September, 19 September, 27 September, 11 October, 17 October,

18 October and 25 October.

Many entries have recordings, Noise Team reference numbers or both. Some are diary observations only and are clearly identified. Council officers independently encountered music at the premises on 10 July and 19 September 2026. These are documented concerns, not merely unsupported allegations.

I am not aware of a Temporary Event Notice or other authorisation extending the music hours on the relevant dates. Please confirm whether any applied.

Disturbances also continued after the Council’s review application of 29 September 2026.

3. NOISE LIMITER — THE COUNCIL’S OWN EVIDENCE

Conditions 17–19 require an approved noise limiter before regulated entertainment takes place, with relevant amplified sound equipment routed through it.

The Council’s review application records this chronology:

- 1 July 2026: Daliah Barrett requested evidence of an installed, operational limiter.

- 3 July: FSL Consultants, for the business, said regulated entertainment was not taking place.

- 6 July: the Council reiterated that regulated entertainment must not occur without the limiter.

- 7 July: the consultants stated that regulated entertainment would not occur until it was installed.

- 10 July at 11:54 p.m.: officers David Wood and Claire Willis heard music and observed a DJ booth and active sound equipment.

- 4 September: the Council issued a final warning allowing 14 days, until 18 September, to comply.

- 19 September at 11:27 p.m.: one day after that deadline, officers found recorded music playing and the purchased limiter still not fitted.

I also hold Adam Browne’s 26 January 2026 correspondence confirming an earlier investigation of limiter compliance and instructions to the venue. The problem therefore predates the current licence holder’s operation.

I ask what installation, testing, calibration and approval records exist, whether all amplified sources are controlled, and who was responsible for compliance. Fitting equipment later would not erase the history of non- compliance or resolve out-of-hours music and customer noise.

4. HISTORICAL PROBLEMS AND CONTINUITY OF SUPERVISION

Haringey’s historical licensing records document concerns at this address going back at least to 2016, including proceedings in 2016 and 2017. This is relevant background; I do not allege that the present company committed acts attributable to every predecessor.

At the 24 February 2025 Smoky Lounge licensing hearing, I attended and warned of continuing noise and previous problems. Other residents also objected.

Bianka Mali attended as the existing and proposed Designated Premises Supervisor (DPS). Disturbance continued during 2025 and 2026 under Smoky Lounge and, after the apparent reopening in June 2026, under Lost Lounge.

The licence transferred to Lost Lounge Limited on 26 June 2026, but the operative licence names Bianka Mali as DPS. More significantly, FSL Consultants wrote on 7 July 2026 (Exhibit NNLT5 to the Council’s review

application) that she continued to undertake day-to-day supervision and had been retained to provide continuity, compliance guidance and staff support during the transition. The consultants said she was not due to step down fully for some time.

This is the operator’s own description of her responsibility, not simply an inference from the DPS title. I ask what supervision, compliance checks and training she provided, what materially changed following the transfer, and whether a DPS change has since occurred or is proposed.

Residents should not have to restart the same process simply because the name above the premises changes.

5. LATE DEPARTURES, SIDE DOOR AND DISPERSAL

My records identify loud voices, car-door slamming, revving engines and vehicles obstructing residential driveways associated with people attending or leaving the premises. For example, on 5 July there were late departures and loud voices up to approximately 1:42 a.m.; on 21 June a person identified in my diary as a Lost Lounge customer left with a loud engine at approximately

1:46 a.m.; and on 11 October three people were observed leaving via the side doorway at approximately 1:21 a.m.

The licence ordinarily permits opening until 1:00 a.m. following Friday and Saturday trading and midnight following Sunday–Thursday trading. A person on the public highway after closing does not alone prove a breach, but I ask the committee to examine whether patrons remained inside beyond the authorised hours, and whether the premises complied with dispersal obligations.

Conditions 25, 33 and 36 concern quiet departures, active monitoring, discouraging loitering and compliance with a dispersal policy. Please examine that policy, staff deployment, relevant CCTV and incident records, including supervision of the side doorway.

