



**Haringey** Council

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## Licensing Sub Committee A

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MONDAY, 7TH NOVEMBER, 2011 at 19:00 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

**MEMBERS:** Councillors Mallett, Peacock (Chair) and Scott

### AGENDA

#### 1. **WEBCASTING**

**Please note:** This meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chair will confirm if all or part of the meeting is being filmed. The images and sound recording may be used for training purposes within the Council.

Generally the public seating areas are not filmed. However, by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.

If you have any queries regarding this, please contact the Committee Clerk at the meeting.

#### 2. **APOLOGIES FOR ABSENCE**

#### 3. **URGENT BUSINESS**

The Chair will consider the admission of any late items of urgent business. (Late items will be considered under the agenda item where they appear. New items will be dealt with at item 8 below).

#### **4. DECLARATIONS OF INTEREST**

A member with a personal interest in a matter who attends a meeting of the authority at which the matter is considered must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.

A member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgement of the public interest **and** if this interest affects their financial position or the financial position of a person or body as described in paragraph 8 of the Code of Conduct **and/or** if it relates to the determining of any approval, consent, licence, permission or registration in relation to them or any person or body described in paragraph 8 of the Code of Conduct.

#### **5. MINUTES (PAGES 1 - 6)**

To approve the minutes of the previous meeting of the Licensing Sub Committee A held on 4 October 2011.

#### **6. SUMMARY OF PROCEDURE (PAGES 7 - 8)**

The Chair will explain the procedure that the Committee will follow for the hearing considered under the Licensing Act 2003 or Gambling Act 2005. A copy of the procedure is attached.

#### **7. CHESTNUTS COMMUNITY CENTRE, 280 ST ANN'S ROAD, TOTTENHAM N15 5BN (PAGES 9 - 162)**

To consider an application by the Enforcement Response Team for a review of the premises licence at Chestnuts Community Centre.

#### **8. ITEMS OF URGENT BUSINESS**

To consider any new items of admitted under item 2 above.

David McNulty  
Head of Local Democracy  
and Member Services  
Level 5, River Park House  
225 High Road  
Wood Green  
London N22 8HQ

Helen Chapman  
Principal Committee Coordinator  
Level 5, River Park House  
225 High Road  
Wood Green  
London N22 8HQ

Friday, 28 October 2011

**MINUTES OF THE LICENSING SUB COMMITTEE A  
TUESDAY, 4 OCTOBER 2011**

Councillors Mallett, Peacock (Chair) and Scott

Also Present: Councillor Erskine.

<b>MINUTE NO.</b>	<b>SUBJECT/DECISION</b>	<b>ACTION BY</b>
<b>LSCA14.</b>	<p><b>APOLOGIES FOR ABSENCE</b></p> <p>There were no apologies for absence.</p>	
<b>LSCA15.</b>	<p><b>URGENT BUSINESS</b></p> <p>There were no items of urgent business.</p>	
<b>LSCA16.</b>	<p><b>DECLARATIONS OF INTEREST</b></p> <p>There were no declarations of interest.</p>	
<b>LSCA17.</b>	<p><b>MINUTES</b></p> <p><b>RESOLVED</b></p> <p>That the minutes of the meeting held on 5 July 2011 be approved and signed by the Chair.</p>	
<b>LSCA18.</b>	<p><b>SUMMARY OF PROCEDURE</b></p> <p>Noted</p>	
<b>LSCA19.</b>	<p><b>KENTUCKY FRIED CHICKEN, 278 MUSWELL HILL BROADWAY, LONDON, N10 2QR</b></p> <p>Daliah Barrett, Licensing Officer, presented the report on the application for a premises licence variation in respect of Kentucky Fried Chicken under the Licensing Act 2003. By way of background, Ms Barrett advised the Committee of a number of late night premises in the immediate vicinity of KFC, and outlined the operating hours of these premises. Representations on the application had been received from the Police, Enforcement Response and a number of local residents and businesses.</p> <p>Sgt David Williams of the Metropolitan Police addressed the Committee, outlining his representation made in objection to the application. Sgt Williams advised that there had been issues in the area for a number of years centring around the nightclubs and fast food premises, involving instances of crime and disorder and anti-social behaviour. In the past year, Sgt Williams reported that there had been approximately 18 incidents recorded which related specifically to the KFC premises, of which around 5 were staff from the KFC calling police. Incidents in the area had included serious assaults and disorder, and there were further</p>	

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issues regarding dangerous and illegal parking outside premises. On Friday and Saturday nights in particular, the pavement outside the premises was very congested, with crowds spilling out into the road itself. It was noted that the location itself posed problems such as the pavement width, road layout and crossing position, and the police were actively looking at ways to make this area safer. Sgt Williams expressed concern that any increase in operating hours would increase the level of problems in the area and advised that police resources meant that it would not be possible to police the extended hours applied for. Sgt Williams asked to submit some photographs of the area to demonstrate some of the issues raised; the applicant did not object to the admission of these images and the Committee took them into consideration.

In response to questions from the applicant's representative, Mr Glazebrook, Sgt Williams confirmed that all of the 18 incidents related to KFC in the past year had taken place within the premises current opening hours, and that he did not have information on the number of incidents which occurred after KFC's current opening hours. It was also confirmed that it was not possible to say from which specific premises such problems were originating.

Derek Pearce, Enforcement Response Officer, outlined the Enforcement Response Team's representation on the application, which focussed on the issue of public nuisance. Mr Pearce noted that the proposed operating schedule did not address the issue of people waiting outside the premises, leaving with food purchased and litter. Mr Pearce echoed the concerns of the Police regarding the large crowds congregating in the area at weekends and illegal parking issues, which tended to start from midnight onwards. It was felt that the hours requested were not appropriate as they would encourage more people to stand out in the street and increase the potential for public nuisance. The Enforcement Response Team recommended that the hours remain as at present, however if the Committee were minded to grant an extension of hours it was suggested that the hours not exceed those of the nearby kebab shop and a number of conditions were suggested. It was clarified that the main recommendation of the Enforcement Response Team was that no extension of hours be granted, as this would add to the number of people congregating in the area.

In response to questions from Mr Glazebrook, Mr Pearce confirmed that there had been no noise complaints in relation to the premises over the past four years, and that while general complaints had been made regarding people congregating in the street, these were regarding the area in general and did not necessarily relate to any specific premises. Mr Pearce confirmed that the majority of issues occurred on Friday and Saturday nights, particularly those relating to large congregations of people in the street. Mr Pearce agreed that a second door supervisor on duty at weekends could assist with managing any queues outside the premises.

Rachel Sheridan, a local resident, addressed the Committee in objection to the application. Ms Sheridan had collected 61 signatures from local

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businesses expressing concerns regarding the late hours applied for by KFC and advised that the premises attracted aggressive customers who had caused damage to other local businesses, harassed local residents and obstructed people's access to their properties. Ms Sheridan expressed concern regarding noise from the kitchen late at night, from extractor fans and from the bins being wheeled outside at the close of trading, which would continue for some time after the premises closed and have an impact on the ability of local residents to sleep. It was reported that customers of the KFC lingered outside the premises and that measures that KFC had offered in the past such as litter patrols had never been implemented.

In response to questions from the applicant's representative, Ms Sheridan reported that she had previously had a good relationship with the owners of KFC and stated that all of the signatures collected on the petition were genuine and from local businesses.

Cllr Erskine addressed the Committee on behalf of herself, Cllr Martin Newton and the Ward Councillors for Muswell Hill. Cllr Erskine endorsed the comments of the Police, who did not support the application, and expressed concern for local residents who were affected by late-night anti-social behaviour in the area such as loitering and noise. It was felt that any extension of hours would make these issues worse, in an area where there was a significant number of residential properties. Residents felt that if the premises was open for longer, it would attract greater numbers of people to the area late at night. Cllr Erskine requested that the application be rejected, but if it were to be granted, she requested that conditions be applied requiring SIA-registered door staff and that the premises take responsibility for noise issues.

Paul Wallace, a local resident, addressed the Committee to state that local residents were sick of the noise in the area and wanted to be able to sleep. If the premises were to be open later then staff would be putting the bins out even later and leaving later, all creating noise much later than at present. Mr Wallace also noted that there were issues with KFC staff using local residents' parking spaces.

Mr Glazebrook addressed the Committee and stated that the premises had been operating for 20 years, and this was the first variation in hours requested. It was reported that the application was to bring the hours in line with other local businesses. The restaurant was a franchise, family-run, and the applicants operated 6 restaurants in London. The restaurant in Camden had applied for and been granted an extension in hours previously, with conditions attached in line with those set out in the operating schedule. In addition, Mr Glazebrook stated that the applicant would be happy to offer a condition for 2 SIA-registered door staff to be on duty from 10pm until close, Friday and Saturday although this was not felt to be necessary during the week. It was further offered that the door staff would wear high-visibility jackets to make them more visible, that a nominated responsible manager would be on duty at all times, that a log book would be maintained and made available for inspection, that there would be CCTV - it was noted that there had been CCTV coverage of

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internal area for some time already - and that there would be no admission to new customers 15 minutes before closing time. Mr Glazebrook furthermore requested that the hours applied for could be rolled back to 2am Sunday to Thursday and 4am Friday and Saturday to be more in line with local businesses. It was further suggested that the door staff would manage a queuing system at weekends and that rubbish bins would be retained inside at the end of trading in order to reduce the noise caused to local residents.

Mr Glazebrook stated that the conditions offered should address the relevant issues, and that many of the other issues raised were more general issues relating to the area as a whole and not this specific premises. Mr Glazebrook requested that the Committee grant the application, with the proposed conditions.

In response to questions from the Committee, it was confirmed that the applicant did not have the ability to increase the number or size of bins on the pavement outside the premises, as this would potentially cause obstruction and would be a planning issue. It was further confirmed that, were the surrounding nightclubs to reduce their operating hours, the premises would respond to demand accordingly. In response to a question from the Legal Officer regarding those conditions put forward by the Enforcement Response Officer which had not been mentioned earlier in the discussion, the applicant's representative advised that they were happy to accept those conditions.

Local residents asked questions of the applicants. In response to concern raised regarding problems with rats in the vicinity of the premises, Mr Glazebrook advised that the premises had never had a problem with rats, was inspected regularly and had received a 5\* rating from the Council with regards to hygiene. The applicants confirmed that they had had issues in the past with rowdy customers, and when asked whether this was likely to worsen if hours were increased, stated that it was only an issue when customers were queuing and became impatient, if they were served quickly, there were no issues.

In response to a question regarding how local residents could be sure that the applicant would adhere to any conditions imposed, Mr Glazebrook responded that up until now there had been no conditions on the licence, but by imposing conditions, these would now be enforceable.

In conclusion, Ms Sheridan stated that there had been problems in the past but that businesses in Muswell Hill were trying to change things and that this process should be embraced by KFC. The current situation was felt to be out of control with regards to noise, nuisance, anti-social behaviour and litter, which was affecting the quality of life and rights of residents to enjoy their property. Cllr Erskine concluded that the application should be refused as it would increase the existing issues in the area such as loitering and noise, and would attract more people into the area causing further problems. Cllr Erskine also noted the comments of the police that they would not be able to provide support for such late hours.

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Mr Glazebrook concluded by saying that the premises at Camden, run by the applicant, was very successful and gave reason to be confident that, despite the issues in the area, the premises could be managed with extended hours. Mr Glazebrook advised that, were any of the conditions breached then the licence could be reviewed. The Committee were reminded that the businesses took its reputation very seriously. Mr Glazebrook requested that the application be granted.

The Committee adjourned to deliberate.

**RESOLVED**

The Committee carefully considered the application, the Council's Statement of Licensing Policy, the Section 182 guidance and all the representations. The Committee decided to grant the application, but only in part, namely by one hour every day.

The Provision of Late Night Refreshment may be provided:

Sunday to Thursday:                   2300 – 0100  
Friday and Saturday:               2300 – 0300

The Committee considered that, whilst all the representations clearly suggested that there were issues relating to public nuisance in particular, the imposition of conditions could adequately promote the Licensing Objectives. In essence, the Committee considered that the issues were not sufficiently attributable to KFC in the context of the surrounding premises to reject the application outright. The evidence suggested that the issues of concern were present at times well past KFC's current operating hours. The evidence that KFC being open longer would exacerbate the issue was not sufficient in considering that no conditions could adequately promote the Licensing Objectives.

All the conditions proposed by the applicant in the operating schedule and by the enforcement response team in the agenda pack are imposed, except where there are contradictions with the following, which broadly reflect those proposed by the applicant in open committee. For clarification, such additional conditions imposed are as follows:

- 1 SIA-certified door supervisors from 10pm until closing, Sunday to Thursday and 2 such supervisors from 10pm until closing, Friday and Saturday. High visibility jackets will be worn by door supervisors.
- There will be a nominated manager on duty at all times.
- CCTV will also be installed to cover the outside front of the premises, as well as the internal customer area.
- A queuing system will be operated by the door supervisors.

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	<ul style="list-style-type: none"><li>- The outside front area shall be cleared of litter regularly past 10pm.</li><li>- An incident log will be maintained at all times and made available to responsible authorities on request.</li><li>- Commercial waste will be kept internally and placed outside no earlier than 7am, the precise times the applicant is to arrange with their waste contractor.</li></ul> <p>The Committee have taken the approach that by granting the application in part, a number of conditions could therefore be imposed which would promote the Licensing Objectives and positively address the issues that have been raised.</p> <p>All parties are reminded that should the Licensing Objectives be compromised, procedures exist to have the licence reviewed.</p>	
<b>LSCA20.</b>	<b>ITEMS OF URGENT BUSINESS</b>  There were no items of urgent business.  The meeting closed at 22:25hrs.	

Cllr Sheila Peacock  
Chair



<b>LICENSING SUB-COMMITTEE HEARINGS PROCEDURE SUMMARY</b>	
<b>INTRODUCTION</b>	
1.	The Chair introduces himself and invites other Members, Council officers, Police, Applicant and Objectors to do the same.
2.	The Chair invites Members to disclose any prior contacts (before the hearing) with the parties or representations received by them
3.	The Chair explains the procedure to be followed by reference to this summary which will be distributed.
<b>NON-ATTENDANCE BY PARTY OR PARTIES</b>	
4.	If one or both of the parties fails to attend, the Chair decides whether to:
	(i) grant an adjournment to another date, or
	(ii) proceed in the absence of the non-attending party.
	Normally, an absent party will be given one further chance to attend.
<b>TOPIC HEADINGS</b>	
5.	The Chair suggests the “topic headings” for the hearing. In the case of the majority of applications for variation of hours, or other terms and conditions, the main topic is:
	<b>Whether the extensions of hours etc. applied for would conflict with the four licensing objectives i.e.</b>
	(i) the prevention of crime and disorder,
	(ii) public safety,
	(iii) the prevention of public nuisance, and
	(iv) the protection of children from harm.
6.	The Chair invites comments from the parties on the suggested topic headings and decides whether to confirm or vary them.
<b>WITNESSES</b>	
7.	The Chair asks whether there are any requests by a party to call a witness and decides any such request.
8.	Only if a witness is to be called, the Chair then asks if there is a request by an opposing party to “cross-examine” the witness. The Chair then decides any such request.
<b>DOCUMENTARY EVIDENCE</b>	
9.	The Chair asks whether there are any requests by any party to introduce late documentary evidence.
10.	If so, the Chair will ask the other party if they object to the admission of the late documents.
11.	If the other party do object to the admission of documents which have only been produced by the first party at the hearing, then the documents shall not be admitted.

12.	If the other party object to documents produced late but before the hearing, the following criteria shall be taken into account when the Chair decides whether or not to admit the late documents:	
(i)	What is the reason for the documents being late?	
(ii)	Will the other party be unfairly taken by surprise by the late documents?	
(iii)	Will the party seeking to admit late documents be put at a major disadvantage if admission of the documents is refused?	
(iv)	Is the late evidence really important?	
(v)	Would it be better and fairer to adjourn to a later date?	
<b>THE LICENSING OFFICER'S INTRODUCTION</b>		
13.	The Licensing Officer introduces the report explaining, for example, the existing hours, the hours applied for and the comments of the other Council Services or outside official bodies. This should be as "neutral" as possible between the parties.	
14.	The Licensing Officer can be questioned by Members and then by the parties.	
<b>THE HEARING</b>		
15.	This takes the form of a discussion led by the Chair. The Chair can vary the order as appropriate but it should include:	
(i)	an introduction by the Objectors' main representative	
(ii)	an introduction by the Applicant or representative	
(iii)	questions put by Members to the Objectors	
(iv)	questions put by Members to the Applicant	
(v)	questions put by the Objectors to the Applicant	
(vi)	questions put by the Applicant to the Objectors	
<b>CLOSING ADRESSES</b>		
16.	The Chair asks each party how much time is needed for their closing address, if they need to make one.	
17.	Generally, the Objectors make their closing address before the Applicant who has the right to the final closing address.	
<b>THE DECISION</b>		
18.	Members retire with the Committee Clerk and legal representative to consider their decision including the imposition of conditions.	
19.	The decision is put in writing and read out in public by the Committee Clerk once Members have returned to the meeting.	

**Licensing Act 2003 Sub-Committee on 7<sup>th</sup> November 2011**

**Report title: Application for a Review of a Premises Licence at Chestnuts Community Centre, 280 St Ann's Road, Tottenham, London N15 5BN**

**Report of: The Lead Officer Licensing**

**Ward(s) affected St Ann's**

**1. Purpose**

To consider an application by The Enforcement Response Team for a review of the premises licence at Chestnuts Community Centre.

**Summary of application**

- The applicants are seeking a review of the Premises Licence with reference to the licensing objectives of the Prevention of Public Nuisance.

**Date review application served: 19<sup>th</sup> September 2011**

In accordance with regulation 38 of the Licensing Act 2003 (Premises and Club Premises Certificates) Regulations 2005, officers arranged for notices of the review to be published for 28 days on the affected premises, on the public notice board at the Civic Centre and on the Council's website.

A copy of the review application and supporting documents are at Appendix 1.

**2. Officers Observations**

In determining this application the Licensing Sub Committee must have regard to the:

- 2.1
- (a) need to promote the four licensing objectives
  - (b) representations
  - (c) relevant sections of the statutory guidance to licensing authorities (appendix 5)
  - (d) relevant sections of the licensing authority's statement of licensing policy (appendix 6)

**Report authorised by: Joan Hancox**

  
 Head of Neighbourhood Services

**Contact Officer: Ms Daliah Barrett -Williams**

**Telephone: 020 8489 8232**

**3. Access to information:**

Local Government (Access to Information) Act 1985

Background Papers

The following Background Papers are used in the preparation of this Report:

**File: CHESTNUTS COMMUNITY CENTRE**

The Background Papers are located at Enforcement Service, Technopark, Ashley Road, Tottenham, London N17 9LN

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#### 4. REPORT

##### Background

A premises licence was originally granted to Chestnuts Community Centre & Community Arts Centre on 8<sup>th</sup> March 2006. The licence was varied to allow for later hours for licensable activity and this was granted on the 5<sup>th</sup> August 2008.

##### Licensable activities authorised by the Licence:

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

##### Supply of Alcohol

Monday to Sunday 1200 to 0130

##### Regulated Entertainment

##### Boxing or Wrestling Entertainment

Monday to Sunday 1000 to 0000

##### Provision of Facilities for Making Music

Monday to Saturday 1200 to 2330

Sunday 1200 to 2230

Live Music, Recorded Music, Performances of Dance, Anything of a similar description to that of live or recorded music or performances of dance, Provision of Facilities for Making Dancing, Entertainment of a similar description to that of making music or dancing

Monday to Sunday 1200 to 0130

##### Provision of Late Night Refreshment

Monday to Sunday 2300 to 0130

##### The opening hours of the premises:

Monday to Sunday 1000 to 0200

The designated premises supervisor is: **Monica White**

**4.2 Details of the Application for Review. Appendix 1**

The application for the review has been made on the following grounds:

The operation of the premises has failed to uphold the Licensing Objectives of The Prevention of Public Nuisance.

**5.0 RELEVANT REPRESENTATIONS (CONSULTATION)**

**Responsible authorities:**

**5.1 Comments of Metropolitan Police**

No representation made.

**5.2 Comments of Enforcement Services:**

**Environmental Health Officer**

No representation made.

**5.3 Comments of The London Fire and Emergency Planning Authority**

No representation made.

**6.0 Comments of Interested Parties**

Letters of representation and video footage in support of the review have been received.

**APP 2**

Letters of representation in support of Chestnuts Community Centre has been received.

**APP 3**

**7.0 Letter from Licence Holder in response to the Review Application**

**APP 4**

**8.0 POLICY CONSIDERATIONS**

**8.1** The following provisions of the Licensing Act 2003 apply to this application:  
Section 51-53 (review of premises licenses)

In determining the application the Licensing Sub Committee can take such steps as it considers necessary for the promotion of the licensing objectives, which are:

1. Take no further action
2. modify the conditions of the license
3. exclude a licensable activity from the scope of the license
4. remove the designated premises supervisor
5. suspend the license for a period not exceeding three months
6. revoke the license.

Where the Licensing Sub Committee takes steps mentioned in 3 or 4 it may provide that the modification or exclusion is to have effect for one such period (not exceeding three months) as it may specify. The Licensing Sub Committee is asked to give full reasons for its decision.

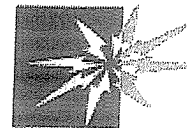
The Licensing Sub Committee must make its decision within 5 working days of the end of the hearing. Any decision of the Licensing Sub Committee is stayed from coming into effect for 21 days from the date of the decision, pending any appeal that might be made and the determination of that appeal. Any party to the proceedings may appeal against the decision of the Licensing Sub Committee.

- 8.2 The following provisions of the Secretary of State's guidance apply to this application: Paras 11.1 – 11.10, 11.14 – 11.21. These provisions are attached at Appendix 5.
- 8.3 The following paragraphs of the licensing authority's Statement of Licensing Policy apply to this application; 24.1 -24.2, 25.1 – 25.7, these provisions are attached at Appendix 6
- 8.4 The Licensing Sub Committee is reminded that the Human Rights Act 1998 guarantees the right to a fair hearing for all parties in the determination of their civil rights. The Act also provides for the protection of property which may include licences in existence, and the protection of private and family life.

APPENDIX 1—REVIEW  
APPLICATION AND SUPPORTING  
DOCUMENTS



Haringey

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Haringey Council

## Review of Premises Licence or Club Premises Certificate

Please confirm the details you have entered

Please check the information below. If you want to make any amendments, please use the 'Previous Page' button and make your changes. If you are happy with it, press 'Submit Request' to send this form to us.

### Part 1 - Premises details

<b>Premises address</b>	Chestnuts Community & Community Arts Centre 280 St Anns Road Tottenham London N15 5BN
<b>Telephone number at premises</b>	020 8802 4649 <i>if any</i>
<b>Name of premises licence holder or club holding club premises certificate</b>	Monica White <i>if known</i>
<b>Number of premises or club premises certificate</b>	LN000005158 <i>if known</i>

### Part 2 - Applicant details

<b>Please state whether you are applying for a premises licence as</b>	2) a responsible authority
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### (C) Details of Responsible Authority applicant

<b>Name</b>	Derek Pearce
<b>Address</b>	Lee Valley Technopark Unit 271 Ashley Road Tottenham London N17 9LN
<b>Contact details</b>	Tel: 020 8489 5264 Tel:

Fax:  
Email: derek.pearce@haringey.gov.uk

**P - Licensing Objectives**

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

- 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

Under the heading of the prevention of public nuisance we request a review of the licence following incidents of noise nuisance and breach of Licence condition

If there is not enough space here, you can upload an additional document on the 'supporting documents' page

*The ground(s) for review must be based on one of the licensing objectives*

Please provide as much information as possible to support the application

*Please list any additional information or details, for example dates of problems which are included in the grounds for review, if available.*

If there is not enough space here, you can upload an additional document on the 'supporting documents' page

**Previous reviews**

Have you made an application for review relating to these premises before? No

**Equal opportunities information**

What is your ethnic group?  
(Please select one option from the drop-down list)

If 'other', please specify

Do you consider that you have a disability?

Your gender

I understand that I must print the application form and send my signed printout to the





# Notice of Application for the review of a Premises Licence

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Notice is given that application has been made to the Licensing Authority for a review of the premises license under s.51 and 87 of the Licensing Act 2003 in respect of the following premises:

**CHESTNUTS COMMUNITY CENTRE  
280 ST ANNS ROAD  
TOTTENHAM  
LONDON N15 5BN**

The application for review has been made on the following grounds:

**THE OPERATION OF THE PREMISES HAS FAILED TO UPHOLD THE  
LICENSING OBJECTIVES OF:**

- **THE PREVENTION OF PUBLIC NUISANCE**

Interested parties or responsible authorities wishing to make representations must give notice in writing to:

**Lead Officer –Licensing, Haringey Council, Unit 271, Technopark,  
Ashley Road, Tottenham, London N17 9LN**

**By: 16<sup>th</sup> October 2011**

The grounds for review and Haringey Councils Licensing register may be viewed by appointment Monday to Friday (except Bank Holidays) at the Licensing Team, Unit 271, Technopark, Ashley Road, Tottenham, London N17 9LN between the hours of 10.00am and 4.00pm.

**IT IS AN OFFENCE LIABLE ON CONVICTION TO A FINE UP TO LEVEL  
5 ON THE STANDARD SCALE (£5000), UNDER SECTION 158 OF THE  
LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN  
CONNECTION WITH THIS APPLICATION**

LICENSING ACT 2003  
Sec 24

**PREMISES LICENCE**

Receipt: F00103039306

Premises Licence Number: LN000005158

*This Premises Licence has been issued by:*

*The Licensing Authority, London Borough of Haringey,  
Technopark, Ashley Road, Tottenham, London N17 9LN*

Signature:.....

