

NOTICE OF MEETING

SPECIAL LICENSING SUB COMMITTEE

Monday, 23rd April, 2018, 7.00 pm - The Cypriot Centre, Earlham Grove, Wood Green, N22 5HJ

Members: Councillors David Beacham, Reg Rice and Ann Waters

Quorum: 3

1. FILMING AT MEETINGS

Please note this meeting may be filmed or recorded by the Council for live or subsequent broadcast via the Council's internet site or by anyone attending the meeting using any communication method. Although we ask members of the public recording, filming or reporting on the meeting not to include the public seating areas, members of the public attending the meeting should be aware that we cannot guarantee that they will not be filmed or recorded by others attending the meeting. Members of the public participating in the meeting (e.g. making deputations, asking questions, making oral protests) should be aware that they are likely to be filmed, recorded or reported on. By entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings.

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

2. APOLOGIES FOR ABSENCE

3. URGENT BUSINESS

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

4. DECLARATIONS OF INTEREST

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

(i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and

(ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.

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

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

5. SUMMARY OF PROCEDURE

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

6. SUB-COMMITTEE PROCEDURE - REVIEW (PAGES 1 - 2)

7. THE BANC, 261-263 WEST GREEN ROAD, N15 (PAGES 3 - 126)

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

Felicity Foley, Principal Committee Co-ordinator
Tel – 020 8489 2919
Fax – 020 8881 5218
Email: felicity.foley@haringey.gov.uk

Bernie Ryan
Assistant Director – Corporate Governance and Monitoring Officer
River Park House, 225 High Road, Wood Green, N22 8HQ

Thursday, 02 February 2023

APPENDIX 3

LICENSING SUB-COMMITTEE REVIEW HEARINGS PROCEDURE SUMMARY	
INTRODUCTION	
1.	The Chair introduces himself and invites other Members, Council officers, the Premises Licence Holder, representatives of responsible authorities, interested parties and the Review Applicant to do the same.
2.	The Chair invites Members to disclose <ul style="list-style-type: none"> i) any prior contacts (before the hearing) with the parties or representations received by them; and separately any declarations of interest.
3.	The Chair explains the procedure to be followed by reference to this summary which will be distributed in advance.
NON-ATTENDANCE BY PARTY OR PARTIES	
4.	If one or both of the parties fails to attend, the Chair decides whether to: <ul style="list-style-type: none"> (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 opportunity to attend.
TOPIC HEADINGS	
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: <p>Whether the extensions of hours etc. applied for would conflict with the four licensing objectives i.e.</p> <ul style="list-style-type: none"> (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 any other topic headings to be discussed.
WITNESSES	
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.
DOCUMENTARY EVIDENCE	
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 generally 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?	
THE LICENSING OFFICER'S INTRODUCTION		
13.	The Licensing Officer introduces the report explaining, for example, the existing hours, the hours sought to be varied 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.	
THE HEARING		
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 Review Applicant's main representative	
(ii)	an introduction by the Premises Licence Holder or representative	
(iii)	questions put by Members to the Review Applicant	
(iv)	questions put by Members to the Premises Licence Holder	
(v)	questions put by the Review Applicant to the Premises Licence Holder	
(vi)	questions put by the Premises Licence Holder to the Review Applicant	
CLOSING ADRESSES		
16.	The Chair asks each party how much time is needed for their closing address, if they need to make one.	
17.	Generally, the Review Applicant makes their closing address before the Premises Licence Holder, who has the right to the final closing address.	
THE DECISION		
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.	

Report for: Licensing Sub Committee 23rd April 2018.

Item number:

Title: Review application against – THE BANC 261-263 WEST GREEN ROAD, LONDON N15

Report authorised by : Daliah Barrett-Licensing Team Leader

Lead Officer: Daliah Barrett – Licensing Team Leader -Regulatory Services.
0208489 8232. Daliah.barrett@haringey.gov.uk

Ward(s) affected: 'St Anns'

Report for Key/
Non Key Decision: Not applicable

1. Describe the issue under consideration

1.1 This report relates to an application for the Review of The Banc Premises License brought by 'Other persons' namely residents, under the prevention of crime and disorder and the public safety as well as the prevention of public nuisance licensing objectives.

1.2 Summary of review received:

i) The operation of the premises has failed to uphold and promote the prevention of crime and disorder, public safety and the prevention of public nuisance objective due to on going problems from patrons attending the venue that cause nuisance problems for residents living nearby their details are contained in the officers report.

1.3 The full review application from the residents acting in their capacity as a Other persons can be found at Appendix A.

- i) A copy of the current Premises Licence is at Appendix B.
- ii) Copies of representations in support of the review are at Appendix C
- iii) Copies of representations in support of the The Banc Appendix D
- iv) Copy of letter sent to residents by the Licensee Appendix E and supporting documentation from postponed hearing.

1.4 Representations must relate to particular premises for which a Premises Licence is already held and must be relevant to the promotion of the Licensing Objectives. The Licensing Committee, in determining a review, may exercise the range of powers given to them to promote the Licensing Objectives. The Authority will seek to establish the cause or causes of the concern and remedial action will be targeted at such causes. Any action will be proportionate to the problems involved.

Where reviews arise and the Licensing Authority determines that the crime prevention objective is being undermined through the premises being used to further crimes, it is expected that the revocation of the licence- even in the first instance - will be seriously considered (Amended Guidance, paragraph 11.27). Revocation also remains an option if other licensing objectives are being undermined.

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The residents supporting documents include footage taken to show customers coming and going to and from the Banc to their cars and vice versa with the associated noise that accompanies this activity.

2 Recommendations

Powers of a Licensing Authority on the Determination of a Review are

- a) To modify the conditions of the licence, (which includes adding new conditions or any alteration or omission of an existing condition) for example reducing the hours of opening, or by requiring doors supervisors;
- b) 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);
- c) To remove the designated premises supervisor, for example because they consider that the problems are as a result of poor management;
- d) To suspend the licence for a period not exceeding three months;
- e) To revoke the licence.

Members of the Licensing Sub – Committee are reminded of their duty under the Section 17 of the Crime and Disorder Act 1989 to consider the crime and disorder implications of their decisions and the Licensing Authority's responsibility to cooperate in the reduction of crime and disorder in the Borough.

3. Background

3.1 The premises has operated as a restaurant and shisha lounge with the ability to sell alcohol since 2009. The premises has been enlarged in terms of the shisha area to accommodate more customers as the business has grown exponentially. The growth of the business also coincided with alterations to the rear area and the side entrance becoming the focal point for patrons attending the venue just for shisha activity. When the licence was originally granted in 2009 there were representations from residents and the Environmental Health Noise officer also made representation to impose a condition that the side door of the premises must not be used for the ingress of customers, this was to be done at the front of the venue on West Green Road. This condition was placed on the licence as they recognised that any activity at the side would potentially lead to noise nuisance issues for residents living in these side roads.

3.2 The capacity of the premises has increased along with its popularity and this has lead to residents being impacted on by patrons attending the venue. Many of the letters received have mentioned the problems experienced by residents with not being able to park in their own roads. This of itself is not an issue that the LSC can consider but the nuisance caused by patrons as they make their way to and from the venue is a matter on which the discretion of the LSC is engaged.

4. Licensing Policy

4.1 The committee will also wish to be aware of the guidance issued under section 182 of the Licensing Act 2003:

- a) Hearings - S 9.29

Regulations made under the 2003 Act require that representations must be

withdrawn 24 hours before the first day of any hearing. If they are withdrawn after this time, the hearing must proceed and the representations may be withdrawn orally at that hearing. However, where discussions between an applicant and those making representations are taking place and it is likely that all parties are on the point of reaching agreement, the licensing authority may wish to use the power given within the hearings regulations to extend time limits, if it considers this to be in the public interest.

b) Imposed Conditions - S10.10

The 2003 Act requires that licensing conditions should be tailored to the size, type, location and characteristics and activities taking place at the premises concerned. Conditions should be determined on a case-by-case basis and standardised conditions which ignore these individual aspects should be avoided. Licensing authorities and other responsible authorities should be alive to the indirect costs that can arise because of conditions. Licensing authorities should therefore ensure that any conditions they impose are only those which are appropriate for the promotion of the licensing objectives.

c) Hours of Trading s10.11

The Government acknowledges that different licensing strategies may be appropriate for the promotion of the licensing objectives in different areas. The 2003 Act gives the licensing authority power to make decisions regarding licensed opening hours as part of the implementation of its licensing policy statement and licensing authorities are best placed to make decisions about appropriate opening hours in their areas based on their local knowledge and in consultation with responsible authorities. However, licensing authorities must always consider each application and must not impose predetermined licensed opening hours, without giving individual consideration to the merits of each application.

d) Hearings S9.34

In determining the application with a view to promoting the licensing objectives in the overall interests of the local community, the licensing authority must give appropriate weight to: -

- the steps that are appropriate to promote the licensing objectives;
- the representations (including supporting information) presented by all the parties;
- the revised guidance under section 182 of the licensing act 2003; its own statement of licensing policy.

4.2 Licensing hours

Where relevant representations are made, the Council will consider the proposed hours on their individual merits. Not with standing this, the Council may require stricter conditions in areas that have denser residential accommodation to prevent public nuisance. The Council will endeavour to work with all parties concerned in such instances to ensure that adequate conditions are in place. The Council may restrict the hours that certain premises can offer alcohol for sale for consumption off the premises for preventing crime, disorder and nuisance.

4.3 Powers of a Licensing Authority

Powers of a Licensing Authority on the Determination of a Review s11.23
Licensing authorities should also note that modifications of conditions and licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as an appropriate means of promoting the licensing objectives. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives. But

where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough action to tackle the problems at the premises.

- 4.4 The decision should be made with regard to the Secretary of the State's guidance and the Council's Statement of Licensing Policy under the Licensing Act 2003. Where the decision departs from either the Guidance or the Policy clear and cogent reasons must be given. Members should be aware that if such a departure is made the risk of appeal / challenge is increased.

5. Other considerations

5.1 Section 17 of the Crime and Disorder Act 1998 states:

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

5.2 Human Rights

While all Convention Rights must be considered, those which are of particular relevance to the application are:

- o Article 8 – Right to respect for private and family life.
- o Article 1 of the First Protocol – Protection of Property
- o Article 6(1) – Right to a fair hearing.
- o Article 10 – Freedom of Expression

6 Use of Appendices

Appendix A - Review application form and supporting Documentation.

Appendix B - Copy of Premises licence.

Appendix C - Copy of representations in support of review

Appendix D - Copies of representation in support of The Banc

Appendix E - Copy of letter sent to residents by the Licensee and supporting documents from postponed hearing

APPENDIX A – REVIEW APPLICATION

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

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I RESIDENTS OF STATION CRESCENT & CLINTON RD N15
(Insert name of applicant)

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

Part 1 – Premises or club premises details

Post town LONDON	Post code (if known) N15 3BH
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Name of premises licence holder or club holding club premises certificate (if known) THE BANC, 261-263 WEST GREEN ROAD

Number of premises licence or club premises certificate (if known) NOT KNOWN

Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)

2) a responsible authority (please complete (C) below)

3) a member of the club to which this application relates (please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr Mrs Miss Ms Other title

RESIDENTS OF STATION CRESCENT & CLINTON RD
See attached list of Residents

(for example, Rev)

Surname

First names

I am 18 years old or over

Please tick ✓ yes

Current postal address if different from premises address

Post town

Post Code

Daytime contact telephone number

E-mail address (optional)

(B) DETAILS OF OTHER APPLICANT

Name and address

THIS REVIEW APPLICATION IS MADE BY THE RESIDENTS OF STATION CRESCENT & CLINTON ROAD - SEE ATTACHED NAMES & ADDRESSES

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address
Telephone number (if any)
E-mail address (optional)

This application to review relates to the following licensing objective(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 tick one or more boxes ✓

-
-
-
-

Please tick ✓ yes

Have you made an application for review relating to the premises before

If yes please state the date of that application

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

If you have made representations before relating to the premises please state what they were and when you made them

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

THE AREA WHERE THE BANC IS SITUATED ~~WAS~~ WAS A QUIET RESIDENTIAL AREA BEFORE THE BANC STARTED IT'S SISHA BUSINESS, THE RESIDENTS WERE NOT ASKED/INFORMED THAT THE BANC HAD APPLIED FOR A LICENCE UNTILL 2AM. AS RESIDENTS WE ARE CONSTANTLY DISTURBED BY THE BANC'S CLIENTS ALL NIGHT HOW A 2AM LICENCE WAS GRANTED IN A RESIDENTIAL AREA IS UNBELWABLE!

THEIR CLIENTS ARE ABUSIVE WHEN WE ASK THEM TO RESPECT THE NEIGHBOURS IN THE EARLY HOURS OF THE MORNING, THE GRIDLOCK OF CARS IS CONSTANT FROM 7PM - 1AM, BIBBING THEIR HORNS (WE AS RESIDENTS HAVE VIDEO EVIDENCE OF THIS) CONT ON NEXT PAGE

Please provide as much information as possible to support the application (please read guidance note 3)

WE ~~HA~~ WANT THE LICENCE TO BE REDUCED TO A MORE ACCEPTABLE TIME AS WE THE RESIDENTS ARE SUFFERING NOISE EVERY NIGHT MON-SUN THERE IS NO REST & WE FEEL THAT TEMPERERS ARE AT BOILING POINT. THE BANCIS CLIENTS ALSO USE OUR STREETS TO EMPTY THEIR CARS RUBBISH. THEY LEAVE THEIR CAR ENGINES RUNNING WHILE THEY HAVE THEIR CONVERSTATIONS OUTSIDE OUR HOUSES IN THE EARLY HOURS OF THE MORNING AS RESIDENTS WE CANT HAVE OUR WINDOWS OPEN AT NIGHT AS THE NOISE FROM THE BANCIS CUSTOMERS WAKES US UP. THE BANCIS OWNER HAS TOLD ONE RESIDENT THAT THEY HAVE 4000 CUSTOMERS A WEEK NO WONDER NONE OF THE RESIDENTS CAN PARK & WE ARE THE ONES WHO PAY FOR OUR PARKING PERMITS! THE BANCIS LICENCE SHOULD BE REDUCED FROM 2AM TO 10.30pm MON-SUN THEY ARE SITUATED IN A RESIDENTIAL AREA & THE RESIDENTS HAVE HAD ENOUGH OF BEING ABUSED & KEPT AWAKE BY THEIR CUSTOMERS.

Please tick ✓ yes

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

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant’s solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature *SEE attached names & addresses .*

Date *5/1/2018*

Capacity *Residents of Station Crescent & Clenton RS .*

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

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant’s agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

Also attached with this application pictures of the Banc's customers parking on double yellow lines (every night) the residents have called the council on numerous occasions regarding this and the council do NOTHING about it.