6. FRONT BALCONY AND CONDITION 40

Condition 40 requires the external area fronting Mayes Road to close from 9:00 p.m.

On Friday 10 July at approximately 10:45 p.m., while going out, I personally saw seven people on the front balcony of Lost Lounge drinking and cheering loudly. My contemporaneous diary described the location as the 'outside/front area'; I am clarifying now that my direct visual observation was of the front balcony. Council officers attended at 11:54 p.m. that same night.

My diary also records two people sitting outside at the front on Saturday 1 August at approximately 11:24 p.m., and one man sitting at the front on Sunday

27 September at approximately 9:56 p.m. These are diary observations, not video recordings.

I ask the committee to compare the observations with the approved licensed plan, determine whether the balcony and seating area are covered by Condition 40, and examine whether the front area was inspected on 10 July. I do not claim that the precise licensed boundary has already been established.

7. SECURITY COVER, RISK ASSESSMENT AND THE RESIDENTS' HOTLINE

I am an SIA-licensed Close Protection operative. From my professional security experience, I am concerned about whether a single door supervisor can adequately cover the entrance, an internal incident and customer dispersal simultaneously, particularly with front, side and rear areas to supervise. I am not alleging that a specific incident was mishandled or that untrained staff have in fact been used as security.

The February 2025 licensing decision called for two SIA-trained security staff from 9:00 p.m. until 30 minutes after closing. The September 2025 consent order changed this to a minimum of one SIA-registered operative on nights when licensable activity continues beyond midnight, from 9:00 p.m. until the premises are cleared, with the licence holder and DPS required to assess whether additional staff are necessary and retain those assessments.

I understand there is no universal statutory rule requiring two door supervisors, and I cannot confirm the total staff deployed from observations outside. But the reduction deserves scrutiny in light of the premises layout and recurring late-night issues. I ask the committee to examine SIA duty rosters, the current and previous risk assessments, incident and intervention logs, cover during breaks, how officers communicate across the premises (including radio arrangements), and the response plan if the entrance and an internal incident require attention at the same time. If a risk-based condition is found necessary, I ask the committee to consider a minimum of two SIA-registered door supervisors on relevant late-opening nights, suitably deployed to supervise internal and external areas.

The licence also requires a dedicated residents' complaints hotline. Condition

39 requires it to be monitored and responded to during opening hours, with the number prominently advertised at the front door. I have not received the hotline number directly or a clear introduction to a complaints contact from the new management. I have seen some writing at the front but cannot verify whether it displays the required number; I do not claim that signage is absent. Please check the signage, whether the number is operational, how calls are logged and handled, and whether the contact details can be circulated clearly to affected residents. A hotline must be effective; it does not displace residents' right to report nuisance to the Council.

8. CHANGES TO THE SAFEGUARDS

I recognise that the September 2025 court consent order lawfully amended licence conditions, including the roof closing times and security staffing. I do not ask this committee to revisit the validity of that court order.

I ask it to consider whether the resulting conditions have actually protected residents. Why was the two-officer minimum replaced, how was the changed risk addressed, and do the later nuisance and compliance records now justify stronger arrangements? Management flexibility is important, but it must be compatible with effective protection of neighbours.

9. COUNCIL REPORTING CONTEXT

I have experienced difficulty obtaining a live response to nighttime noise complaints. In September 2026 I was informed that reports should be made online and I sought clarification about overnight monitoring. I mention this only to explain why some incidents are supported by diary and phone recordings rather than an officer visit. My separate complaints about Council administration are not the basis of this review representation.

10. OUTCOME REQUESTED

I ask the committee to consider revocation under section 52(4)(e) of the Licensing Act 2003. The Home Office guidance, paragraph 11.18, recognises that where earlier responsible-authority warnings requiring improvement have failed, simply repeating that approach may not be appropriate. The Council’s warnings and subsequent observations make this directly relevant.

I recognise revocation must be proportionate. If it is not imposed, I support the Council’s request to remove live and recorded music and address relevant exemptions. I ask the committee also to consider, as supported by the findings, tighter conditions governing external areas, the side door and dispersal, enhanced security, tested noise controls, a suspension of up to three months, or removal of the DPS.