Date: 8<sup>TH</sup> March 2006,  
5<sup>th</sup> August 2008

**Part 1 – PREMISES DETAILS**

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

**CHESTNUTS COMMUNITY CENTRE  
280 ST. ANN'S ROAD  
SOUTH TOTTENHAM  
LONDON  
N15**

Where the Licence is time limited, the dates:

Not applicable

Licensable activities authorised by the Licence:

**Supply of Alcohol**

**Regulated Entertainment:** Boxing or Wrestling Entertainment, Live Music, Recorded Music, Performances of Dance, Anything of a similar description to that of live or recorded music or performances of dance, Provision of Facilities for Making Music & Dancing, Entertainment of a similar description to that of making music or dancing

**Provision of Late Night Refreshment**

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

**Supply of Alcohol**

**Monday to Sunday 1200 to 0130**

**Regulated Entertainment**

**Boxing or Wrestling Entertainment**

**Monday to Sunday 1000 to 0000**

**Provision of Facilities for Making Music**

**Monday to Saturday 1200 to 2330**

**Sunday 1200 to 2230**

LICENSING ACT 2003

Sec 24

Live Music, Recorded Music, Performances of Dance, Anything of a similar description to that of live or recorded music or performances of dance, Provision of Facilities for Making Dancing, Entertainment of a similar description to that of making music or dancing

Monday to Sunday 1200 to 0130

Provision of Late Night Refreshment

Monday to Sunday 2300 to 0130

**The opening hours of the premises:**

Monday to Sunday 1000 to 0200

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

Supply of alcohol for consumption ON the premises

**Name, (registered) address of holder of Premises Licence:**

Chestnuts Community Centre & Community Arts Centre  
280 St. Ann's Road  
South Tottenham  
London  
N15 5BN

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

2054577

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

Monica White  
22 Antill Road  
Tottenham  
London  
N15 4AS

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

LN00002421

Issued by London Borough of Haringey

Expires: 24<sup>th</sup> January 2016

**Annex 1 –Mandatory Conditions**

**(2) Supply of alcohol:** 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.

(3) The second condition is that every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

## **Annex 2 – Conditions consistent with the Operating Schedule**

The four areas of the Licensing Objectives will be enforced in accordance with the variation of the license.

### **THE PREVENTION OF CRIME AND DISORDER**

The Regulated Entertainment and the Supply of Alcohol will only take place at pre-booked functions.

The Centre will keep to hand the local Police telephone number and will maintain a good working relationship with the local authorities.

### **PUBLIC SAFETY**

Fire safety equipment will be checked regularly and any requirements made by the Fire safety Officer will be complied with.

The centre will have a Health and Safety policy in place.

All clients who request use of the centre will be shown the displayed fire exits and fire hydrants.

The Duty Co-ordinator will be responsible for reporting and enforcing any issues that may occur regarding the Public's Safety.

### **THE PREVENTION OF PUBLIC NUISANCE**

Staff will call Taxis/Mini cabs for the use of customers leaving the premises when requested to do so.

The Centre will have a sound limiter control system which will enable the level of noise to be monitored. It will have an automatic switch off device should the noise level be exceeded. All staff will be made aware of the procedures regarding public nuisance, and fully co-operate with the local police and authority. Clients are also advised of policies and procedures and contracts will be put in place. A policy will also be put in place to address complaints.

Regulated entertainment will be undertaken no later than the current time until the Sound Limiter is installed and inspected.

#### Prevention of nuisance from noise/vibration:

##### Airborne:

All doors and windows will remain closed during the licensed activities. Where a door is used for patrons to enter or leave the premises the door will be fitted with a self-closing device and staff told to ensure that it is not propped open. If necessary a member of staff shall be positioned at the door to ensure it is opened for as brief a period as possible.

Entry and exit to the premises will be restricted to a particular entrance(s) whilst the premises is being used for the licensable activity (except in the case of emergencies).

Emergency exit doors will be fitted with an alarm that instructs staff when the doors have been opened.

The licensable activity shall conclude 30 minutes before the premises is due to close to prevent excessive noise breakout as the premises empties.

Entrance/exit from the premises whilst licensable activities are ongoing shall be via a lobbied door to minimise noise breakout.



## **Annex 2 – Conditions consistent with the Operating Schedule**

Where necessary, adequate and suitable mechanical ventilation should be provided to public areas.

### Structure borne

All speakers will be mounted on anti-vibration mountings to prevent vibration transmission of sound energy to adjoining properties.

### Sound Limits

The licensee shall ensure that no music played in the licensed premises is audible at or within the site boundary of any residential property.

The level of amplified entertainments shall be controlled by means of a limiting device set at a level agreed with the Licensing Authority and unit sealed by an authorised officer.

### Outside Areas

No music shall be played in, or for the benefit of patrons in the beer garden or other external areas of the premises.

No form of loudspeaker or sound amplification equipment is to be sited on or near the exterior premises or in or near any foyer, doorway, window or opening to the premises.

Signs shall be displayed in the external area of the building instructing patrons to recognise the residential nature of the area and conduct their behaviour accordingly—the management must reserve the right to request patrons to move inside the premises or leave if it is felt that they could be disturbing neighbours.

Any smoking area must be situated in a location whereby noise nuisance will not disturb local residents.

### Dealing with complaints

A complaints book will be held on the premises to record details of any complaints received from neighbours. This information is to include where disclosed, the complainants name, location, date time and subsequent remedial action undertaken. This record must be made available at all times for inspection by Council Officers.

Regular state frequency liaison meetings will be held to enable neighbours to raise concerns about any aspect of the licensed activities.

### Patrons entering/exiting premises

Signs should be displayed instructing patrons to respect the neighbours and behave in a courteous manner.

### Prevention of nuisance from light

Security lights will be positioned to minimise light intrusions to nearby residential premises.

## **THE PROTECTION OF CHILDREN**

The Centre will display its policies in the main areas of the building. The Centre will advise all parents or adults with children that they must be accompanied at all times while using the Centre. Staff and management will be observant of the Centre users and the activities happening within the Centre.

All staff will be trained that alcohol will only be sold to persons who can produce photographic identification where there is any doubt that they are over the age of 18.

**Annex 2 – Conditions consistent with the Operating Schedule**

Alcohol may only be sold to individuals over the age of 18 with valid proof of identification with one of the following:

- A valid passport
- A photo driving license issued in a European Union Country
- A proof of age standard card system
- A citizen card, supported by the Home Office

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

**Annex 4 – Plans**

LODGED WITH LICENSING AUTHORITY

LICENSING ACT 2003  
Section 24

**PREMISES LICENCE SUMMARY**

Receipt: F00103039306

Premises Licence Number: LN000005158

*This Premises Licence has been issued by:*

*The Licensing Authority, London Borough of Haringey,  
Technopark, Ashley Road, Tottenham, London N17 9LN*

Signature: .....

Date: 8<sup>TH</sup> March 2006,  
5<sup>th</sup> August 2008

**Part 1 – PREMISES DETAILS**

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

**CHESTNUTS COMMUNITY CENTRE  
280 ST. ANN'S ROAD  
SOUTH TOTTENHAM  
LONDON  
N15**

Where the Licence is time limited, the dates:

Not applicable

Licensable activities authorised by the Licence:

**Supply of Alcohol**

**Regulated Entertainment:** Boxing or Wrestling Entertainment, Live Music, Recorded Music, Performances of Dance, Anything of a similar description to that of live or recorded music or performances of dance, Provision of Facilities for Making Music & Dancing, Entertainment of a similar description to that of making music or dancing

**Provision of Late Night Refreshment**

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

**Supply of Alcohol**

**Monday to Sunday** 1200 to 0130

**Regulated Entertainment**

**Boxing or Wrestling Entertainment**

**Monday to Sunday** 1000 to 0000

**Provision of Facilities for Making Music**

PREMISES DETAILS [CONT'D]

Monday to Saturday 1200 to 2330

Sunday 1200 to 2230

Live Music, Recorded Music, Performances of Dance, Anything of a similar description to that of live or recorded music or performances of dance, Provision of Facilities for Making Dancing, Entertainment of a similar description to that of making music or dancing

Monday to Sunday 1200 to 0130

Provision of Late Night Refreshment

Monday to Sunday 2300 to 0130

The opening hours of the premises:

Monday to Sunday 1000 to 0200

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

Supply of alcohol for consumption ON the premises

Name, (registered) address of holder of Premises Licence:

Chestnuts Community Centre & Community Arts Centre  
280 St. Ann's Road  
South Tottenham  
London  
N15 5BN

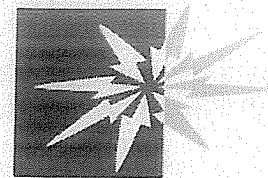
Registered number of holder, for example company number, charity number (where applicable):

2054577

Name of designated premises supervisor where the Premises Licence authorises the supply of alcohol:

Monica White

State whether access to the premises by children is restricted or prohibited:



**Haringey** Council

## Licensing Review

To: Licensing Officer

From: Environmental Health Enforcement Response (Noise)

Name of Officer preparing representation: Lamin Tamba in conjunction with Team Leader Enforcement Response, Derek Pearce

Our Reference: WK200500

Date: 27<sup>th</sup> September 2011

Premises: Chestnuts Community Centre, 280 St Anns Road, London, N15

Type of application: Review

We have requested a Review of the premises licence for Chestnuts Community Centre, 280, St Anns Road, London, N15 (Chestnuts Community Centre), on behalf of the Environmental Health Enforcement Response Team with regards to the Licensing objective of Public Nuisance and in this document set out our grounds and recommendations.

The current Licence conditions, whilst addressing the means to prevent nuisance do not adequately address the measures for the prevention of public nuisance and even with the current conditions in place the premises has caused excessive noise levels thereby causing nuisance to local residents. This may be due partly to inadequate conditions and partly by inadequate management.

The occurrence of nuisance at the premises, in our view, has been caused by the following issues which may partly be corrected by new or amended wording to existing conditions:

1. The Licensee appears no longer to have control over the operation and effective control of regulated entertainment at the premises.
2. The Licensee has allowed the premises to be used for the provision of regulated entertainment without using an in-house sound amplification system.
3. The Licensee has not been fully complying with the Premises Licence conditions as set out under the current Premises Licence.
4. The sound insulation at the premises is not adequate and requires upgrading to contain the level of music from regulated entertainment. The Licensee is advised to seek advice from an acoustic consultant particularly in relation to gaps observed on the external walls of the main event hosting hall.

We invite the Licensing committee to consider, in addition to any other action they may consider appropriate, to revoke the current premises licence for Chestnuts Community Centre, until all the recommendations above have been implemented. We believe that nuisance will recur should the Licence and its existing conditions remain with the current Licensee.

### Supporting Information

Our experience in dealing with noise nuisance at Chestnut Community Centre, suggests that public nuisance cannot be prevented unless suitable conditions are strictly observed.

The following letters / documents are produced as a part of our evidence

Observation sheet relating to visit on 19<sup>th</sup> August 2009

Warning letter for noise 3<sup>rd</sup> September 2009

Advisory letter for noise 12<sup>th</sup> August 2010

Advisory letter for noise 18<sup>th</sup> October 2010

Advisory letter for noise 22<sup>nd</sup> March 2011

Response letter from Chestnut Community Centre 11<sup>th</sup> May 2011

Advisory letter for noise 7<sup>th</sup> June 2011

Observation sheet relating to visit on 9<sup>th</sup> July 2011

Warning letter for noise 9<sup>th</sup> July 2011

Observation sheet relating to visit on 31<sup>st</sup> July 2011

Abatement notice dated 8<sup>th</sup> August 2011

Observation sheet relating to visit on 11<sup>th</sup> September 2011

[Meeting with Monica White – Chestnuts on 5<sup>th</sup> August 2011]

Chestnuts letter September 2011

Chestnuts review letter 16<sup>th</sup> September 2011

In summary, the Licensee has been:

1. formally warned for causing noise nuisance under the Environmental Protection Act 1990 and an abatement notice has been served.
2. A recent contravention of the Premises Licence Conditions has been witnessed on 11<sup>th</sup> September 2011. The premises operated regulated entertainment at a time that it did not have permission to do so and breached the condition relating to audibility within local residents' homes. "The licensee shall ensure that no music



played in the licensed premises is audible at or within the site boundary of any residential property.”

*Complaint history over the past year*

Date	Time of complaint	Time of visit	Officer comments
4.7.10	22.45	23.23	There was no noise at the time of visit. I observed several people leaving the premises when we arrived. It appeared that the event has ended. I left after a few minutes. Complainant advised. LT
10.7.10	23.30	no	Complainant appears to have been unwilling to receive a visit.
11.8.10	20.40	21.21	Some noise heard from the Community Centre, but not loud enough to be a nuisance at this time. I did however visit the centre and spoke with Monica White, who was in charge of the Centre. She agreed to close the external side doors, which were wide open. A wedding was in progress in the main hall. The noise was considerably reduced. The complainant was happy with this. MDE
23.8.10	10.10	no	website enquiry only
6.2.11	00.15	01.10	Slight bass audible from outside premises
12.2.11	01.12	no	Noise off.
28.2.11	03.00	no	Advised service now closed - complaint logged.
22.3.11	00.23	00.54	Visited area. Music was audible in the area but I could not determine nuisance as visit not possible to complainant's home. Went to the Centre where a wedding party was taking place. Advised organisers to reduce the volume of music which they did. Noise was reduced to reasonable levels when we left.
“	00.25	00.54	As above
“	01.14	02.00	Visited but the party had ended by the time we arrived.
“	01.26	“	“
“	02.01	“	Visited area and complainant's call came in when we were already on site. Party at the Community Centre had finished when we arrived.
23.3.11	22.34	23.38	Visited and went into another complainant's home at Turner Court. Noise was just audible in sitting room

			but was barely audible in bedroom. Only noise I could just about hear in bedroom was occasional amplified speech. No nuisance witnessed. Complainant advised.
"	23.03	"	"
24.3.11	00.17	00.30	Visited and phoned comp again, no reply. Music from Community Centre does not sound louder than the level we left it at when we first visited this evening. Left after 10 minutes.
"	00.39	00.44	Phoned complainant, noise has now been turned down. Gave advice that we were already on site investigating an earlier complaint. The party was scheduled to finish at 01:00, apparently. She confirmed that the noise is not that loud now. She will call again if party continues past 01:00.
"	01.18	no	Phoned complainant. Noise stopped a couple of minutes after she placed this latest call.
"	01.19	"	"
18.3.11	21.05	22.30	No noise heard in Complainant's premises - faint bass heard outside - Advised Complainant to call if further problem.
9.7.11	Noise nuisance	Playing of loud music causing nuisance to residents.	Warning Letter sent regarding noise
11.9.11	Breach of Licence conditions	Operated regulated entertainment beyond licensed hours and failure to comply with inaudibility condition	Licensing offences leading to Review of Premises Licence

The following conditions are in the current Licence under:

“The Prevention of Public Nuisance”

Staff will call Taxis/Mini cabs for the use of customers leaving the premises when requested to do so.

*We recommend this condition remains*

The Centre will have a sound limiter control system which will enable the level of noise to be monitored. It will have an automatic switch off device should the noise level be exceeded. All staff will be made aware of the procedures regarding public nuisance, and fully co-operate with the local police and authority. Clients are also advised of policies and procedures and contracts will be put in place. A policy will also be put in place to address complaints.

*We recommend the following replacement condition*

The Centre will have a sound limiter control system which will enable the level of noise to be monitored. It will have an automatic switch off device should the noise level be exceeded. All staff will be made aware of the procedures regarding public nuisance, and fully co-operate with the local police and authority. Any persons / groups booking the premises will be advised of policies and procedures and the booking contracts will reflect this. A policy will be put in place to address complaints about noise and other nuisance and this policy will be reviewed every 12 months.

Regulated entertainment will be undertaken no later than the current time until the Sound Limiter is installed and inspected.

*We recommend this condition is reviewed*

Prevention of nuisance from noise/vibration:

Airborne:

All doors and windows will remain closed during the licensed activities. Where a door is used for patrons to enter or leave the premises the door will be fitted with a self-closing device and staff told to ensure that it is not propped open. If necessary a member of staff shall be positioned at the door to ensure it is opened for as brief a period as possible.

*We recommend the following replacement condition*

All doors and windows will remain closed during the licensed activities. Where a door is used for patrons to enter or leave the premises the door will be fitted with a self-closing device and staff told to ensure that it is not propped open. A member of staff shall be positioned close enough to the door to ensure it is opened for as brief a period as possible.

Entry and exit to the premises will be restricted to a particular entrance(s) whilst the premises is being used for the licensable activity (except in the case of emergencies).

*We recommend the following replacement condition*

Entry and exit to the premises will be restricted to the main entrance whilst the premises is being used for licensable activities (except in the case of emergencies).

Emergency exit doors will be fitted with an alarm that instructs staff when the doors have been opened.

*We recommend the following replacement condition*

Emergency exit doors will be fitted with an alarm that instructs staff when the doors have been opened and with glass or equivalent breakable bolts which discourage casual opening of such doors

The licensable activity shall conclude 30 minutes before the premises is due to close to prevent excessive noise breakout as the premises empties.

*We recommend this condition remains*

Entrance/exit from the premises whilst licensable activities are ongoing shall be via a lobbied door to minimise noise breakout.

*We recommend this condition remains*

Where necessary, adequate and suitable mechanical ventilation should be provided to public areas.

*We recommend the following replacement condition*

Adequate and suitable mechanical ventilation should be provided to public areas for use when windows, doors etc are closed.

#### Structure borne

All speakers will be mounted on anti-vibration mountings to prevent vibration transmission of sound energy to adjoining properties.

*We recommend this condition remains*

#### Sound Limits

The licensee shall ensure that no music played in the licensed premises is audible at or within the site boundary of any residential property.

*We recommend this condition remains*

The level of amplified entertainments shall be controlled by means of a limiting device set at a level agreed with the Licensing Authority and unit sealed by an authorised officer.

*We recommend this condition is deleted as it is already covered in an earlier condition*

#### Outside Areas

No music shall be played in, or for the benefit of patrons in the beer garden or other external areas of the premises.

*We recommend the following replacement condition*

No music shall be played in, or for the benefit of patrons in external areas of the premises.

No form of loudspeaker or sound amplification equipment is to be sited on or near the exterior premises or in or near any foyer, doorway, window or opening to the premises.

*We recommend this condition remains*

Signs shall be displayed in the external area of the building instructing patrons to recognise the residential nature of the area and conduct their behaviour accordingly—the management must reserve the right to request patrons to move inside the premises or leave if it is felt that they could be disturbing neighbours.

*We recommend the following replacement condition*

Signs shall be displayed in the external areas of the building instructing patrons to recognise the residential nature of the area and conduct their behaviour accordingly. The signs should state that the management reserve the right to request patrons to move inside the premises or leave if it is felt that they could be disturbing neighbours.

Any smoking area must be situated in a location whereby noise nuisance will not disturb local residents.

*We recommend the following replacement condition*

Any smoking area must be situated in a location where noise is not likely to disturb local residents.

#### Dealing with complaints

A complaints book will be held on the premises to record details of any complaints received from neighbours. This information is to include where disclosed, the complainant's name, location, date time and subsequent remedial action undertaken. This record must be made available at all times for inspection by Council Officers.

*We recommend the following (slightly reworded) replacement condition*

A complaints book will be held on the premises to record details of any complaints received from neighbours. This information is to include, where disclosed, the complainant's name, location, date / time and subsequent remedial action undertaken. This record must be made available at all times for inspection by Council Officers.

Regular state frequency liaison meetings will be held to enable neighbours to raise concerns about any aspect of the licensed activities.

*We recommend the following replacement condition*

Regular liaison meetings will be held, where requested by neighbours or others directly affected, to enable concerns to be raised about any aspect of the licensed activities. Minutes should be kept summarising what takes place and identifying any action points which should be made available to attendees and local authority officers where requested

#### Patrons entering/exiting premises

Signs should be displayed instructing patrons to respect the neighbours and behave in a courteous manner.

*We recommend this condition is deleted as it is already covered in an earlier condition*

#### Prevention of nuisance from light

Security lights will be positioned to minimise light intrusions to nearby residential premises.

*We recommend this condition remains*

The following additional matters are recommended:

1. The sound insulation at the premises is not deemed to be adequate and requires upgrading. The Licensee is advised to seek advice from an acoustic consultant or otherwise competent person particularly in relation to gaps observed on the external walls of the main event hosting hall.
2. Should the sub-committee not determine it appropriate to revoke the licence we recommend that the permitted hours for regulated entertainment are changed so that regulated entertainment is not permitted after 23:00.

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Observations

Very large party in Progress in the Community Centre - over 60 people in the park around the Centre - Music with prominent bass beat easily audible. I went up to the Complainant's Fifth floor flat overlooking the park - The bass beat is easily audible in the flat loud enough to prevent (Comp) from watching TV without having to turn it up a lot. The music continued to be extreme and a nuisance throughout my visit. I went back to the Community Centre - 3 fire escape doors were wide open facing the Comp's flat. I spoke with the Centre's care taker who was sitting talking to people in the Staff area - It seemed he was not doing anything to control the level of noise emanating from the Building. I spoke to the DJ who turned down the music and got the doors closed. This helped reduce the noise level considerably.

- |   |                                       |                         |
|---|---------------------------------------|-------------------------|
| DN01 No visit - noise stopped           | DN04 Nuisance confirmed reported      | DN10 Licensing response |
| DN02 No visit - other                   | <u>DN05 Nuisance confirmed abated</u> | DN11 Planning response  |
| DN03 No visit - out of remit            | <u>DN06 Nuisance not established</u>  |                         |
| DN12 No visit - call cancelled          | DN09 No officer on duty               |                         |
| DN13 No time to visit                   | DN07 Noise not on now response        |                         |
| DN14 No visit - no response complainant | DN08 Proactive completed              |                         |

Action: 1<sup>st</sup> Advisory letter / EPA - WL / EPA S80 / CoPA letter / CoPA S60

ASBAT referral / Special WL following notice / Offence / None / Other circle all that apply

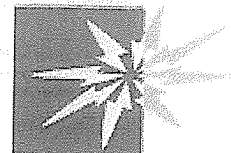
I certify that the enforcement action taken is in accordance with the Council's enforcement policy

Signed: [Signature] Name: .....

Date: 21/8/09



**Enforcement Response – Frontline Services**  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
[www.haringey.gov.uk/noise](http://www.haringey.gov.uk/noise)



Director of Urban Environment - Niall Bolger  
Assistant Director - Frontline Services – Beverley Taylor

**Haringey Council**

Chestnuts Community Centre &  
Community Arts Centre  
280 St. Ann's Road  
South Tottenham  
London  
N15 5BN

Our ref: UE/ENF WK/000126508

Date: 3rd September 2009

Contact: Enforcement Response Team  
020 8489 1000

Email: [enforcement.response@haringey.gov.uk](mailto:enforcement.response@haringey.gov.uk)

**Re: Environmental Protection Act 1990 - Section 80 - Noise Nuisance**  
**Address: Chestnut Community Project, Chestnuts Recreation Ground ,**  
**St Anns Road, Tottenham, London**  
**Type of noise: Chestnut Community Project, Chestnuts Recreation Ground**  
**St Anns Road Tottenham London N15**

The Council has a duty to investigate complaints regarding disturbance caused by excessive noise.

Investigation on 19<sup>th</sup> August 2009 at 21:05, in response to a complaint, has showed that noise coming from your premises was excessive.

The Council does not wish to restrict any private and reasonable activities. However, it does have a duty to ensure that all residents can enjoy a reasonable degree of privacy and freedom from disturbance by noise within their own homes.

The Council must serve a Noise Abatement Notice under Section 80 of the Environmental Protection Act 1990 in cases of persistent or severe noise nuisance. The effect of a Noise Abatement Notice is to prohibit noise nuisance occurring or recurring, and it is an offence not to comply with such a Notice for which the maximum penalty on conviction is £5,000 (£20,000 in respect of commercial premises). Fixed penalty notices of £100 (£400 for commercial premises) may be considered in appropriate circumstances

We hope that you will co-operate in this matter by keeping the volume of sound produced in your premises at levels that do not cause noise nuisance in the future, and that formal action by the Council does not become necessary.

Yours faithfully,

Enforcement Response Team

If you would like to comment about the service you have received, please complete our online survey <http://www.haringey.gov.uk/enforcementconsultations>

NB Please note the following conditions on your License

The four areas of the Licensing Objectives will be enforced in accordance with the variation of the license.

#### THE PREVENTION OF CRIME AND DISORDER

The Regulated Entertainment and the Supply of Alcohol will only take place at pre-booked functions.

The Centre will keep to hand the local Police telephone number and will maintain a good working relationship with the local authorities.

#### PUBLIC SAFETY

Fire safety equipment will be checked regularly and any requirements made by the Fire safety Officer will be complied with.

The centre will have a Health and Safety policy in place.

All clients who request use of the centre will be shown the displayed fire exits and fire hydrants.

The Duty Co-ordinator will be responsible for reporting and enforcing any issues that may occur regarding the Public's Safety.

#### THE PREVENTION OF PUBLIC NUISANCE

Staff will call Taxis/Mini cabs for the use of customers leaving the premises when requested to do so.

The Centre will have a sound limiter control system which will enable the level of noise to be monitored. It will have an automatic switch off device should the noise level be exceeded. All staff will be made aware of the procedures regarding public nuisance, and fully co-operate with the local police and authority. Clients are also advised of policies and procedures and contracts will be put in place. A policy will also be put in place to address complaints.