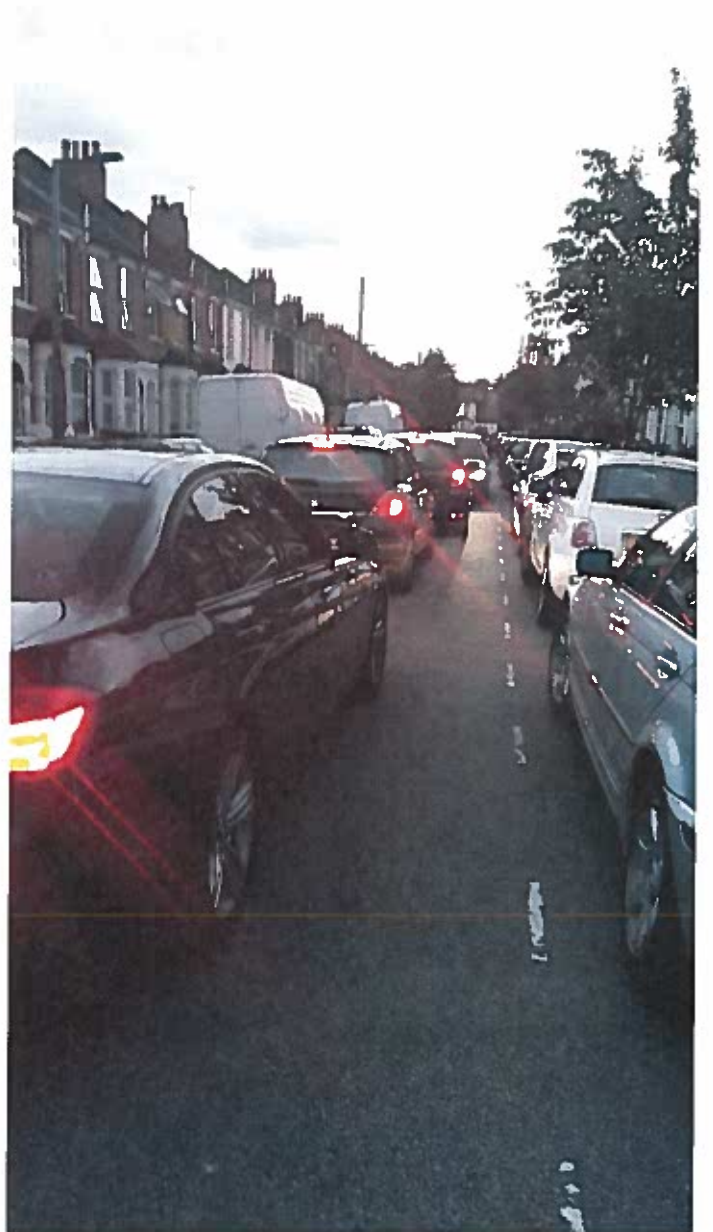
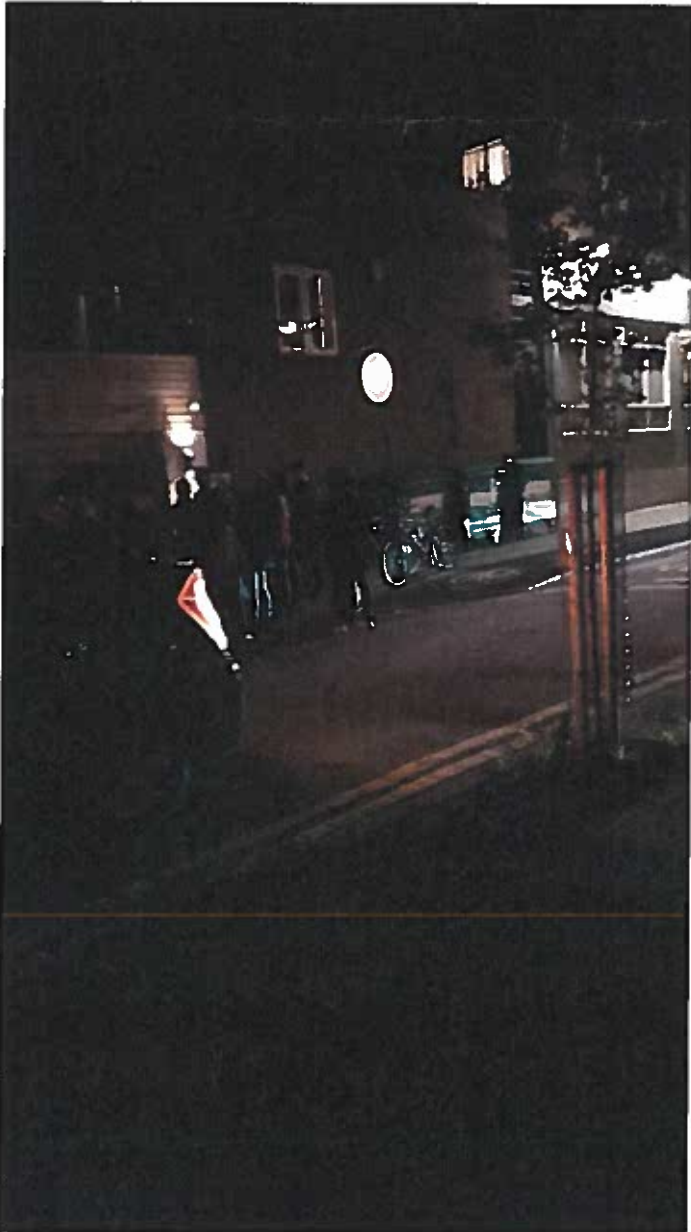
Pictures attached also show the gridlock in our small residential roads from the Banc's customers who just circle round and round waiting for someone to leave so they can park - there are been quite a few arguments and beeping of horns as there is not enough room for 2 cars and we have video evidence of this - only a matter of time before it ends up in a fight

Pictures attached of the rubbish that the Banc's customer dump on our pavements whilst waiting for their time slot to go into the Banc - they seem to think it's ok to clean their cars out and dump their laughing gas canisters on our road - NOT ACCEPTABLE we have young children who see these shiny canisters and run to pick them up when walking down our roads!

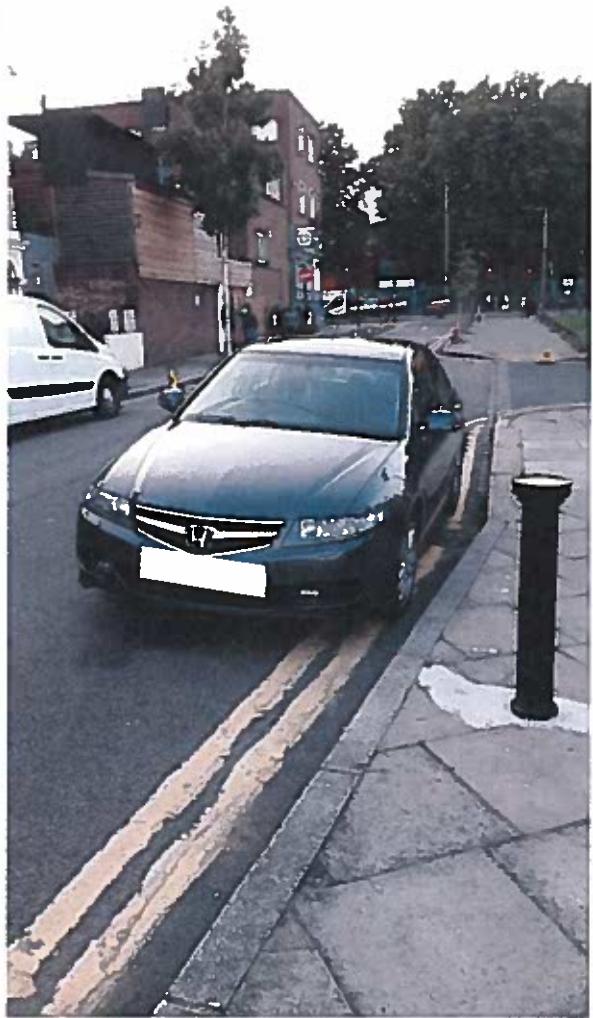
Pictures attached of queuing up outside the Banc which obviously is a noise pollution to the residence as their opening hours are till 2am - in a residential area - how is this possible?

Pictures attached of cones put out on the double yellow lines by the Banc daily for their customers who have very expensive cars to park - the owners of the Banc seem to think they have a right to do as they wish and to hell with the residents who suffer on a nightly basis.













APPENDIX B – COPY OF CURRENT PREMISES LICENCE

PREMISES LICENCE

Receipt: AG964603

Premises Licence Number: LN/000008481

This Premises Licence has been issued by:

**The Licensing Authority, London Borough of Haringey,
6th Floor Alexandra House, 10 Station Road,
Wood Green, London, N22 7TR**

Signature:

Date: 6th September 2010

Minor Variation: 1st October 2016

Part 1 – PREMISES DETAILS

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

**THE BANC
261-263 WEST GREEN ROAD
LONDON N15 3BH**

Where the Licence is time limited, the dates:

Not applicable.

Licensable activities authorised by the Licence:

Provision of Regulated Entertainment: Films, Indoor Sporting Events, Live Music, Recorded Music Performances of Dance, Provision of Facilities for Making Music and Dancing

Supply of Alcohol

Provision of Late Night Refreshment

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

Provision of Regulated Entertainment: Films

Monday to Sunday 1000 to 0130

Indoor Sporting Events and Performances of Dance

Monday to Sunday 1200 to 0130

Live Music, Provision of Facilities for Making Music and Provision of Facilities for Dancing

Monday to Sunday 1800 to 0130

Recorded Music

Monday to Sunday 0900 to 0130

Supply of Alcohol

Sunday to Thursday 1100 to 0000

Friday & Saturday 1100 to 0130

For Outside Back Garden Area ONLY Monday to Sunday from 1100 to 0100

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Provision of Late Night Refreshment

Monday to Sunday 2300 to 0130

For Outside Back Garden Area ONLY Monday to Sunday from 2300 to 0100

The opening hours of the premises:

Monday to Sunday 0900 to 0200

For Outside Back Garden Area ONLY Monday to Sunday from 1100 to 0100

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

Supply of alcohol for consumption ON the premises only

Part 2

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

Mr Can Topcu

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

Not applicable

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

Fabio Teixeira

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

Personal Licence: LN000008454

Issued by: London Borough of Haringey

Annex 1 –Mandatory Conditions

1. No supply of alcohol may be made under the Premises Licence –
 - (a) At a time when there is no Designated Premises Supervisor in respect of the Premises Licence; or
 - (b) At a time when the Designated Premises Supervisor does not hold a Personal Licence or his Personal Licence is suspended.
2. Every supply of alcohol under the Premises Licence must be made, or authorised by a person who holds a Personal Licence.
3.
 - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
 - (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises.
 - a) games or other activities which require or encourage, or are designed to require or encourage, individuals to –
 - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
 - b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
 - c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
 - d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.
 - e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
4. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
5.
 - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
 - (2) The designated premises supervisor in relation to the premises licences must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

Annex 1 –Mandatory Conditions

- (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either:-
- (a) a holographic mark or
 - (b) an ultraviolet feature.
6. The responsible person shall ensure that –
- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures –
 - (i) beer or cider: ½ pint;
 - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - (iii) still wine in a glass: 125 ml; and
 - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
 - (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

Minimum Drinks Pricing

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
2. For the purposes of the condition set out in paragraph 1 –
- (a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979
 - (b) “permitted price” is the price found by applying the formula –
$$P = D + (D \times V)$$
Where –
 - (i) P is the permitted price
 - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
 - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
 - (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence –
 - (i) The holder of the premises licence
 - (ii) The designated premises supervisor (if any) in respect of such a licence, or
 - (iii) The personal licence holder who makes or authorises a supply of alcohol under such a licence;

Annex 1 –Mandatory Conditions

- (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
 - (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.
3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from the paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
 4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

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

Annex 2 – Conditions consistent with the Operating Schedule

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

THE PREVENTION OF CRIME AND DISORDER

At least two members of staff will be on the shop floor between 2200 to closing time.

CCTV shall be installed, operated and maintained in agreement with the Police. The system will enable a frontal head and shoulders image of every person entering the premises. The system shall record in real time and operate whilst the premises are open for licensable activities. The recordings shall be made available to an Authorised Officer or a Police Officer within 24 hours of any request.

Premises to adopt the Challenge 21 National Proof of Age Standards Scheme.

PUBLIC SAFETY

Appropriate fire safety procedures will be in place along with appliances including fire extinguishers (Foam, H₂O and CO₂), fire blankets, internally illuminated fire exit signs, a smoke detector and emergency lighting.

All fire escapes/escape routes will be clearly marked and kept free from obstructions at all times.

THE PREVENTION OF PUBLIC NUISANCE

Entry to the premises will be restricted to the main front entrance on West Green Road whilst the premises is being used for licensable activity.

Clear and legible notices will be displayed to remind customers to leave quietly.

Trade waste agreement to be maintained at all times.

All doors and windows will remain closed during the licensed activities.

Staff will ensure that the door is not propped open.

A member of staff shall be positioned at the door to ensure it is opened for as brief a period as possible.

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

No amplified sound will be played in, or for the benefit of, patrons in the rear 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 rear garden instructing patrons to recognise the residential nature of the area and conduct their behaviour accordingly. The management will reserve the right to ask patrons to move inside the premises or leave if it is felt that they could be disturbing neighbours.

Deliveries and collections associated with the premises will be arranged between the hours of 0800 to 1800 hours so as to minimise the disturbance caused to the neighbours.

Glasses will be collected from the rear garden area at the beginning of the day rather than at closing time when neighbours in close proximity might be unduly disturbed.

Annex 2 – Conditions consistent with the Operating Schedule

Empty bottles and non-degradable refuse will remain in the premises at the end of trading hours and taken out to the refuse point at the start of the working day rather than at the end of trading when neighbours might be unduly disturbed.

All plant and machinery will be correctly maintained and regularly serviced to ensure that it is operating efficiently and with minimal disturbance to neighbours arising from noise.

All ventilation and extraction systems shall be correctly maintained and regularly serviced to ensure that they are operating efficiently and with minimal disturbance to neighbours arising from odour.

THE PROTECTION OF CHILDREN

The premises will be effectively and responsibly managed.

There will be provision of a sufficient number of people employed or engaged.

Appropriate instruction, training and supervision of those employed or engaged.

The licensee and staff will ask persons who appear to be under the age of 21 for photographic ID such as proof of age cards, the Connexions Card and Citizen Card, photographic driving licence or passport, an official identity card issued by HM Forces or by an EU country, bearing the photograph and date of birth of bearer.

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

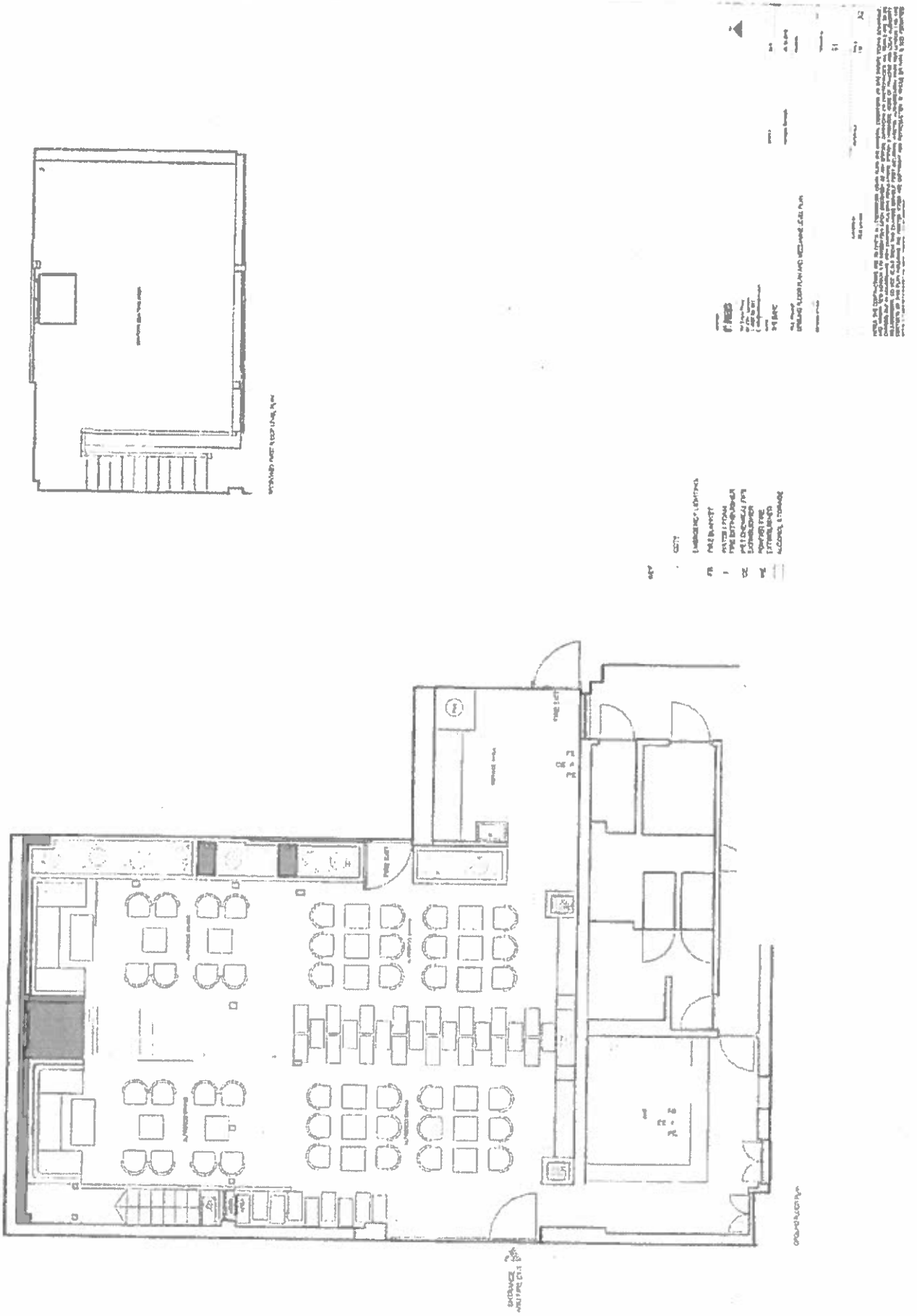
- A valid passport
- A photo driving license issued in a European Union Country
- A proof of age standard card system
- A citizen card, supported by the Home Office

A register of refused sales shall be kept and maintained at the premises.

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

No applicable

Annex 4 - Plans



APPENDIX C – COPIES OF REPRESENTATIONS IN SUPPORT OF REVIEW

Anderson Chanel

From:
Sent: 11 January 2018 16:20
To: Barrett Daliah
Cc:

Subject: Banc shisha lounge

Dear Daliah

I am contacting you regarding the Banc restaurant and Shisha lounge west green road N15. The comments I am sending you are not just my opinions, they also reflect those of many neighbours and residents of Station Crescent, Clinton road and Clarence road - from many conversations and meetings we have had.

Many people in our community have supported Fabio and Can over the years with their businesses and what they have done to the local area. However, due to their success, this is now having an extremely negative effect on our lovely residential community over the past 2 or so years. We have tried to communicate reasonably with Fabio and Can as well as following the correct procedures through the council : our local councillor and other council departments - but this situation is now becoming untenable with the owners now refusing to have any communications with us. We also seem to have come to a stalemate with any support from the council which is leaving us very frustrated and feeling that businesses are more important to the council than residents - many of whom have lived here for many years.

The main issues are :

* **PARKING** - it is impossible to park after 7.00 pm every night - usually earlier on weekends (and from the afternoons on Saturdays and Sundays) . We are mindful that a parking permit does not allow to park outside your home but usually there is nowhere within 3 streets . Customers often park illegally - either in bays at restricted times or (always) on double yellow lines - without impunity. Despite many requests from residents for a presence from traffic enforcement, we never see them in action with the Banc customers - we know that the enforcement should be patrolling until 9pm, but this does not happen - despite many requests.

Some residents believe that we need to have other parking restrictions in order for our community to live less stressfully.