The question is not how many more promises can be made, but which steps will effectively prevent the nuisance recurring.

11. EVIDENCE, DISCLOSURE AND ACCESSIBILITY

Appendix A forms part of this representation. I retain original recordings, diaries and Noise Team references and can supply further evidence under the hearing timetable.

Several of my earlier reports to Haringey Council included video evidence as email attachments. I ask the Licensing Team to confirm that these recordings have been retained and will be made available to the Licensing Sub-Committee. If any recordings need to be resubmitted, please identify which ones and confirm the deadline and accepted method of submission.

Please confirm the hearing arrangements and video evidence deadline. Please ensure relevant licensing records, limiter and external-monitoring records, SIA risk assessments and rosters, incident logs, dispersal policy, approved premises plan and residents' hotline arrangements are available for consideration so far as the committee can lawfully obtain them.

Please correspond with me by email in plain English and provide searchable documents as a reasonable adjustment under the Equality Act 2010. Please redact my personal contact information from publicly circulated papers wherever legally permissible.

Bryan

APPENDIX A — INCIDENT SUMMARY

Review: WK/663356 | Premises: 83 Mayes Road

A1. HISTORY

- December 2016: previous licensing review and management/nuisance concerns documented in subsequent proceedings.

- September 2017: Matizz licensing proceedings considered the premises'

history, residents' concerns and management safeguards.

- 24 February 2025: Smoky Lounge hearing, at which residents (including me) objected; Bianka Mali participated in the DPS role.

- 4 September 2025: court consent order changed conditions including roof hours and SIA security.

- 26 June 2026: licence transferred to Lost Lounge Limited; Bianka Mali remained named DPS.

A2. SMOKY LOUNGE — MARCH AND APRIL 2026

- 7 March, 8:55 p.m.: bass and vibration from shisha area; Noise Team references include 4608862784402894.

- 3 April, 11:34 p.m.: music and voices escaping from shisha area, continuing into the early hours.

- 4 April, about 10:30 p.m.: further music; Noise Team reference 461166435066898.

- 18–19 April: further late-night music/noise and reports; evidence retained.

- 26 April, about 1:20 a.m.: rear roof recorded as open with blue lighting after normal closure time.

A3. LOST LOUNGE — JUNE 2026

- 19 June, about 9:05 p.m. and 9:15 p.m.: two incidents involving vehicles attempting to obstruct my driveway by people I associated with Lost Lounge.

- 19 June, 10:00 p.m.: music and voices escaping from shisha area; about

11:25 p.m. loud departing car.

- 20–21 June: repeated music disturbance, Noise Team references

461936123967245 and 461936509068171; neighbour's reference 46193662977315.

Music stopped around 12:57 a.m. on 21 June; roof observed closing around 1:15 a.m.; loud customer vehicle departure around 1:46 a.m.

- 23 June: I emailed Haringey with incident details and supporting evidence.

- 25 June, about 1:41 a.m.: rear roof observed open, apparently beyond the relevant closing time.

- 27 June, about 9:00 p.m.: music and voices from shisha area, side door open, roof open (before normal roof closure time).

- 28 June, about 10:48 p.m.: customer-associated driveway obstruction; raised voices later in evening.

A4. MUSIC AFTER THE ORDINARY 12:30 A.M. FRIDAY/SATURDAY LIMIT

- Sat 4 July, about 1:03–1:20 a.m. (Friday night): music and voices; 17-second recording and report at 1:17 a.m., reference 462067182669329.

- Sat 25 July, until about 1:19 a.m. (Friday night): diary/Noise Team records.

- Sun 2 August, until about 1:07 a.m. (Saturday night): diary.

- Sun 6 September, about 12:46 a.m., stopping near 1:00 a.m. (Saturday

night): recording/diary.

- Sat 12 September, about 12:48 a.m., stopping about 12:58 a.m. (Friday

night): recordings.

- Sat 19 September, about 12:45 a.m., stopping about 12:52 a.m. (Friday

night): recording.