Regulated entertainment will be undertaken no later than the current time until the Sound Limiter is installed and inspected.

#### Prevention of nuisance from noise/vibration:

##### Airborne:

All doors and windows will remain closed during the licensed activities. Where a door is used for patrons to enter or leave the premises the door will be fitted with a self-closing device and staff told to ensure that it is not propped open. If necessary a member of staff shall be positioned at the door to ensure it is opened for as brief a period as possible.

Entry and exit to the premises will be restricted to a particular entrance(s) whilst the premises is being used for the licensable activity (except in the case of emergencies).

If you would like to comment about the service you have received, please complete our online survey <http://www.haringey.gov.uk/enforcementconsultations>

Emergency exit doors will be fitted with an alarm that instructs staff when the doors have been opened.

The licensable activity shall conclude 30 minutes before the premises is due to close to prevent excessive noise breakout as the premises empties.

Entrance/exit from the premises whilst licensable activities are ongoing shall be via a lobbied door to minimise noise breakout.

Where necessary, adequate and suitable mechanical ventilation should be provided to public areas.

#### Structure borne

All speakers will be mounted on anti-vibration mountings to prevent vibration transmission of sound energy to adjoining properties.

#### Sound Limits

The licensee shall ensure that no music played in the licensed premises is audible at or within the site boundary of any residential property.

The level of amplified entertainments shall be controlled by means of a limiting device set at a level agreed with the Licensing Authority and unit sealed by an authorised officer.

#### Outside Areas

No music shall be played in, or for the benefit of patrons in the beer garden or other external areas of the premises.

No form of loudspeaker or sound amplification equipment is to be sited on or near the exterior premises or in or near any foyer, doorway, window or opening to the premises.

Signs shall be displayed in the external area of the building instructing patrons to recognise the residential nature of the area and conduct their behaviour accordingly—the management must reserve the right to request patrons to move inside the premises or leave if it is felt that they could be disturbing neighbours.

Any smoking area must be situated in a location whereby noise nuisance will not disturb local residents.

#### Dealing with complaints

A complaints book will be held on the premises to record details of any complaints received from neighbours. This information is to include where disclosed, the complainants name, location, date time and subsequent remedial action undertaken. This record must be made available at all times for inspection by Council Officers.

Regular state frequency liaison meetings will be held to enable neighbours to raise concerns about any aspect of the licensed activities.

#### Patrons entering/exiting premises

Signs should be displayed instructing patrons to respect the neighbours and behave in a courteous manner.

#### Prevention of nuisance from light

If you would like to comment about the service you have received, please complete our online survey <http://www.haringey.gov.uk/enforcementconsultations>

Security lights will be positioned to minimise light intrusions to nearby residential premises.

#### THE PROTECTION OF CHILDREN

The Centre will display its policies in the main areas of the building. The Centre will advise all parents or adults with children that they must be accompanied at all times while using the Centre. Staff and management will be observant of the Centre users and the activities happening within the Centre.

All staff will be trained that alcohol will only be sold to persons who can produce photographic identification where there is any doubt that they are over the age of 18.

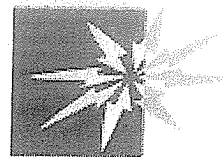
Alcohol may only be sold to individuals over the age of 18 with valid proof of identification with one of the following:

- A valid passport
- A photo driving license issued in a European Union Country
- A proof of age standard card system
- A citizen card, supported by the Home Office

Copy to

Monica White  
22 Antill Road  
Tottenham  
London  
N15 4AS

**Enforcement Response – Frontline Services**  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
[www.haringey.gov.uk](http://www.haringey.gov.uk)



Director of Urban Environment - Niall Bolger  
Assistant Director - Frontline Services – Beverley Taylor

**Haringey Council**

Ms Monica White  
Chestnut Community Project  
Chestnuts Recreation Ground  
St Anns Road  
Tottenham  
London  
N15

Our ref: UE/ENF WK/000126508  
Date: 12th August 2010  
Contact: Enforcement Response Team  
020 8489 1000  
Email: [enforcement.response@haringey.gov.uk](mailto:enforcement.response@haringey.gov.uk)

**Re: Environmental Protection Act 1990 - Section 80 (Noise Nuisance)**  
**Chestnut Community Project, Chestnuts Recreation Ground, St Anns Road,**  
**Tottenham, London**

I am writing to inform you that the Council's Noise Service has received a complaint about noise which, we are advised, came from the above premises. The noise was witnessed by a Council Officer but on this occasion it did not amount to a nuisance.

I visited the centre on the 11<sup>th</sup> August 2010 at 21:35hrs and I spoke with Monica White, and I explained that the noise from the community centre was excessive enough for a complaint to be made. I noticed that the side doors facing Cornwall Road were wide open and there were a number of people congregating around that area. This was the cause of the noise escaping the building. Ms White immediately went to the main hall where there was a event in progress and closed the doors concerned, thereby containing the noise. Ms White also said that the event was due to finish at 22:00hrs ( 10 pm)

The purpose of my letter is to thank Ms White for her assistance, and to ask that in future the side doors and any other doors remain closed whenever there is an event on that involves music or any amplification being used, as this will help to minimise any further complaints and any Council action will not be needed.

I am sure that you would not wish to intentionally disturb your neighbours but I must point out that the Council has a duty under the Environmental Protection Act to investigate complaints of noise nuisance and also to serve a formal notice (called an "Abatement Notice") on any person who creates a statutory noise nuisance requiring them to control noise levels.

Additionally under the provisions of section 82 of the above Act local residents troubled by noise nuisance may approach the Magistrates Court directly to request for a summons to be issued.

If a summons is issued and the Magistrates are satisfied that a noise nuisance has occurred then they may impose a fine.

Sound monitoring equipment may be used to establish if a noise nuisance is being caused.

If you would like to comment about the service you receive, please complete our feedback survey  
[www.haringey.gov.uk/enforcementconsultations](http://www.haringey.gov.uk/enforcementconsultations)

If you feel you have been wrongly identified or wish to seek assistance from an officer to resolve this matter then call us on the above telephone number or write to us at the above address.

Yours sincerely,

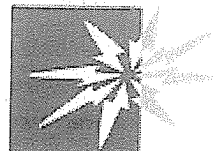
Enforcement Response Team

**Enforcement Response - Frontline Services**

Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN

Tel: 020 8489 1000 Fax: 020 8489 5133

[www.haringey.gov.uk](http://www.haringey.gov.uk)



Director of Urban Environment - Niall Bolger  
Assistant Director - Frontline Services - Beverley Taylor

**Haringey** Council

Ms Monica White  
Chestnut Community Project  
Chestnuts Recreation Ground  
St Anns Road  
Tottenham  
London N15

Our ref: UE/ENF WK126508  
Date: 18<sup>th</sup> October 2010  
Contact: Enforcement Response Team  
020 8489 1000  
Email: [enforcement.response@haringey.gov.uk](mailto:enforcement.response@haringey.gov.uk)

**Re: Environmental Protection Act 1990 - Section 80 (Noise Nuisance)  
Chestnut Community Project, Chestnuts Recreation Ground,  
St Anns Road, London N15**

I am writing to inform you that the Council's Noise Service has received a further complaint about noise from the above premises.

I have attached a copy of our letter date 12<sup>th</sup> August 2010 and would request confirmation of receipt

A part of the complaint is that the side doors facing Cornwall Road are left open

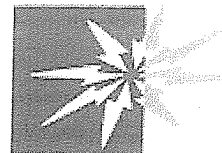
This can be a cause of noise escaping the building.

I look forward to hearing from you

Yours sincerely,

Enforcement Response Team

**Enforcement Response team**  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
[www.haringey.gov.uk/noise](http://www.haringey.gov.uk/noise)



Director of Urban Environment - Niall Bolger  
Head of Enforcement Service – Robin Payne

**Haringey Council**

Chestnut Community Project  
Chestnuts Recreation Ground  
St Anns Road  
Tottenham  
London

Our ref: UE/ENF WK/000126508  
Date: 22nd March 2011  
Contact: Enforcement Response Team  
Tel: 020 8489 1000  
Email: [enforcement.response@haringey.gov.uk](mailto:enforcement.response@haringey.gov.uk)

Re: Environmental Protection Act 1990 - Section 80 - Noise Nuisance  
Address: Chestnut Community Project, Chestnuts Recreation Ground, St  
Anns Road, Tottenham, London  
Type of noise: Loud Music and Amplified Speech

The Council has a duty to investigate complaints regarding disturbance caused by excessive noise.

Investigation, in response to a complaint, has showed that noise coming from your premises at 00:54 on 22 March 2011, was excessive.

The Council does not wish to restrict any private and reasonable activities. However, it does have a duty to ensure that all residents can enjoy a reasonable degree of privacy and freedom from disturbance by noise within their own homes.

The Council must serve a Noise Abatement Notice under Section 80 of the Environmental Protection Act 1990 in cases of persistent or severe noise which in their assessment amounts to a nuisance.

The effect of a Noise Abatement Notice is to prohibit noise nuisance occurring or recurring, and it is an offence not to comply with such a Notice for which the maximum penalty on conviction is £5,000 (£20,000 in respect of commercial premises). Fixed penalty notices of £100 (£400 for commercial premises) may be considered in appropriate circumstances

We hope that you will co-operate in this matter by keeping the volume of sound produced in your premises at levels that do not cause noise nuisance in the future, and that formal action by the Council does not become necessary.

Yours faithfully,

Enforcement Response Team

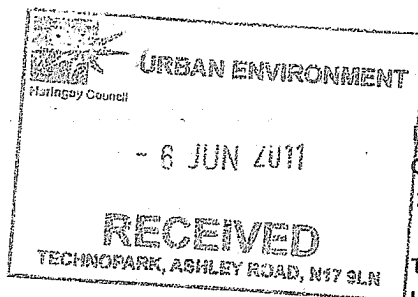
NS5 rev: February 2011

If you would like to comment about the service you have received, please complete our online survey. [www.haringey.gov.uk/enforcementconsultations](http://www.haringey.gov.uk/enforcementconsultations)



Chestnuts Community & Community Arts Centre  
280 St Ann's Road, Tottenham London N15 5BN., Tel/Fax: 0208 802 4648  
Email: chestnutscentre@yahoo.com  
Website: [www.chestnutscommunitycentre.org.uk](http://www.chestnutscommunitycentre.org.uk)  
Charity No. 299265 Company No. 2054577

Enforcement Response Team  
Units 271 – 272  
Lee Valley, Techno park  
Ashley Road  
Tottenham  
London N17 9LN



Mrs. Monica White  
Chestnuts Community Centre  
280 St Ann's Road  
Tottenham  
London N15 5BN

Wednesday 11<sup>th</sup> May 2011

Ref No: UE/ENF WK126508

FAO: Derek Pearce (Enforcement Response Team)

Dear Derek,

Thank you for your letter dated 18.10.10 regarding complaints about noise nuisance on the 18.03.11

I can confirm that a booking for a funeral reception did take place on said date from 2pm till 10pm of which people would arrive at about 4pm/5pm until the finishing time of 10pm.

I am sure that you are aware of the diverse cultural mix of people in Haringey and whilst we do bear in mind that there are neighbours in the distant of the park I do emphasise this to all hirers. I do know that there are times when people will congregate outside and they also have the side doors open sometimes if the weather is good or feel hot, should any of us see this we always ask them to close it.

I also speak frequently to some of the neighbours and ask their views from time to time, I am always assured that all is okay.

I do know that members of your team have visited the centre whilst functions are taking place and other staff and I have co-operated fully to what you have drawn to our attention.

There are times even in the best circumstances that some people will behave a bit raucous in their celebration i.e. by turning the volume of music up but we have always requested for them to turn it down.

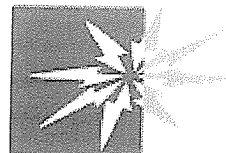
There is a noise monitor in place which if the volume from music gets too loud it will cut the system off.

I can only apologise profusely for any inconvenience caused and we will do our best to endeavour to do all we can to prevent anything that will disrupt the neighbour/s.

Yours sincerely

M. White

**Enforcement Response - Frontline Services**  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
[www.haringey.gov.uk/noise](http://www.haringey.gov.uk/noise)



**Haringey Council**

---

Ms Monica White  
Chestnut Community  
& Community Arts Centre  
280 St Anns Road  
London N15 5BN

Our ref: UE/ENF WK126508  
Date: 7<sup>th</sup> June 2011  
Contact: Enforcement Response Team  
Tel: 020 8489 1000  
Email: [enforcement.response@haringey.gov.uk](mailto:enforcement.response@haringey.gov.uk)

Dear Ms White

Re: Environmental Protection Act 1990 - Section 80 (Noise Nuisance)  
Chestnut Community Centre, Chestnuts Recreation Ground,  
St Anns Road, London N15

Thank you for your letter dated 11<sup>th</sup> May 2011

Please continue to monitor the situation when you have a function and ensure that there is a responsible member of staff on site throughout the event

Yours sincerely,

Derek Pearce  
Enforcement Response Team

Larangey Council – Enforcement Response		Observation Record	
Date: 9/3/11		Urgent ref:	
Time rec'd: 2233	Prosecution ref: WK FPN ref: WK	Complaint ref: WK 126508 (57) Notice ref: WK	
Address: Chestnuts Community Centre, St Ann's Rd, N15	single family house / purpose built flat / converted flat / hostel / HMO	HfH O/Occ RSL	PSL Priv Rent Non-domestic
Type of Noise: <u>Music</u> / Voices / Alarm / Dog / Banging / Ventilation / Other .....			
Complainant's Details			
Name: [REDACTED]		HfH PSL	
Address: Turners Cr., 168 Cornwall Rd, N15		O/Occ Priv Rent	
Phone no: [REDACTED]		RSL Non-domestic	
History Check (Complete this before visit)			
On Action List? Yes <input checked="" type="checkbox"/> NO WL / S 80 / S 60 / Prosecution / Caution / SWL / FPN and date			
On potentially violent (PV) List? Yes <input checked="" type="checkbox"/> NO			
Instructions if on PV list: .....			
Telephone Calls to Complainant:			
Time: 2250	Result of Call: Noise on	Time: .....	Result of Call: .....
Time: .....	Result of Call: .....	Time: .....	Result of Call: .....
Time to Complainant / Area: Arrival Time: 2335			
Departure Time: .....			
Supplier Name Check .....			
Date: .....			
Source of Information: Council Tax / NNDR HfH OHMS RSL Other			
If other or RSL specify source:			

Observations

@2235 Upon arrival in the area in the street <sup>(Cornwall Rd)</sup> in front of  
 Conys block which is positioned between source of noise and  
 complainant. I heard booming bass from calypso style music.

I entered Conys flat and the music could clearly be  
 heard above the volume of her TV <sup>in her living room</sup> which was set to  
 a reasonable volume level and I also witnessed the  
 music in Conys bedroom <sup>which was</sup> at a volume level which was  
 preventing Conys from sleeping - The main characteristic of the  
 music I heard was the booming bass - In my opinion the  
 volume of the music constituted a statutory nuisance.

I then entered the Chestnut Community Centre and spoke to  
 the centre staff on duty and advised that the volume of  
 the music was too loud - I noted that from  
 the outside that no side doors or windows skylights  
 appeared to be open - The centre staff then spoke to  
 a man responsible for the event and he immediately  
 had the volume of music reduced to an acceptable  
 level - I issued a warning letter to centre staff on duty.

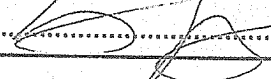
@2253 I updated the Conys who confirmed volume level now ok.

- |   |                                  |                         |
|---|----------------------------------|-------------------------|
| DN01 No visit - noise stopped           | DN04 Nuisance confirmed reported | DN10 Licensing response |
| DN02 No visit - other                   | DN05 Nuisance confirmed abated   | DN11 Planning response  |
| DN03 No visit - out of remit            | DN06 Nuisance not established    |                         |
| DN12 No visit - call cancelled          | DN09 No officer on duty          |                         |
| DN13 No time to visit                   | DN07 Noise not on now response   |                         |
| DN14 No visit - no response complainant | DN08 Proactive completed         |                         |

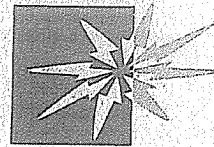
Action: 1<sup>st</sup> Advisory letter / EPA - WL <sup>low</sup> / EPA S80 notice / CoPA letter / CoPA S60 notice

ASBAT referral / Special WL following notice / Offence / FPN / Other circle all that apply

I certify that the enforcement action taken is in accordance with the Council's enforcement policy

Signed:  Name: George Roberts Date: 10/9/11

Enforcement Response - Frontline Services  
Units 271-272, Lee Valley Technopark, Ashley Road, Tottenham, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
[www.haringey.gov.uk/noise](http://www.haringey.gov.uk/noise)  
enforcement.response@haringey.gov.uk



Director of Urban Environment - Niall Bolger  
Assistant Director - Frontline Services - Beverley Taylor

Haringey Council

To request a large print or translated copy call 020 8489 1000

Date: 9/7/11

Environmental Protection Act 1990: Noise Nuisance

Address: Chestnut Community Centre, St Anns Rd, N15

**You have received this letter because a Haringey Council Noise Enforcement officer has witnessed excessive noise from your premises.**

The Council has a duty to investigate complaints regarding disturbance caused by noise.

An investigation, in response to a complaint, carried out on ...9/7/11..... at ..~~11.30~~.. hours confirmed that noise coming from your premises was excessive.

The Council does not wish to restrict private and reasonable activities. However, it does have a duty to ensure that all residents can enjoy a reasonable degree of privacy and freedom from disturbance by noise within their own homes.

The Council must serve a Noise Abatement Notice under Section 80 of the Environmental Protection Act 1990 in cases of persistent or severe noise nuisance. The effect of an Abatement Notice is to prohibit noise nuisance occurring or recurring. It is an offence not to comply with such a Notice for which the maximum penalty on conviction is £5,000 (£20,000 in respect of commercial premises). The Council have also now introduced Fixed Penalty Notices as a means of discharging liability to prosecution for an offence against an abatement notice. Fixed penalty notices of £100 (£400 for commercial premises) may be considered in appropriate circumstances. The Council are unlikely to offer this option for repeat offences.

We hope that you will co-operate in this matter by keeping the volume of sound produced in your premises at levels that do not cause noise nuisance and that formal action by the Council does not become necessary.

Enforcement Response Team

If you would like to comment about the service you have received, please complete our online survey  
<http://www.haringey.gov.uk/enforcementconsultations>

Haringey Council – Enforcement Response		Observation Record	
Date: <i>31/7/11</i>		Vangent ref:	
Time rec'd: <i>2219</i>		Complaint ref: WK <i>126508/42</i>	
Prosecution ref: WK		Notice ref: WK	
FPN ref: WK			
Noise from	<i>Central Centre</i> Address: <i>St Ann's Rd</i> single family house / purpose built flat / converted flat / hostel / HMO		HfH    PSL O/Occ    Priv Rent RSL    Non-domestic
Type of Noise: <u>Music</u> / Voices / Alarm / Dog / Banging / Ventilation / Other .....			
Complainant's Details			
Name: <i>[Redacted]</i>			HfH    PSL
Address: <i>Turner Ct, 168 Cornwall Rd N15</i>			O/Occ    Priv Rent
Tel no: <i>[Redacted]</i>			RSL    Non-domestic
History Check (Complete this before visit)			
i) On Action List? Yes    No <u>WL</u> / S 80 / S 60 / Prosecution / Caution / SWL / FPN			
and date <i>27/7/11</i>			
ii) On potentially violent (PV) List? Yes <u>No</u>			
Instructions if on PV list: .....			
Telephone Calls to Complainant:			
Time: <i>22.50</i>		Result of Call: <i>OK</i>	
Time: .....		Result of Call: .....	
Time: .....		Result of Call: .....	
Visit to Complainant / Area: Arrival Time: <i>22.50</i>			
Departure Time: .....			
Occupier Name Check .....			
Date: .....			
Source of Information: Council Tax / NNDR    HfH    OHMS    RSL    Other			
If other or RSL specify source: .....			

rvations

Worked comp @ 22:30, etc started level 250  
similarly excessive, but less time heard.  
Remed her Tel attempt

standed located, level 200, etc started level 250  
a very heavy. The side door open  
to the to organics also get less time heard  
the side door closed

NSJ  
Lye

NOTICE

15 - Monica White  
22 Antel Rd  
N15 4AS

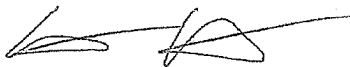
- No visit - noise stopped
- No visit - other
- No visit - out of remit
- No visit - call cancelled
- No time to visit
- No visit - no response complainant
- DN04 Nuisance confirmed reported
- DN05 Nuisance confirmed abated
- DN06 Nuisance not established
- DN09 No officer on duty
- DN07 Noise not on now response
- DN08 Proactive completed
- DN10 Licensing response
- DN11 Planning response

1st Advisory letter / EPA - WL / EPA S80 notice / CoPA letter / CoPA S60 notice  
referral / Special WL following notice / Offence / FPN / Other circle all that apply

that the enforcement action taken is in accordance with the Council's enforcement policy

Name: Chales Date: 3/7/11

GR1 a/s/11



Haringey Council

EPA90.Sec.80 LMV rev: July 2011

**Environmental Protection Act 1990 - part III**

**Statutory nuisance - Abatement notice**

To: Monica White

at: Chestnut Community Project, Chestnuts Recreation Ground, St Anns Road, Tottenham, London

The Person Responsible for a statutory nuisance at the premises in the Borough of Haringey known as Chestnut Community Project, Chestnuts Recreation Ground, St Anns Road, Tottenham, London

**TAKE NOTICE** that the Council of the Borough of Haringey are satisfied that a statutory nuisance as defined by the Environmental Protection Act 1990 is likely to occur at the above-mentioned premises as a result of:

**Noise arising from music and voices**

**THE COUNCIL DO HEREBY PROHIBIT FORTHWITH** an occurrence of the nuisance and for that purpose requires you to:

Exercise proper control of the volume of sound generated at the premises arising from any musical instrument, voices, amplifier or sound reproduction equipment so as to ensure that the total volume of sound emitted is not likely to cause a nuisance to persons residing in the vicinity.

**AND YOU ARE GIVEN FURTHER NOTICE THAT** you may within 21 days from the date of service of this Notice upon you, appeal to the Magistrates' Court on any of the grounds contained in the Statutory Nuisance [Appeals] Regulations 1995. [See notes attached].

**AND FURTHER TAKE NOTICE** that in the opinion of the Local Authority the noise is likely to be of a limited duration such that a suspension of the Notice would render it of no practical effect **AND THEREFORE** this Notice shall have effect notwithstanding any Appeal to a Magistrates' Court which has not been decided by the Court. The maximum penalty for failure to comply with this Notice is £5,000 (£20,000 in the case of industrial, trade or business premises) plus a further £500 for each day on which the offence continues after conviction.

Dated: 8th August 2011

Our Ref: UE/ENF WK/000197477

Address (to which any communication regarding this Notice may be sent):-



.....  
for Robin Payne, being the Officer appointed for this purpose

The Assistant Director,  
Urban Environment  
Frontline Services - Enforcement  
Enforcement Response  
Unit 271 Lee Valley Technopark  
Ashley Road London N17 9LN

Telephone: 020 8489 1000

This matter is being dealt with by:  
Enforcement Response Team



Haringey Council – Enforcement Response team		Observation Record	
Date: 11/9/11		Vangent ref:	
Time rec'd: 02:18	Prosecution ref: WK 20057	Complaint ref: WK 126508/61	
	FPN ref: WK	Notice ref: WK	
Noise from	Chestnut Community centre Address: St Anns Rd, N15	HfH	PSL
	single family house / purpose built flat / converted flat / hostel / HMO	O/Occ	Priv Rent
		RSL	Non-domestic
Type of Noise: <u>Music</u> / Voices / Alarm / Dog / Banging / Ventilation / Other .....			
Complainant's Details			
Name:	[Redacted]	HfH	<u>PSL</u>
Address:	Turner Court, Cornwall Rd, N15	O/Occ	Priv Rent
Tel no:	[Redacted]	RSL	Non-domestic
History Check (Complete this before visit)			
i) On Action List? Yes No <u>WL</u> S 80 / S 60 / Prosecution / Caution / SWL / FPN and date			
ii) On potentially violent (PV) List? Yes <u>No</u>			
Instructions if on PV list: .....			
Telephone Calls to Complainant:		Result of Call: <u>Phoned comp. reply</u>	
Time: 02:30		Time: .....	Result of Call: .....
Time: .....		Time: .....	Result of Call: .....
Time: .....		Time: .....	Result of Call: .....
Visit to Complainant / Area: Arrival Time: 02:53		Departure Time: 03:05	
Occupier Name Check .....		Date: .....	
Source of Information: Council Tax / NNDR    HfH    OHMS    RSL    Other			
If other or RSL specify source: .....			

Observations

Visited area of Turner Court. Noise was harsh and ble from outside and SNN was partially: I could not hear lyrics at all, just the faint bass line.

The premises was supposed to cease all operation of regulated entertainment at 01:30 and premises to close by 02:00.

That condition of the premises licence was breached. During my visit earlier the managers of the centre advised that they would close at 02:00.

At 02:53 the premises was still open for business and regulated entertainment was being operated.

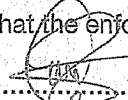
A private African party was taking place and several guests were in attendance.

Advised Managers of centre to cease to the playing of music and close premises forthwith which he agreed. When we left the centre at 03:05 almost all the patrons had departed and music was near silent.