* **NOISE POLLUTION** - due to the large amount, and high turnover of customers there is regular loud noise throughout every evening from 7pm until 2am - this is from the people waiting outside the shisha lounge, as well as those walking to and from their cars.

Some residents believe that the opening hours are too late for a residential area, and want these changed.

* **TRAFFIC & GRIDLOCK** - this is a frequent occurrence in our usually quiet street due to customers trying to find somewhere to park - as close to the Banc as possible. This results in irate drivers, beeping horns, standoffs ...

we have suggested a possible 1 way system around Clinton road, station crescent to ameliorate this situation... again we have heard nothing from this

* **AIR POLLUTION** - many of the customers drive high performance cars which do not support the ecological policies in Haringey. In addition many customers sit in their cars for extended times with their engines on outside our homes - as you are aware, it is illegal to do this for longer than 1 minute. They also drive round and round, or sit in gridlock in order to find parking

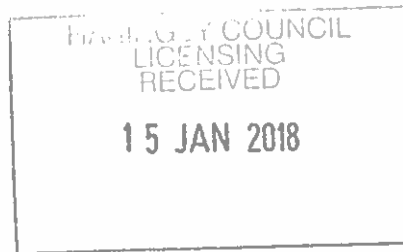
* **RUBBISH** - customers are often seen emptying rubbish from their cars onto the road or pavement - this includes alcohol bottles, laughing gas canisters, empty food take away bags

We are aware that the council, and some local people, see this business as having a positive impact on the area. Whilst agreeing to a certain extent, the negative impacts are proving to be very stressful and upsetting for many local residents who are in the vicinity of the restaurant and Shisha lounge - including young families, elderly people, residents who have been living here for decades - not just part of the new influx

We await a response in this matter, as our lives are being negatively impacted by these businesses.

many thanks and look forward to hearing from you

take care



To Daliah Barrett

Re. The Banc

Shisha lounge on corner of Clinton Road/Station Crescent
Residents appeal to reduce licensing/opening hours.

Examples of anti social behaviour etc related to The Banc
From

We have been having problems with the Banc for years now since the shisha lounge opened. A license which finishes at 2am is not suitable in a residential area.

Every evening, night and at weekends in the afternoons, there are cars parked on double yellow lines. None of these cars ever seem to get tickets and I have never seen a traffic warden speaking to any of them. The cars are parked in such a way that it might be difficult for emergency vehicles to get through. Also there are many occasions when customers leave the Banc shouting, laughing, arguing, etc. It is difficult for residents to park. Arguments start when cars seeking parking places for the Banc refuse to reverse. Customers sit in their cars playing loud music or leave their engines running, causing air pollution. They often leave rubbish.

Examples (a few of many)

Last night 14.1.2018 car reg LW17 MUV was one of several parked on double yellow lines opposite Banc from 4.30 onwards. I have often seen this car parked on double yellows here. The driver got out wearing only jeans and a tee shirt so obviously only wanted to walk a short distance on a cold day in January and had no intention of parking anywhere else.

31.12.2017 10pm cars opposite the Banc on double yellows, engines running while people play with phones. I spoke to the Banc security man who said "I can't go up to random people to speak to them, they might not be customers". The people in the cars were smartly dressed and in very expensive cars so it's obvious they were there because of the Banc. Cars were driving around trying to park, a minicab was waiting in the middle of the road (junction of Station Cres and Clinton Rd) with engine running. This all causes pollution, which is worse in the summer as people have their windows open. Since London is polluted already, why is this allowed?

6.1.2018 6.30pm cars on double yellow line, car parked in middle of road outside Banc, engine running.

10.1.2018 11.10pm large expensive cars on double yellows, woman exits Banc with friends, shouting and laughing as they walk down the street.

16.9.2017 4pm. Large noisy sportscar outside my living room window which was open as it was a sunny day. Loud engine running for about 10 mins I went out to ask the male driver and two young women passengers if they could turn the engine off as it was noisy and polluting the air and I could smell it in my living room. The driver was unpleasant to me and said that "This is what sports cars do. They make a noise. If you have problems about my car don't bother me contact the DVLA. " they told me they were going to the Banc so I went up there to complain to the owners. After spending a while at the Banc waiting for one of the owners and another member of staff to locate the customers and come back with them to the car, I reminded the Banc owners that they had promised at a meeting with residents to do something about anti-social behaviour by their customers. In fact they said at that meeting that bad behaviour by customers would result in a ban. To my knowledge this has never happened. I was made to look like a fool as when we got back to the car the customers said that the car engine had only been running for a minute or two while they parked. The staff from the Banc said nothing about noise or air pollution and just asked them to park somewhere else. Nothing

critical was said to the customers at all, and they were not told that they should behave with consideration to local residents. This was witnessed by a neighbour at no 47 Station Crescent . I found this incident time-wasting and upsetting. In a letter to residents from the Banc summer 2017 (undated) the owners wrote “Any nuisance will be challenged on the spot”. This has not been the case in my experience.

14.10.2017 11pm Noisy customers, person sitting in car with engine running for at least 10 mins, I could smell exhaust fumes in my bedroom. Very disruptive, unsafe and unhealthy.

These are only examples of Banc customer behaviour which has recurred on many, many occasions. Despite assurances by the owners of The Banc that they would tackle these problems there has been no improvement. They wrote in another newsletter to residents “Your well-being and safety remain our utmost priority”. I think this is not the case as their priority is more likely to be ...how many hours can we stay open and how many customers can we pack into a quiet residential area that is really unsuitable for our establishment.

Anderson Chanel

From: Barrett Daliah
Sent: 15 February 2018 14:18
To: Anderson Chanel
Subject: FW: Parking and Noise disturbance - West Green - The Banc

From:
Sent: 03 February 2018 09:20
To: Cllr Tucker Noah <Noah.Tucker@haringey.gov.uk>; Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Cc:
Subject: Parking and Noise disturbance - West Green - The Banc

Hi Daliah and Noah,

Thanks for looking into the issues surrounding The Banc restaurant and Shisha bar. It's an issue that's been problematic since before I moved to [redacted] 3 years ago but something that has been frustrating on a regular basis.

I believe you are both looking into the reduction in liscensing hours for the Banc Shisha bar, which is something I would support. While I understand the benefits of having a thriving business in an area I do feel that there should also be some thought to those that live nearby. Having such late opening hours every day of the week just doesn't seem fair. I'm 35 and understand that there will be issues with bars and popular local businesses but to have a bar open every night until 2:30am is not something I've come across anywhere I've lived. I'm amazed it has been allowed to happen.

Here are the issues I feel should be considered in your evaluations:

- **The Side Door** - I think you've said that the use of the side door isn't permitted as entry which is news to me (us). As long as I've lived here it has been used as the main entrance to the shisha bar. There are queues regularly outside that entrance. They are particularly bad at weekends. I live far enough away from the entrance for it to not overly impact me but those that live close are being heavily impacted.
- **Busy Parking** - after 7pm every day parking along Station Crescent and Clinton Road is almost impossible. The streets are full of Banc patrons, leaving resident no where to go. Seeing how the residents pay for the use of these streets through permits it seems grossly unfair to have them complete overrun by Banc customers. There are a number of elderly residents in the area that can't leave there homes in the evening as they aren't able to park when they return. This is such a sad situation and I really feel for them. They have lived here for decades and their street is being monopolised by one bar's greed.
- **Yellow Lines** - Banc customers park with impunity every single night on the double yellow lines. Residents have called the coucil on many occasions to point this out only to be ignored. Double yellow lines are there for a reason and should be respected.
- **Cones** - The Banc have adopted a policy of placing cones on these double yellow lines but don't say a word to their customers that ignore them. They happily allow them to park directly outside in their supercars and make the use of cones a kind of priority parking service. The Banc employ a security staff member to "help with our issues" on this but I have never once seen that person ask customers not to park on these double yellow lines. They stand and watch it happen directly in front of them.
- **Rubbish** - Every single morning rubbish litters our streets from Banc customers. There is a complete disregard for our beautiful residential street.

- Gridlock - Every week there is gridlock down Station Crescent and Clinton road at all hours of the evening. I'm woken up most weeks by shouting and cars revving their engines and arguments. Again, this is a residential street and should be treated as such. The Banc have provided a member of staff but I'd say it has done very little to stop the noise pollution. A reduction in hours would go some way to helping this situation.
- Parked Cars with Engines on - Most evenings cars will park and wait with their engines running in winter and/or talking loudly and playing music with the windows down in the summer, so having such a busy bar late at night impacts a huge area not just the close vicinity of the bar.
- Closing time acceleration and shouting - Regularly at closing the patrons will go to their cars rev their engines and drive away at full speed causing an incredible noise. A reduction in licensing hours will at least mean that will happen earlier and not cause such a problem for residents sleep.

While reducing licensing hours will not solve all these problems, it will work to help a few of them. Having a bar open until 2am on a residential street every night of the week is completely unnecessary. I'm told that the banc's sister restaurant on Green Lanes is open until 11:30pm and that is situated on a busy street. How can that be? The Banc regularly invite customers to move from that busy main street to our residential street at midnight to continue drinking ? I don't understand this logic at all.

While I haven't recorded anything specific it is every single night that something antisocial takes place. The Banc themselves talk very openly about helping the residents with their issues but the only thing they have done in 3 years is add an extra security guard which has had next to no impact. Cars park on double yellow lines in front of them and they don't say a word. I've never witnessed them ask customers not to litter. They are just there for show and be a greeting service for the bar. I don't know the owners but they have talked at great length at being part of this community, but their actions have shown the complete opposite.

Thanks

Anderson Chanel

From: Barrett Daliah
Sent: 16 January 2018 09:26
To: Anderson Chanel
Subject: FW: Application for a Review of a Premise Licence - The Banc, 261,263 West Green Road, Tottenham, London N15 3BH (WK/401027)

From:
Sent: 16 January 2018 07:35
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Subject: Application for a Review of a Premise Licence - The Banc, 261,263 West Green Road, Tottenham, London N15 3BH (WK/401027)

Dear Ms Barrett.

My name is _____, I live at no _____ about 200 metres or so from The Banc. On Fri, Sat and Sunday nights, in particular, the Banc generates a near endless amount of cars circling Clinton Road, Station Crescent and Falmer road looking for parking spaces.

There are several aspects of this that are a nuisance to those of us who happen live here, in this lovely normally quiet residential road, and who pay for on street permits, to park our own cars (during controlled hours).

- 1) inability to find a parking space upon returning on one of these evenings, so if you need to use your car, you pretty much know that you won't be able to park upon return
- 2) a constant backup of cars as the people circling to find a parking space, wait for people to park or to pull out. This could happen in any road in any situation, but The Banc seems to be the main attraction for the people looking for parking spaces.
- 3) Young drivers sitting in cars with their engines idling (making noise and polluting the air) as they charge up their phones or listen to music
- 4) Noisy Banc customers not respecting the residential nature of the street as they leave in the small hours (loud voices, car doors slamming etc..)
- 5) The customers of The Banc, are littering near the curb of their cars, emptied out ashtrays, laughing gas canisters and even used condoms.
- 6) On those weekend evenings, it's the sheer predictability and relentless quantity of the people who want any going parking spaces that changes the nature of our lovely quiet road.

Manv thanks for taking the time to read this,

Anderson Chanel

From: Barrett Daliah
Sent: 16 January 2018 09:27
To: Anderson Chanel
Subject: FW: The Banc

For sharing with Banc and placed on file

From:
Sent: 16 January 2018 07:47
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Cc: Cllr Tucker Noah <Noah.Tucker@haringey.gov.uk>
Subject: Re: The Banc

Hi Daliah

Thanks for getting back to me.

Someone needs to inform the owners then as their doorman is situated at the side door allowing the customers in that way and also as stated in my previous email this is where they queue in between sittings - hence the noise disturbance to the residents.

Can you please add these emails regarding side entrance to our appeal.

Many thanks
Regards

Sent from my iPhone

On 15 Jan 2018, at 22:29, Barrett Daliah <Daliah.Barrett@haringey.gov.uk> wrote:

Hi
The side door should not be used for entry but nothing stopping off from being used for exit at the moment as the license is silent on that matter.

Regards
Daliah

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From:
Sent: Monday, 15 January, 21:48
Subject: The Banc
To: Barrett Daliah

Hi Daliah, I understand that the side door of the Banc (situated on Clinton Road) should not be being used as an entry point, I would inform you that this is in fact used as the entry and exit point for the Banc's customers at all times. We also supplied pictures with our application showing customers queuing there. Regards Sent from my iPhone

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Anderson Chanel

From: Barrett Daliah
Sent: 16 January 2018 20:41
To: Anderson Chanel
Subject: Fwd: FW: banc letters to residents re our case for reduction of licensing hours
Attachments: SCAN0001.JPG; SCAN0002.JPG; SCAN0003.JPG; SCAN0004.JPG

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From:
Sent: Tuesday, January 16, 2018 4:22:42 PM
To: Barrett Daliah
Cc: '
Subject: FW: banc letters to residents re our case for reduction of licensing hours

Dear Daliah,

I also want to submit these (undated) letters from last summer written by the Banc owners to local residents and distributed in several streets in the area. You can see that they admit there are lots of problems being caused by their customers and promise to find a solution. They have not done this. After months of prevaricating they decided that they would not spend money for hiring school premises for their customers to park on, thus sparing us problems with polluting cars, noise, loud arguments between customers, rubbish, etc etc . The so-called solution of creating a special parking zone for one or two streets here would 1. not matter a jot to the well-off customers at the Banc yet it would inconvenience residents, and 2. simply move the problem onto nearby roads. Is this really what the council would support?

We never had a chance to object to the license in the first place as we did not know it was being proposed. Who would have accepted that disruption would be caused until 2am every morning? Station Crescent, where I live, has people who work, people who go to bed early, elderly people, people who work shifts, and people with young babies. I lived here before the Banc came and its opening has changed our lives for the worse, especially since the shisha lounge opened. Especially in summer when windows are open, it's really awful.

Thus it is pointless for us to waste any more of our time meeting with the owners of the Banc. We have wasted lots of time and energy on this as it is. Furthermore, on page two of one of their letters, the Banc owners refer to "one particular neighbour" and her actions in an erroneous and misleading way. She did not do what the owners say in their letter. This was distributed in the locality by the Banc owners and the neighbour in question was not allowed to challenge these claims nor did she receive an apology.

You can see why we have little faith in the actions of the Banc owners and can only hope that the council will support the residents and not people who are disrupting our neighbourhood, polluting the environment by exhaust fumes and noise, and indulging in anti-social behaviours.

Yours



Dear Neighbours,

We hope this letter finds you all in good health. It has been sometime since we have addressed you, thus the purpose of this letter is to state how thankful we are to you all for your constant support to us over the last 5½ years.

We are hoping to put some of your minds at ease by talking about many issues, specifically in regards to parking and noise levels from our patrons.

Both Can and I are conscious that there have been issues with parking for quite some time now and emotions / tempers are at an all time high. We would like to re-assure you that we do care for your well-being, safety and happiness.

We have been brought up and raised in Tottenham since we were 12 years of age and it deeply saddens us that many of you are frustrated and unhappy.

I (Fabio) was personally out in station crescent on the 14/07/17 and spoke to many of you in regards to parking and also the unfortunate attitudes of some of our customers, which at times is not pleasant. Unfortunately we cannot control what happens outside of The Banc, yet we constantly remind our customers to leave quietly and always to respect our neighbours and local community.

As a very appealing concept to our target audience, it is safe to say that we have become a very popular venue thus the increase of patrons and most notably vehicles, which perhaps have limited your parking options.

Your well-being and safety remain our utmost priority along with you being proud to have The Banc and The Banc Brasserie at your door step.

We have come up with some actions (some have been implemented for quite some time now).

These are our action plans which we have been enforce to ensure that going forward there is minimal disturbance to you our neighbours and ensure that parking is controlled as much as possible with minimal disturbance from our patrons at any given time of the day.

Yellow Parking Cones to be placed on double yellow lines, footpaths, pavements and bicycle lanes.
Polite Notices (Respect Neighbours & Parking) visible at front and rear of premises for our patrons to see.
Notice on our web-site to remind our patrons of their responsibilities in regards to respecting our neighbours, not parking on double yellow lines, pavements and also a MAP of the area advising our guests to not over populate Clinton Road N15, Station Crescent N15 and Clarence Road N15 with vehicles, but look into parking few minutes away at Black Boy Lane N15, Cornwall Road N15 and West Green Road N15.
1 friendly privately hired security guard has been introduced to The Banc to welcome/greet our patrons, manage queues and noise levels whilst patrons waiting to be seated. Security will also patrol the area to ensure no nuisance is occurring, whilst politely asking patrons to walk to their cars quietly and leave quietly. Security will also advise patrons not to park on pavements, footpaths and double yellows.

Both Can and I (Fabio) have also had numerous meetings with Park View School Head Teacher Andy Webster to enquire about possibly using the schools car park facility to accommodate our diners. Talks have been very promising yet we have reached a cross roads as the West Green Road Entrance only facilitates 8 vehicles at the most whilst Langham Road Entrance can facilitate 80 + vehicles which is phenomenal, yet our concern is how practical and feasible it would be to divert our patrons to the Langham Road Entrance.



We are having a meeting with Chris who is the business manager of Park View hopefully on the 8th of August 2017 to see if we can agree terms with Park View.

Our biggest challenge once we agree with Park View is how we can divert our patrons to the car park, we are confident we can and we will.

We are aware these last few months have been very tough for you all and both Can and I would like to reassure you that you are in our thoughts, we do care, we are locals just like you all and our objective is not to be only be successful but make the area successful and make all of you proud of having us here.