- Sun 27 September, about 12:41 a.m. and 12:53 a.m., stopping around 12:55 a.m. (Saturday night): recordings; vibration felt indoors.

- Sun 11 October, around 12:46 a.m., stopping around 12:56 a.m. (Saturday

night): diary-only overrun; other earlier recordings not represented as recording this overrun.

- Sat 17 October, around 12:45 a.m., stopping around 12:55 a.m. (Friday

night): recording.

- Sun 18 October, around 12:57 a.m. and 1:03 a.m. (Saturday night):

recordings; stopping time unknown.

- Sun 25 October, around 12:38 a.m. to about 12:50 a.m. (Saturday night):

15-second recording; vibration and nearby voices.

A5. WITHIN-HOURS DISTURBANCE / RECENT DIARY OBSERVATIONS

- Sat 24 October, 12:16 a.m. (Friday night): music audible within ordinary music hours.

- Fri 30 October, 10:07 p.m.: thumping bass from Lost Lounge, diary only, no recording.

- Sat 31 October, 10:00 p.m.: music escaping from rear/shisha area with perceptible vibration, lower volume than previous occasions; diary only, no recording.

A6. FRONT BALCONY / EXTERNAL AREA

- Fri 10 July, 10:45 p.m.: personally saw seven people on the front balcony drinking and cheering; diary originally described this as outside/front area.

No video claimed.

- Sat 1 August, 11:24 p.m.: two people sitting outside the front; diary only.

Noise Team reference 462356608398148 also relates to disturbance that night.

- Sun 27 September, 9:56 p.m.: one man sitting at front; diary only.

The committee is asked to establish the exact licensed boundary under Condition 40, not to assume a proven breach based solely on the observed location.

A7. LATE DEPARTURES AND DISPERSAL

- Sun 5 July, around 1:12–1:42 a.m.: people leaving and loitering with loud voices; Noise Team reference TH0120.

- Wed 8 July, around 1:00 a.m.: side door open with people leaving.

- Sun 21 June, around 1:46 a.m.: loud engine as a person recorded as a Lost Lounge customer departed.

- Sun 11 October, around 1:21 a.m.: three people leaving by side doorway, talking loudly.

- Other diary entries concern raised voices, doors, engine revving and driveway obstruction, attributed to Lost Lounge only where an identifiable connection was observed.

A8. LIMITATIONS AND RECORDS

- This is a selected chronology, not proof that nuisance occurred every night.

- Original recordings and contemporaneous diary notes are retained; not every listed incident has video.

- Times and reported stopping times can be approximate.

- A sound audible from nearby premises is not automatically attributed to Lost Lounge; Karamel and other sources are distinguished where identifiable.

- Historic incidents are background, not proof of misconduct by each successive licence holder.

- The front balcony’s precise inclusion in the Condition 40 area must be checked against the approved plan.

- An observed single guard does not establish that staffing conditions were breached; the required records should be examined.

- I am not aware of a Temporary Event Notice or other authorisation for the identified late music and ask Licensing to confirm whether any was in force.

From: rob
Sent: 31 October 2026 07:31
To: Licensing
Subject: Re: review of premises license for Lost Lounge.

I am writing to support this review in view of the fact that the Lost Lounge has ignored it's responsibilities and conditions attached to it's right to a premises license. This is most clearly seen with regards to the noise that is generated from the establishment at hours outside permitted times. This is regardless of continuous complaints to the noise department and in the face of investigations by that department. Clearly the owners/managers prefer to operate with imputiny, perhaps as a consequence of little or no action from the council until now. It is to be hoped that the license will be withdrawn and the Lost Lounge is forced to terminate it's business. It is further hoped that failure to do so will result in further penalties and fines and court proceedings. As a local resident that lives on Mayes Road just across from the Lost Lounge, I should add that it is tiring to say the least that the council has time after time believed the promises of business after business under different names at that same address. This is always at the expense of those of us that actually live here, regardless of our objections, which have always without exception proven to be justified.

I look forward to you informing me of the results of this review.

Yours Sincerely,

Rob,

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