Formal caution to be administered under the for breaches of premises licence conditions.

- |   |                                  |                         |
|---|----------------------------------|-------------------------|
| DN01 No visit - noise stopped           | DN04 Nuisance confirmed reported | DN10 Licensing response |
| DN02 No visit - other                   | DN05 Nuisance confirmed abated   | DN11 Planning response  |
| DN03 No visit - out of remit            | DN06 Nuisance not established    |                         |
| DN12 No visit - call cancelled          | DN09 No officer on duty          |                         |
| DN13 No time to visit                   | DN07 Noise not on now response   |                         |
| DN14 No visit - no response complainant | DN08 Proactive completed         |                         |

Action: 1<sup>st</sup> Advisory letter / EPA - WL / EPA S80 notice / CoPA letter / CoPA S60 notice  
 ASBAT referral / Special WL following notice / Offence / FPN / Other <sup>at reach of premises</sup> <sub>circles all that apply</sub> <sup>formal caution</sup>

I certify that the enforcement action taken is in accordance with the Council's enforcement policy  
 Signed:  Name: L. TAMBA Date: 11/9/11



Chestnuts Community & Community Arts Centre  
280 St. Ann's Road, Tottenham, London N15 5BN

Tel:- 020 8802 4649

Fax:- 020 8800 3939

Email:- chestnutscentre@yahoo.co.uk

Website:- [www.chestnutscommunitycentre.org.uk](http://www.chestnutscommunitycentre.org.uk)

Charity No. 299265 Company No. 2054577

Dear Ms Barrett-Williams,

**Re: Meeting dated 12<sup>th</sup> August 2011 concerning proposed remedial measures to reduce the noise disturbance at Chestnut Community Centre**

Firstly I would like to thank you for working with the centre to find a solution to going concerns and complaints from our neighbours of The Laurels estate. Following our recent meeting the centre will be taking the following steps to help reduce and contain the noise levels from the centre while event are taking place.

The centre has now instructed a company to install a video door entry system, this will ensure that we will be able to meet and greet any officers for the environment department visiting the centre.

We will be purchasing an SL2000 USB Sound Level Data Logger to help record and monitor the sound levels when events are taking place. Can you please advise us on the current noise regulations and the acceptable decibel levels to ensure we are not in breach of these regulations?

In addition to this we have **NOW** installed a noise limiter and will be using this for future events, once we are aware of the acceptable noise levels used between 10.00pm and 7.00am.

We will ensure that all fire exit doors will remain closed during events and we will ensure that the hirer of the event is fully aware of their responsibility as stipulated in our terms and conditions of their contract. *(A copy of which is enclosed for your perusal)*

There is a designated smoking area at the rear of the centre and all guest of the centre are requested to use it, and signs are fully visible around the centre. We will endeavour to make reference to this with prospective clients.

The centre will invite local residents to some of our meetings and would appreciate their attendance to help build relations with our neighbours.

I hope that these measures taken will help to redress the continued concerns of our valued neighbours.

Thanking you in advance for your time and efforts in this matter.

Yours sincerely

Monica White  
For and behalf of Chestnuts Centre

Name of Hirer.....Date of Function.....

# Contract & Rules for the Hire of Chestnut Community & Community Arts Centre

## Rules & Regulations

This Form should be read, fully completed and returned to Chestnuts Centre as confirmation that patrons have understood the necessary conditions and terms of hiring Chestnuts Community & Community Arts centre. It is important for everyone's enjoyment that these rules are carried out.

**Refundable Deposits & Hire Charge**

- ✓ The refundable deposit of £200 for the main hall and £150 for the small is held against damages, over running the booking by more than half an hour or for leaving the premises in an unclean condition. The deposit should be paid as soon as possible to secure your booking.
- ✓ **Please Note:** If you wish to cancel your booking please ring Chestnuts Community Centre on 0208 802 4649. If the booking is cancelled 14 days after the booking a 75% amount of your deposit will be forfeited.

**Cleaning Regulation**

- ✓ Please make sure you leave enough time for clearing up before the time limit of your booking. You are required to adhere to the times you have booked and leave the premises on time.
- ✓ All rooms used (main hall & or small hall and kitchen) should be swept or vacuumed and mopped and cleared of all rubbish and refuse put into black bags and deposited through the rear of the kitchen.
- ✓ Hirers are required to leave the Centre in the same condition of cleanliness and order in which you find it. Failure to comply with these rules will result in a 75% forfeit of your deposit.
- ✓ All halls will be checked and upon receipt of a satisfactory report from the Building Co-ordinator and the hirers comply fully with the rules stipulated, the deposit will be refunded to the hirer once the above have been complied with, within 7 days of the function.

**Music: Noise Pollution/Nuisance**

- ✓ Please be aware that Haringey Council operates a noise nuisance fine. Your music should operate at a level that may not cause any inconvenience to the neighbours in any way.
- ✓ **Please Note:** That the neighbours have the right to complain to the Environmental Health Officer.
- ✓ Any member of staff has the right to enforce one verbal warning to the hirer. If the warning can not be adhered to your function will be stopped immediately. No refund will be given.
- ✓ No bookings are allowed to extend beyond 01.30am and the music will have to be turned off 45 minutes before the function is due to finish in order complying with Regulations. This condition is not negotiable with the Building Co-ordinator.
- ✓ However should you require an extension of time. This has to be done via applying to Haringey Council Licensing Team.
- ✓ **Please Note:** That Chestnuts Community Centre is only allowed 15 extensions per year. Please speak to a member of staff to obtain the phone number for Haringey Council Licensing Team.

**Security/Health & Safety**

- ✓ The hirer of Chestnuts Community Centre will be responsible for their guests and their personal security.
- ✓ Due to Health & Safety Regulations, the Fire Doors must be shut at all times. Should the fire doors be opened, Chestnuts Community Centre is not responsible or able to monitor who enters the building via the side entrances etc. Fire doors are only to be opened in emergencies and everyone should assemble at the front of the building once they are outside. No parking is allowed on the premises – ONLY loading and unloading.

**Drugs/Smoking**

**Please Note:** That the use of any drugs is strictly prohibited in or around the centre. Should we have any reason to suspect or find hirers or their guests using drugs or smoking on the premises your function will be stopped immediately and your deposit will be forfeited. This is a serious offence that will lead to the police being called followed by prosecution. No refund or hire charges will be given.

Please also be advised that we now also operate a NON-SMOKING policy within the building. Should hirers and their guests wish to smoke we now have a designated smoking area which is located just outside by the small hall.

1. Name of Hirer: (Mr/Mrs/Ms/Miss) .....  
(This person must be present throughout the booking period)
2. Name of Hirer/ Group/Organisation, if applicable .....  
(Please enclose a statement of your aims/objectives)
3. Address of Hirer/Group/Organisation ..... Telephone No .....
4. Date of Function .....

- 5. Duration Of Function: FROM .....AM/PM.....AM/PM  
(Chestnuts Community Centre is not available for hire after midnight)
  - 6. Chestnuts Community Centre reserves the right to cancel this booking at any time provided that at least 14 days notice is given to the Hirer in writing at his/her last known address listed 3 above and /or by telephone if a telephone number has been disclosed. In such circumstances and without prejudice, every effort will be made to assist the hirer to obtain an alternative venue.
  - 7. Which room(s) will you be using? (Main Hall, Small Hall, Gym, Resource Room, Kitchen). The kitchen may be used under supervision for serving and heating up food – NOT FOR COOKING.
  - 8. Type of Function: (e.g. Wedding, Party, Meeting, Social, Jumble Sale etc) .....
  - 9. Number of persons expected to attend .....
  - 10. Will there be children present?..... If so, what age range/s?.....
  - 11. Will you be serving alcoholic drinks i.e. serving it to your guests?.....
  - 12. Will there be music? YES / NO Live Music/ Records ? .....
  - 13. Will you be bringing any special equipment with you? .....
- If so give details.....  
(Please Note: Heavy equipment must be carried to avoid damage to the floor).

**Public Functions/Fund Raising Events**

- 14. Will it be a private or public function?.....
  - 15. Will you be selling alcoholic drinks?.....
  - 16. Will it be a Fund Raising Event? YES / NO
  - 17. If a public and/or a fund raising event, will there be an admission charge? YES / NO
- If yes, how much will be charged? .....

**Declaration & Undertaking**

I hereby declare that the use of Chestnuts Community & Community Arts Centre has been made with my approval and that the proceeds of the above function will be paid into funds of the organisation of which I am a responsible officer. I approve this intention and I am willing, if required, to disclose any such proceeds that have been paid into this organisation. To be signed by a responsible officer of the Charity/Non-Profit making organisation or community group holding the function).

Name..... Position.....  
Signature..... Date.....

**All Hire Applicants**

I agree to pay the balance of the hire charge 7 days before the date booked and abide and comply in every respect with all the conditions of hire. I am over 18 years of age.

Name.....  
Signature.....  
On Behalf of Chestnuts Community Centre  
Date.....

Ethnic monitoring and feedback form

Chestnuts community & Community Arts Centre are committed to ensuring the availability of its resources to all people. The answers to the following questions will help us in monitoring our Equal Opportunities policy. Please detach this page and hand back after function or when receiving refund of deposit. Thanks.

Name of Hirer.....Date of Function.....

1. Please state your ethnic origin and cultural background or if you are applying on behalf of an organisation or community group/ please state the ethnic composition of your group.

.....  
.....

2. How did you find out about Chestnut Community Centre?

- a) Word of mouth
- b) Family/Friends
- c) Newspaper
- d) Other

3. Was the centre easily accessible?

- a) Yes
- b) No

4. Do you find the centre to your satisfaction?

- a) Yes
- b) No

If not what improvements do you think could be made?

.....  
.....  
.....

5. Did you make a telephone or face to face booking?

- a) Telephone
- b) face to face
- c) Both

6. How did you find the customer service from staff members?

- a) Excellent
- b) Good
- c) Satisfactory
- d) Unsatisfactory

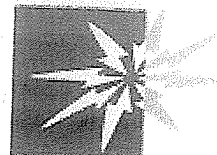
7. Will you use the centre again in the future?

- a) Yes
- b) No





Enforcement Response – Frontline Services  
Units 271 – 272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
www.haringey.gov.uk/noise



Head of Enforcement Service - Robin Payne

Haringey Council

Ms Monica White  
Trustee  
Chestnuts Community and  
Community Arts Centre  
280 St Anns Road  
London N15

Our ref: WK200057  
Date: 16<sup>th</sup> September 2011  
Contact: Enforcement Response team  
Tel: 020 8489 1000  
Email: enforcement.response@haringey.gov.uk

Dear Ms White

Re: Licensing Act 2003  
Chestnuts Community Centre, 280 St Anns Road, London N15  
Premises Licence Number: LN000005158

I refer to the Licence referenced above for which you hold the Premises Licence and also to your letter received at our office on 8<sup>th</sup> September 2011 addressed to Ms Barrett-Williams. This Licence places requirements and responsibilities upon you as Premises Licence holder

The following are abstracts from the Licence stating the times permitted for the activities described.

Live Music, Recorded Music, Performances of Dance, Anything of a similar description to that of live or recorded music or performances of dance, Provision of Facilities for Making Dancing, Entertainment of a similar description to that of making music or dancing

Monday to Sunday 1200 to 0130

There are also conditions on the Licence which include

Sound Limits

The licensee shall ensure that no music played in the licensed premises is audible at or within the site boundary of any residential property.

It appears that you have, contravened the terms of the Licence and offence(s) committed under section 136.1

This has been determined by visits that our Enforcement Response duty officer made and their observations in the early hours of 12<sup>th</sup> September 2011.

The officer reports that licensable activity was occurring after 1-30am and that noise from music played at the premises was audible within a complainant's home being a residential property.

The Council may now be instituting legal proceedings against you in regard to these matters

I am therefore requesting that you advise us of any matter which you wish to bring to our attention in regard to the events on 11<sup>th</sup> / 12<sup>th</sup> September.

I am going to ask you questions about this event

- 1) Please provide details of the event which took place on the evening of 11<sup>th</sup> / 12<sup>th</sup> September. Who made the booking and what was the event?
- 2) Were you personally present at Chestnut Community Centre on the evening of 11<sup>th</sup> / 12<sup>th</sup> September
- 3) Who was in charge of the Centre on the evening of 11<sup>th</sup> / 12<sup>th</sup> September and what is their position in the organisation
- 4) What action was taken to ensure that the event on the evening of 11<sup>th</sup> / 12<sup>th</sup> September was carried out in accordance with the terms of the Licence and the letting agreement
- 5) Please provide a copy of the letting agreement for the event on the evening of 11<sup>th</sup> / 12<sup>th</sup> September

You do not have to say or write anything but it may harm your defence if you do not mention, when questioned, something which you later rely on in court. Anything you do say or write may be given in evidence.

I would further advise you that in regard to your letter received at our office on 8<sup>th</sup> September 2011 I have the following comments

- 1) Please notify us when the video door entry system as described by you has been installed
- 2) I note that you are purchasing a SL2000 data logger. You have asked in regard to the acceptable decibel level. We cannot advise you in this regard. You must meet the condition that no music played in the licensed premises is audible at or within the site boundary of any residential property. In addition you must not cause noise nuisance to any resident in the area in order to comply with the noise abatement notice. It is for you (in association with an acoustic consultant as you may deem appropriate) to set levels which comply in this regard.
- 3) In regard to the noise limiter, as per the above, you must determine appropriate levels in association with the requirements stated.
- 4) It is a condition of your licence that Emergency exit doors will be fitted with an alarm that instructs staff when the doors have been opened. You may in addition consider it appropriate the install proprietary (often glass) bolts which prevent casual opening of the doors except in an emergency
- 5) Your closing paragraphs are noted

Please note our application for a Review of the Licence having regard to the recent events at the Centre – see document attached.

Yours sincerely



Derek Pearce  
Enforcement Response Team Leader

Copies to other trustees

Miss Georgina Osbourne, Trustee  
Chestnuts Community and Community Arts Centre  
280, St Anns Road,  
London N15

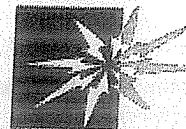
Mrs Hazel Walcott, Trustee  
Chestnuts Community and Community Arts Centre  
280, St Anns Road,  
London N15

Mr Lloyd Carter, Trustee  
Chestnuts Community and Community Arts Centre  
280, St Anns Road,  
London N15

Mrs Ophelia Carter, Trustee  
Chestnuts Community and Community Arts Centre  
280, St Anns Road,  
London N15

Ms Lorna Harwood, Trustee  
Chestnuts Community and Community Arts Centre  
280, St Anns Road,  
London N15

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Haringey Council

## Review of Premises Licence or Club Premises Certificate

Please confirm the details you have entered

Please check the information below. If you want to make any amendments, please use the 'Previous Page' button and make your changes. If you are happy with it, press 'Submit Request' to send this form to us.

### Part 1 - Premises details

<b>Premises address</b>	Chestnuts Community & Community Arts Centre 280 St Anns Road Tottenham London N15 5BN
<b>Telephone number at premises</b>	020 8802 4649 <i>if any</i>
<b>Name of premises licence holder or club holding club premises certificate</b>	Monica White <i>if known</i>
<b>Number of premises or club premises certificate</b>	LN000005158 <i>if known</i>

### Part 2 - Applicant details

Please state whether you are applying for a premises licence as

2) a responsible authority

### (C) Details of Responsible Authority applicant

<b>Name</b>	Derek Pearce
<b>Address</b>	Lee Valley Technopark Unit 271 Ashley Road Tottenham London N17 9LN
<b>Contact details</b>	Tel: 020 8489 5264 Tel:

Fax:  
Email: derek.pearce@haringey.gov.uk

**P - Licensing Objectives**

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

- 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

Under the heading of the prevention of public nuisance we request a review of the licence following incidents of noise nuisance and breach of Licence condition

If there is not enough space here, you can upload an additional document on the 'supporting documents' page

*The ground(s) for review must be based on one of the licensing objectives*

Please provide as much information as possible to support the application

*Please list any additional information or details, for example dates of problems which are included in the grounds for review, if available.*

If there is not enough space here, you can upload an additional document on the 'supporting documents' page

**Previous reviews**

Have you made an application for review relating to these premises before? No

**Equal opportunities information**

What is your ethnic group? (Please select one option from the drop-down list)

If 'other', please specify

Do you consider that you have a disability?

Your gender

I understand that I must print the application form and send my signed printout to the

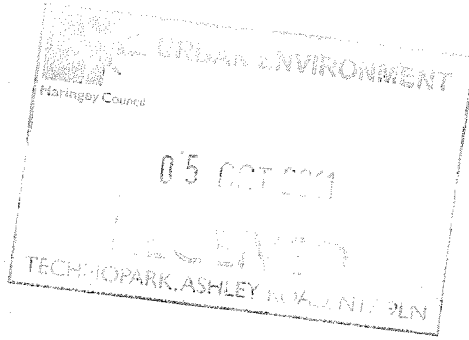








APPENDIX 2—REPRESENTATIONS  
OF INTERESTED PARTIES IN  
SUPPORT OF THE REVIEW  
APPLICATION



**LICENSING ACT 2003 - REPRESENTATION FORM**

To make a representation in respect of an application for a Premises Licence or Club Premises Certificate please complete the following form. For representations to be considered relevant they must relate to one or more of the four "Licensing Objectives" (listed below).

Please note all representations will be made available for applicants to view. If you make a representation objecting to the application it is likely that you will be called upon to attend a hearing and present your objection before a Licensing Committee.

<p><b>Personal Details</b></p> <p>Name <u>C. MACARTHUR</u></p> <p>Address <u>13 TURNERS COURT</u> <u>158 CORNWALL ROAD</u> <u>LONDON</u></p> <p>Postcode <u>N15 5AH</u></p>
---

<p><b>Licence application you wish to make a representation on</b></p> <p><i>You do not need to answer all of the questions in this section, but please give as much information as you can:</i></p> <p>Application Number.....</p> <p>Name of Licensee.....</p> <p>Name of Premises (if applicable) <u>Chestnuts Community Centre</u></p> <p>Premises Address (where the Licence will take effect)..... <u>280 St Anns Road</u> <u>Tottenham</u></p> <p>Postcode <u>N15 5BN</u></p>
--

<p><b>Reason/s for representation</b></p> <p><i>Under the Licensing Act 2003, for a representation to be relevant it must be one that is about the likely effect of the application on the promotion of the four licensing objectives. Any representations that are considered to be vexatious or frivolous will not be considered (please see Haringey Council's leaflet Variations, Representations and Appeals for Premises Licences and Club Premises Certificates).</i></p>
--

<i>Fill in reason/s for your representation in the space provided under each Licensing Objective it relates to.</i>
<b>The Prevention of Crime and Disorder</b>
<b>Public Safety</b>
<b>The Prevention of Public Nuisance</b> Persistent + excessive noise which carries on late into the night. Then there is the additional noise of people leaving the centre. In summer the doors/windows are left open owing to the noise.
<b>The Protection of Children from Harm</b>

I, C. MACARTHUR....., hereby declare that all information I have submitted is true and correct.

Signed: 

Date: 23.9.11.

Please send completed form to:

The Licensing Team  
Enforcement  
Urban Environment  
Units 271-272  
Lee valley Technopark  
Ashley Road  
London  
N17 9LN

**Olson Kendra**

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**From:** Barrett Daliah  
**Sent:** 07 October 2011 06:43  
**To:** Olson Kendra  
**Subject:** FW: chestnuts

Sent from my Windows Mobile® phone.

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**From:** Cllr Brabazon Zena <Zena.Brabazon@haringey.gov.uk>  
**Sent:** 06 October 2011 13:23  
**To:** Barrett Daliah <Daliah.Barrett@haringey.gov.uk>  
**Subject:** FW: chestnuts

Dear Ms Barrett

Please accept this email as a representation to the Licensing Committee review of the Chestnuts Community Centre License.

I am a councillor for St. Ann's ward which includes the Chestnuts Community Centre. I have been working with residents and been liaising with licensing and the noise team for several months now in an effort to solve the problems without recourse to a formal review of the license. The residents who have been contacting me repeatedly live in Turners Court on Cornwall Road. Their homes are directly opposite the centre, and their balconies overlook Chestnuts Park. They are in the immediate vicinity of the centre and therefore most exposed to the noise.

In March 2011 I received an email describing the problems:

*On Monday 21st March the music from the centre was particularly loud & went on until 3am (plus regular use of microphone for 'singing' over the top of the music). I spoke to the Haringey noise team twice myself & they told me that others of my neighbours had also called. They attended the community centre three times that evening & on each occasion the people holding the party turned the sound down only to turn it back up again each time the noise team left.*

I had advised residents from Turners Court that the best way forward was to see if this problem could be solved without recourse to a formal review. They agreed with this approach, and have told me consistently that all they want is for the centre to comply with the conditions of their license and to respect them as neighbours. Given the centre's disregard for their neighbours' quality of life over the last few months, and since the meeting held to resolve problems, they may not feel quite so positive.

In May 2011 I received this email from Katy Jones:

*Dear Cllr Brabazon*

*I was wondering if I could call on your assistance in trying to get some kind of resolution from the council regarding the ongoing noise problems from Chestnuts Community Centre? Despite me and my neighbours calling out noise patrol several times over the last couple of months due to loud music going on to the early hours, a recent complaint I submitted to the council was not upheld as they do not feel there is enough evidence.*

*I do not object to the community centre holding events, but there is clearly a lack of recognition of the lack of soundproofing at the centre, which is exacerbated by their insistence at opening all the fire doors in warm weather. As a result I am having to rely on earplugs to sleep, as phone calls requesting that the noise be lowered or the doors closed are met with rudeness or a denial of any noise. I am dreading the onset of summer as I know it will be worse.*

*Are you able to offer any advice or try and mediate with the centre?*

11/10/2011

Regards

Kate Jones

Regrettably this conciliatory approach has proved impossible and efforts to solve the problem through mediation failed. I first requested a meeting with the Centre in an effort to reach a collective resolution to the noise problems in May 2011 following Ms Jones email. Due to ill health in the licensing team, this was finally arranged for August 12 2011. This meeting was attended by Ms Whyte who is the licensee, and two other representatives from the centre, Mr Pearce from the Noise Team, Ms Barrett and me. I represented local residents who signed a note authorising me to speak on their behalf. My email to residents, based on my notes taken at the meeting, is below.

On 24 August 2011 12:45, Cllr Brabazon Zena <[Zena.Brabazon@haringey.gov.uk](mailto:Zena.Brabazon@haringey.gov.uk)> wrote:

*Dear All*

*Sorry for not getting back to you sooner about the Chestnuts Community Centre. I went to the meeting on Friday August 12 with Licensing officers and representatives from the centre. I had your signed authorisation with me which was very helpful as I could say quite categorically I was representing you.*

*I think we made it clear that the centre had to comply with its license as they were causing disturbance to local residents.*

*Licensing have served a noise abatement notice (effective August 9) and it was made quite clear that this is their responsibility to implement. They have been told that they cannot open the fire doors, and that they - as licensees- are responsible for the management of events and the conduct of people both inside and outside the building. This includes ensuring hirers know what is and is not permissible.*

*They have been advised very strongly to install a noise limiter and were reminded there are already conditions in their license regarding noise, smoking and disturbance of neighbours.*

*I said we wanted to have an amicable relationship with the centre and suggested a good neighbour agreement. They accepted this and said they would comply. They should be getting back to Haringey within 2 weeks (i.e. by Friday) to report on progress especially in relation to the noise limiter and the fire doors.*

*It was made clear that the next step would be to request a review of the license.*

*Has everything been quiet - let me know as we have now begun to have a dialogue with them. Will you inform your neighbours on progress?*

*All the best*

*Zena*

Unfortunately this approach to set out the problems and seek a dialogue has not worked.

On **August 25** the centre held an event where the fire doors were open. The email from one of the residents sent to me about this event says:

*I note with interest their commitment to be good neighbours. I've been keeping a noise log as you suggested and unfortunately last Sunday from 3pm until late evening they had an event with loud music, the fire doors open and loads of people outside. I did notice that they have put signs on the fire doors asking people not to open them, although I only saw them as the doors were wide open!*

On **August 31** I received the email below from David Davies, a local resident who was walking his dog;

*Dear Zena,*

*I was in the park last night (Tuesday, 30th August) walking the dog at around ten o'clock. There was some sort of party going on in the community centre. The noise of recorded music coming from the centre was*

*very, very, loud and could be heard from one side of the park to the other.  
How can people who live in the vicinity of the community centre possibly put up with that level of noise?*

*Best wishes, David.*

I followed this up, and on **August 31** received the email below from Katy Jones who lives in Turners Court:

*Hi*

*There was indeed loud music last night - and the fire doors were wide open again. I'm not sure what time it went on until as I was so annoyed I put ear plugs in when I went to bed - ridiculous that I have to do so.*

*Zena - as suggested I have been keeping a noise log (attached).*

<b>A</b>	<b>B</b>	<b>C</b>	
<b>1</b>	Chestnuts		
<b>2</b>			
<b>3</b>	date	time	issue
<b>4</b>			
<b>5</b>			
<b>6</b>			
<b>7</b>			
<b>8</b>	13/8/11	10pm	booming bass music, windows vibrating.
<b>9</b>			
<b>10</b>	21-Aug	3pm-11pm	loud music - doors wide open
<b>11</b>			
<b>12</b>	22-Aug	8pm	loud bass music
<b>13</b>	27-Aug	3pm	loud live music, fire doors open
<b>14</b>			
<b>15</b>	30-Aug	7pm	loud music fire doors open

*regards*

*Kate*

I subsequently contacted Licensing as the centre had indicated it would try and comply. I asked for a Fire Officer to visit the centre since the fire doors were being routinely opened despite being told that this was absolutely prohibited.