We have been in talks with the council and local MP's as you have and if we all get together, we are sure we can come up with a system. On that note we urge you and politely request that you do not approach or challenge any of our patrons so as to put your safety at risk.

There is one particular neighbour who frequently comes out of her property late at night challenging our patrons and other individuals about parking, moving parking cones around. This unfortunately will not fix any issues as individuals can park wherever they please. I urge you to not come out of your properties and challenge individuals about parking. If there is nuisance then by all means contact us and we will inform any Banc customers to leave quietly.

By coming out and challenging individuals throughout the night whilst being overly frustrated will not fix the situation, if anything perhaps make it worst.

Politely we ask that you let us know of any issues or incidents and we will do our very best to accommodate and diffuse the situation.

We would like to arrange a meeting with you all, we are looking at Tuesday 15th August 6pm to 7pm at The Banc garden area so we can discuss our strategy and more importantly, hear you all out and see how we together can move forward.

We would again like to state how thankful we are to be here, how proud we are being from Tottenham and how proud we are to have you all as our neighbours and local community. We thank you for your time, patience and constant support. We know its not easy but together we can fix thing, just believe in us.

Yours Sincerely

Fabio & Jan



Dear Neighbours,

As always, we hope this letter finds you in good health. Both Jan and I would like to state how thankful and humbled we are yet again for your support, feedback and utmost respect to us whilst going through this difficult period.

Our meeting, which took place on Tuesday 15th August 2017 was truly productive and I (Fabio) was overwhelmed with your amazing courtesy and respect toward me. Once again thank you for being a brilliant community, we could not have asked for better.

Our aim going forward is to communicate with you on a regular basis with updates in reference to parking, security, Haringey Council and general information.

Many residents have emailed us sharing their support whilst also suggesting that we look into recruiting a member of staff/security to patrol the area from 10pm to ensure our patrons leave the area quietly. We are pleased to state that we have recruited an additional security guard to solely patrol the area (Clinton Road & Station Crescent) from 10pm every night. This will ensure ANY patrons leaving The Banc after hours will be reminded upon leaving, to exit the area quietly and further by the security guard outside. Any nuisance will be challenged on the spot.

As I mentioned at our meeting, we are scheduled to meet with Haringey Council on Tuesday 29th August. In this meeting we will be discussing parking pressures around the area, our current actions (security, parking cones, signs and social media posts) and future actions (car park) along with the points raised by our residents at the meeting and via email. Our aim is to work alongside the council to ensure we are both doing our utmost best to guarantee our local community is satisfied.

Another reason for writing to you is in reference to the proposed Car Park facility for our patrons which I mentioned would begin as of the 1st September 2017 for 4 weeks on a trial basis. Using a car park facility will lessen the parking pressures we are currently facing. Due to the urgency of this matter and Park View being aware of our current parking pressures, the asking price to use the car park is absolutely astronomical (£3,675 + vat) which inclusive of VAT is £229,320. To adhere to this price will severely put our business at risk whilst taking into consideration we have recruited two security guards (both at £15 per hour each and combined 13 hours per day 7 days a week = £1435) and a further two more to be added once the car park is active (49 hours per week = £1470). Therefore a total combined car park and security per year is on average £380,380.

Polly who is a resident from Station Crescent made a suggestion that perhaps we address Harris Primary Academy as a more fitting candidate. Harris car park potentially fits more vehicles than Park View, has a direct line of sight (clear visibility between car park and restaurant with a clear straight walk of 2 minutes). I have emailed Harris Primary Academy and we are due to be in talks from week commencing 11th September.



We are hopeful to acquire a better proposal from Harris Academy whilst having provided Park View with a counter offer. Our proposed figure enables us to be sustainable, ensuring the school is well catered for and more importantly lessen the traffic of vehicles to Clinton Road & Station Crescent.

Rest assured that we will do all we can to get the car park up and running as soon as possible. We are awaiting Park Views response to our offer, and if accepted we are on course to begin our trial from the 1st of September. If not we ask humbly that you allow us until the 11th of September to begin negotiations with Harris Primary.

Many of you asked for our potential strategy in terms of diverting our patrons to Park Views Car Park. We have created Banc Car Park tickets, which will be issued to our patrons upon entering the school. These cards must be shown to our front of house (restaurant) and security guard (garden) to allow entry. We will asking our patrons for their full support and politely request they park within the school car park.

We will allocate a security guard or a member of staff at the West Green/Clinton Road entrance and have clear visible signs showing our patrons where the secure car park is (Park View or Harris Academy). There will be clear instructions of parking on our web site, social media along with new signs being created and placed visibly on our walls.

Once again we would like to thank you again for your support and confidence. It is our aim to rebuild our relationship with you all. We will be in touch again after our meeting with Haringey Council (29th August) with an update and also news on the car park negotiations.

Thank you again for your utmost support, we really appreciate it.

Yours Sincerely

Fabio & Jan

Anderson Chanel

From: Barrett Daliah
Sent: 19 January 2018 14:12
To: Anderson Chanel
Subject: FW: Reduce licensing hours for the Banc

From:
Sent: 19 January 2018 13:56
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>; ;

Subject: Reduce licensing hours for the Banc

Hi Daliah,

I am sending you this email in the hope that you will support our application to reduce the licensing hours for the Banc which currently stays open until 2am in our formally quite residential area. Whereas at first we supported Fabio and Can in their enterprise it has now got to a level that we in the streets surrounding cannot tolerate. Fabio and Can have pretended to hear our grievances but have continued on with impunity.

Some recent incidences:

Sat 15th Jan We came home at about 9pm 15th Jan, The streets were blocked with as usual cars parked on all the double yellow lines at the top of station crescent. A number of young men were sitting in a car in the road waiting for a space. My companion mentioned that there were no parking spaces and instead of apologising they deliberately revved the engine until it backfired and laughed. Why would they do this unless they knew about the problem with the street and were deliberately provoking us. It also made me wonder if Fabio and Can, rather than calming their clients as they promised have actually been suggesting that they can get away with anti-social behaviour with impunity.

Thursday 18th of Jan. Came home about 10pm. As usual the cars were parked on the double yellow lines. Two or three security guards were telling a guy from one of the cars to pick up a piece of litter he just dropped and told him it was littering. That was good but they failed to stop them parking on the double yellow lines in the first place. The guards were actually there while someone was parking illegally and did not stop them.

Past 12 o'clock especially Thurs, Friday and Saturday, I regularly hear shouting and honking of horns, high performance cars revving their engine and racing around and around the streets which wake me up and disturb my sleep.

Often we see piles of garbage near the top of Station crescent where someone has cleared the junk food wrappers out of their car. One neighbour further down Station Crescent said he saw a Banc customer clearing out rubbish from his car and told him to stop. The guy denied that he had done it although our neighbour had just seen him do it. Once again anti-social behaviour followed by defiance.

Another incident involved a neighbour at the top of station crescent who had just had a new baby. Due to parking by the Banc customers they could not park, so stopped the car to let the mother and her baby out before driving round the streets to find a spot. A Banc customer came up behind her and honked loudly and insistently. My companion told him to stop honking. He leaped out of the car and starting saying he would

charge us with criminal damage and starting taking our photos on his phone. When I told him we had his number and were waiting for the police he took off like a madman.

Other times we have told people to quite down they have yelled back "So call the police!".. The Shish bar seems to attract a very unsavoury clientele which they do not seem to be able to control even with security guards. They have very expensive cars and do not live in our area, obvious coming from other areas and have no respect for us. A neighbour recently reported that he saw people sitting in a car smoking marijuana. We often find collections of 10-20 silver laughing gas canisters around our trees. Fabio and Can said to us originally that they had set up their business in our quite neighbourhood because they wanted to be far away from the Green Lanes Mafia. A number of indicators listed above make me wonder if they have already found them and are now frequenting the Banc and Shish bar.

The main issue we have brought up with the Banc is the parking and they have promised to solve it by approaching the local schools. They then gave a gabbled account of how the school want too much money for parking. Why can't the council liaise between the school and the Banc?

My additional concern is the clientele that the Banc is now attracting who are very aggressive and anti-social. We do not feel safe in our own street. Their partner business on Green Lanes has a licence to 12.30 only and send their clientele down to us after closing so we get a lot of loud noise and nuisance caused by them. Why is their partner business limited to 12.30 while we in a residential area have to suffer until 2am.

I do hope you can help us solve this serious and advancing problem.

[Sent from Yahoo Mail on Android](#)

On Sun, 21 Jan 2018 at 22:38,

< > wrote:

Dear Daliah,

Apologies for the poor quality of the photos but they are taken from my window yards away from the banc side door entrance.

Last night - Saturday 20th January - my children and I were woken up at 11.30 by beeping cars and shouting. I looked out of the window and there was gridlock - yet again - with banc customers refusing to move, revving their engines and shouting at each other. After more than 5 minutes the banc security approached and then spoke to the customers and directed the traffic which took about 10 (noisy) minutes. I did not have enough space on my phone to film this, but you have already been sent film of this situation having happened in the past, and is a regular (at least 2 or 3 times a week) occurrence.

The photos I have attached show the (noisy) queue of people outside the side door of the Banc (at midnight whilst the gridlock issue was being resolved) - they were there for almost 1/2 hour, until the next group of customers arrived to queue outside to wait to go in - again this is an almost nightly occurrence. We are aware that the Banc license does not allow for queues to be outside the premises as well as not being allowed to use this door for entry - both which are breached every night, and for the past 2 or 3 years. (You have already been sent pictures of customer queues in the past)

You will also notice all the cars parked on the double yellow lines - including extending out from both corners , thus making an issue for emergency vehicles being able to safely approach our roads. The banc owners say they put out parking cones to alleviate parking what actually happens is, when customers - usually with high performance , expensive cars arrive (see the green car) , they move the cones so they can park outside the side door. We feel this is a meet and greet initiative rather than to relieve parking pressure for the neighbours - which is what they claim. We have also been told by the banc owners that haringey parking have told them they are not allowed to put out cones (we have a text message to this effect) so we are confused , as they are telling different people different things ...

Apologies again for a long email - but you have asked for dates and situations - this is 1, which I have witnessed - I know there are others which I have not, and there are loads - all the time - which I have.

Also - this is not a 1 off - this is what we are having to live with on a daily basis ...

Inability to park anywhere is another issue

Many thanks -

[Sent from Yahoo Mail on Android](#)





Anderson Chanel

From: Barrett Daliah
Sent: 24 January 2018 21:05
To: Anderson Chanel
Subject: Fwd: Re: Leaflet - Banc

Get [Outlook for Android](#)

From: Barrett Daliah
Sent: Wednesday, January 24, 2018 9:04:48 PM
To:
Subject: Re: Leaflet - Banc

Thank you

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From:
Sent: Wednesday, January 24, 2018 6:34:23 PM
To: Barrett Daliah
Subject: Leaflet - Banc

Dear Daliah,

As discussed with Chanel today here is a copy leaflet inviting comments/concerns for the consultation period which posted to Clinton rd, Station Crescent & Farmer road to be added to your file.

Many thanks
Regards

Dear Neighbour,

Re: Banc Restaurant & Shisha Bar - Licence hours

Some of us on Station Crescent have submitted an application to have the licence hours of the Banc reduced. The current licence hours are until 2am, which we feel is too late for a residential area. If the hours are reduced the flow of traffic and the constant parking problem will hopefully lessen.

Our application has been accepted and there is now a consultation period whereby the residents can email our complaints regarding the problems we are experiencing with the Banc.

If you want to voice your concerns regarding the Banc customers please email Daliah Barrett e-mail address daliah.barrett@haringey.gov.uk she is the licencing officer dealing with the application, please also add in the subject heading: 'The Banc, licence review West Green Road' you also need to add your name and address in the email

The consultation period ends on 5 February 2018, so please email your comments before this date

Anderson Chanel

From: Barrett Daliah
Sent: 24 January 2018 11:21
To: Anderson Chanel
Subject: FW: The Banc licence review West Green Road

From: .
Sent: 24 January 2018 10:54
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Subject: The Banc licence review West Green Road

Dear Delilah Barrett,

I am writing to support the application to have the licence hours of the Banc reduced.

I live in The Banc is on the corner of Clinton Road and West Green Road, so I have experienced fully the nuisance created by The Banc since it opened.

Firstly, there is the noise nuisance. Late at night, several times a week, we are woken by customers leaving The Banc. Many of them drive expensive v-engine cars which they show off as they drive away, making a huge roar with their v-engines. Some sit in their cars chatting with their car radios blaring loud music late at night. Others gather in small groups chatting, laughing and shouting on the pavement right below our bedroom windows.

Secondly, there is the danger. Often, customers of The Banc drive along Clinton Road at a dangerous speed both when arriving at the establishment early evening and when leaving late at night. More than once I have had to step back to the kerb rapidly because a car being driven at reckless speed has suddenly appeared. I have identified several of these cars as ones that park outside The Banc during its opening hours. One evening, about 2 years ago, one of these reckless drivers bashed into my car parked outside my house and then drove off rapidly, causing considerable damage to my car and the loss of some of my no claims bonus because by the time I got out of bed and downstairs, having been woken by the bang, I was too late to get the car's number. Also customers of The Bank constantly park on the double yellow lines at their end of Clinton Road and on the corner of Clinton Road and Station Crescent. They appear to do this with impunity. There seems to be no parking control to stop them; nobody ever seems to get a ticket or clamp for doing so, and the security people employed by The Banc do nothing about it. I have even seen them, on more than one occasion directing a car to park on the double yellow lines. Yet those double yellow lines are there for a purpose; parking on them restricts the view for both pedestrians trying to cross the road and for cars turning in and out of Station Crescent and Clinton Road. It is an accident waiting to happen. Also I have seen on more than one occasion (most recently last evening) customers of The Banc drive through the "No Entry" signs at the end of Clinton Road to exit straight on to West Green Road. Very dangerous because it is right in front of a bus stop and cars behind the buses are frequently overtaking round a stationary bus and don't expect anything to be emerging from Clinton Road. Again, an accident waiting to happen.

Thirdly there is the parking problem for residents of Clinton Road and Station Crescent. Several times a week it is impossible for residents to park in either of these roads if you arrive home after 7:30pm. We all pay to park in the road we live in through residents' parking permits, yet Banc customers take up all the parking for free at a time when we need it most, i.e. overnight.

I hope that you will see fit to considerably reduce The Banc's licensing hours, if not remove their licence completely. It would also be good to ensure that there is proper parking control of the double yellow lines

and proper policing of the driving on Clinton Road. I am sure that even a temporary Blitz would pay for itself in terms of the number of fines that would ensue, and would be a great deterrent.

Yours sincerely,

Anderson Chanel

From: Barrett Daliah
Sent: 24 January 2018 21:09
To: Anderson Chanel
Subject: Fwd: The Banc, licence review West Green Road

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From:
Sent: Wednesday, January 24, 2018 5:30:06 PM
To: Barrett Daliah
Subject: The Banc, licence review West Green Road

Dear Daliah,

As I resident of Clinton Road, N15, I would like to voice my concerns regarding The Banc Restaurant and Shisha Bar. My concerns are:

1. Traffic - this business has brought a large amount of unwanted traffic to our local, residential neighbourhood. The increased traffic means local residents are unable to park near their homes. Patrons of the Banc also frequently play "stalemate" with one another in Clinton Rd and Station Crescent, because cars are unable to pass. This generally comes with the sounding of car horns, illegal and dangerous parking.

2. Increased noise levels - car horns; noise made by patrons arriving and leaving the Banc throughout the night and into the early hours; patrons screaming and arguing; car engines being needlessly revved-up but being driven nowhere; outrageously loud car sound systems at 2am!!

I am Nurse and often need to leave my house at 6am. Being kept awake until 2am by outside noise is not fun and means it is affecting how I work.

3. Anti-social behaviour - since there are now a greater number of people attending the Banc, there is now also a greater prevalence of littering occurring on Clinton Road and Station Crescent. Some residents have also experienced aggression by patrons of the Banc. I have also discovered 2 men urinating outside my house.

4. Speeding cars - this is my biggest concern, as there are a number of families with small children who live on this road. Cars driven by patrons of the Banc are frequently seen, and heard, driving at far in excess of the 30mph speed limit. Clinton Road is a Street of some 300m, approx 80 houses. Cars are driving so fast they are covering this distance in a matter of seconds, at my guess around 50mph. They not only do this once, there are a number of these drivers who use Clinton Road, Station Road, and Clarence Road as a circuit and race around over and over again. I have also witnessed numerous drivers exiting Clinton Road the wrong way, through the one way entrance from West Green Road. This is totally unacceptable, a nuisance, and a real danger to the local residents, and other road users. I have previously contacted Haringey Council regarding this issue, explaining my/our concerns, requesting they send a representative to investigate and witness the speeding for themselves. Haringey Council's response was that they had conducted vehicle speed monitoring in 2015, that Clinton and the adjoining roads did not have a problem with speeding cars, and that they had no intention of investigating the issue further.

5. I also have an issue with the Banc storing it's commercial waste on the street and not on their premises. The commercial waste bins, the first thing you see when you turn into Clinton Road, are regularly overflowing and over filled, which attracts wildlife and pests, and is a hazard to pedestrians.

Thank you for listening to my concerns. A review of the Banc's licence may assist in addressing the issues and concerns of the local residents. I support local businesses however, this is a residential area and no place for a bar of this type which is causing so much distress to the people who live here.

Kind regards

(owner-occupier)

Sent from my iPad

Anderson Chanel

From: Barrett Daliah
Sent: 24 January 2018 21:07
To: Anderson Chanel
Subject: Fwd: The Banc, licence review West Green Road

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From:
Sent: Wednesday, January 24, 2018 8:33:50 PM
To: Barrett Daliah
Subject: The Banc, licence review West Green Road

Dear Ms Barrett,

I wish to register my objection to the renewing of this licence allowing this establishment to remain open until 2am. We are the long-suffering residents whose lives have been blighted since the opening of the shisha lounge attached to the restaurant and I really feel our complaints, both to the management of The Banc and Haringey council, have been largely ignored.

There is a long list of grievances with this establishment from the residents of Clinton Road and surrounding roads and I will do my best to synopsis as much as possible:

Parking: the blatant abuse of parking restrictions and parking laws i.e. parking in residents bays during prohibited hours, I have on numerous occasions emailed the parking department of the council and on quite a few occasions actually asked an enforcement officer, who on one occasion was actually hiding behind a low-hanging tree while I counted and pointed out at least three cars parked without permits, his reply was as follows, "Sshhh, they'll hear you and come out to move the cars,".

I could only deduce from that exchange that he was indeed reluctant to issue tickets to patrons of The Banc, one wonders if indeed some sort of arrangement exists between the owners and enforcement officers as I cannot see any other possible reason for this individual failing in his duty. I also informed him of the most lucrative times to visit our road; Monday to Friday between the hours of 4:30 and 6:30pm, when he would be guaranteed at least four offenders as these people are quite blasé and brazen about the rights of residents who have had to pay for expensive permits which by default ensure that spaces are available for people who should not park here.

We are under siege in our homes when we are lucky enough to park near them and most people only move their cars when unavoidable as you know you will not be able to get back in near your house and more recently probably not even name it on to the road itself. We have experienced nudge parking more than once and last time a resident actually took details and left it in my daughters car, I did not bother to contact the managers as it is futile and they only pay lip service to our complaints, but I still have the note as proof if needed.

Noise: the noise emanating from both the cars and the people coming and going from The Banc is totally unacceptable, they show utter contempt for the residents, the majority of whom have very young families. They congregate outside cars in large numbers, smoking, shouting and in the case of the women I would describe it as shrieking, friends cars drive past them and sound the horns, this is met with more shouts etc, when they finally decide to go home we are treated to a crescendo of car doors slamming, engines revving and of course the obligatory sounding of the horns again. All of this is happening in the early hours.

Rubbish: the mess left behind is quite atrocious, to say the least, anything from glass bottles to laughing gas canisters, empty drink cans and anything else they feel like getting rid of onto the street.

I hope you deal with this request for a licence review very carefully and would strongly encourage you to give the complaints of the residents your utmost consideration.

Regards

Sent from my iPad

Anderson Chanel

From: Barrett Daliah
Sent: 25 January 2018 07:13
To: Anderson Chanel
Subject: Fwd: The Banc licence reviewWest Green Rd

Get [Outlook for Android](#)

From:
Sent: Thursday, January 25, 2018 6:56:09 AM
To: Barrett Daliah
Subject: The Banc licence reviewWest Green Rd

Dear Ms Barrett

As a resident of west green rd I felt that I need to speak out about The Banc .This place has become a pain to me as I live across the road from it .

The main issue is the mess that is left after the people have gone due to the fact that they park on our road and the noise can get very loud especially when they are racing up and down .

Also the issue of parking we have no where to park when these people come in full force .They are not allowed to park on our road before 18.00 but the staff and the management do as they like .I have ask them to move their car's so that I can park my car as I am a permit holder .

I do feel that we have put up with this for sometime now

It is all about the money not about the residents. So the licence hour should be reduced so we can have some peace back .

Regards

Anderson Chanel

From: Barrett Daliah
Sent: 26 January 2018 14:47
To: Anderson Chanel
Subject: FW: The Banc License Review West Green Road

From:
Sent: 26 January 2018 14:35
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Subject: The Banc License Review West Green Road

Dear Ms Barratt,

Re- The Banc License Review West Green Road

I am a local resident and I welcome the Banc and all that it has done for Tottenham and the local community. However, the noise pollution on summer days when my window is open late at night, both on weekdays and on weekends, prevents one from sleeping, as many customers hang around and chat loudly; without any consideration to residents. My sleep has been interrupted regularly and I find going into work very tiring. Additionally, the smell of cigarettes wafts up the window below the garages. The area can at times be left untidy. Moreover, parking on double yellow lines, in front of garages and on the pavement is a common occurrence and illegal.

Please note this is not a complaint against the owners as they are decent community men and do try their very best with their security.

Kind Regards,

Anderson Chanel

From: Barrett Daliah on behalf of Licensing
Sent: 29 January 2018 07:04
To: Anderson Chanel
Subject: FW: The banc licence review West Green road

From:
Sent: 27 January 2018 09:42
To: Licensing <Licensing.Licensing@haringey.gov.uk>
Subject: RE: The banc licence review West Green road

Hi, me and my wife have problem in our street because , and you know , is open just in one side . During the night , especially in the weekend a lot people after party at the bank , come to take theirs car in gresley close and stay until 3 or 4 in the night to speak sometime with the car turn on.
Regards

Il 25 Gen 2018 15:09, "Licensing" <Licensing.Licensing@haringey.gov.uk> ha scritto:

Afternoon

Thank you for your representation.

Please can you elaborate on your representation, unfortunately we cannot accept just one line.

Please show how this has impacted on your or your family, how do you know the customers are coming from the Banc?

We need more information.

If you require further clarification please feel free to contact me on the details below.

Kind regards

Chanel Anderson

Licensing Administrator

Anderson Chanel

From: Barrett Daliah
Sent: 29 January 2018 12:13
To: Anderson Chanel
Subject: Fwd: reduce licensing hours at the Banc, West Green

[Get Outlook for Android](#)

From: |
Sent: Monday, January 29, 2018 11:56:39 AM
To: Barrett Daliah;

Cc:
Subject: reduce licensing hours at the Banc, West Green

Hi Daliah,

I am writing in support of reducing the licensing hours at the Banc. The extended licensing hours are attracting non locals with large expensive cars with no regard for the local community. These cars are racing high performance cars with noisy engines possibly from Knightsbridge. Last night (Sunday 28th January) was no exception to the noise from these cars and the people in them. At 11.40 a racing style car accelerated from 0 to 60 until it back fired along Station Crescent, waking me up. From 12.30 a high performance car turned up with a loud engine. Car doors were banging loudly and people shouting in the street. Later a car came with loud music playing and sat in the street with the music playing for about 10 minutes.

These cars are large and cannot park safely in available spots causing damage to local cars A neighbour in Clinton Road has had to pay £600 to get her car repaired while another has had her wing mirror smashed.

These Banc customer cars park on the double yellow lines with impunity while security guards watch over them turning the double yellow lines into priority parking for Banc Customers. We do not understand why these cars are not ticketed, clamped or towed by the parking department.

Licensing hours till 2.30 is completely absurd in our residential area, The Banc's partner business on busy Green Lanes has licensing hours until 11.30 after which they all come to us. This is the same for other clubs in Hackney and other parts of London which is why they all come here. Reducing the licencing hours to a reasonable time in line with other clubs in the area would go a long way to helping us with our disturbed nights.

The late licensing hours are attracting all these expensive cars and their occupants who are wearing expensive jewellery and presumably carrying large amount of cash. This is now attracting muggers to our area who are targeting them, as happened recently. This makes the locals unsafe to walk our own streets.

yours

Anderson Chanel

Subject: FW: The Banc

From: Barrett Daliah
Sent: 29 January 2018 11:37
To: Anderson Chanel <Chanel.Anderson@haringey.gov.uk>
Subject: FW: The Banc

From:
Sent: 29 January 2018 11:35
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Subject: The Banc

Hello Daliah,

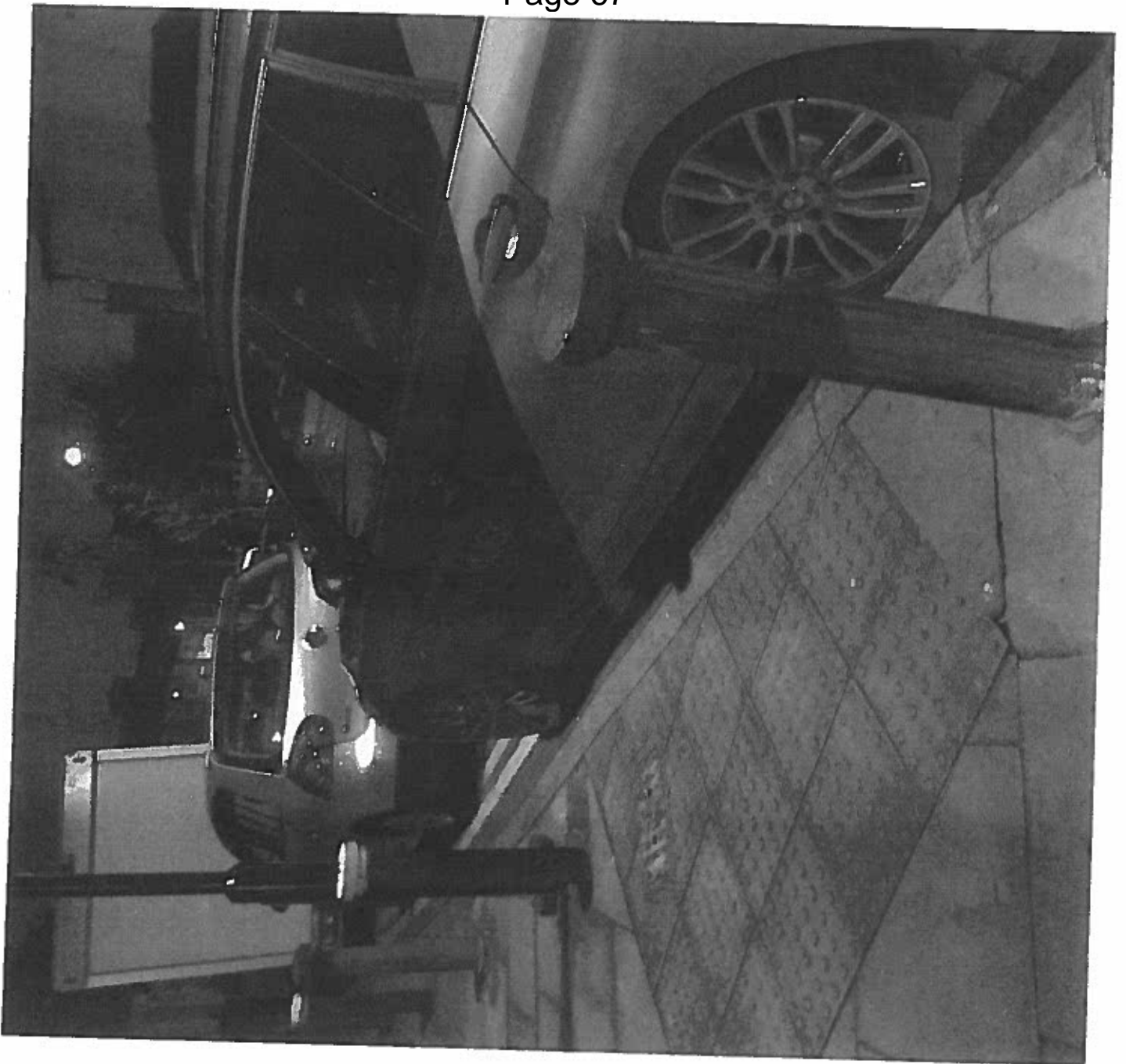
Please find attached pictures taken on Friday 26 January at 11.45pm of queue at the side entrance of the Banc which we have been informed is not an entry point. I also attach voice recording of a group of Banc customers who I walked past on Station crescent the same night. I didn't video as i was by myself and didn't want any confrontation with the group so only did a voice recording as I could do that discretely. Also attached cars parked on double yellow lines

I was also woken up last night at 11.40pm by a high performance car which by the sound of it must have been going down our residential street at high speed the noise it made - very dangerous and loud.

Regards







Sent from my iPhone

Anderson Chanel

From: Barrett Daliah
Sent: 30 January 2018 10:35
To: Anderson Chanel
Subject: FW: Banc Restaurant & Shisha Bar - Licence Hours

From:
Sent: 29 January 2018 22:05
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>; Cllr Tucker Noah <Noah.Tucker@haringey.gov.uk>;

Subject: Re: Banc Restaurant & Shisha Bar - Licence Hours

Dear Daliah

REF: LBH/696218

I am writing today regarding the licence hours of Banc Restaurant. I am a resident on Station Crescent and have lived here for over 32 years now and never had disturbance issues up until the restaurant opened. Since the introduction of the Sheesha lounge parking has become a big issue with cars taking all resident parking as well as blocking areas with both single and double lines. I myself come home and cannot find parking. My wife has a disability and on several instances I have had to double park to help her into the house and received parking fines for this. The traffic flow on the road is quite chaotic with cars constantly circling the road and beeping to fight for spaces. Furthermore the restaurant attracts loud groups, crowds, antisocial behaviour and the noise level that this is cause is quite unbearable when you are trying to sleep to get to work for an early shift which I have to do.

The licence hours for Banc are much too late for a residential area which consist of families, children and elderly people. We are already having to deal with all the inconvenience this restaurant has brought to our street and extending the time will only bring more unrest, frustration and anger within our residents. There has been no consideration taken for us residents who pay for parking, our tax and are homeowners on this street.

We are looking towards the council to do what is fair and right. The business has taken over our street and a peaceful evenings and our nights. How much mire are we expected to bear. Our quality of life is full of unrest. Please look at this in view of the residents of Station Crescent who.

Resident on Station Crescent

Anderson Chanel

From: Barrett Daliah
Sent: 30 January 2018 20:54
To: Anderson Chanel
Subject: Fwd: The Banc Licensing Hours

Get [Outlook for Android](#)

From:
Sent: Tuesday, January 30, 2018 7:52:29 PM
To: Barrett Daliah
Cc:
Subject: The Banc Licensing Hours

Hello Daliah,

I am a resident of Station Crescent .

I am writing to complain about the Banc and their patrons. Luckily I am not situated too near the entrance but I have a young baby who needs a quiet residential street in order to sleep.

The cars from the Banc customers zoom up and down the road late into the night with no care. I am surprised they haven't knocked someone down.

I often have to carry my baby and all his baby things at night from my car parked on another road. This is not safe and not ideal when in the day there is a spot always outside my house.

We have also suffered noise pollution from the shrieking patrons of the Banc which was unbearable this summer when the baby was born. We had to sleep with the windows shut as they face the street and slept in a sweltering bedroom to try and reduce the sound disturbance.

I was a previous resident of Islington and Hackney. Never in my life (being a Londoner born and bred) have I seen so much rubbish on a street. I have seen Banc customers empty their car's rubbish onto our street in addition to the take away boxes from the restaurant.

Please reduce the licensing hours and change the CPZ to include the night as you do not send any traffic wardens to properly police the area.

I look forward to your action on this matter.

Kind regards,

Anderson Chanel

From: Barrett Daliah
Sent: 01 February 2018 20:36
To: Anderson Chanel
Subject: Fwd: The Banc, licence review West Green Road

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From: [REDACTED]
Sent: Thursday, February 1, 2018 7:17:09 PM
To: Barrett Daliah
Subject: The Banc, licence review West Green Road

Dear Ms Barrett,

In response to the request for the licence review for The Banc I would like to make the following points.

There is definitely a problem for residents and visitors needing to park in the nearby streets and I would very much like this to be addressed by the council. However I don't think the reduction of the current licence hours would solve the problem. I would be much more in favour of the introduction of a one-way system and possibly a review of the CPZ hours.

I have lived in Clinton Road for over 35 years and I would like to say that I very much support a thriving business close to my home. I remember the closure of the Barclays Bank and the use of the premises by Action for Kids. It was indeed a relief when the semi-derelict building came into use again. At night the area is much safer now because of the existence of the Banc and the employment of the security guards. I believe there was drug dealing in the area and on one occasion my partner was approached by a prostitute who told him she was operating from Clinton Road.

It is true there is more noise at night but in my opinion it isn't excessive, I sleep in the front bedroom of my house and it rarely bothers me. Overall the clients of the Banc seem to be well-behaved and respectful of the residents. There is a problem of increased rubbish in the area but I don't think this would be alleviated by a reduction of license hours.

In conclusion I would like to suggest that the introduction of a one-way system be considered, in addition, perhaps, to a review of the current CPZ hours. Hopefully this would negate the necessity of a reduction of the license hours thereby allowing a thriving business to continue.

Anderson Chanel

From:
Sent: 02 February 2018 19:08
To: Barrett Daliah
Subject: The Banc Restaurant and Shisha Lounge : Hours Review

Hello Daliah Barrett,

I would like the opening hours of The Banc reduced because

1. I've lived on the street since 1988. During this time, I've enjoyed the fact the street is quiet and residential, even though it's just off a main busy road. However, now that the Banc operates, 7 days a week, the street has changed. During the night, it becomes a car park for the Banc customers complete with Banc security patrolling the streets. The street has changed. I believe the Banc has had a negative effect on the immediate neighbourhood around it.

2. When I return home, for example around 22:00, as I did on 30th Jan 2018, I have the choice of parking on a yellow line or parking in Dagmar Road which is in another Parking Zone, or parking a few blocks away. As I have informed my Insurance company that I park on the street outside my house, I listen out for the slamming of car doors and constantly check to see if there is parking space in a parking bay. If I do fall asleep, I have to set my alarm to remind me to move my car in the morning, to ensure I don't get a parking ticket. On Tuesday, I had to leave my quiet and warm house to go out into the rain to move my car into a bay. This is a frequent occurrence.