There were subsequent problems on **September 4, 5 and 11.**

The email from Anne-Marie Adair sent at **00:40** on **September 11** says:

*Just to let you know I've just had the noise team round to my flat as the bass from the party at the community centre this evening is unreasonably loud. They came in, listened & said they're going to go over & talk to them.*

*Anne-Marie*

But that was just the beginning of the events on September 11.

*On Sun, 11/9/11 at 2.26am Ali <aliage@gmail.com> wrote:  
a loud, late night nightclub right in the middle of a residential area. Absolutely unbelievable*

The email below from Katy Jones was sent at 2.55am

According to Anne-Marie Adair who lives at Turners Court

*Morning all!*

*I've just called noise enforcement as well - this is unbelievable - they don't have a temporary event notice, it is now nearly 3am and they're still going strong.*

The test for me as a local councillor is that people should be able to enjoy their own homes, be able to sleep, open their windows, and not have their lives disrupted. This is what we expect for ourselves and as a councillor I expect no less for people in my ward.

According to Anne-Marie Adair who lives at Turners Court there has been 'an ongoing problem for the whole of the 6 years I and my neighbours have lived in Turners Court.'

Residents have submitted complaints to the Council and it was confirmed to me by the Noise Team in May 2011 that there have been 20 complaints in the last year alone.

Despite warnings, visits from the noise team and an informal meeting called with the aim of reaching some resolution, the centre has simply failed to comply with the conditions under which it was granted a license. From evidence provided by residents and the formal complaints recorded by the noise team the centre is clearly breaching one of the licensing objectives. Rather than preventing public nuisance it is contributing to it.

Alongside the noise problems, there have been problems with parking as witnessed on September 7 by me and Councillor Canver when numerous cars were parked everywhere around the centre on park land. This was not the first time, as I saw something similar as I drove by around 11 pm one Friday night. Residents have also told me that when they have called the centre to ask them to turn noise down they have been treated rudely and ignored and on occasion **the noise has been turned up.**

This centre is hired out for events on a regular basis and it is the responsibility of the licensee and the centre to ensure that the license they have been granted is adhered to. This is a legal agreement which they sign up to. There is clear evidence that they have not adhered to the rules and questions must therefore be asked about the capacity of the centre to manage events held there. When temporary event licenses are granted, the hours are longer and the problems have been even more extensive. So, I am asking the committee to respond in a way commensurate with the volume of complaints and their seriousness, and to use your powers to tackle the extremely serious issue. It cannot be right that such anti-social behaviour is allowed to continue.

Zena Brabazon  
Cllr St. Ann's Ward

email: [zena.brabazon@haringey.gov.uk](mailto:zena.brabazon@haringey.gov.uk)

Tel: 0208 216 9151  
Mob: 07854 002 318

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This email has been scanned by the MessageLabs Email Security System.  
For more information please visit <http://www.messagelabs.com/email>

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**Olson Kendra**

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**From:** Barrett Daliah  
**Sent:** 10 October 2011 23:42  
**To:** Olson Kendra  
**Subject:** FW: Chestnut's Community Centre licensing review  
**Attachments:** Chestnuts Park Centre noise.doc

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**From:** Anne-Marie Adair [am\_adair@hotmail.com]  
**Sent:** 10 October 2011 22:53  
**To:** Barrett Daliah  
**Cc:** Cllr Brabazon Zena  
**Subject:** Chestnut's Community Centre licensing review

Daliah, I am a resident of Turners Court on Cornwall Road, N15, opposite Chestnuts Community Centre. I believe I spoke to you briefly back in March after a particularly late & loud party at the centre which went on till 5am on a Sunday night/Monday morning. I understand that there is a licensing review planned for the Centre. I would like to pass on to you a statement I have made about how the noise affects me as a local resident. I hope that this will be considered as part of the review as I feel that the problems caused by the loud daytime events and late night parties really blights this area and certainly affects mine and my neighbours' ability to enjoy our own homes.

Please find my statement attached.

Thanks,

Anne-Marie Adair

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This email has been scanned by the MessageLabs Email Security System.  
For more information please visit <http://www.messagelabs.com/email>

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Chestnuts Park Community Centre noise

From:-

Anne-Marie Adair  
Flat 19 Turners Court  
168 Cornwall Road  
London  
N15 5AH

[am\\_adair@hotmail.com](mailto:am_adair@hotmail.com)

09/10/11

I have lived at flat 19 Turners Court since 2004. My flat overlooks Chestnuts Park. As both my kitchen and bathroom are internal, the only windows I have are in my living room and bedroom, overlooking the park. Chestnuts Community Centre is frequently used for parties and events both in the daytime and in the evenings. The noise from these events is often so loud that it disturbs me even with my double glazed windows firmly closed and with my television on.

The noise is often worse in the summertime when the Community Centre leaves it's doors open, which means that the noise is louder. It also means that during the heat of summer, I feel unable to open my own windows as the noise is unreasonably loud and distracting.

On occasion the noise from parties has gone on until 4 or 5am in the morning, sometimes on a weeknight. This makes it very hard to get a good night's sleep. I work Monday to Friday 9-5 and whilst I have tried using earplugs, I find this problematic as I need to be able to hear my alarm clock going off, especially after a night of poor sleep caused by noise nuisance.

I have often called Haringey Council's out of hours noise nuisance team when experiencing these problems, and whilst I have often found them to be responsive, calling me back within 20 minutes and attending my property, the underlying problem has never been resolved. Namely, that unreasonably loud noise from late night parties and daytime events continues to occur.

The noise team have attended my property on a number of occasions in order to assess the noise from the Community Centre. They frequently agree that the noise is problematic. They will often then visit the Centre and often the noise will then lower for a while, only to rise in volume again when the noise team have left. On one occasion in March this year I called the noise team on 2 occasions during the night, they told me that they had received numerous calls from my neighbours also & had attended the Community Centre themselves 3 times, after which the volume increased each time. The noise from this party continued till 5am leaving me exhausted, angry, upset and seriously considering my future in South Tottenham.

Below is (an incomplete) list of a number of occasions on which I have called the Haringey Council out of hours number in the last 2 years in order to report late night noise nuisance. You will see from the times shown that I have always waited until it is relatively late at night (or indeed early in the morning) before calling, perhaps through some misguided attempt to be 'fair'.

2 Aug 2009 23:33  
04 Jul 2010 00:03  
14 Jul 2010 00:42  
06 Feb 2011 00:11  
12 Feb 2011 00:05  
22 Mar 2011 00:03  
24 Mar 2011 00:02  
24 Mar 2011 00:34  
01 Aug 2011 22:30  
04 Sept 2011 23:04  
04 Sept 2011 23:10  
04 Sept 2011 23:30  
10 Sept 2011 23:49

The continued noise nuisance from the Community Centre has frequently left me at the end of my tether at what should be a peaceful and restful time of the night. I feel like my home is being invaded by what is essentially a nightclub operating opposite my home.

Staff from the Chestnuts Centre recently attended a Turners Court Residents Association meeting in order to discuss the noise issues. We were told that a noise limiter had been installed, and that the fire doors are now alarmed so that if opened, the alarm will sound to alert staff and guests.

I am concerned that the noise limiter is ineffective however, as there have been recent occasions since it's installation of unreasonably loud noise from Community Centre parties, eg 4<sup>th</sup> September and again on 10<sup>th</sup> September. In addition, there have also been occasions on which the fire doors have been opened during events at the centre, most recently on the evening of 7<sup>th</sup> October as documented and videoed by my neighbour Katy Jones.

In summary, my points are as follows:-

- The noise limiter appears to be ineffective
- The fire doors are still opened on a regular basis despite assurance that this would no longer occur due to their being alarmed.
- The fabric of the Community Centre building is inadequate for it's use as a venue for loud parties and events (little or no insulation, thin roof)
- The Haringey Council Noise Team have been required to attend the Centre on numerous occasions in recent years, stretching their resources at a time when Council spending is at it's tightest.
- Despite the Haringey Noise Team requesting that the Community Centre reduces the volume on numerous occasions, the volume frequently increases as soon as they have left the area.

- Residents of Turners Court are deeply unhappy with the noise from the Community Centre
- Noise is clearly audible in Turners Court flats with all double glazed windows firmly closed.
- I understood the purpose of the Chestnuts Centre to be for the promotion of arts in the local area. I cannot see how it's operating as, to all intents & purposes, a nightclub, is fulfilling that remit.

Below are a selection of emails between myself and my neighbours (email addresses removed where they are not mine) at Turners Court regarding noise from the Community Centre dating back to 2008. Relevant sections are highlighted in yellow:-

---

**From:** Ali

**Sent:** 19 March 2008 22:05

**To:** Anne-Marie Adair

**Subject:**

Hi Anne-Marie,

wish I could have attended that meeting but I was in Glasgow for work. I would have definitely had something to say about the noise from the community centre. Was there any outcome?

Alistair

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**From:** Anne-Marie Adair [mailto:am\_adair@hotmail.com]

**Sent:** 19 March 2008 22:36

**To:** 'Ali'

**Subject:** RE:

Hello,

well, it was 3 hours of people moaning & I was exhausted by the end of it. Started off with about 12 people & by the end there were about 30.

The noise was a hot topic, the guy from the noise nuisance part of the council came along & said they'd be doing extra patrols in the area. He said to keep on calling them if there was unreasonable noise from the centre.

The service charge was another sore point with the result that the leaseholders present said they'd get together for a separate meeting to draft a joint complaint letter to Circle as the general feeling is that our service charge does not represent value for money. The Circle representative wasn't an awful lot of help, I think he was just glad he didn't get lynched.

Someone from this block (flat 10 I think) took down some of our email addresses & said he'd email us about a meeting. I'll fwd it to you if he does.

The police were there also & said they'd be doing extra patrols around here too. They know that there's been kids coming into the building & have spoken to them when they caught them the building. They know what school they're from & will be following it up as they've been into the building again since (my neighbour Claire has a photo of them on her phone).

So there you go, three hours condensed into 3 minutes.

Anne-Marie

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**From:** Ali  
**Sent:** 07 April 2008 09:13  
**To:** Anne-Marie Adair  
**Subject:** Re: Turners Court

Will do!

I called them a couple of weeks ago when it was going on beyond 1am - but by the time they arrived it had stopped.

A

On 07/04/2008, Anne-Marie Adair <[am\\_adair@hotmail.com](mailto:am_adair@hotmail.com)> wrote:

Just to let you know, I called Haringey Noise Control tonight as the Community Centre was having another late party, they have just been out to see me. They had to come into my flat which was a bit inconvenient given the time. Anyway - they've headed straight over to the community centre now. They told me they were going to check on the licensing for the centre also.

It wasn't the noisiest party they've had over there but the point is that it's gone on beyond midnight on a Sunday night.

Please make sure you continue to report them when they cause a noise nuisance

Anne-Marie

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**From:** Ali [<mailto:aliage@gmail.com>]  
**Sent:** 22 March 2011 23:36  
**To:** Anne-Marie Adair  
**Subject:** Re: Response

Dear lord, how ridiculous - how did they get that licence? I thought they had to stop at 10.30pm!

On 22 March 2011 23:31, Anne-Marie Adair <[am\\_adair@hotmail.com](mailto:am_adair@hotmail.com)> wrote:

I'm not clear on this really. I did used to know a complaints officer there but she moved to Australia a year ago unfortunately.

I've attached a copy of the complaints policy. section 4.7 is about stage 2 but it doesn't say whether they can just reject a request to escalate it. it does say that you "can request for the complaint to be escalated to stage 2" & I suspect that the crucial word here is "request". Section 5.2 says "We reserve the right to not investigate a complaint or to deal with a complaint differently, if the circumstances merit it." which sounds like a catch-all get out clause.

One thing though, did Circle carry out stage 1 properly? Did they do everything they say they'll do in section 4.6 - phone or visit you, request all relevant correspondence or documentation, etc?

It does seem like a bit of a losing battle with Circle I feel.

I think the best thing that's happened lately is the involvement of David Lammy, hopefully he'll back us up, well done for getting him involved.

On an unrelated note, I have been on the phone to Haringey Council's licensing team & the local police licensing officer about the noise from Chestnuts community centre last night. They had a licence to play music till 4am - how unreasonable is that! I'm on the case though & I'll doubtless be in touch again about this with you & others.

Anne-Marie

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**From:** Ali  
**Sent:** 24 March 2011 01:06  
**To:** Anne-Marie Adair  
**Cc:** Cllr Brabazon Zena; Cllr Browne David  
**Subject:** Re: Chestnuts Community Centre

1.06am and it's still going on. It's ridiculous.

On 24 March 2011 00:31, Anne-Marie Adair <[am\\_adair@hotmail.com](mailto:am_adair@hotmail.com)> wrote:  
Zena,

Thanks for your email about this.

This has been an ongoing problem for the whole of the 6 years I and my neighbours have lived in Turners Court. Parties are held at the centre on a frequent basis and often go on beyond midnight with loud music playing (as I type there is another going on). The Haringey noise team have attended on numerous occasions and are familiar with the issue. On Monday 21st March the music from the centre was particularly loud & went on until 3am (plus regular use of microphone for 'singing' over the top of the music). I spoke to the Haringey noise team twice myself & they told me that others of my neighbours had also called. They attended the community centre three times that evening & on each occasion the people holding the party turned the sound down only to turn it back up again each time the noise team left. This is causing extra work for Haringey's noise team at a time when local authority resources are stretched thin. I'm sure you can understand how very frustrating this is, especially when you know you have to get up for work in a few hours or if you have small children. It is literally exhausting.

The problem is exacerbated in the summertime when the community centre opens it's doors & windows & leaves residents of Turners Court in the uncomfortable position of having to keep our double glazed windows & patio doors closed in an (unsuccessful) attempt to shut out the sound.

I called Haringey Council on Tuesday 22nd & logged my concern over the ongoing nature of this (if there was a reference number for this I don't have it to hand at present).

I was also put through to the Licensing team & spoke with Daliah Barrett who told me that the standard license held by Chestnuts community centre for entertainment runs until 23:30 on all nights except Sunday when it runs till 22:30.

However, when parties are held, they can apply for a temporary events license which can only be turned down by the local police (I spoke with them also today) & then only on the grounds of crime & disorder, not noise nuisance. On Monday 21st a temporary events license allowed music to be played until 4am. I was shocked to find that this was the case and find this unreasonable in a quiet residential area.

Daliah told me that I could apply for a review of the standard license requesting that no temporary events licenses be granted. I think I will do this, but I'm sure it would carry more weight if it came from the residents association. I have emailed Graham Day, chair of our Residents Association to add this to the agenda for the next meeting which he tells me is likely to be in the 3rd or 4th weeks of April.

The 'review of premises licence' document is attached to this email. I got this from the licensing section of the Haringey website which Daliah directed me to, which also explains the process for reviewing the licence -

[http://www.Haringey.gov.uk/index/business/licensing\\_regulations/licensing/licensing\\_guidance\\_and\\_annexes/licensing\\_applying\\_for\\_a\\_review.htm](http://www.Haringey.gov.uk/index/business/licensing_regulations/licensing/licensing_guidance_and_annexes/licensing_applying_for_a_review.htm)

I was going to approach you at some point later on to ask if you could possibly represent us at a license review hearing (if the request to review the licence was successful). With you now



being aware of the issue, I wonder if you have any further advice on how to progress this? In particular, do you think it best to get the backing of our residents association to give more weight to the request for review? Other options I can see would be to canvas my neighbours (in a non-official capacity) & add their details to the request for review or just to go ahead with it myself.

Thanks,

Anne-Marie

NB. It has taken me a while to write this email & at 00:30 the noise from the community centre is still ongoing & is clearly audible with all doors & windows of my property closed. Another night of disrupted sleep.

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**From:** Cllr Brabazon Zena [mailto:[Zena.Brabazon@haringey.gov.uk](mailto:Zena.Brabazon@haringey.gov.uk)]  
**Sent:** 23 March 2011 17:00  
**To:** Anne-Marie Adair  
**Cc:** Ali; Cllr Browne David  
**Subject:** Chestnuts Community Centre

Hi Anne-Marie

I am following up your concerns about Chestnuts Community Centre. Licensing have sent me the centre's licence so I will see what they permitted to do.

You are not alone in your complaints about the noise etc. As residents you can ask for a review of the licence - I'm not fully clear on the procedure but I'll find out. What you and your neighbours do need to do is log a call with the noise team every time things get out of hand, and make sure you get a reference number so there is an audit trail.

I'll be in touch when I've got more background.

All the best

Zena

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Zena Brabazon  
Cllr St. Ann's Ward

email: [zena.brabazon@haringey.gov.uk](mailto:zena.brabazon@haringey.gov.uk)

Tel: 0208 216 9151  
Mob: 07854 002 318

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**From:** Ali [mailto:[aliage@gmail.com](mailto:aliage@gmail.com)]  
**Sent:** 11 September 2011 02:26  
**To:** Anne-Marie Adair; kate  
**Cc:** zena.brabazon@haringey.gov.uk  
**Subject:** RE: Community Centre

a loud, late night nightclub right in the middle of a residential area. Absolutely unbelievable

---

**From:** Anne-Marie Adair  
**Sent:** 11 September 2011 12:40 AM  
**To:** ali; kate  
**Cc:** zena.brabazon@haringey.gov.uk  
**Subject:** RE: Community Centre

Just to let you know I've just had the noise team round to my flat as the bass from the party at the community centre this evening is unreasonably loud. They came in, listened & said they're going to go over & talk to them.  
Anne-Marie

---

**Date:** Mon, 5 Sep 2011 11:29:31 +0100  
**Subject:** Re: Community Centre  
**From:** ali  
**To:** kate  
**CC:** am\_adair@hotmail.com; Zena.Brabazon@haringey.gov.uk

I missed the call when the noise team called back - but I think the music stopped at midnight.

On 5 September 2011 06:55, Katy Jones wrote:  
Hi

I was also kept awake last night by the loud music. Did you manage to get noise patrol out?

regards

Kate

--- On Sun, 4/9/11, Ali wrote:

**From:** Ali  
**Subject:** Re: Community Centre  
**To:** "Anne-Marie Adair" <am\_adair@hotmail.com>  
**Cc:** "Cllr Brabazon Zena" <Zena.Brabazon@haringey.gov.uk>,  
**Date:** Sunday, 4 September, 2011, 23:20

I've got through after a wait of about 8 mins, and got the ref number and awaiting callback. While I was waiting I submitted a complaint online using this form.  
[https://eforms.secure.haringey.gov.uk/ufs/ufsmain?formid=PHN\\_NOISE](https://eforms.secure.haringey.gov.uk/ufs/ufsmain?formid=PHN_NOISE)  
I might just do this every time as well.

On 4 September 2011 23:17, Anne-Marie Adair <am\_adair@hotmail.com> wrote:  
I have been listening to hold music on the Haringey out of hours phone line for about 7 mins & so far haven't spoken to anyone yet. I usually get straight through so this is unusual. I wonder if there's a problem. I even tried calling on my mobile as well at the same time but no luck.  
So I'm having trouble even reporting this at present but yes, the music is definitely loud, I can hear it over my tv.

Just got through to Haringey noise team whilst writing this & have reported it. (they said they were very busy tonight)

Ref no 475632. They said there have been other calls about it as well this evening.

Anne-Marie

On 4 Sep 2011, at 23:04, Ali wrote:

> Hi Zena, Anne-Marie and Kate,

>

> A quick note - 11.02 pm on Sunday night, and the loud music and bass are clearly audible from the community centre even with my double glazed windows (very good sound barriers) shut.

>

> I'll try and note other incidences of noise from there.

>

> Alistair

**Olson Kendra**

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**From:** Barrett Daliah  
**Sent:** 11 October 2011 15:22  
**To:** Olson Kendra  
**Subject:** FW: Chestnuts Community Centre

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**From:** Redfearn Tom **On Behalf Of** Cllr Canver Nilgun  
**Sent:** 11 October 2011 15:20  
**To:** Barrett Daliah  
**Cc:** Cllr Canver Nilgun; Cllr Brabazon Zena; Cllr Browne David  
**Subject:** Chestnuts Community Centre

Dear Daliah,

As Ward Councillor for St Ann's I would be grateful if you could bring my comments to the attention of the committee for them to consider as part of this application hearing.

Over the years I have received many representations from residents in the ward who were concerned about the noise and crowding at the Chestnuts Community Centre. Each time I referred residents to the Noise Team and asked them to keep a log of incidents that have occurred. Residents and I all agree that the Centre is a valuable community commodity and we note that it raises revenue by providing facilities for events. However, there have been a number of occurrences where events have been particularly loud and have overran their licensed time which has led to significant and negative impacts on their quality of life. In September 2011, I myself witnessed large numbers of cars parked in front of the centre, on the grass, with lots of people also outside.

The centre has to take necessary measures so as to not impact so negatively on the quality of life of local residents.

Many thanks,

Cllr Nilgun Canver  
Ward Councillor for St. Ann's

**Olson Kendra**

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**From:** Barrett Daliah  
**Sent:** 13 October 2011 18:46  
**To:** Olson Kendra  
**Subject:** FW: Chestnuts Centre Licence Review  
**Follow Up Flag:** Follow up  
**Flag Status:** Red  
**Attachments:** Chestnuts review cover letter.docx; Chestnuts statement.docx

Sent from my Windows Mobile® phone.

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**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 13 October 2011 18:41  
**To:** Barrett Daliah <Daliah.Barrett@haringey.gov.uk>  
**Subject:** Chestnuts Centre Licence Review

Dear Daliah

Please find attached my representation to the review of Chestnuts Community Centre licence.

I will also forward you some additional evidence - 2 videos (referred to in my statement), a petition from Turners Court residents and a scan of various emails/letter regarding the centre.

I need to do these in 3 lots due to the size of the attachments

please could you acknowledge receipt?

regards

Kate Jones

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This email has been scanned by the MessageLabs Email Security System.  
For more information please visit <http://www.messagelabs.com/email>

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22 Turners Court  
168 Cornwall Road  
London N15 5AH

Ms D Barrett  
Licensing Team  
Haringey Council  
Units 271-272  
Lee Valley Technopark  
Ashley Road  
London N17 9LN

5 October 2011

Dear Ms Barrett

**Re: Licensing Act 2003 Chestnuts Community Centre, 280 St Ann's Road, London N15**

I understand that the licensing team are undertaking a review of the above centre's premises licence. I would like to make a representation to the review; having experienced considerable noise nuisance from Chestnuts Community Centre over the last 18 months.

I have attached a written statement detailing my experiences and would be grateful if you could consider its contents at part of the review.

Yours sincerely

Kate Jones

Encl

**Statement of Kate Jones, 22 Turners Court, 168 Cornwall Road N15 5AH**

I moved to the above property in mid-March 2010; my flat is on the 6<sup>th</sup> floor and overlooks Chestnuts Park. My flat is directly opposite Chestnuts Community Centre which is open daily and holds a variety of events.

Within a few weeks of moving in to the property, I was disturbed by excessive noise from the community centre. This has been an on-going issue ever since.

The noise problems I have experienced have been varied and I have detailed the different issues below. Although there is a specific issue with late night noise, particularly with being kept awake until the early hours of the morning, the impact of noise in the evenings and during the day at weekends cannot be underestimated.

Daytime Noise

The main problem is noise at the weekends during the day, particularly on Sundays when the centre hosts a number of church services. These also happen on Saturday afternoons. The services include loud hymn singing with accompaniment on drums and electric guitar. Loud sermons are also audible through the day. I am unable to open my balcony doors or windows when this is happening. Frequently the fire doors are open when these services are taking place, especially in the summer months and they certainly have the windows open, apart from when the weather is at its coldest.

The centre has this summer held some outdoor events when they have moved a large sound system outside the building and held an outdoor party. This was the case on 6 August this year when the noise all afternoon and into the evening was incredible.

Late Night Noise

The community centre holds a number of social events during the evening and into the early hours of the morning. Although the centre is licensed until 1.30am every night, they also apply for a number of temporary event notices (TENS) each year which can go on until 5am. When the centre is holding an event such as a wedding the noise can be phenomenal. I am able to clearly hear loud bass music behind my double glazing and frequently have to go to sleep with ear plugs in. I consider this a ridiculous situation. Often, despite wearing earplugs, I am still unable to sleep as the noise is so loud and pervasive. This is particularly true when the PA system is in use. Again, during the summer months, the windows and fire doors are often left open which exacerbates the noise problem. This also means that people attending events congregate outside the centre in the park, drinking, making noise and leaving litter.

The noise from the PA system is also very loud. For example, one Sunday evening in March, a TEN was in place until 5am. During the early hours of the morning, loud singing and shouting was clearly audible over the PA system, even being behind double glazing and wearing earplugs did not block out the noise. As a result, I was kept awake until 5am. Unfortunately when I called the noise enforcement team at 3am they had gone off duty. I have a 9-5 job, so was utterly exhausted at work

the following day. This is not the first time the excessive noise from the community centre has impacted on my day to day life – I have had to take mornings off work due to being kept awake until the early hours of the morning by noise.

I have had noise patrol out to my property on several occasions over the last 18 months. One particularly helpful officer advised me that the building, as an arts and community centre, does not have the same level of soundproofing as a pub or conventional licensed premises, and that this is exacerbated by the glass roof which does not insulate against sound.