3. For some reason, people sit in their cars for any length of time. My young daughter feels very uncomfortable walking past them. I believe these people sitting in their cars, are Banc customers. Possibly waiting for their allocated time to enter the Banc. I believe they are Banc customers because I've seen the changes occurring in the street since the Banc opened. Initially, parking was an issue Friday and Sat. Then it was an issue Thur to Sat. Then Thursday to Sun, and now it is an issue Monday to Sunday.

I am glad the business is a success, but I don't believe its success should result in inconvenience and my family's discomfort.

I live in Station Crescent.

kind Regards

Anderson Chanel

From:
Sent: 02 February 2018 17:58
To: Barrett Daliah
Subject: with reference to The Banc West Green Road licensing reduction application

Dear Daliah, please see the email below.

Even after everything we have tried to say to The Banc owners, they have just put this notice up advising their customers to park in our streets here. Despite the fact that they say to their customers not to park on double yellow lines, this happens every night. Only this afternoon I saw the same car as usual, reg LW17 mov parked on double yellows opposite the Banc at 5pm. This car is often seen parked illegally and it has a white hart lane area parking permit not a green Lanes Permit. The young man who drives it appears to be a Banc staff member and I was told he is a relative of the owners. If the Banc owners and staff park on double yellow lines how will their customers do any different? I would like to submit this with our other case materials.

From:
Sent: 02 February 2018 17:36
To:
Subject: Banc insta notice



thebanc 3h

We have parking on the neighbouring roads to banc, 2 minute walk and lots of parking options.

We kindly ask on behalf of The Banc that you politely refrain from parking your vehicle here as it is extremely inconvenient for our neighbours whilst also causing potential obstructions and health and safety hazards. Please kindly park only on designated parking bays and not on double yellow lines as most are specifically there for ambulance access.

If all bays are full please refer to Black Boy Lane, Station Crescent and Cornwall Road which are 2-3 minutes walk to The Banc and also have pay and display options.

Your cooperation is much appreciated as this keeps our neighbours and community at ease.

Banc Management

Please help us maintain the roads quite so not to disturb our neighbours.



Write a message...



This was posted 3 hours ago on the Banc instagram account - specifically advising their customers to park on our road I'm exhausted by this
Hope you manage to rest well this weekend my lovely neighbours
Take care

Sent from Yahoo Mail on Android

Anderson Chanel

From:
Sent: 03 February 2018 19:45
To: Barrett Daliah
Subject: The Banc licence review West Green Road

Dear Daliah,

I am writing on behalf of my parents who live at Station Crescent, not far from the Banc restaurant.

I am writing to convey their opinions to feed in to the current application.

We feel that the Banc restaurant is a great business that has been introduced in to an area desperately in need of reviving, to appeal to/attract more people in Tottenham and wider.

Having lived in Station Crescent since mid 1970s my parents and our family has lived through a few decades of changes in the area, not all of them positive.

The restaurant opening has meant a number of positives for the area:

1. It has stopped the building being used for other less desirable businesses, as we have seen in West Green and Philip lane (e.g. Car washes, fast food, or betting shops).
2. There is always a presence of people and security, in an area where it was a little unsafe at nights
3. A place where people and celebrities come to enjoy good food, and in a place that people couldn't have dreamed of opening in this area. The quality of this restaurant is on par with those in more affluent areas of London.

With the positives come some issues that need to be dealt with:

1. There is a problem with parking for residents in the area. Most weekend evenings, it is problematic getting any parking space on this street, Clinton road and Clarence Road. The CPZ is not sufficient as it applies to weekdays only and only before 18.30.
2. The streets are also too narrow for cars to travel in both directions so this causes arguments and congestion, sometimes late in the night
3. The Banc does try to cordon off double yellow line parking, but this is not their responsibility, nor do they have any legal authority to do this - at least they are trying in this regard
4. There are NO council enforcement agents checking for parking on double yellows and illegal locations

Potential solutions to this problem:

1. The council needs to enforce CPZ for evenings and weekends to deter patrons parking in resident bays. This is done in other areas like Wood Green and Green Lanes, so needs to be looked at here . The Banc had even offered to compensate residents in the area for additional costs they may incur due to parking permit purchasing.
2. Station Crescent and Clinton roads need to become one way roads - this would alleviate problems in the evenings with two way congestion
3. More visible council enforcement required for parking offences - not sure why they haven't been deployed already.

We would like to see more successful and wholesome businesses like this in Tottenham, and not let infrastructure failures of the council drive these away; we genuinely believe the restaurant has been good for the area and put Tottenham on the London map, with some people coming here from very far away - not something we thought we would see, and not something that should be discouraged. The council needs to do more to alleviate genuine concerns these residents have.

I am happy to elaborate on anything above if required, and I hope the council does more to help this situation as it is very problematic for residents concerned.

Thanks,

- Sent from my iPhone Unless stated otherwise above:

IBM United Kingdom Limited - Registered in England and Wales

Registered office: _

Anderson Chanel

From:
Sent: 03 February 2018 19:32
To: Barrett Daliah
Cc: Licensing
Subject: The Banc, License Review West Green Road

Dear Ms Barrett,

As a Resident of Clinton Road N15, I am writing in connection with the above subject **under the grounds of The Prevention of Public Nuisance and Public Safety**

Firstly, please note my request **DO NOT PUBLISH MY PERSONAL DETAILS ON ANY PUBLIC DOMAIN.**

Impact of late licensing hours in a Residential Area

Since the late opening hours ie 2am for the Banc and its Shisha lounge, the residents of Clinton Road, Station Crescent, and Clarence Road have had nothing but serious parking issues after 6.30pm, seven days a week.

The volume of visitors , majority with cars to the banc / shisha lounge park on these roads, bumper to bumper.

This has generated another serious problem on Roads that are already narrow where there is not enough room for 2 cars to pass each other, causing a road gridlock creating **late night disturbance and dangerous verbal and physical confrontation between the drivers, as nobody wants to move backwards.** This often results in parked cars being damaged whilst reversing and passing each other.

Clinton Road and Station Crescent should be made into a one way exiting into Clarence Road, the entry into Clinton Road from West Green road is already a one way entry.

The above issues has also had impact on the social lives of the residents, many with young children, babies and the elderly not going out, knowing the fact that when they return, they

will have to park more than three streets away, not very practical handling children and their accessories late in the night.

Friends and relatives are often reluctant to visit as there is never any parking available. (not until after 2am in the morning).

The council seriously needs to reconsider the current road traffic flow, permit parking restriction hours, and the Licensing hours in this Residential area, primarily Clinton Road N15, Station Crescent, and Clarence Road N15.

I would be very grateful if you will seriously consider the above points.

Regards

Anderson Chanel

From:
Sent: 03 February 2018 12:14
To: Barrett Daliah;
Subject: petition about The Banc West Green Road licensing etc
Attachments: SCAN0001.JPG

Dear Daliah and Noah, here are petition forms to accompany our appeal against the Banc licensing hours.

14

P2

To Daliah Barrett, Licensing Officer Haringey Council
Email: daliah.barr@haringey.gov.uk

With reference to The Banc license review, West Green Road

We the undersigned local residents support the application submitted to Haringey Council to reduce the licensing hours of The Banc from 2am to 10.30pm. For a long time now we have experienced disruption to our lives on a daily basis from the behaviour of Banc customers including

1. anti-social, rude and sometimes highly abusive and aggressive behaviour, swearing at residents, insulting us and rudely dismissing our concerns.
2. air and noise pollution from car engines left running, revving up, people shouting and arguing, dumping rubbish (including laughing gas canisters) in the street and generally worsening our quality of life. Pollution is especially bad for the health of children and the elderly.
3. large expensive noisy cars from all parts of London attracted by the extended licensing hours of the Banc, blocking the streets and/or driving around looking for parking spaces, cars refusing to reverse causing arguments, parking illegally every day on double-yellow lines whilst local residents who are paying for permits can't find parking spots and are not able to move their cars at night for fear of having no parking space on return.

Station Geo.

Station Cross

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Station Geo.

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Station Cross West

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(3)

To Daliah Barrett, Licensing Officer Haringey Council
Email daliah.b@haringey.gov.uk

With reference to The Banc license review, West Green Road

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[Redacted] Station Crescent N15 5BG - [Redacted]
 [Redacted] - [Redacted] Station Crescent, N15
 [Redacted] - [Redacted] Station Crescent N15

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7

To Daliah Barrett Licensing officer Haringey Council
Email daliah.barrett@haringey.gov.uk

With reference to The Banc license review, West Green Road

We the undersigned local residents support the application submitted to Haringey Council to reduce the licensing hours of The Banc from 2am to 10.30 pm. For a long time now we have experienced disruption to our lives on a daily basis from the behaviour of Banc customers including

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29/1/2018 [redacted] Station Crescent. [redacted]
 29/1/2018 [redacted] Station Crescent [redacted]
 31/1/2018 [redacted] Station Crescent [redacted]
 02/02/2018 [redacted] Station Crescent [redacted]
 02/02/2018 [redacted] Clifton Road [redacted]
 [redacted] [redacted] Clinton
 [redacted] [redacted] Clarendon Rd
 2/2/2018

16

To Daliah Barrett licensing officer Haringey Council
Email daliah.barrett@haringey.gov.uk

With reference to The Banc license review, West Green Road

We the undersigned local residents support the application submitted to Haringey Council to reduce the licensing hours of The Banc from 2am to 10.30 pm. For a long time now we have experienced disruption to our lives on a daily basis from the behaviour of Banc customers including

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NAME	ADDRESS
[REDACTED]	STATION CRESCENT
[REDACTED]	Station Crescent
[REDACTED]	Station Crescent
[REDACTED]	STATION CRESCENT
[REDACTED]	STATION CRESCENT
[REDACTED]	STATION CRESCENT

14

To Daliah Barrett licensing officer Haringey Council
Email daliah.barrett@haringey.gov.uk

With reference to The Banc license review, West Green Road

We the undersigned local residents support the application submitted to Haringey Council to reduce the licensing hours of The Banc from 2am to 10.30 pm. For a long time now we have experienced disruption to our lives on a daily basis from the behaviour of Banc customers including

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3. large expensive noisy cars from all parts of London attracted by the extended licensing hours of the Banc, blocking the streets and/or driving around looking for parking spaces, cars refusing to reverse causing arguments, parking illegally every day on double-yellow lines whilst local residents who are paying for permits can't find parking spots and are not able to move their cars at night for fear of having no parking space on return.

NAME	ADDRESS
[REDACTED]	STATION CRESCENT
[REDACTED]	STATION CRESCENT
[REDACTED]	Station Crescent
[REDACTED]	"
[REDACTED]	Station Crescent
[REDACTED]	Station Crescent
[REDACTED]	"
[REDACTED]	"
[REDACTED]	"
[REDACTED]	"
[REDACTED]	"
[REDACTED]	Station Crescent

Anderson Chanel

From:
Sent: 04 February 2018 21:06
To: Barrett Daliah
Subject: THE BANC Licence Review West Green Road

I wish to object against extending the above licences for the following reasons. As we are currently endure Constant disturbance with aloud talking, aloud music from cars, slamming of doors; blowing horns, reving engines. Increase of traffic and parking. Individuals lotering and dropping rubbish

This type of behaviour goes on every day Mon - Sun . Extending the license would be detrimental for the residents on Clinton Road and Station crescent .

Thank you

resident of

Anderson Chanel

From:
Sent: 04 February 2018 15:57
To: Barrett Daliah
Cc: Licensing
Subject: The Banc,, license review West Green Road

Dear Ms Barrett,

PLEASE DO NOT PUBLISH MY PERSONAL DETAILS ON ANY PUBLIC DOMAIN

As a resident of _____ I would like to voice my opinion in relation to the review of the licensing hours for the "Banc Restaurant and Shisha Bar" on West Green Road N15 under the grounds of **The Prevention of Public Nuisance and Public Safety.**

This is a **RESIDENTIAL** area and therefore the license should **NOT** be given till 2am.

Residents are trying to sleep when customers from the above mentioned establishment are leaving the premises in the early hours of the morning disturbing the sleep of the residents. Their cars go screeching down the road. Also, they talk and laugh loudly whilst leaving.

Furthermore, since this Establishment has opened, it has created a **HUGE** problem for residents in relation to parking our vehicles on our roads that we live on.

In the evenings, we the residents cannot find available parking spaces to park our own cars as these spaces have been taken up the customers of the "Banc". This is putting a **HUGE** strain on us, to a point that we cannot even use our own cars to go out for the fear that when we come back, we have nowhere to park.

There are elderly people and people with children who live in this area and it makes it very difficult if we cannot park near our homes or even anywhere on Clinton Road N15, Station Crescent N15 and nearby.

This situation is affecting our social lives as our own family and friends are not able to visit us in the evenings as they cannot find any available parking spaces as they are all taken up by the customers of the Banc.

Please liaise with your colleagues in the Highways and Parking departments in connection with the issues mentioned as they are all inter-related.

Furthermore, since the Council has introduced controlled parking zone in Cornwall Road N15 (Monday to **Saturday 8am - 6.30pm**), all the people who attend church there now all also park on Clinton Road and Station Crescent.

As all the car parking spaces have been taken, when cars are trying to drive through Clinton Road and Station Crescent, very often cars come from both sides of the road causing a **GRIDLOCK AND ARGUMENTS** between the drivers which then become **dangerous**. Even the minicabs and taxi drivers are reluctant to come into these roads as they experience the same problems when they are dropping or picking up passengers.

My suggestions are as follows:

1) Do not permit license till 2am

2) Extend the CPZ (controlled parking zone) times to **Monday - Sunday 8am - till midnight** for the above mentioned roads.

3) Make Clinton Road a one - way exiting onto Clarence Road N15 for safety reasons.

We strongly believe that by putting in place the above three suggestions, this should resolve the problem.

I do hope that you will take all of the above points into consideration when dealing with this matter.

Regards,

Ref: wk/401027

Dear Daliah Barrett,

By way of introduction my name is _____ constituent of Haringey Council and resident. I am writing to you in regards to case number: wk/401027. The licensing issue surrounding a locally owned enterprise "The Banc" restaurant and lounge. As a member of the local community I have been made aware of the issue surrounding "The Banc" by way of a letter written by a few vocal residents within the area and a letter of response by the business. I have been an occasional consumer of "The Banc" over the past 3 years and thus took notice when discussing the issue at hand with my neighbours. I aim to address my point of view, as a local resident, in the letter that follows.

The first issue discussed regards noise pollution in the surrounding areas since the establishment's inception. Firstly, having been a resident of the local area for over 12 years, I have yet to experience any increase in noise since the restaurant's opening. It should be noted that my neighbours and I live in a metropolitan area within Greater London and have enjoyed the access to main roads and routes both in and out of London. Naturally, the noise levels in such an area are to be expected to be elevated in comparison to rural and suburban areas. This is a negligible cost to pay to live in the vibrant and connected communities that we are blessed to be a part of. To this end, I firmly believe that The Banc have acted appropriately to contain the risk of noise pollution and have not had an incremental impact to the noise levels endogenous to an inner city borough.

Another point at hand regards occasional complaints of drunk and disorderly behaviour. Firstly, I have NEVER experienced the impact of drunk and disorderly behaviour by the patrons of The Banc. In fact, I believe the consumers of The Banc represent an affluent population with a positive attitude, which have undoubtedly contributed to the local economy. In the past their existed establishments such as "The Black Grape" and "The Nile Pub" (now known as Goldman Sands) which were renowned for their detrimental impact on the local community, with multiple reported cases of drunk and disorderly behaviour and other anti-social behaviours. This is in stark contrast to the Banc which has never had an incident reported and in fact been a positive contribution to the area providing a safe and secure environment to engage in social activities. The aforementioned establishments were operating within and beyond hours relative to The Banc. These examples have had multiple cases launched against them for parking issues which did not manifest (at least not on Black Boy Lane) and which were more severe than the current scenario now observed at The Banc. Again, we must note that, as with all local communities, antisocial behaviour has been displayed in Haringey in recent history – however, it is obvious to all residents that this is not the responsibility of The Banc, who have encouraged positive behaviour and tried their utmost to maintain strong relations with the local community by arranging regular meet ups and talks so that residents can voice their opinions and express their concerns which were acted upon in a timely manner and in good will by The Banc. In my honest opinion they have taken corporate social responsibility to new highs and have held regular communications with all residents to

try and meet their needs. The Banc has provided a multitude of social and security benefits to the community (at a personal cost to their business) including heavy investment in local security to ensure the wellbeing of residents in the immediate vicinity to which I can attest as I have noticed the constant presence outside the business has acted as a deterrent to what was once an area infamous for criminal activities such as drugs distribution/usage and prostitution.

Lastly, and perhaps the most widely discussed (and in my opinion the dominant factor driving this case against The Banc), is the issue of the restriction of parking availability to local residents. Firstly, it is oblivious to me as to why a local business should be accountable for the public provision of parking when patrons are using the public opportunity of parking in line with legal and local regulation. Furthermore, I have witnessed local residents obstructing public parking via the use of bins and other objects with the objective of selfishly reserving parking spaces. I and other local residents are fully aware (or should be) of the legislative and regulatory environment surrounding parking spaces, which are not my or their private property. Similarly to my points above, the issue at hand is not the responsibility of The Banc, but a national and regional issue of difficulty in travel.

To conclude, penalising a local business for issues which represent issues at a regional and national level and which they are not directly accountable, promotes the negative aspects of regulation and will hinder the local economy. I completely support our local governance and will support greater efforts to tackle the issues above at a larger scale, however, I firmly do not believe that The Banc have negatively contributed to the community and whilst I empathise with my neighbours I do not believe they have acted (on this occasion) with a fully rational mind set. Failure to recognise the positive externalities such businesses provide is in fact detrimental to the regeneration of our borough. I have on more than one occasion taken family members and friends to the restaurant/lounge and have found it to be aesthetically pleasing and a wonderful place to introduce external residents and enlighten them to the wonders of our community. As a local resident I strongly believe that it would be a massive shame and moreover injustice, to lose the benefits that have arisen as a result of The Banc's success.

Yours sincerely

Anderson Chanel

From:
Sent: 04 February 2018 20:59
To: Barrett Daliah
Subject: The Banc Restaurant and Shisha Bar, licence review West Green Road opening hours

Dear Ms Barrett

I attended a meeting in September 2017, where numerous suggestions were made to address the problems caused by the numbers of cars trying to park in Clinton Road/Station Crescent. To date, these problems have not been resolved.

I live at . I am not a car owner so I am not experiencing the same problems as residents at the top of Clinton Road/Station Crescent. However, I am disturbed by some cars 'speeding' along the road late at night, by customers leaving the Shisha Bar, playing music in their vehicles or revving their engines. I have lived in Clinton Road for over 25 years, and, whilst I would occasionally be disturbed by cars etc. these disturbances have increased since the opening of the Shisha Bar and are a direct result of the sheer volume of traffic.

At the meeting in September, I asked if they would consider relocating the Shisha Bar, but keep the Banc Restaurant in the same location. The response was a resounding 'no'. In their recent letter, Fabio and Jan stated that they were 'bringing more people into the area'. I believe that their two restaurants are successful in doing this, but the Shisha Bar attracts lot of customers who come here simply to go to the bar and then leave. I don't think that they are locals because if they were, there would be no parking problems.

I have looked on their website and there is no warning that parking is limited (or any reference to parking at all). I would also like to know how they were granted a licence for the Shisha Bar to remain open until 2.00 am, given that the restaurant is only open until 11.00 pm, Monday to Thursday.

Fabio and Jan are to be congratulated on building successful businesses in the area, and residents have been supportive of their projects. However, if they are serious about working with the community, I do not understand their opposition to a reduction in their licencing hours, Monday to Thursday, as I believe that this would address some of the issues relating to the number of cars in the area.

Yours,

Anderson Chanel

From:
Sent: 04 February 2018 20:50
To: Barrett Daliah
Subject: The banc license review west green Rd

Hello Daliah,

RE licensing hours / Banc establishment

The Banc is a great business run by decent people for mostly respectful customers, although there are some points that need to be addressed

My key points are

I personally struggle to find a space most nights and I know this is an issue for most on Clinton Rd and Station Crescent

Every night multiple patrons are running their engines in spaces awaiting their reserved time slots (not great for the environment)

I believe London offers countless ways to get to the club ie bus, tube, taxi etc etc rather than finding it imperative to drive here by car

I firmly believe there should be an increase to 10pm on parking restrictions, which will curb the dangerous driving up and down the street. I'm not exaggerating when I bring this up and am 'genuinely' concerned for my child and other children's safety (this worries me the most)

My partner is quite a light sleeper and as we face the main road she is constantly woken up by Banc customers having loud conversations, revving engines and slamming doors and of course occasionally speeding off at speeds that certainly exceed the 20mph speed limit

There is not a lot the Banc can do in regards to the parking situation it seems.

I believe they were looking into alternative parking at park view but the school was asking for an astronomical fee, I'm not sure how much further they looked into this solution

I firmly believe there is a genuine problem here and having the later restriction and reduced licensing hours should help massively If that means that banc customers are forced to walk or find an alternative method to travel to the club then so be it. We endeavour to have quiet and safe roads in our community.

Sincerely

Sent from my iPhone

Anderson Chanel

From:
Sent: 04 February 2018 23:08
To: Barrett Daliah
Subject: Fw: The Banc, West Green Road - Licence Review

Dear Ms Barrett,

Please excuse the near-duplicate email. I realised that in the comments that I sent earlier on the above subject, I included in the body of the email the name of the road on which I live. I wish to amend this and omit the name of the road. Please see my amended comments directly below.

Yours sincerely,

(*Please do not publish my address publicly.)

Dear Ms Barrett,

I write regarding my concerns about the licence hours of The Banc, West Green Road. I am in support of reducing the licence hours from the current 2am, which is far too late for a residential area. Between The Banc and The Banc Shisha Lounge, local residents are subjected to increased noise levels, particularly on Friday and Saturday evenings, but also sometimes on other evenings. This disturbance of the peace runs from early evening until late into the night, and includes the slamming of car doors as customers return to their vehicle, as well as loud voices of said customers who are not mindful of local residents desiring some peace and quiet during late hours. In addition, parking for residents is a constant and huge problem. I live on a road in the vicinity of The Banc, and if I return home later in the evening, it is a huge challenge to find a parking space outside my house or nearby at times. There have been occasions when I have driven round in a circuit several times in an attempt to find a suitable parking space. The difficulty is worsened by customers of The Banc or its Shisha Lounge also driving around looking for somewhere to park. This situation constitutes a massive nuisance to residents.

As a resident of Haringey and a car owner, I pay for a CPZ permit to park my car. As such, I would expect to be able to park my car outside my house, or close to it. This is not the case if I return home on a Friday or Saturday evening. It does not even have to be that late for Clarence Road and the surrounding streets to be full of parked cars belonging to customers of The Banc. There is also the problem of lack of visitor parking at those times.

In August 2017, The Banc held a meeting for residents affected by the parking problem. It promised to rectify the situation regarding parking by approaching a local school with a view to using the school's playground as a car park for its patrons. However, I am not sure that this happened, as parking for residents remains a big problem. I recently asked one of the security guards at The Banc whether they had the use of the school car park as they had promised in the meeting last year, and I was told that it hadn't happened yet.

I am in full and strong support of reducing the licence hours of The Banc and its Shisha Lounge. Does the Shisha Lounge even have planning permission? It is built so close to the house at the top of Clinton Road, it is practically touching it. I hope that a reduction of The Banc's licence hours will lead to a reduction in traffic flow and a lessening of the parking problem for many residents including myself.

Please take these comments into consideration when making your decision.

Anderson Chanel

From: Barrett Daliah on behalf of Licensing
Sent: 05 February 2018 16:46
To: Anderson Chanel
Subject: FW: THE BANC Licence Review West Green Road

From:
Sent: 05 February 2018 16:24
To: Licensing <Licensing.Licensing@haringey.gov.uk>
Subject: Fwd: THE BANC Licence Review West Green Road

----- Forwarded message -----

From: _____
Date: 4 Feb 2018 21:05
Subject: THE BANC Licence Review West Green Road
To: <daliah.barrett@haringey.gov.uk>
Cc:

I wish to object against extending the above licences for the following reasons. As we are currently endure Constant disturbance with aloud talking, aloud music from cars, slamming of doors; blowing horns, revving engines. Increase of traffic and parking. Individuals loitering and dropping rubbish

This type of behaviour goes on every day Mon - Sun . Extending the license would be detrimental for the residents on Clinton Road and Station crescent .

Thank you

Anderson Chanel

From: Barrett Daliah
Sent: 05 February 2018 14:39
To: Anderson Chanel
Subject: FW: The Banc West Green Road

From:
Sent: 05 February 2018 14:38
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Subject: The Banc West Green Road

Dear Ms Barrett,

I am writing regarding the licensing review and recent representations concerning The Banc bar and restaurant on West Green Road. As local residents we are sometimes subject to parking inconvenience and very occasionally to late night traffic noise as a result of the great popularity of the establishment. I am, however, strongly opposed to licensing restrictions or any other legislation that would jeopardise the continued success of so welcoming and community-minded an enterprise. I believe the management of The Banc have gone out of their way to limit the negative impact of the business on the area and that the negative impact is in any case far outweighed by the positive benefit it has brought.

Not being resident on Clinton Road itself I am not qualified to comment on the late night noise or disruption within the immediate vicinity but as a long-term resident of the area I can vouch for the fact that the introduction of a vibrant and thoughtfully managed establishment to a previously dark and dubious street corner has changed the area for the better and that the presence of well-mannered security staff and attempts to regulate the night-time parking have introduced a greater feeling of safety. The Banc is a well run, reasonably priced and friendly establishment. It is patronised by all ages and ethnicities and was set up, and continues to be run by, enterprising, young local individuals with a sincere interest in the community. It strikes me as exactly the sort of business that this area should be encouraging and I believe that any rulings that would impact on its continued success would be ill advised.

Thanks for taking the time to read this. Yours Faithfully,

Anderson Chanel

Subject: FW: The Banc & local problems - ref. LBH/6962118

From: Barrett Daliah
Sent: 11 January 2018 15:21
To: Cllr Tucker Noah
Cc: MemberEnquiries; Douglas Gavin
Subject: FW: The Banc & local problems - ref. LBH/6962118

Dear Councillor Tucker

Your enquiry about The Banc & local problems
Ref : LBH/6962118

Thank you for your enquiry.

There is a premises licence issued to the Banc that allows the sale of alcohol regulated entertainment and Late night refreshment. The residents are correct that the main operation at the premises is the shisha lounge to the rear which has a door on a predominantly residential road. Shisha smoking of itself is not a licensable activity and so would not be affected if the Premises Licence were to be reviewed, although the times of operation of the premises may impact on this. It is fair to say that the business has grown over the years and has a large customer base. We would encourage residents to call out the Out of Hours Response Team if they are experiencing noise nuisance on 0208489 0000 or breaches of the conditions of the licence such as the side entrance being used for ingress by customers or call the Police on 101 if it is anti social behaviour taking place.

The licence was issued with safeguards to stop the licence holder from using the side entrance as a means of entry to the venue as this entrance is on a residential road. The condition placed on the licence restricting the use of the side door was to ensure that nuisance issues would not arise for residents living nearby. It would seem that the growth and popularity of the premises has increased the footfall of customers and this in turn is having a knock on effect that residents are now raising concerns over.

The parking department are aware of complaints of increased parking demands in the evening and have met with the Banc owners and local councillors. Residents have been advised that a possible solution would be to extend the CPZ times later into the evening but that we would need evidence of local support for this, in the form of a petition. We have yet to receive any such petition requesting an extension to the CPZ times.

Reviewing a Premises Licence can be a significant potential sanction against a premises that is proved to be causing problems because the Licensing Authority can decide to impose new conditions, restrict operating hours, restrict capacity in certain instances, licensable activities or even suspend or revoke the licence altogether. A review could therefore have an enormous detrimental impact on a business's ability to trade successfully, so most licence holders will want to take very seriously any legitimate concerns that are brought to their attention about the way they are running their premises and will wish to work with residents or responsible authorities for example to find a solution to specific problems without the need for a review hearing to be held.

Reviews can be initiated by responsible authorities such as the Police or the Council's Environmental Health noise team and interested parties or persons such as residents, local businesses, Ward Councillors or even local MPs, so if a premises is causing unreasonable problems, it is worth while, depending on what the problem is, contacting the relevant responsible authority and getting their views or asking them if

they have had any complaints about the premises in question. They may even be prepared to join in the calling for a review if they feel there is compelling evidence or the need to do so. Having the evidence to enable a successful application for a review of a premises licence to be made is vital to the process. Without appropriate evidence it is unlikely that a review application will be successful or that it can be defended in Court if it is appealed against by the licence holder.

Evidence can be gathered and presented in many different ways. For example a simple and often effective way of recording your complaint about a premises is to keep a log of what the problems are. List the date and time they occur and brief details of what happens. If residents keep this over a reasonable number of weeks it helps to provide a background to the problems being experienced which the Licensing Sub Committee sitting to hear the review application can consider and take into account. It also helps to determine whether the problem is an ongoing one rather than a temporary or one off problem.

It will also help to determine whether there are grounds to review the premises licence, or whether there are other statutory ways or means of dealing with the problem which should be tried first, or instead of, using the Licensing Act 2003.

If the residents are able to get together to keep logs or nearby neighbours who are also experiencing the same problems. It is important to be precise in showing that the problems being experienced do relate to the premises you are complaining about and not to either another premises or problems in the area generally and which the licence holder is not responsible for and cannot be expected to be responsible for.

Evidence can also be gathered in other ways such as digital recordings of noise from music or by video camera/recording from a mobile phone for example, but residents need to be very careful that this does not compromise their own safety when doing so, or the privacy of persons who may have nothing to do with problems at hand, or have nothing to do with the premises that is the source of the complaint.

The residents need to be certain that the information they provide to the Licensing Authority relates to one or more of the licensing objectives (i.e. the prevention of crime and disorder, the prevention of public nuisance, public safety and the protection of children from harm), is factual and is not a one off problem but something that keeps recurring. It is also helpful to all sides if residents can be clear at the outset what the outcome is that they are seeking.

The Licensing Authority has received an application for the review of the licence and I have attached a copy above for your attention. There is a blue public notice at the venue which can be seen by passers-by. The consultation will take 28 days and finishes on 5th February 2018. After this time we shall write out to all parties and notify them of a hearing date for the Licensing Sub Committee hearing that will then determine the application.

We have asked the Licensing Enforcement Team have been asked to carry out proactive visits to view the operation of the venue.

I would still encourage the residents to have dialogue with the licence holders if at all possible and I am able to make myself available if a public meeting is planned to discuss this matter.

I hope that you are satisfied with my response to your enquiry. If you have any follow-up queries or need more information, please contact [Member Enquiries](#) in the first instance.

Yours sincerely,

Daliah Barrett (Haringey Council)

From: Selby Jane On Behalf Of MemberEnquiries
Sent: 09 January 2018 12:20
To: Cllr Tucker Noah <Noah.Tucker@haringey.gov.uk>
Cc: MemberEnquiries <MemberEnquiries@haringey.gov.uk>
Subject: FW: The Banc & local problems - ref. LBH/6962118

Dear Councillor Tucker

Your enquiry concerning: The Banc & local problems
Our Reference Number: LBH/6962118

Thank you for your enquiry, which was received on 08 January 2018.

I have allocated your enquiry to the appropriate service officer, who will send you a full reply by 22 January 2018.

Yours sincerely

Jane Selby
Business Change Advisor - Customer Services & Libraries

Haringey Council
River Park House, 225 High Road, London N22 8HQ

020 8489 1971
Jane.selby2@haringey.gov.uk

www.haringey.gov.uk
[twitter@haringeycouncil](https://twitter.com/haringeycouncil)
facebook.com/haringeycouncil

 Please consider the environment before printing this email.

From: Cllr Tucker Noah
Sent: 07 January 2018 11:28
To: MemberEnquiries <MemberEnquiries@haringey.gov.uk>
Subject: The Banc & local problems - ref. LBH/6962118

Dear colleagues.

A number of residents living in the vicinity of The Banc restaurant / nightclub on West Green Road have alerted me to serious problems affecting the locality and the people living nearby, associated with the late night opening of The Banc, in its capacity as a shisha bar.

The issues referred to include:

- Noise from individuals and cars (driving around and stationary, running engines)
- Air pollution from the above
- Inconvenience to local people wishing to use or park their cars (due to gridlock, and all available parking spaces in the evening being taken by Banc customers)
- Cars ignoring parking restrictions- parking on double yellow lines with impunity
- Aggressive behaviour and conflict with each other, by drivers who are Banc customers
- Use of substances- cannabis and laughing gas
- Rubbish strewn in the street by Banc customers

The people with whom I have spoken inform me that this issue is having a serious impact on their quality of life. They assert that they have for some time sought to raise these matters both with the Council and with the owners of The Banc, to no avail despite assurances being given.

May I be informed of what has been, or is currently being done by the Council to investigate the issues and address them?

Many thanks,

Noah Tucker

APPENDIX D – COPIES OF REPRESENTATIONS IN SUPPORT OF THE BANC

Anderson Chanel

From: Barrett Daliah
Sent: 24 January 2018 12:46
To: Anderson Chanel
Subject: FW: The Banc, licence review West Green Road

From:
Sent: 24 January 2018 12:45
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Subject: The Banc, licence review West Green Road

Hello Daliah;

I strongly disagree to the licence hours of the Banc being reduced from a 2am closing.

I hope that council policy would not be shaped by a few vocal residents--I strongly suspect a minority of my neighbours with houses nearest to the Banc who believe they are inconvenienced by a little noise and who are encouraging their neighbours to complain to the council. I just received a leaflet today encouraging me to COMPLAIN to the council which is how I got your email address.

The Banc has acted responsibly by hiring a security guard to restrict noise levels outside the business in evening hours and in fact benefits the local area by discouraging any potential crimes/anti social behaviour being committed within the area directly next to the restaurant late at night.

I have never experienced any noise problems myself even though Banc customers generally park directly in front of our house and I have always wondered what all the fuss was all about with regard to these allegations of noise nuisance.

The Banc is a friendly local restaurant/hub who dispose of their waste ethically and support local businesses by selling their products. The Banc have tried to resolve issues that the residents have identified directly a local level, by inviting the street to a meeting at the restaurant with a view solving any concerns about noise.

In my opinion, the Banc forms a part of the rich tapestry of Tottenham and we need more businesses like this around. I understand the Shisha Bar forms the main part of the business and it's great that local residents have somewhere to go late at night.

If people want a quiet life, they should move out to the countryside.