#### General anti-social behaviour

As well as the noise issues from the community centre, local residents and park visitors have to put up with other anti-social behaviour as a result of the community centre. Centre users frequently park across the pavement in the park, blocking the way for pedestrians and on some occasions they also park on the grassy areas. The issue of the centre keeping their fire doors open in the summer means that people using the centre congregate outside the centre, dropping litter and discarding drinks glasses and dirty food plates on the grass. They also hold barbeques outside the building, resulting in this smoke billowing across the park. (video evidence available)

#### TENs

As detailed above, I am aware that the community centre can apply for up to 12 TENs per year, which allow an extended licence until the early hours. I would like to express my concerns about the continued granting of these licences. I understand that only the police are able to object to TENs and as local residents are unable to complain to the police about noise nuisance anymore, having to address problems to the noise enforcement team, our hands are tied in objecting to these. However, we are the ones who are kept awake until the early hours of the morning. I am particularly concerned about the granting of TENs on Sunday/weeknights when the noise impacts on residents who have to get up to go to work in the morning.

I understand that the community centre has now exhausted its entire TENs for 2011. However, I was concerned that there was a TEN in place from 23-25 August 2011 from 1300 – 2200, granted to Thierry Kundundu for the "green space outside Chestnuts Centre". My observation on Sunday 25 August was that there was very loud music coming from a sound system within the community centre, with the door open onto the park. This seems like a TEN by stealth. I have a video that shows the excessive noise levels on this occasion, plus the sound system was in the community centre and was being played through the fire door.

I have attempted to resolve the noise problems with the community centre. I have called and politely asked them to turn down the noise or close the fire doors, before I resort to calling the noise team. My experience of trying to resolve this problem amicably has been overwhelmingly negative. I have been shouted at, hung up on and accused of being a liar. I have since given up on contacting the centre directly due to the rudeness and aggression of the staff.



Breach of Licence

I understand that the review has been called as the community centre is not complying with its licence on a number of grounds. Part of the licence states that no music played in the premises is audible at or within the site boundary or any residential property. This has clearly been breached on a number of occasions – as witnessed by the council's noise enforcement team.

The centre has also operated outwith licensed hours, specifically on the night of 11 September. There was no TEN in place that evening, but I was awoken at 1.15am by loud music and shouting over the PA system. The event should have finished by 1.30am as per the licence but it continued until 3am. I understand that the noise enforcement team were called by a number of residents that night – I myself called them at 2.40am but did not get a call back. I do not believe that given the community centres apparent disregard of local residents that this situation will not arise again.

Conclusion

I appreciate that the centre is a valuable local resource, but feel that the currently licenced hours are excessive, given the noise problems. I would urge the review to consider reducing the licensing hours to, for example, 11am – 11pm, so that local residents are not disturbed to the extent that it impacts on their ability to enjoy their homes and go about their normal business undisturbed.. I would also ask that the review consider the problem of soundproofing within the centre. At the moment, it feels like I am living next to a night club, however I suspect that a nightclub would be bound by more stringent sound regulations. I enjoy living in Tottenham and feel privileged to live next to a lovely park, but I don't feel that I can continue to live hear if the noise and anti-social behaviour problems emanating from the community centre are not addressed.

Please see attached appendices – noise log, complaints to council, TEN for 23-25 August.

**Logged and reported Noise problems at Chestnuts Park**

**2010**

17/3/11 – noise reported via website

4/7/10 – excessive noise reported to LBH via website

18/7/10 – excessive noise reported via website

8/8/10 – formal complaint made

**2011**

22/01/2011 12.20pm loud bass music. Called and asked them politely to turn the music down. They agreed but no change. Called again 12.45 pm

08/02/2011 7.45pm loud bass music. "Called and asked them politely to turn the music down. Rude woman said ""I knew you were going to say that"" and hung up. I called back and pointed out that I was asking politely as a neighbour who was being disturbed."

26/02/2011 until 1am loud bass music and dj shouting over "when venue closed, shouting outside "

27/02/2011 3.30pm loud drumming and chanting

27/02/2011 9pm loud music. Called chestnuts and asked what time the music was going on until as it was disturbing me. Woman said until late but refused to expand. The then hung up on me when I attempted to get further information

19/03/2011 1.15am loud music

22/03/2011 1.15am "loud music, shouting over pa. Called chestnuts, was told event would finish at 3am. Called noise patrol - was advised 2 other complainants and investigation underway"

23/03/2011 11pm "loud singing, called and was advised they are licenced until 1am. Called noise patrol"

8/4/11 8pm- 12am "loud music, noise patrol attended but refused to intervene,

24/04/2011 3pm "loud drumming and chanting, all fire doors open, called and asked them to shut fire doors which they didn't do"

12/06/2011 8pm "loud music. Called and asked them to turn music down, they hung up on me"

16/06/2011 8pm "loud music, all fire doors wide open"

9/07/2011 8.30 "loud music, called and asked them to turn down bass. 10.30pm pm - very loud music. Called noise patrol - they attended and agreed noise was too loud, said they would send a warning letter"

31/07/2011 10.30pm "loud music, door wide open, people outside shouting. Called and asked them to close the door - they didn't. Called noise patrol, they eventually shut up at 11pm, cancelled noise patrol"

01/08/2011 9pm "loud music, door wide open, people outside -lots of noise. Loud bass music. . Called and asked them to close the door or turn the noise down - they didn't. Called again at 10.35 as noise levels went up - left a message asking them to turn the noise down and shut the doors"

06/08/2011 from 1pm "large soundsystem outside building, loud music all day. Called noise at 5pm, told no officers on duty. 1 side of building holding church service with fire doors wide open, one side holding outdoor party"

07/08/2011 3.30PM "LOUD MUSIC, DOORS WIDE OPEN"

08/08/2011 from 6.30pm "loud music, doors wide open. Called 9pm, got screamed at, noise turned up at 9.30pm."

13/08/2011 10pm "booming bass music, windows vibrating. "

21-Aug/11 3pm-11pm loud music - doors wide open called 10.25pm to ask them to turn the volume down - they hung up on me

22-Aug 11 8pm loud bass music

27-Aug 3pm loud live music audible behind closed windows fire doors open

30-Aug 7pm music fire doors open

03-Sep 8.30PM loud bass music

10/09/2011 1.15am "woken by music, someone shouting over PA system. Called noise at 2.40am - had not received a call back by 3am when noise stopped. No TEN in place "

25/09/2011 8.40 " loud beat from event at community centre audible over TV/through double glazing. Soundsystem in centre at doors, doors open. TEN for outdoor event - not sure how this can be? Stereo was positioned in community centre" (video evidence)

30/09/2011 12.00midnight "loud music - community centre having bbq with fire door open on west side, loud music"

02/10/2011 3.30pm loud singing and music

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**Olson Kendra**

---

**From:** Barrett Daliah  
**Sent:** 14 October 2011 08:46  
**To:** Olson Kendra  
**Subject:** FW: Chestnuts Community Centre Review  
**Follow Up Flag:** Follow up  
**Flag Status:** Red  
**Attachments:** K Jones 22 Turners additional documents.pdf; Turners Court joint representation.pdf

---

**From:** Katy Jones [mailto:katejones01@btinternet.com]  
**Sent:** 13 October 2011 18:53  
**To:** Barrett Daliah  
**Subject:** Chestnuts Community Centre Review

Dear Daliah

Please find attached a petition from Turners Court residents and my additional evidence

regards

Kate Jones

---

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To Haringey Council Licensing Team

12 October 2011

We, the undersigned, are residents at 1-23 Turners Court, a residential block on Cornwall Road N15, directly opposite Chestnuts Community Centre.

We understand that, following a number of complaints, the council are undertaking a review of the Community Centre's licence and would like to add our names to the representations against the centre.

Since Turners Court was built over 7 years ago, residents have been subjected to on-going excessive noise from the community centre, particularly loud music. This has often gone on into the early hours of the morning. Residents have made numerous complaints about the centre, but the problems remain.

Residents of Turners Court are fed up with the noise from the centre and urge the council to use the review to put in place actions to stop the noise nuisance from the centre once and for all.

Signed

Name	Flat Number
<u>James Hill</u>	<u>21</u>
<u>Arch Baker</u>	<u>21</u>
<u>Redhead</u>	<u>5</u>
<u>S Bayram</u>	<u>3</u>
<u>D. COOPER</u>	<u>18</u>
<u>Atkan</u>	<u>4</u>
<u>C Maccoethur</u>	<u>13</u>

To Haringey Council Licensing Team

12 October 2011

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Residents of Turners Court are fed up with the noise from the centre and urge the council to use the review to put in place actions to stop the noise nuisance from the centre once and for all.

Signed

Name	Flat Number
ANDREW AMOAH	23
Anne-Marie Adair	19
-----	-----
-----	-----
-----	-----
-----	-----
-----	-----



Haringey Council

### Temporary Event Notices - Week Commencing Monday 19<sup>th</sup> September 2011

Applicant Name	Event times/activities	Address of Premises	Event Start	Event End	Total Days
Kyriakos Karageorgis	Sale of alcohol, Provision of regulated entertainment and Provision of late night refreshment from 1700 to 0100 hours	The Clissold Arms, 105 Fortis Green Road, London N2 9HR	23/09/2011	24/09/2011	2
Thierry Kundundu	The Provision of Regulated Entertainment from 1300 to 2200	Green Space outside Chestnuts Centre, St Ann's Road N15 5BN	23/09/2011	25/09/2011	3
Balakrishnar Sivananthan	The Sale by retail of alcohol. The provision of late night refreshment from 1200 to 2359	Sarashwathy Bavans, 230 Archway Road, Highgate, London, N6 5AX	23/09/2011	25/09/2011	3
Susan James	Provision of Regulated Entertainment from 1500 to 2300 on Saturday and from 1800 to 0100 on Sunday	The Triangle Centre, 91-93 St Ann's Road, Tottenham N15 6NU	24/09/2011	26/09/2011	3
Miss Karen Fahy	The Provision of Regulated Entertainment. Late Night Refreshment and Supply of Alcohol from 0800 to 1000 hours	O'Neill's, 87 Muswell Hill Broadway, London N10 3HA	24/09/2011	25/09/2011	2



**Kate Jones**

---

**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 23 March 2011 23:25  
**To:** Kate Jones  
**Subject:** FW: Chestnuts Park Community Centre

--- On Mon, 27/9/10, Kate Jones <Kate.Jones@familymosaic.co.uk> wrote:

**From:** Kate Jones <Kate.Jones@familymosaic.co.uk>  
**Subject:** FW: Chestnuts Park Community Centre  
**To:** "katejones01@btinternet.com" <katejones01@btinternet.com>  
**Date:** Monday, 27 September, 2010, 13:50

**From:** Clare Minogue [mailto:clareminogue@yahoo.co.uk]  
**Sent:** 27 September 2010 13:49  
**To:** Kate Jones  
**Subject:** Fwd: Chestnuts Park Community Centre

FYI

Sent from my iPhone

Begin forwarded message:

**From:** "Cllr Kober Claire (Leader of the Council)" <Claire.Kober@haringey.gov.uk>  
**Date:** 15 December 2009 10:27:46 GMT  
**To:** <clareminogue@yahoo.co.uk>  
**Subject:** RE: Chestnuts Park Community Centre

Dear Ms Minogue

Thank you for copying me into your email to David Lammy MP regarding your concerns over Chestnuts Park Community Centre.

The premises has permission for the following licensable activities and timings: Supply of Alcohol from Monday to Sunday: 1200 to 0130, The provision of Regulated Entertainment: Boxing or Wrestling Entertainment from Monday to Sunday: 1000 to 0000, Provision of Facilities for Making Music from Monday to Saturday: 1200 to 2330 & Sunday: 1200 to 2230, Live Music, Recorded Music, Performances of Dance, anything of a similar description to that of live or recorded music or performances of dance, Provision of Facilities for Making Dancing, Entertainment of a similar

description to that of making music or dancing from Monday to Sunday: 1200 to 0130 and Provision of Late Night Refreshment from Monday to Sunday: 2300 to 0130.

The premises has also applied for a number of Temporary Event Notices (TEN) which permit licensable activities beyond the normal hours of the licence. A TEN is not a permission to create a nuisance. Please see attached a copy of the licence.

The Licensing team would always advise residents and "interested parties" that if a premises is causing a nuisance, whether or not it is a licensed premises, they should always report it to the Enforcement Response (Noise) team and that for a licensed premises there is always the option of a review of that licence (please find further information attached).

If a resident would like to submit a review application, they are required to offer some evidence of the problems they are experiencing, this will then be substantiated by any evidence from the Enforcement Response team.

There has been a history of noise complaints about Chestnut Community Centre and Enforcement Response duty officers have been asked to respond to complaints with a visit as a matter of priority.

The current situation is that a warning letter for loud music was issued on 19 August 2009 as a result of noise from the centre being witnessed by one of our officers. A warning letter was also issued on 27 July 2008. Previously, following reports that the centre was playing music outside their permitted hours, advisory letters were sent in February and March 2008.

The most recent complaint was received on 29 November 2009 which was from yourself but on this occasion the Enforcement Response duty officers were unable to make contact with you to investigate further. The importance of duty officers visiting to investigate every complaint in future has been emphasised. It is the policy of this service to provide interventions that will provide relief from noise nuisance on the night and it is a very rare that officers cannot enter a premises due to risk. The service has been supported by police officers at the weekends for approximately 2 years. This partnership working has enabled enforcement response officers to enter premises, including Chestnuts Community Centre in the past to provide interventions on the night.

In regards to the toilet facilities at the Chestnut Community Centre, both male and female toilet facilities are provided at premises and as you rightly state, facilities are also available in the Park. We are therefore concerned about your allegation that party guests are not using the facilities provided but are instead urinating outside and behind the Centre. We also note your accusation that guests at the Centre discard food waste and litter on the street.

Corporate Property Services will write to the tenants requesting that they take appropriate action to resolve the matter and to remind them of their obligation to comply with the "terms and condition of the lease", which include amongst other things conditions about not causing annoyance, nuisance to neighbours and litter.

I trust the above is of assistance. However, if you have any further questions, please do not hesitate to contact me again.

Yours sincerely

Claire Kober

Leader

Haringey Council

River Park House

225 High Road

London N22 8HQ

Tel: 020 8489 2964

[claire.kober@haringey.gov.uk](mailto:claire.kober@haringey.gov.uk)

---

**From:** Clare Minogue [mailto:[clareminogue@yahoo.co.uk](mailto:clareminogue@yahoo.co.uk)]  
**Sent:** 29 November 2009 03:34  
**To:** [mail@davidlammy.co.uk](mailto:mail@davidlammy.co.uk)  
**Cc:** Cllr Kober Claire (Leader of the Council)  
**Subject:** Chestnuts Park Community Centre

Dear Mr Lammy,

I live in a block of flats opposite Chestnuts community centre. (st Ann's Rd/Cornwall RD N15).

The centre is used a great deal which is great.

The centre is regularly hired out for funerals, weddings, club nights and dance hall nights. These events are well attended with up to 300 people at a time.

Unfortunately the parties are resulting in the following problems.

1. People eating food in their cars and disposing of paper plates, food wrappers and cans on the pavement.

2. People urinating outside the building and in the street on two occasions outside the door to our block, both

male and females, these are guests at Chestnuts! at funeral and weddings!. One the one occasion i asked a woman to stop goign to the loo outside our front door and to respect the neighbourhood i received abuse and threats, so i haven't approached anyone since.

3.Excessive noise from music after 11pm.

I am drafting this email with the sound of dance hall music and heavy base drifting across the night, it's 3am in the morning. (noise ref: 134490)

Myself and a number of other residents have complained to the council on a number of occasions over the last 5 years. We have explained to our local councillor the problems. The noise patrol do attend, then due to the risk assessment they can't enter the building and ask the people to turn down the music. The music plays into the late hours on week-ends and week days, which isn't helpful, my husband and i have jobs where we work long hours and hold a high level of responsibility and our sleep is disturbed.

The noise patrol report the noise to licencing. The community centre does not have a licence to play music til 3am. The last time i called licencing i was told that because the building was owned by Haringey they could not serve notice on the licence dept as they would effectively be serving notice on themselves and so they couldn't take action.

I am truly fed up, in summer i can't have my windows open at night.

I really don't like food and litter the and the smell of stale urine around the back of the centre is really unpleasant and it is equally unpleasant to see grown men using the park as a loo. There are loos in there so I'm really unsure why this happens.

Please could this be resolved once and for all by either:

1. enforcing the licencing regulations
2. providing adequate toilet facilities
3. by fining people who are having parties beyond the time they are licenced until and disposing of their waste in the street.
4. If there is any available funding please could you build a community centre with adequate air con so the doors can remain shut and soundproofing and toilets and bins.

Well i must pop to bed, the church will begin drumming and prayer at 8am on a Sunday in Chestnuts, which will go on all day, they also seem to have a need to pee in the park, so not much of a day of rest for me or my neighbours.

I like my home and don't want to be forced out because these problems are not being dealt with. I hope that there is some resolution soon. It is now 3:27 and the party is still going on.

Kind Regards

Clare M

PS: The improvements to Chestnuts park have been great, the play park and planting are really nice. As are the regeneration areas around tottenham, keep up the great work.

---

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Flat 22 Turners Court  
168 Cornwall Road  
London  
N15 5AH

Complaints Department  
London Borough of Haringey  
Civic Centre  
High Road  
Wood Green  
London  
N22 8LE

3 October 2010

Dear Sir or Madam

**Re: Chestnuts Community Centre**

I contacted the council on three occasions over the summer to complain about the noise from Chestnuts Community Centre. I also had to call out noise patrol on one occasion, which resulted in them writing to the community centre to warn them about the noise.

I received a response from you in August, advising that you would also contact the community centre about the noise.

I am afraid that the situation has not improved over the last few weeks. Whilst sometimes the noise has been reduced by the community centre keeping the doors closed, the noise levels are still causing a disturbance. This afternoon the door are wide open and all I can hear is loud drumming, singing and music. It is completely unacceptable. This is a regular occurrence on a Sunday when the numerous church services held in the centre mean that I am disturbed from early morning, right through the day and into the evening by loud chanting, singing and drumming.

There have been numerous Saturday evenings when the loud bass has gone on until the small hours. When I call the community centre to ask them to turn down the music, they are rude and often just hang up on me. As a result, I have had to buy earplugs to wear to sleep in, despite the fact that I have double glazing.

/...2

Page 2

The man from noise patrol was very helpful and said that the glass roof on the centre was clearly contributing to the noise levels. Surely the council can make the centre take steps to soundproof itself to reduce the noise?

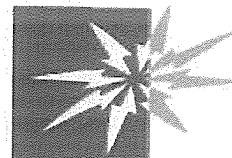
I understand from neighbors that there have been numerous complaints about the community centre over the year yet the council has allowed the problem to continue. I would be grateful if you could look into this issue as I am not prepared to live with this level of noise and disturbance.

Yours faithfully

Kate Jones



**Enforcement Response - Enforcement Service**  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000  
Fax: 020 8489 5133  
[www.haringey.gov.uk/noise](http://www.haringey.gov.uk/noise)



Director of Urban Environment - Niall Bolger  
Head of Enforcement Service - Robin Payne

**Haringey** Council

Ms Jones  
Flat 22, Turners Court  
168 Cornwall Road  
London  
N15 5AH

Our ref: UE/ENF WK/000126508

Date: 28th February 2011

Contact: Enforcement Response  
Team

Tel: 020 8489 1000

email: [enforcement.response](mailto:enforcement.response)

Dear Ms Jones

Re: Environmental Protection Act 1990 (complaint of noise nuisance)  
Address: Chestnut Community Project, St Anns Road, N15

I refer to your complaint made on 28th February 2011 at 03:00hrs, regarding noise coming from the above premises.

We regret that no officer was on duty at the time your call was received and apologise that we were unable to investigate your complaint on this occasion.

If you wish to discuss this matter please call 020 8489 1000 and speak to one of our customer services representatives.

Should there be a repetition of the noise, please call 020 8489 1000 during the hours of 9am to 5pm Monday to Friday or the Council's out of hours number 020 8348 3148 at all other times.

Yours sincerely,



Enforcement Response Team

**Kate Jones**

---

**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 23 March 2011 23:26  
**To:** Kate Jones  
**Subject:** Fw: Your Complaint

--- On Sun, 8/8/10, [noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk) <[noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk)> wrote:

**From:** [noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk) <[noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk)>  
**Subject:** Your Complaint  
**To:** [katejones01@btinternet.com](mailto:katejones01@btinternet.com)  
**Date:** Sunday, 8 August, 2010, 14:43

Thank you for your Complaint

Your Complaint has been sent to the Adults, Culture and Community Services Complaints Team for consideration. For further information please contact the Adults, Culture and Community Services Complaints Team by email [acc.complaints@haringey.gov.uk](mailto:acc.complaints@haringey.gov.uk) or by telephone on 020-8489-3398, quoting the Feedback Acknowledgement Ref. below.

Complaint Reference Number: HC-099999

#### DETAILS OF YOUR COMPLAINT

Feedback Area: Parks

Service: Adults, Culture and Community Services

Type: Complaint

Feedback Details: Ongoing noise from Chestnuts Community centre, particulalry Saturday nights, and all day Sunday - door wide open means noise levels high. PLease see my previous emails sent 17 March, 4 July, 18 July for which I await a response

What would you like us to do:

Would you like us to do anything else: get them to keep the doors closed or invest in some soundproofing or aircon, plus acknowledge and respond to me concerns

#### YOUR DETAILS

Title: Ms

First Name: Kate

Middle Initial:

Last Name: Jones

Contact Method: E

House Name: Flat 22 Turners Court

House Number:

Street: 168 Cornwall Road

Town: London

County:

Postcode: N15 5AH

Daytime Tel No:

Evening Tel No:

Email: [katejones01@btinternet.com](mailto:katejones01@btinternet.com)

Are you giving feedback on behalf of some else: N

**EQUAL OPPORTUNITIES DETAILS**

No information supplied

The [noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk) mailbox is not monitored. Please do not reply to this e-mail. If you wish to contact the Council regarding this form application, please use the contact details provided elsewhere in this e-mail, or visit <http://www.haringey.gov.uk/contact> for more contact information.

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**Kate Jones**

---

**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 23 March 2011 23:28  
**To:** Kate Jones  
**Subject:** Fw: Chestnuts Park

--- On Sun, 18/7/10, Katy Jones <[katejones01@btinternet.com](mailto:katejones01@btinternet.com)> wrote:

**From:** Katy Jones <katejones01@btinternet.com>  
**Subject:** Chestnuts Park  
**To:** [parcs@haringey.gov.uk](mailto:parcs@haringey.gov.uk)  
**Date:** Sunday, 18 July, 2010, 16:58

Dear Sir/madam

I would like to make a formal complaint regarding the noise from the community centre in Chestnuts Park. I live opposite the centre and am regularly disturbed by loud noise from the centre, both during the day and at night. I have made 3 complaints to Haringey council via the website and out-of-hours noise patrol, but have yet to receive a response.

A last Saturday I was kept awake until 1.30am by loud noise music, including a man shouting over the PA system. The following morning at 10.30am one of the many church services started with loud drumming and chanting. Sunday is particularly bad, as there seem to be several services throughout the day and evening, each accompanied by loud chanting and music.

Part of the problem is that in the warmer weather, the community centre opens all the doors and windows, thus making the noise problem 10 times worse. I am unable to use my balcony, the noise can be heard over my TV and I regularly have to keep my windows shut and sleep with earplugs in (despite having double glazing). Surely the council can install some air conditioning or ensure that the doors are kept shut to reduce noise nuisance to nearby residents? I do not consider it fair that the community centre noise imposes such restrictions on my ability to enjoy my home.

I appreciate that the community centre is a valuable resource for the community, but surely you must also consider the negative impact it has on local residents and arrange some kind of enforcement of noise nuisance.

I await your response

regards

Kate Jones

**Kate Jones**

---

**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 23 March 2011 23:25  
**To:** Kate Jones  
**Subject:** FW: Chestnuts Park Community Centre

--- On Mon, 27/9/10, Kate Jones <Kate.Jones@familymosaic.co.uk> wrote:

**From:** Kate Jones <Kate.Jones@familymosaic.co.uk>  
**Subject:** FW: Chestnuts Park Community Centre  
**To:** "katejones01@btinternet.com" <katejones01@btinternet.com>  
**Date:** Monday, 27 September, 2010, 13:50

**From:** Clare Minogue [mailto:clareminogue@yahoo.co.uk]  
**Sent:** 27 September 2010 13:49  
**To:** Kate Jones  
**Subject:** Fwd: Chestnuts Park Community Centre

FYI

Sent from my iPhone

Begin forwarded message:

**From:** "Cllr Kober Claire (Leader of the Council)" <Claire.Kober@haringey.gov.uk>  
**Date:** 15 December 2009 10:27:46 GMT  
**To:** <clareminogue@yahoo.co.uk>  
**Subject:** RE: Chestnuts Park Community Centre

Dear Ms Minogue

Thank you for copying me into your email to David Lammy MP regarding your concerns over Chestnuts Park Community Centre.

The premises has permission for the following licensable activities and timings: Supply of Alcohol from Monday to Sunday: 1200 to 0130, The provision of Regulated Entertainment: Boxing or Wrestling Entertainment from Monday to Sunday: 1000 to 0000, Provision of Facilities for Making Music from Monday to Saturday: 1200 to 2330 & Sunday: 1200 to 2230, Live Music, Recorded Music, Performances of Dance, anything of a similar description to that of live or recorded music or performances of dance, Provision of Facilities for Making Dancing, Entertainment of a similar

description to that of making music or dancing from Monday to Sunday: 1200 to 0130 and Provision of Late Night Refreshment from Monday to Sunday: 2300 to 0130.

The premises has also applied for a number of Temporary Event Notices (TEN) which permit licensable activities beyond the normal hours of the licence. A TEN is not a permission to create a nuisance. Please see attached a copy of the licence.

The Licensing team would always advise residents and "interested parties" that if a premises is causing a nuisance, whether or not it is a licensed premises, they should always report it to the Enforcement Response (Noise) team and that for a licensed premises there is always the option of a review of that licence (please find further information attached).

If a resident would like to submit a review application, they are required to offer some evidence of the problems they are experiencing, this will then be substantiated by any evidence from the Enforcement Response team.

There has been a history of noise complaints about Chestnut Community Centre and Enforcement Response duty officers have been asked to respond to complaints with a visit as a matter of priority.

The current situation is that a warning letter for loud music was issued on 19 August 2009 as a result of noise from the centre being witnessed by one of our officers. A warning letter was also issued on 27 July 2008. Previously, following reports that the centre was playing music outside their permitted hours, advisory letters were sent in February and March 2008.

The most recent complaint was received on 29 November 2009 which was from yourself but on this occasion the Enforcement Response duty officers were unable to make contact with you to investigate further. The importance of duty officers visiting to investigate every complaint in future has been emphasised. It is the policy of this service to provide interventions that will provide relief from noise nuisance on the night and it is a very rare that officers cannot enter a premises due to risk. The service has been supported by police officers at the weekends for approximately 2 years. This partnership working has enabled enforcement response officers to enter premises, including Chestnuts Community Centre in the past to provide interventions on the night.

In regards to the toilet facilities at the Chestnut Community Centre, both male and female toilet facilities are provided at premises and as you rightly state, facilities are also available in the Park. We are therefore concerned about your allegation that party guests are not using the facilities provided but are instead urinating outside and behind the Centre. We also note your accusation that guests at the Centre discard food waste and litter on the street.

Corporate Property Services will write to the tenants requesting that they take appropriate action to resolve the matter and to remind them of their obligation to comply with the "terms and condition of the lease", which include amongst other things conditions about not causing annoyance, nuisance to neighbours and litter.

I trust the above is of assistance. However, if you have any further questions, please do not hesitate to contact me again.

Yours sincerely

Claire Kober

Leader

Haringey Council

River Park House

225 High Road

London N22 8HQ

Tel: 020 8489 2964

[claire.kober@haringey.gov.uk](mailto:claire.kober@haringey.gov.uk)

---

**From:** Clare Minogue [mailto:[clareminogue@yahoo.co.uk](mailto:clareminogue@yahoo.co.uk)]  
**Sent:** 29 November 2009 03:34  
**To:** [mail@davidlammy.co.uk](mailto:mail@davidlammy.co.uk)  
**Cc:** Cllr Kober Claire (Leader of the Council)  
**Subject:** Chestnuts Park Community Centre

Dear Mr Lammy,

I live in a block of flats opposite Chestnuts community centre. (st Ann's Rd/Cornwall RD N15).

The centre is used a great deal which is great.

The centre is regularly hired out for funerals, weddings, club nights and dance hall nights. These events are well attended with up to 300 people at a time.

Unfortunately the parties are resulting in the following problems.

1. People eating food in their cars and disposing of paper plates, food wrappers and cans on the pavement.

2. People urinating outside the building and in the street on two occasions outside the door to our block, both

male and females, these are guests at Chestnuts! at funeral and weddings!. One the one occasion i asked a woman to stop goign to the loo outside our front door and to respect the neighbourhood i received abuse and threats, so i haven't approached anyone since.

3.Excessive noise from music after 11pm.

I am drafting this email with the sound of dance hall music and heavy base drifting across the night, it's 3am in the morning. (noise ref: 134490)

Myself and a number of other residents have complained to the council on a number of occasions over the last 5 years. We have explained to our local councillor the problems. The noise patrol do attend, then due to the risk assessment they can't enter the building and ask the people to turn down the music. The music plays into the late hours on week-ends and week days, which isn't helpful, my husband and i have jobs where we work long hours and hold a high level of responsibility and our sleep is disturbed.

The noise patrol report the noise to licencing. The community centre does not have a licence to play music til 3am. The last time i called licencing i was told that because the building was owned by Haringey they could not serve notice on the licence dept as they would effectively be serving notice on themselves and so they couldn't take action.

I am truly fed up, in summer i can't have my windows open at night.

I really don't like food and litter the and the smell of stale urine around the back of the centre is really unpleasant and it is equally unpleasant to see grown men using the park as a loo. There are loos in there so I'm really unsure why this happens.

Please could this be resolved once and for all by either:

1. enforcing the licencing regulations
2. providing adequate toilet facilities
3. by fining people who are having parties beyond the time they are licenced until and disposing of their waste in the street.
4. If there is any available funding please could you build a community centre with adequate air con so the doors can remain shut and soundproofing and toilets and bins.



Well i must pop to bed, the church will begin drumming and prayer at 8am on a Sunday in Chestnuts, which will go on all day, they also seem to have a need to pee in the park, so not much of a day of rest for me or my neighbours.

I like my home and don't want to be forced out because these problems are not being dealt with. I hope that there is some resolution soon. It is now 3:27 and the party is still going on.

Kind Regards

Clare M

PS: The improvements to Chestnuts park have been great, the play park and planting are really nice. As are the regeneration areas around tottenham, keep up the great work.

---

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Flat 22 Turners Court  
168 Cornwall Road  
London  
N15 5AH

Complaints Department  
London Borough of Haringey  
Civic Centre  
High Road  
Wood Green  
London  
N22 8LE

3 October 2010

Dear Sir or Madam

**Re: Chestnuts Community Centre**

I contacted the council on three occasions over the summer to complain about the noise from Chestnuts Community Centre. I also had to call out noise patrol on one occasion, which resulted in them writing to the community centre to warn them about the noise.

I received a response from you in August, advising that you would also contact the community centre about the noise.

I am afraid that the situation has not improved over the last few weeks. Whilst sometimes the noise has been reduced by the community centre keeping the doors closed, the noise levels are still causing a disturbance. This afternoon the door are wide open and all I can hear is loud drumming, singing and music. It is completely unacceptable. This is a regular occurrence on a Sunday when the numerous church services held in the centre mean that I am disturbed from early morning, right through the day and into the evening by loud chanting, singing and drumming.

There have been numerous Saturday evenings when the loud bass has gone on until the small hours. When I call the community centre to ask them to turn down the music, they are rude and often just hang up on me. As a result, I have had to buy earplugs to wear to sleep in, despite the fact that I have double glazing.

/...2

Page 2

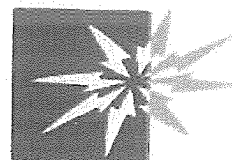
The man from noise patrol was very helpful and said that the glass roof on the centre was clearly contributing to the noise levels. Surely the council can make the centre take steps to soundproof itself to reduce the noise?

I understand from neighbors that there have been numerous complaints about the community centre over the year yet the council has allowed the problem to continue. I would be grateful if you could look into this issue as I am not prepared to live with this level of noise and disturbance.

Yours faithfully

Kate Jones

Enforcement Response - Enforcement Service  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000  
Fax: 020 8489 5133  
[www.haringey.gov.uk/noise](http://www.haringey.gov.uk/noise)



Director of Urban Environment - Niall Bolger  
Head of Enforcement Service - Robin Payne

**Haringey** Council

Ms Jones  
Flat 22, Turners Court  
168 Cornwall Road  
London  
N15 5AH

Our ref: UE/ENF WK/000126508

Date: 28th February 2011

Contact: Enforcement Response  
Team

Tel: 020 8489 1000

email: [enforcement.response](mailto:enforcement.response)

Dear Ms Jones

Re: Environmental Protection Act 1990 (complaint of noise nuisance)  
Address: Chestnut Community Project, St Anns Road, N15

I refer to your complaint made on 28th February 2011 at 03:00hrs, regarding noise coming from the above premises.

We regret that no officer was on duty at the time your call was received and apologise that we were unable to investigate your complaint on this occasion.

If you wish to discuss this matter please call 020 8489 1000 and speak to one of our customer services representatives.

Should there be a repetition of the noise, please call 020 8489 1000 during the hours of 9am to 5pm Monday to Friday or the Council's out of hours number 020 8348 3148 at all other times.

Yours sincerely,

  
Enforcement Response Team

Kate Jones

---

**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 23 March 2011 23:26  
**To:** Kate Jones  
**Subject:** Fw: Your Complaint

--- On Sun, 8/8/10, [noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk) <[noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk)> wrote:

**From:** [noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk) <[noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk)>  
**Subject:** Your Complaint  
**To:** [katejones01@btinternet.com](mailto:katejones01@btinternet.com)  
**Date:** Sunday, 8 August, 2010, 14:43

Thank you for your Complaint

Your Complaint has been sent to the Adults, Culture and Community Services Complaints Team for consideration. For further information please contact the Adults, Culture and Community Services Complaints Team by email [acc.complaints@haringey.gov.uk](mailto:acc.complaints@haringey.gov.uk) or by telephone on 020-8489-3398, quoting the Feedback Acknowledgement Ref. below.

Complaint Reference Number: HC-099999

#### DETAILS OF YOUR COMPLAINT

Feedback Area: Parks

Service: Adults, Culture and Community Services

Type: Complaint

Feedback Details: Ongoing noise from Chestnuts Community centre, particularly Saturday nights, and all day Sunday - door wide open means noise levels high. Please see my previous emails sent 17 March, 4 July, 18 July for which I await a response

What would you like us to do:

Would you like us to do anything else: get them to keep the doors closed or invest in some soundproofing or aircon, plus acknowledge and respond to me concerns

#### YOUR DETAILS

Title: Ms

First Name: Kate

Middle Initial:

Last Name: Jones

Contact Method: E

House Name: Flat 22 Turners Court

House Number:

Street: 168 Cornwall Road

Town: London

County:

Postcode: N15 5AH

Daytime Tel No:

Evening Tel No:

Email: [katejones01@btinternet.com](mailto:katejones01@btinternet.com)

Are you giving feedback on behalf of some else: N

**EQUAL OPPORTUNITIES DETAILS**

No information supplied

The [noreply@haringey.gov.uk](mailto:noreply@haringey.gov.uk) mailbox is not monitored. Please do not reply to this e-mail. If you wish to contact the Council regarding this form application, please use the contact details provided elsewhere in this e-mail, or visit <http://www.haringey.gov.uk/contact> for more contact information.

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Kate Jones

---

**From:** Katy Jones <katejones01@btinternet.com>  
**Sent:** 23 March 2011 23:28  
**To:** Kate Jones  
**Subject:** Fw: Chestnuts Park

--- On Sun, 18/7/10, Katy Jones <[katejones01@btinternet.com](mailto:katejones01@btinternet.com)> wrote:

**From:** Katy Jones <[katejones01@btinternet.com](mailto:katejones01@btinternet.com)>  
**Subject:** Chestnuts Park  
**To:** [parks@haringey.gov.uk](mailto:parks@haringey.gov.uk)  
**Date:** Sunday, 18 July, 2010, 16:58

Dear Sir/madam

I would like to make a formal complaint regarding the noise from the community centre in Chestnuts Park. I live opposite the centre and am regularly disturbed by loud noise from the centre, both during the day and at night. I have made 3 complaints to Haringey council via the website and out-of-hours noise patrol, but have yet to receive a response.

A last Saturday I was kept awake until 1.30am by loud noise music, including a man shouting over the PA system. The following morning at 10.30am one of the many church services started with loud drumming and chanting. Sunday is particularly bad, as there seem to be several services throughout the day and evening, each accompanied by loud chanting and music.

Part of the problem is that in the warmer weather, the community centre opens all the doors and windows, thus making the noise problem 10 times worse. I am unable to use my balcony, the noise can be heard over my TV and I regularly have to keep my windows shut and sleep with earplugs in (despite having double glazing). Surely the council can install some air conditioning or ensure that the doors are kept shut to reduce noise nuisance to nearby residents? I do not consider it fair that the community centre noise imposes such restrictions on my ability to enjoy my home.

I appreciate that the community centre is a valuable resource for the community, but surely you must also consider the negative impact it has on local residents and arrange some kind of enforcement of noise nuisance.

I await your response

regards

Kate Jones



APPENDIX 3—REPRESENTATIONS  
OF INTERESTED PARTIES IN  
SUPPORT OF CHESTNUTS  
COMMUNITY CENTRE

Licensing Team  
Haringey Council  
5-9-11

Mario Petrov  
Po Box 45129  
London, N15 3XA

Dear Sir/Madam

Re: License Review - Chestnuts Community Centre

I was sorry to hear about some local residents being disturbed by noise from the community centre.

I do wonder though why their concerns seem to not have been sufficiently addressed by the noise enforcement team at the time? And why a noise abatement order wasn't issued if there was an ongoing problem?

As a local resident & a user of the centre I have always felt welcome.

I have been assured by the centre's management that it is reviewing its complaints procedure & its hiring procedure, & that it has installed a noise limiter. And that it is very sorry anything may have felt inconvenienced or distressed.

I therefore feel that at this review stage sanction against the community centre would be disproportionate, given the measures taken to remedy the issues, the 'almost' inviolable good service to all local residents & the unusually adverse trading climate.

Thank you for your time & attention.

Yours Sincerely  
M Petrov

hand delivered on  
16/10/11 [signature]



Haringey Council

**LICENSING ACT 2003 - REPRESENTATION FORM**

To make a representation in respect of an application for a Premises Licence or Club Premises Certificate please complete the following form. For representations to be considered relevant they must relate to one or more of the four "Licensing Objectives" (listed below).

Please note all representations will be made available for applicants to view. If you make a representation objecting to the application it is likely that you will be called upon to attend a hearing and present your objection before a Licensing Committee.

<b>Personal Details</b>
Name <i>TYRONE MCKAY - HIGHER HEIGHTS YOUTH ORGANISATION</i>
Address <i>280 ST ANN'S ROAD</i> <i>TOTTENHAM</i> <i>LONDON</i>
Postcode <i>N15 5BN</i>

<b>Licence application you wish to make a representation on</b>
<i>You do not need to answer all of the questions in this section, but please give as much information as you can:</i>
Application Number.....
Name of Licensee <i>MONICA WHITE</i>
Name of Premises (if applicable) <i>CHESTNUTS COMMUNITY CENTRE</i>
Premises Address (where the Licence will take effect)..... <i>280 ST ANN'S ROAD</i> <i>TOTTENHAM</i>
Postcode <i>N15 5BN</i>

<b>Reason/s for representation</b>
<i>Under the Licensing Act 2003, for a representation to be relevant it must be one that is about the likely effect of the application on the promotion of the four licensing objectives. Any representations that are considered to be vexatious or frivolous will not be considered (please see Haringey Council's leaflet Variations, Representations and Appeals for Premises Licences and Club Premises Certificates).</i>

RECEIVED  
16 OCT 2011  
CITY OF LONDON  
URBAN ENVIRONMENT  
CITY ROAD, N1C 9LN

<p>Fill in reason/s for your representation in the space provided under each Licensing Objective it relates to.</p>
<p><b>The Prevention of Crime and Disorder</b></p>
<p><b>Public Safety</b> AS FAR AS I AM AWARE THE INCIDENT THAT TOOK PLACE ON 10th SEPTEMBER WAS COMMITTED BY AN INDIVIDUAL WHO IS NO LONGER RENTING SPACE FROM CHESTNUTS. THEREFORE I AM CERTAIN THIS WILL NOT HAPPEN AGAIN AS MANAGEMENT HAS NOW TIGHTEN UP PROCEDURES FOR KEY HOLDERS.</p>
<p><b>The Prevention of Public Nuisance</b> HIGHER HEIGHTS DELIVERS SERVICES IN CHESTNUTS. ANY RESTRICTIONS OR THE REVOKING OF IT'S LICENCE WILL HINDER HIGHER HEIGHTS ABILITY TO ENGAGE WITH YOUNG PEOPLE AS WE USE MUSIC AS A TOOL OF ENGAGEMENT. I AM AWARE OF THE HISTORY OF COMPLAINTS AGAINST CHESTNUTS NOTICABLY FROM TURNER'S COURT WHICH IS A RELATIVELY NEW BUILDING. WITH ALL DUE RESPECT TO TURNER'S COURT RESIDENTS THEY SHOULD HAVE RESEARCHED THE AREA BEFORE THEY MOVED IN.</p>
<p><b>The Protection of Children from Harm</b></p>

I, TYRONE MURRAY, hereby declare that all information I have submitted is true and correct.

Signed: 

Date: 21.10.11

Please send completed form to:

**The Licensing Team**  
Enforcement  
Urban Environment  
Units 271-272  
Lee valley Technopark  
Ashley Road  
London  
N17 9LN

**Olson Kendra**

---

**From:** Pearce Derek on behalf of Enforcement Response  
**Sent:** 24 September 2011 03:50  
**To:** 'cheryl thompson'  
**Cc:** Enforcement Response; Licensing  
**Subject:** RE: Chestnuts community centre  
**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Thank you for your email which has been passed to the Licensing team by way of copied email

Derek Pearce Team Leader  
Enforcement Response

---

**From:** cheryl thompson [mailto:cherylmt47@hotmail.com]  
**Sent:** 22 September 2011 17:27  
**To:** Enforcement Response  
**Subject:** chestnuts community centre

It has been brought to my attention that the Chestnuts Community Centre has been having problems with its licence and I felt I must inform you that I have been booking events and meetings with the centre over the last ten years and have always found the centre to be most welcoming and efficiently run. It is a most valuable resource for the local community and is always appreciated. The Young Socialists wanted to express their support for the centre and its staff.

Yours Faithfully

Cheryl Thompson

**Olson Kendra**

---

**From:** monica white [chestnutscentre@yahoo.com]  
**Sent:** 13 October 2011 17:17  
**To:** Licensing  
**Subject:** Supporting Documents RE: Chestnuts Community Centre Review of Licence  
**Follow Up Flag:** Follow up  
**Flag Status:** Red  
**Attachments:** Petition Doc 1.jpg; Petition Doc 2.jpg; Petition Doc 3.jpg; Petition Doc 4.jpg; Petition Doc 5.jpg

Dear Daliah,

Please see more attachments for supporting documents.

Thank you in advance for your attention on this matter.

Kind Regards  
Monica White

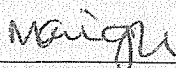
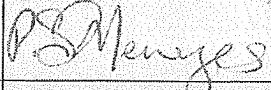

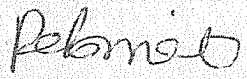

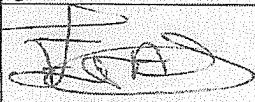




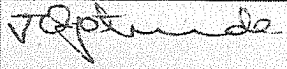
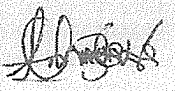
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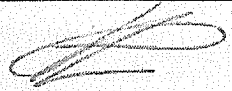
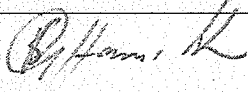




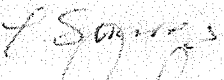
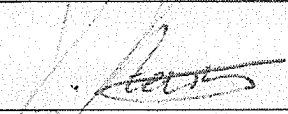
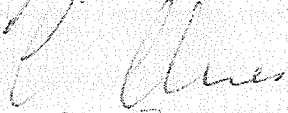

centre open so we are able to continue to serve you our community.

THANK YOU, FOR SIGNING OUR PETITION AS  
A SHOW OF SUPPORT IN OUR ENDEAVOUR.

NAME	SIGNATURE	POSTCODE	EMAIL
Bernice Iveri		NS 1ET	mariquireri@yahoo.com
Stefanie Menezes		Rm11 1EL	stefanie_02@hotmail.co.uk
Mrs Anil de Kisanda		Rm6 6LA	Roselinebimado@hotmail.co.uk
Roseline Ebimado		M6 9BC9	Roselinebimado@hotmail.co.uk
Lolly		E5 9HD	
Francisca		N17 7EP	
Ife		N17 9EB	
Glenn Douglas		E5 8SL	GlennDouglas@Luis.co.uk
FRANKLIN Abou Sam Jawad		N1 2EZ	franklin@internet.com
Victoria and Adeboyan		E5 9HD	
Victoria and Adeboyan		N17 7EP	
Dinchi		N17 9RD	






centre open so we are able to continue to serve you our community.

THANK YOU, FOR SIGNING OUR PETITION AS  
A SHOW OF SUPPORT IN OUR ENDEAVOUR.

NAME	SIGNATURE	POSTCODE	EMAIL
Jean Robinson		N15 3RG	Jean212@ live.co.uk
Carol Kenton		N15 4NS	karol5824
Clifford Hill		N11 8LU	Clifford Hill 4@ Hampshire PCC
George Hamilton		E11 4JT	george.hamilton@plantagen -inn.co.uk
John Williams		N16 8ET	Reptduney@yaho.co.uk
Darren Melvin		E5 8RD	Darren.1976@74ho.co.uk
HELEN LUKK		N12 0TF	_____
Hilary Roach		ES 2LP	_____
Patricia Smeeth		ES 8SL	_____
Lucy Brown		E9 7NN	_____
Carol Clarke		E16 3RH	CAROLCLARKE123 @YAHOO .COM
S. Salmon		K5	_____







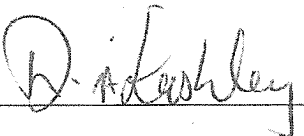
THANK YOU, FOR SIGNING OUR PETITION AS  
A SHOW OF SUPPORT IN OUR ENDEAVOUR.

NAME	SIGNATURE	ADDRESS	TELEPHONE
Kerrie		39 Willow Walk, N15 3DQ	07564559488
Rachel		50 Saltram	07944977968
Laura		49 Saltram	07983971300
Melissa		25 Willow Walk, N15	07457558049
Angie		143 Northumberland PK Room 605	07951417842
Marco		143 Northumberland PK Room 605	07957935039
Francine		132 VICTORIA CRESCENT.	07904248781
Kalton		72 Lincoln Ct Bethune Rd	07947883169
W BAWAZEK		72 Lincoln Ct Bethune Rd	07779003381
Mary		FLAT 2 176 ST ANNE'S ROAD N15 5RP	07830356796
GGommon			07957406399



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THANK YOU, FOR SIGNING OUR PETITION AS  
A SHOW OF SUPPORT IN OUR ENDEAVOUR.

NAME	SIGNATURE	POSTCODE	EMAIL
C. MURRADO		E8 4BS	Coordinemuradob @uocclub.net
S MURRADO		E8 4BS	SMURRADO@ HOTMAIL.CO.UK
KALIMBA ANDERSON		N15 3AX	comcvoyage@hotmail.com
Francis Pinnock	F.P.	6RP	—
C. Da Costa		N15 3AX	Placedealcorp @yahoo.co.uk
D. Lashley		N22 6NG	dianalash1@hotmail. co.uk



September 30<sup>th</sup> 2011

*To whom it may concern,*

*I Michel Philistin, have lived in Haringey since 1967. From 2010 we had a disaster in Haiti. I am the charity fundraiser for United Haitian United Kingdom where we help children in Hati with education.*

*At the time of the disaster we were looking for looking for general storage facilities, we approached the Mayor of Haringey, but was turned down we then approached other local authorities but was also refused. Only Chestnuts community centre gave us space for people to drop of goods for Hati. We were given storage free of charge for 9 months and was able to load 2 40ft containers. They also held a thank you party for the recipients of the disaster was attended by the BBC media.*

*Chestnuts Community Centre has been very helpful to the local community and many local people use the centre a place of worship and I was also fortunate to hold my 70<sup>th</sup> birthday celebration there.*

*Please see attached some information of the work our charity continues to do to help the people of Haiti.*

*Sincerely yours*

A handwritten signature in black ink, appearing to read 'Michel Philistin', with a horizontal line underneath.

Registered Charity No: 1133997

N17 GLR

0208 801 2023

5/10/11

R.E: CHESTNUTS COMMUNITY CENTRE.

TO WHOM IT MAY CONCERN,

I WOULD LIKE TO EXPRESS HOW MUCH CHESTNUTS COMMUNITY CENTRE HAS BENEFITTED MYSELF AND THE LOCAL COMMUNITY.

I HAVE BEEN VISITING THE CENTRE FROM THE EARLY NINETIES, WEEKLY ATTENDING KARATE CLASSES AND ALSO FOUND THE VENUE HELPFUL WHEN HAVING PRIVATE FUNCTIONS.

THE PEOPLE RUNNING THE CENTRE, MONICA IN PARTICULAR HAVE BEEN EXTREMELY HELPFUL AND FLEXIBLE IN PROVIDING CLEAN AND WELL MAINTAINED FACILITIES FOR TEACHING KARATE.

WHILST HOSTING A FAMILY CHRISTENING RECEPTION, STAFF WERE VERY ACCOMODATING IN EVERY POSSIBLE WAY.

I WOULD LIKE TO THANK EVERYONE INVOLVED IN THE WORK OF MAKING CHESTNUTS WHAT IT HAS BEEN FOR MANY YEARS. A BEACON & IMPORTANT FACILITY FOR HARLINGEY. I FEEL THAT, IF COMMUNITIES HAD MORE LEISURE CENTRES LIKE THIS ONE, IT WOULD DO THE NATION A GREAT BENEFIT.

MANY THANKS FROM,

CHESTNUTS KARATE CLASS

ERVIN TALIC Ervin Talic

JUSTIN CHISHOLM J. Chisholm



## TESTIMONY ON BEHALF OF CHESTNUT COMMUNITY CENTRE

22nd September 2011

To Whom It May Concern:  
Dear Sir or Madam,

I write this letter in support of Chestnut Community Centre in which we practice the Martial Art form of Basic Kung-Fu, Way of the Cat.

I have moved to the Chestnut Community Centre recently from Tottenham Green Sports Centre because this centre offered a better rate and community spirit.

I have been practicing martial arts in the Tottenham area for the past 20 years and we have a diverse class with people from all walks of life and backgrounds and pride ourselves on developing young people and older people into productive citizens of Haringey and the wider social order.

We would like to continue training in the said facilities without threat of closure from in the case you do not re-new the licence. Please consider the impact that not sanctioning the licence will have on the community on a whole and our class in particular. Monica White is an up standing member of our community and has been involved with community events for most of her adult life and we are behind her one hundred percent.

Thank you for taking the time to read this letter and if you have require any further information please do not hesitate to call me Senior Student Sifu Bari Muhammad on, Tel: 0208 348 7762 or Mob: 07753 627 298 – [www.wayofthecat.com](http://www.wayofthecat.com) or [info@wayofthecat.com](mailto:info@wayofthecat.com)

Yours truly,

ABDUL BARI MUHAMMAD  
SIFU of Basic Kung-Fu, Way of the Cat  
Cc Sifu Hutson Barzey



Sifu Bari Muhammad  
Co Chestnut Community Centre  
280 St Anne's Road  
Tottenham London N15 5BN  
Tel: 07753 627 298  
[www.wayofthecat.com](http://www.wayofthecat.com)  
[info@wayofthecat.com](mailto:info@wayofthecat.com)

To Haringey Licence and Enforcement Services  
Haringey Council  
Cc Chestnuts Manager

September 29, 2011

To Whom It May Concern

Re The Chestnuts Community Centre.

It is with regret that we learn the Centre is undergoing threats that might affect their operational licence.

We are a group of pensioners who uses the Centre for our weekly classes and is very sorry that this is happening as the Centre's staff and manager provide such good service for the community. Our group is from the diverse community in Haringey and our pensioners group includes blind / partially blind and mentally disturbed people.

We are giving our support 100% to Monica White in her effort in keeping the Centre operating and serving the community in the most, friendly and welcoming environment

We would further like to say that whatever the cause for this, can be solved without prejudicing the good work and dedication.

Thanking you for your time in reading this letter.

Yours truly,  
The under signees of The Lets get together group

*Denis* *SP, Noo*

It would be ashame to lose two valuable service provided for the community.

This community really needs this service as it provides an important part of their lives. N Shepp

P. Reeve  
J. Hayes  
J. Smith  
R. Judge  
C. Fodor  
CZ. Chichotq  
M. Jensen

**Olson Kendra**

---

**From:** monica white [chestnutscentre@yahoo.com]  
**Sent:** 13 October 2011 17:02  
**To:** Licensing  
**Subject:** Supporting Documents RE: Chestnuts Community Centre Review of Licence  
**Follow Up Flag:** Follow up  
**Flag Status:** Red  
**Attachments:** Support Doc 1.jpg; Support Doc 2.jpg; Support Doc 3.jpg; Support Doc 4.jpg; Support Doc 5.jpg; Support Doc 6.jpg

Dear Daliah,

Please see more attachments for supporting documents.

Thank you in advance for your attention on this matter.

Kind Regards  
Monica White

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This email has been scanned by the MessageLabs Email Security System.  
For more information please visit <http://www.messagelabs.com/email>

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go. I come here for my Knitting class. I look forward for Thursday. Noor is a very kind lady she help so many people all the ladies like her, please do not close this centre. Thanks P. Bergen

PLEASE, PLEASE, DO NOT CLOSE OUR CENTRE, AS A DISABLED PERSON THIS IS MY ENJOYMENT, AND ALSO MEETING A LOT OF PEOPLE.

THANKS!  
Minnie

Like me many people will missed this Centre please do not close this place, thank you Carmen.

PLEASE PLEASE PLEASE DO NOT CLOSE THIS CENTRE IT IS A LIFE LINE FOR US SISTER NOOR IS A DEDICATED SELFLESS LADY WHO GIVES HER TIME ENDLESSLY

Please keep this place open for elderly, disabled and all others in need of this place like this <sup>STOLID</sup>

Please look closely at this <sup>ISSUE</sup> PROBLEM THESE PEOPLE NEED PLACE TO CARRY ON THEIR GOOD WORK & LOVE IT HAS TO GIVE THEM CARE SO DEEPLY. M. J. J. #3 WAKEFIELD'S EDMONTON AB CANADA

William Jeff

Please do not close the centre

A. Mitchem

It is shame to hear the centre is under threat to close down. It is perfect for people who suffer loneliness and mental disorder or other issues people needs this kind of places open to feel that their part of something which is also safe lots of money from NHS to spend.

Helin Erdogan

Just

AT

Geeta

I feel it essential that this centre is kept open. It is a 'lifeline' for so many people. Jidegal

It is with deep regret that we learn the centre is under threat of closing down. We feel it will be of great disadvantage for those using it - more so the pensioners and the disabled. Please, please don't close it. Fareeda

on Thursdays, it's very joyful, and bouncing - my  
she is a good life (noor) I am unsighted, I get  
alot of help here. I love being part of the group.  
and makes a change in my day.

on Betalf of Pauline.

We do more physio at sports of the club  
Iptid  
pau.

WISE  
Dispensing Chemists  
76A Fore Street  
London  
N18  
Tel. 020 8807 1467

Do NOT CLOSE THE CENTRE, TRY CLOSING ONE  
OF YOUR CON/LIB CLUBS, MICHAEL PARAMANIAN



SO MANY THANKS GOING ON HERE FOR THE COMMUNITY.

PLEASE DO NOT STOP IT NOW.

MasBR LATIF 12.10.11

INZATEJANO LATIF

Chestnut House is a valuable part of  
the Haringey community

We cannot keep closing valuable  
services down such as this.

Just look at the recent riots - we  
need this centre - it should not be  
shut down - WAKE UP HARINGEY!

to Alice by Thomas. Think again!! You have a lady who does such great work in helping the Blind Deaf & many others who need compassion & a bit of time & company, & love that she puts in.

IF YOU CLOSE ALL THESE CENTRES WHERE WILL THE LONELY PEOPLE GO. D. Field

IF YOU CLOSE, WHERE WILL THESE PEOPLE GO AS THEY NEED THIS LADY. SHE IS WORTH MORE THAN GOLD TO PEOPLE THERE'S NOT MANY LIKE HER.

LIKE ME MANY PEOPLE NEED THIS LADY  
KEEP IT OPEN e. Hylton

I HYLTON

BEING AN ELDERLY SINGLE PERSON I NEED THE CENTRE TO SOCIALISE THEREFORE CLOSURE WOULD BE DETRIMENTAL TO A LOT OF PEOPLE ANN FRANKLIN

LIKE ME MANY PEOPLE NEED THIS CENTRE  
PLEASE KEEP IT OPEN D TUCK

THIS CENTRE HAS BEEN OPERATING FOR MANY YEARS TO ASSIST THE COMMUNITY. IF IT CLOSURES WHAT WILL HAPPEN TO THE FAITHFUL FOLLOWERS. I RECOMMEND THIS CENTRE SHOULD STAY OPEN JOY MARSHALL

Our service user loves this place and this is the only activity she has stayed on for so long, she suffers from Autism, if they close, her life will be disturbed and will be affected so much.

She is with Hoffmann Foundation for Autism. She enjoys Knitting session and loves her friends especially Noor the Knitting teacher.

On behalf of Paula Clinton.

Paula Clinton.

Please do not close this centre as I enjoy this Knitting session, where I meet different people and makes a difference in my life, I am blind and pensioner, I look forward for every Thursday, I am happy with all my friends.

On behalf of Inez Thompson.

Please do not close this centre as I enjoy this Knitting session, where I meet different people, I am blind, we sit down and change ideas and makes a difference in my life and makes me happy. The Knitting teacher Noor is very helpful and has open heart to help everybody who comes here ~~everybody~~. If it happens it will affect my life.

On behalf of Lucy Heart.

APPENDIX 4-- LETTER FROM  
LICENCE HOLDER IN RESPONSE TO  
THE REVIEW APPLICATION



Your Ref: WK200057,

Deleted: 63088

Our Ref: MC/Licence Review

16th October 2011

Enforcement Response – Frontline Services  
Units 271 – 272,  
Lee Valley Technopark  
Ashley Road  
London  
N17 9LR

Dear Mr Pearce,

**RE: Licensing Act 2003  
Chestnuts Community and Community Arts Centre  
Premises Licence Number: LN000005158**

Thank you for your letter of 6th October. Our committee are very concerned about the reports received from the local residents and Haringey Enforcement Team; an immediate investigation is underway in relation to the event that took place on 10th/11th September. We have taken action on the voluntary coordinator on duty the date in question this person is no longer a key holder and has been dismissed from the centre.

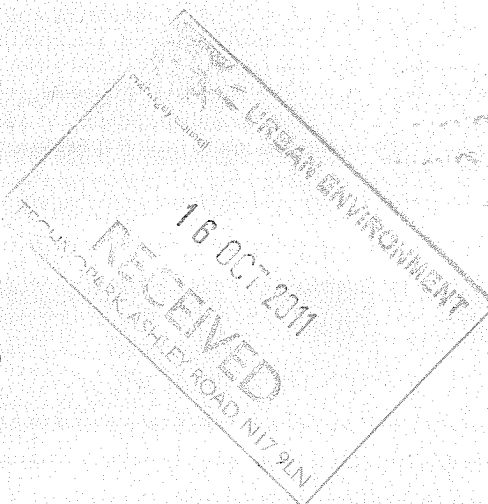
The committee have reviewed our events log in line with the complainants and Enforcement Team reports and initial investigations show that out of 19 complaints logged 17 were within the permitted licensing terms. One complaint was made after the council had confirmed that the event had ended. On 8 occasions the Enforcement Team made the following summarised statements at the time of their visit:

1. No noise nuisance
2. No noise
3. Not loud enough to be a nuisance at this time.
4. Slight bass audible from outside premises
5. No noise nuisance witnessed
6. No noise heard, faint bass heard outside.

We note that the complainants are inferring that the Chestnuts Community Centre functions as a night club. The local community has hired the centre for:

- Birthday celebrations
- Funeral receptions
- Memorial
- Dinners
- Weddings
- Christening
- Communion
- Children's parties
- Henna Party

280 St Ann's Road, Tottenham London N15 5BN, Tel: 0208 802 4649







The centre is hired for conferences and meetings by:

- Haringey Council
- NHS Trusts
- Non profit organisations
- Church organisations
- Private companies

As a result of these complaints the committee have reviewed the current terms and conditions of the licence with an immediate action plan as follows:

### 1. Staff

Due to insufficient funds to employ full time staff we have relied heavily on voluntary staff to manage the centres events.

#### **Action:**

- Staff roles and responsibilities are currently being reviewed.
- Staff will receive training on the revised operational procedures for managing events on site.
- Trained and registered door personnel will be engaged for large events.
- Staff will undertake customer service training.
- Staff on duty will be required to complete an event evaluation form.
- Duty coordinator will ensure that the management committee are informed of functions taking place at the centre in order that the local residents can be notified.

### 2. Premises

#### **Action:**

- A sound limiter is installed at the premises and has been set to 75dcb.
- We have recently purchased a noise logger which is soon to be installed.
- Complaints Policy and Complaints Book in place.
- Hirers have been told to keep the emergency exit doors closed and that all doors and windows should remain closed.
- Alarm sensors have been fitted to the fire exit doors in the main hall and we are looking at the costs to fit sensors to the fire exit doors on the first floor and speaker anti-vibration mountings.
- Ceiling fans have been installed in the main hall.
- Hire booking form terms and conditions have been revised to emphasise that patrons should recognise the residential nature of the area and conduct their behaviour accordingly.
- The centre will display its policies in the main areas of the building together with Local police and key holder contact details.
- We are obtaining quotations from 3 acoustic consultants on sound insulation for the main hall.



The committee have taken these complaints very seriously and wish to build relationships with the local residents at Turners Court through liaison meetings one of which was recently attended by two of the management committee members on the 17th September.

The Chestnuts Community Centre services the local community and we are a self funded charity who provides community space to non profit organisations providing activities to develop the community. 60% of our income derives from the events which enable us to maintain our rent and revenue expenditure. We have had to forfeit hire charges to our casual/ permanent users whose funding has been affected by the government cuts.

Our mission is to provide an excellent community facility, with a diverse range of activities for local people within the St Ann's Ward and Haringey borough, particularly young people. This is achieved by engaging the local community and organisations, particularly in educational and art activities to fulfil their potential. We feel this centre has made an important contribution to Haringey's Sustainable Community Strategy and other key strategies.

Chestnuts management committee are working towards developing new activities for its users which will entail the following:

- Local community involvement
- Volunteering Hub
- Volunteers Work Experience Programme
- Young People's Development Programme
- Education tuition classes
- Parental workshops
- Health & Fitness Programme.
- Creative Arts
- Financial Inclusion
- Social Enterprise

Our current activities include:

Deleted: ¶

- Sewing classes
- Knitting classes
- Martial Arts
- Yoga
- Zumba
- Study Group
- Children's education tuition classes
- Counselling
- Topical debate evenings

Our permanent users:

- Higher Heights  
Youth organisation developing young people through projects and programmes designed to combat the rise in youth crime and anti-social behaviour, as well as strengthening cohesion between different communities and different age groups.
- North London Somali Group  
Outreach advisory group for the Somali Community.



- PHASCA (Pyramid Health and Social Care Association)  
A successful advocate and provider of counselling and youth programmes in Haringey.

Yours sincerely,

*G Osbourne*

Gina Osbourne  
Chestnuts Management Committee

cc: Chestnuts Committee members  
Daliah Barrett- Williams – Lead Licensing Officer

APPENDIX 5—GUIDANCE FROM THE  
SECRETARY OF STATE

# 11. Reviews

## THE REVIEW PROCESS

- 11.1 The proceedings set out in the 2003 Act for reviewing premises licences represent a key protection for the community where problems associated with the licensing objectives are occurring after the grant or variation of a premises licence.
- 11.2 At any stage, following the grant of a premises licence, a responsible authority, or an interested party, may ask the licensing authority to review the licence because of a matter arising at the premises in connection with any of the four licensing objectives.
- 11.3 The Regulations allow applications for reviews to be made electronically, as long as the licensing authority agrees and the applicant submits a subsequent written application. The licensing authority may also agree in advance that the application need not be given in writing. However, these applications are outside the formal electronic application process and may not be submitted via businesslink or the licensing authority's electronic facility.
- 11.4 In addition, a review of the licence will normally follow any action by the police to close down the premises for up to 24 hours on grounds of disorder or noise nuisance as a result of a notice of magistrates' court's determination sent to the licensing authority.
- 11.5 Licensing officers may not initiate their own reviews of premises licences, but elected members of the licensing authority may request reviews if they are concerned about licensed activities at a premises or such matters are brought to their attention (see paragraph 8.15 above). Officers of the local authority who are specified as responsible authorities under the 2003 Act, such as environmental health officers, may also request reviews on any matter which relates to the promotion of one or more of the licensing objectives.
- 11.6 Representations made by a department of the local authority which is a responsible authority should be treated by the licensing authority in precisely the same way that they would treat representations made by any other body or individual.
- 11.7 In every case, the representation must relate to particular premises for which a premises licence is in existence and must be relevant to the promotion of the licensing objectives. After a licence or certificate has been granted or varied, a complaint relating to a general (crime and disorder) situation in a town centre should generally not be regarded as a relevant representation unless it can be positively tied or linked by a causal connection to particular premises, which would allow for a proper review of the licence or certificate. For instance, a geographic cluster of complaints, including along transport routes related to an individual public house and its closing time could give grounds for a review of an existing licence as well as direct incidents of crime and disorder around a particular public house.
- 11.8 Representations must be in writing and may be amplified at the subsequent hearing or may stand in their own right. Additional representations which do not amount to an amplification of the original representation may not be made at the hearing.
- 11.9 It is important to recognise that the promotion of the licensing objectives relies heavily on a partnership between licence holders, authorised persons, interested parties and responsible authorities in pursuit of common

aims. It is therefore equally important that reviews are not used to drive a wedge between these groups in a way that would undermine the benefits of co-operation. It is good practice for authorised persons and responsible authorities to give licence holders early warning of their concerns about problems identified at the premises concerned and of the need for improvement. A failure to respond to such warnings is expected to lead to a decision to request a review.

- 11.10 Where the request originates with an interested party – e.g. a local resident, residents' association, local business or trade association – the licensing authority must first consider whether the complaint made is relevant, vexatious, frivolous or repetitious.
- 11.11 Further information for interested parties about the review process is available in "Guidance for interested parties: applying for a review" which can be found on the DCMS website.

## REPETITIOUS REPRESENTATIONS

- 11.12 Relevance, vexation and frivolousness were dealt with in paragraphs 9.8 – 9.13 above. A repetitious representation is one that is identical or substantially similar to:
- a ground for review specified in an earlier application for review made in relation to the same premises licence which has already been determined; or
  - representations considered by the licensing authority when the premises licence was first granted; or
  - representations which would have been made when the application for the premises licence was first made and which were excluded then by reason of the prior issue of a provisional statement;

and, in addition to the above grounds, a reasonable interval has not elapsed since that earlier review or the grant of the licence.

- 11.13 Licensing authorities are expected to be aware of the need to prevent attempts to review licences merely as a second bite of the cherry following the failure of representations to persuade the licensing authority on earlier occasions. It is for licensing authorities themselves to judge what should be regarded as a reasonable interval in these circumstances. However, the Secretary of State recommends that more than one review originating from an interested party should not be permitted within a period of twelve months on similar grounds save in compelling circumstances or where it arises following a closure order.
- 11.14 The exclusion of a complaint on the grounds that it is repetitious does not apply to responsible authorities which may make more than one request for a review of a premises within a 12 month period.
- 11.15 When a licensing authority receives a request for a review from a responsible authority or an interested party or in accordance with the closure procedures described in Part 8 of the 2003 Act, it must arrange a hearing. The arrangements for the hearing must follow the provisions set out by the Secretary of State in regulations. The details may be viewed on the DCMS website. The Secretary of State considers it particularly important that the premises licence holder is fully aware of the representations made in respect of the premises, any evidence supporting the representations and that they or their legal representatives have therefore been able to prepare a response.

## POWERS OF A LICENSING AUTHORITY ON THE DETERMINATION OF A REVIEW

- 11.16 The 2003 Act provides a range of powers for the licensing authority on determining a review that it may exercise where it considers them necessary for the promotion of the licensing objectives.
- 11.17 The licensing authority may decide that no action is necessary if it finds that the review does not require it to take any steps necessary to promote the licensing objectives. In addition, there is nothing to prevent a licensing authority issuing an informal warning to the licence holder and/or to recommend improvement within a particular period of time. It is expected that licensing authorities will regard such warnings as an important mechanism for ensuring that the licensing objectives are effectively promoted and that warnings should be issued in writing to the holder of the licence. However, where responsible authorities like the police or environmental health officers have already issued warnings requiring improvement – either orally or in writing – that have failed as part of their own stepped approach to concerns, licensing authorities should not merely repeat that approach.
- 11.18 Where the licensing authority considers that action under its statutory powers are necessary, it may take any of the following steps:
- to modify the conditions of the premises licence (which includes adding new conditions or any alteration or omission of an existing condition), for example, by reducing the hours of opening or by requiring door supervisors at particular times;
  - to exclude a licensable activity from the scope of the licence, for example, to exclude the performance of live music or playing of recorded music (where it is not within the incidental live and recorded music exemption);
  - to remove the designated premises supervisor, for example, because they consider that the problems are the result of poor management;
  - to suspend the licence for a period not exceeding three months;
  - to revoke the licence.
- 11.19 In deciding which of these powers to invoke, it is expected that licensing authorities should so far as possible seek to establish the cause or causes of the concerns which the representations identify. The remedial action taken should generally be directed at these causes and should always be no more than a necessary and proportionate response.
- 11.20 For example, licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decisions made by that individual.
- 11.21 Equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor may be an inadequate response to the problems presented. Indeed, where subsequent review hearings are generated by representations, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems which impact upon the licensing objectives.

APPENDIX 6—RELEVANT SECTIONS  
OF THE STATEMENT OF LICENSING  
POLICY



### 10.5 Trading Standards

Trading Standards will carry out test purchasing for underage sales in licensed premises.

### 10.6 Environmental Health – Food Team

The Food Team will inspect all food premises and are able to take action in relation to any contraventions found under the Food Safety Act 1990.

## 11.0 Operating Schedule

11.1 The operating schedule will form part of the completed application form for a premises licence. The schedule should contain the information necessary to enable any responsible authority or interested party to assess whether the steps to be taken to promote licensing objectives are satisfactory. In respect of applications for provisional statements, applications will need to contain information as prescribed in Regulation.

### 11.2 Risk Assessments

Risk assessments help to identify areas of concern in the operating of the premises which may undermine the licensing objectives. Applicants can use the information to complete their application and Operating schedule, and the steps identified by the applicant are transferred on to the license as a condition. Risk assessments should be specific to the premises, the proposed licensable activities and the proposed hours of trading and also the anticipated number of people likely to be on the premises when licensable activities are taking place.

11.2 Further guidance in this policy on the Operating Schedule is contained in the Appendix.

## 12.0 The prevention of crime and disorder

12.1 The Home Office has identified that a large percentage of violent crimes, assaults and criminal damage are from offenders under the direct influence of alcohol. The Haringey Crime Audit 2001 acknowledged that alcohol related violence was found to be a problem in night-time entertainment areas and that almost a quarter of all arrests were drink related. Direct findings summarised that the misuse of drugs and alcohol has contributed to the increase of crime and disorder in the borough with young men being of particular concern. Alcohol has also been shown to be a factor in occurrences of domestic violence. In comparison to similar boroughs, Haringey compared well and had fewer violent crimes per 1000 residents than the adjoining boroughs of Islington and Hackney.

12.2 The Council is committed to reducing crime and disorder throughout the borough through it's statutory duty under the Crime and Disorder Act and through the Haringey Safer Communities Strategy.

12.3 Good management, best practices and sound procedures in licensed premises do and can make an important difference to the level of alcohol related crime.

### **13.0 Public safety**

13.1 Members of the public visiting licensed premises have the right to expect that due consideration has been taken in relation to public safety. Licensees, as providers of the premises for the sale of alcohol and/or regulated entertainment, must be able to demonstrate that they have considered and put in effect measures to protect members of the public.

13.2 In order to promote public safety responsible authorities may make representations on the grounds of public safety. The Licensing Authority will encourage those applying for a premises licence to undertake the necessary fire safety risk assessment and to be compliant with all relevant building control rules and regulations.

13.3 The Council recommends that the Metropolitan Police Promotion/Event Risk Assessment Form 696 and the After Promotion /Event Debrief Risk assessment Form 696A be used as an effective tool in this process.

#### **Adult Entertainment**

13.4 Nudity, striptease and other adult entertainment of a sexual nature fall within the remit of the Licensing Act 2003. This section details the approach the Licensing Authority will take when considering applications for this type of activity on its own merits. These premises may also require a licence under the Local Government (Miscellaneous Provisions) Act 1982.

13.5 Applicants to whom this applies are required to set out expressly in their Operating Schedule that they propose to offer entertainment involving nudity, striptease or other adult entertainment of a sexual nature. Any reference to music or dancing without express reference to adult entertainment will be interpreted as not including adult entertainment.

13.6 The Licensing Authority and the Police will have concerns about crime and disorder and public nuisance issues which may arise from the operation of the premises where these activities take place. The carrying on of these activities can provide the opportunity for prostitution, pimping, and other offences of a sexual nature. For these reasons there must be proper regulation of premises where these activities are offered.

13.7 When considering applications the Licensing Authority will have regard to whether the premises are in close proximity to the following:

- Schools

- Licensees will need to have measures or procedures in place to check the SIA register of door supervisors to ensure their premises and customers are only protected by door supervisors with an SIA licence.

#### **14.0 The prevention of public nuisance**

- 14.1 Licensed premises, especially those operating late at night and in the early hours of the morning can cause a wide range of nuisances that can impact on the people living, working or sleeping in the vicinity of the licensed premises. The Council is committed to protecting the residents and businesses in the vicinity of these licensed premises.
- 14.2 In particular, late night activities cause much of this nuisance. Late night cafés, clubs, pubs and restaurants can have a number of adverse effects on the residents in the vicinity of these premises. Nuisance such as noise, litter, anti-social behaviour, lights and odour all contribute to the loss of amenity to the general public.
- 14.3 Noise nuisance is of particular concern; music, people talking, ventilation equipment and traffic can all be disturbing especially at night when ambient noise is low.
- 14.4 The conduct of customers leaving premises or spilling out into public and open spaces is often a source of disturbance and anti-social behaviour. Problems can include littering, the breaking of glasses and bottles, vomiting and urination.
- 14.5 Fly posting or any other illegal methods of displaying advertisements relating to a licensed premises or events is considered to be a public nuisance and will not be tolerated by the Council. The Council will take action (including prosecuting) those that fly post and will support action by other Councils against those that fly post.
- 14.6 The Council is aware of the importance of the licensing trade to the local economy and its culture and leisure aspirations. Accordingly, it will try and work together with individuals and bodies who are able to make objection to licence applications, the statutory agencies and licensed businesses to ensure that licensed premises can provide a service in a responsible way and co-exist with the wider community.
- 14.7 In considering all licensed applications, the Council will consider the adequacy of measures proposed to deal with the potential for nuisance and/or anti-social behaviour having regard to all the circumstances of the application. The council will expect applicants to address the issues under prevention of public nuisance detailed in the Appendix.

#### **15.0 The protection of children from harm**

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