Anderson Chanel

From: Barrett Daliah
Sent: 31 January 2018 09:13
To: Anderson Chanel
Subject: FW: The Banc

From:
Sent: 31 January 2018 09:12
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Cc: info@thebanc.co.uk
Subject: The Banc

I am writing in support of The Banc restaurant, which I understand has been criticised by other neighbours.

I have lived in Clarence Road, a few minutes' walk from the Banc, for 16 years. I am in my 70s. The restaurant has been a great asset to the neighbourhood. I eat there regularly and am proud to take visitors from outside London. On a recent visit i saw again how well suited it is to the diverse community it serves; there were groups of all ages and backgrounds, relaxing in a friendly and welcoming environment. We had nothing of this kind nearby until it opened. I am very sad to see it under attack.

I understand that local people complain about customers parking in our streets. I can see that this is frustrating - I'm not a driver - but I think the response is disproportionate. As for complaints of noise at night, I have rarely heard it, and I think there is no more than in any urban area. I have never seen any drunken or inappropriate behaviour. We have all been young, and we can surely allow other young people to enjoy themselves, even if they occasionally wake us up in the night.

I have been very impressed by The Banc's commitment to the neighbourhood, providing security guards on the street and advising customers to show respect. I don't know what else the management can be expected to do.

--

Anderson Chanel

From: Barrett Daliah
Sent: 31 January 2018 14:13
To: Anderson Chanel
Subject: Fwd: The Banc licence review West Green Road

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From:
Sent: Wednesday, January 31, 2018 1:53:31 PM
To: Barrett Daliah
Subject: The Banc licence review West Green Road

Dear Daliah,

I understand there is currently a review underway regarding the licensing hours at The Banc restaurant. I would be grateful if you could consider the following points when making a decision.

Personally, I think The Banc is a fantastic example of a well-run, thriving local business that brings people and revenue into the area.

Their customers are generally well-mannered and I have never heard or witnessed any kind of drunken (or otherwise) affray, nor any security issues. This is unusual for bar/restaurant.

The Banc team have contributed to local street parties and have made every attempt at engaging with the local community in a positive way. They have attempted to address all the various issues local residents have raised with them.

A lot of The Banc's customers drive and I understand many local residents find the pressure on parking challenging. I do not believe restricting the licensing hours would solve this issue. One solution might be to increase the hours of the CPZ, however, it is likely that this would simply mean the parking challenges migrate to another local residential street. A better solution might be for the council to help broker a deal that is financially viable with Park View school or the Harris academy for use of their parking facilities (something I think the Banc have tried to do already albeit unsuccessfully).

I do believe the increase in traffic in the streets around the Banc (Clinton Road, Station Crescent, Clarence Road) is caused, in part, by the Banc's customers (but also by drivers attempting to avoid congestion on Blackboy lane). And, as the mother of 2 small children, I do have serious concerns about the speed at which many vehicles pass up and down these streets. It is only a matter of time before there is a tragic accident. Again, I don't believe the Banc can be held responsible for the speed at which people drive nor do I think that curtailing the Banc's licence will deal with these issues. Instead, I believe that more effective traffic calming measures would have a hugely beneficial impact on the behaviour of vehicles in the streets, and on the emotional wellbeing of the residents.

Thank you for considering these points.

Kind regards,

Anderson Chanel

From: Barrett Daliah
Sent: 01 February 2018 20:33
To: Anderson Chanel
Subject: Fwd: The Banc

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From:
Sent: Thursday, February 1, 2018 6:05:16 PM
To: Barrett Daliah
Subject: The Banc

Dear Daliah,

I am writing to you to express concern about growing tension around The Banc Restaurant and Bar. I am sure you are aware of the numerous complaints which have been made, and I don't plan on going over the ins and outs at length.

I do want to say however that despite living here under a year it is clear The Banc, is a really valued part of this community. I don't drive, so perhaps don't share the same frustrations with the increased traffic and I have never really had a problem with the noise. The recent addition of two security staff has actually made me feel significantly safer, in regards to personal safety and the safety of my home and has stopped any noise disruption. It is comforting to have so many people around, particularly late at night.

I am aware suggestions have been made as to how to curb the traffic pressures, and I would welcome any action to solve the increasing dispute, and to maintain The Bancs presence in our community. It would be a real shame to lose such a vibrant local business from the area, over minor issues particularly as the owners are so open to mitigating residents concerns.

I hope you will consider this in your deliberations about the future of The Banc.

Thanks

Anderson Chanel

From:
Sent: 04 February 2018 17:23
To: Barrett Daliah
Subject: The Banc, licence review West Green Road

Dear Ms Barrett,

As a long-term resident of Clinton Road, N15 , I can see no need to reduce the licencing hours of the Banc.

As someone who arrives home by car most weekday evenings around 19.30-20.30, I regularly have to look for a parking space towards the bottom of Clinton Road, in Clarence Road or in Station Crescent. This can be inconvenient when I have heavy bags of work or shopping, but would not be altered by a reduction in hours. More useful would be a one way system, which would avoid cars having to reverse up or down the road in order to let each other pass.

Moreover, for me, any inconvenience is outweighed by positive effects of having a thriving business at the top of the road. Not only is this business good for the local economy, the Banc's employment of security officers has increased the security in the street. The security officers are extremely courteous and helpful, even carrying heavy shopping bags for at least one of my neighbours. They also insist on courteous behaviour from the clients of the Banc.

I know that the owners of the Banc constantly strive to minimise any inconvenience to local residents - that is why we have the security officers, for example. They have also been looking for alternative parking solutions, and I would encourage them to continue to do this. I would also encourage the council to consider a one-way system in our streets.

I do not, however, feel that a reduction in the licencing hours would make a substantial difference to local residents but may damage the business.

Yours sincerely,

Anderson Chanel

From:
Sent: 04 February 2018 16:49
To: Barrett Daliah
Subject: Letter to support The Banc in St Annes Ward

Dear Daliah,

Regarding review of premises license:
Case.Number: WK/401027
The Banc Restaurant
261-263 West Green Road
London N15 3BH

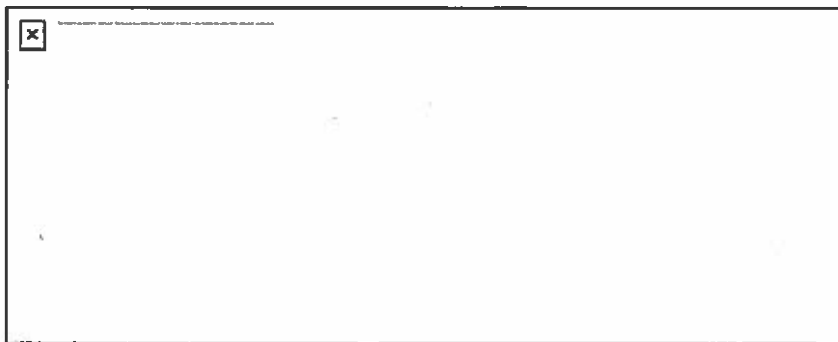
I am writing to support the Banc, the restaurant at the end of my street on Clinton Road. They have been under some pressure from the neighbours recently due to the parking issues caused by their customers. I believe one of the measures to mitigate against this would be to extend the parking hours from 6.30pm-10.30pm.

Firstly I believe any increases in parking restriction we, the residents, would have to pay for, something I'm not keen on. The noise is annoying and so is the parking but we all live in London and you'll be hard pushed to find an area that doesn't have parking issues. I realise this is amplified in the evenings and weekends because of the Banc but I again feel this comes with the territory of living in this great city - something we all choose to do. I regularly park in other resident bays out of hours in Crouch End, Hampstead and Islington to go to a restaurant and/or the cinema and I'm sure it's just as annoying for them.

The Banc is a great local success story. Two local residents setting up an independent business providing employment for many young people and bringing culture and a social scene to our neighbourhood. I don't go to the Banc but I celebrate living in a city that has a vibrant social establishments for all cultures and backgrounds. Putting restrictions on this doesn't seem fair to me especially as they've made such a big effort in communicating with the street and providing staff to keep the noise down something they are not obliged to do.

I hope you'll take this letter of support into consideration.

Best wishes,



Watch the making of Hampstead Heath, London's Countryside [here](#)



Anderson Chanel

From:
Sent: 05 February 2018 08:36
To: Barrett Daliah
Subject: Banc License Review

Hi Daliah,

We are writing as a local residents and neighbours to 'The Banc restaurant and Shisha Bar'.

'The Banc' has been operating for a few years now and the main issue is parking for residents. We do not have any issue with their customers, they are all very well behaved and there is limited noise when leaving. We do not experience any drunken or lewd behaviour for which we are grateful.

Reducing the license from 2am will not solve any issues. As customers will still be parking on the road from 6-10pm which is when most residents wish to be able to park.

A better and fairer solution to all would be increasing the resident permit parking operational times to 10pm including weekends (obviously without extra costs to residents).

It would be a rash decision to cripple a thriving independent local business that enhances and modernises the local area, when a more comprehensive solution is available.

Please consider my suggestion or other alternatives to our parking issue rather than reducing their license. We would be saddened to see a building that prior to 'The Banc' had been an undeveloped eyesore for so long become one again, or become another set of overpriced flats over such a minor issue.

Looking forward to your response,

**APPENDIX E - COPY OF LETTER SENT TO RESIDENTS BY THE LICENSEE AND
SUPPORTING DOCUMENTS FROM POSTPONED HEARING**

THE BANC

STEAKS & BURGERS

30 January 2018

Dear Neighbours,

Both Jan and I hope this letter finds you in good health and wish you a belated Happy New Year. We both promised you at the last meeting held at Forks & Green in September 2017 that we would endeavor to communicate regular updates on parking, security and council matters.

It is very disheartening that after 6 years of being a closely knit community, we now find ourselves ever more distant and apart. Most of you have know myself (Fabio) and Jan personally since 2009 when we were just 23 years old and know that the most important thing to us (even greater than our success) is making our community proud to have us here and help make Tottenham a great place to live, work and spend time in.

At this moment, both Jan and I would like to firstly apologise to you if at any moment you have been disturbed by our patrons. As responsible local owners we have a duty of care not only to our patrons and staff but equally to all of you.

We are aware there are PARKING PRESSURES within the area and of course these pressures can lead to discomfort. We strongly believe the vast majority of you feel we are doing all we can to tackle this issue, continue thriving as a business and to ensure you as a community are well catered for, loved and appreciated.

As you are aware there is currently a licensing review against The Banc due to representations from some residents on the basis of Public Nuisance. We are aware that leaflets and letters have been circulated to residents of Clinton Road, Station Crescent and Clarence Road by a few vocal residents urging and encouraging you to email and write representations against The Banc.

We have received all representations against us and equally for us and to all neighbours who have shown support and appreciation to us, we would like to take the time now to thank you from the bottom of our hearts. Unfortunately due to data protection, all information bar the content of the letter is blank thus we cannot thank you personally.

I'd like to take the time now to again re-iterate the issues at hand. At this present time we have a parking issue, which ultimately causes gridlocks due to an influx of vehicles visiting The Banc and seeking parking.

We are conscious that with the current CPZ (Mon-Fri 8:00am till 18:30pm and weekends free) that it is causing parking issues which ultimately leads to

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t: 020 8888 8898 e: info@thebanc.co.uk - w: www.thebanc.co.uk

gridlocks, and lack of parking) yet we would like to reassure you all that we are doing all we can to minimise and efficiently control parking during our business hours.

Since May 2017 we have introduced two friendly security guards. Not that we have any security issues or anti-social behaviour (to date not one fight, excessive noise, breach of security or police incident has occurred) bear in mind 85% of our target audience are Muslim thus we have no drunk or disorderly behaviour.

By operating a strict over 21's only policy, smart/casual dress code and never since 2011 served bottle spirits (i.e.Vodka, Gin, Whiskey or Rum) we eliminate difficult, loud or drunken individuals should we feel it is necessary.

We would like to clear the air and state for the record, although we have a license until 02:00am, since 2011 WE HAVE NEVER catered to serving alcohol at the restaurant or shisha lounge until 02:00am. Our team rigorously enforce a strict policy where no entry, food or drinks are served after 01:00am, all patrons are out of the premises by 01:30am and staff no later than 01:45am, leaving with the utmost respect and with minimal noise in all instances. Never has The Banc held customers till 02:00am and never has any patron(s) left at such time. We all have lives, families and homes to go to whilst also respecting our license.

Myself and Jan, as two passionate LOCAL owners respect our neighbours and community, by always having you all in our thoughts, investing in the area (The Banc and Forks & Green) giving back to the community by providing local job opportunities, helping the area grow, placing parking cones on Clinton Road and Station Crescent (even though by law we are not allowed to). More importantly, placing two security guards at a yearly cost of £55,000 (again bear in mind no police incidents or crowd problems have occurred since 2011) to patrol the area 7 days a week from 20:30pm - 01:30am, to direct traffic, stop gridlocks, asking patrons to leave quietly, manage vehicles so they do not rev excessively, turn engines off and leave quietly. We are so keen to get it right that we ban patrons who do not aid us in supporting this or abiding by our policies.

As a community we must stand united and do what is best for the area, some of you believe that by putting in representations for our license to be shortened from 02:00am to 22:30pm will lessen the parking pressures. We believe this WILL NOT solve the issues of parking or gridlocks in the area as this is an ongoing issue in most Boroughs especially Haringey.

Our best hope is to push the local authority in Haringey Council as we spoke at the meeting back in September 2017 to place a ONE WAY SYSTEM from Clinton Road, through Station Crescent and out via Clarence Road, this will not only help quash all gridlock issues, but also ensure traffic is flowing smoothly and safely.

Bear in mind by issuing a one way system this will also ensure once a patron, resident or any individual looking for parking has driven past and physically seen there is no space available, the likelihood is they will vacate the area and look for parking elsewhere.

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Another solution is again to closely liaise with Haringey Council to upgrade the current CPZ in the area. Speaking to most of you during the meeting we suggested a review of CPZ to 7 days 8:00am - 22:00pm 7 days a week or adopt a Football Stadium CPZ approach (similar to Tottenham FC and Arsenal FC event days) for example: Monday to Sunday 8:00am - 18:30pm and then 20:30pm - 22:00pm) meaning there will only be parking free 7 days a week from 18:30pm to 20:30pm (2 hours) and then from 22:00pm - onwards. This will drastically affect our business to the point that patrons may not visit us, yet we are prepared to push this with Haringey Council and let our business be affected if it means you all have parking availabilities.

We live in democracy and we believe everyone is entitled to voice their opinion but one must look at all the facts prior to making negative remarks and initiating propaganda against us.

Since opening in 2011 we have actively cleared out obvious drug dealing and prostitution, most notably in Clinton Road and Gresley Road. Some of you didn't agree last time we spoke at our meeting yet we proactively saw them, addressed them and told them to leave.

Downhills Park was notorious for fights, assaults, stabbings and sexual assaults. If you are reading this and think this is incorrect, perhaps you have not been in the area long enough to know. We attended school here and have been part of the Tottenham/West Green Road community since 1998.

How many stabbings occurred in front of the bus stop opposite the park? Since 2011-2014 there has been 2 reported incidents and to date no further incidents.

Again you may wonder what has The Banc got to do with this? By bringing more people to the area, making it vibrant, exciting, and having a constant presence along with the massive push for West Green Road's regeneration has driven away all unpleasantness from the area thus investing in the area and creating local jobs opportunities.

Some of you will remember that The Banc was a former Barclays Bank and Action For Kids Charity, which was derelict for over 10 years. Plumbing shops, mosques and private schools all tried to acquire the building, yet with the mindset to invest in the area and the drive to ensure Tottenham can be the centre of attraction to individuals outside of Tottenham was desirable to us and allowed us to acquire the premises.

We always strived to take the doubt of The Riots (yes we were here during the riots) we wanted to change the perception of Tottenham. All the negativity i.e "Tottenham is bad, Tottenham is awful or we will get robbed in Tottenham." Through hardwork and perseverance we will help change the aura and reputation of Tottenham - again some will agree some will not.

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On the basis of our success we also again reinvested in the area by taking over the old public toilets by Downhills Park and brought to the area, The Banc Brasserie, now known as Forks & Green which is a happy family friendly eatery which many of you love and support.

The most important factor now for all of us as a community is to be honest with ourselves. Why are we as a community divided when we should be united? Where has it gone wrong? And how can a community that is based in the same area and with the same goals (making the area better and safer) be so adrift?

Very simply we believe we have done what we can to improve the situation at hand as you have. If by any means you are cross or upset with us for not going ahead with Park View for the use of the car park then we humbly apologise. Yet how can we be held at ransom and be quoted £250,000.00 followed by a discount (if you call it discounted) to £100,00.00 per annum? This was physically and financially impossible.

We invested in two security guards, not to protect, or counter assaults, fights or the drunk and disorderly as we have none of the above issues but to ensure our patrons are reminded to leave quietly, manage the traffic flow and most importantly patrol the area ensuring the area remains safe. Without sounding arrogant, you all have security patrolling and protecting your homes 7 days a week, 365 days a year from 20:30pm-01:30am. Again we do not need security but place them there to ensure you are all catered for and the issues at hand are dealt with immediately should they arise.

We have read all the representations against us parking on double yellow lines and parking cones. By law and as stated by Haringey Council, we are not allowed to place parking cones and tell/instruct individuals on where they should park. Many of you are upset and discontent as to why we as a business allow patrons to park there and subsequently refuse them entry. Do we agree that individuals should not park on yellow lines? Most definitely - yet this is the local authorities job to send traffic wardens regularly and fine individuals parking on double yellow lines so that in the future they do not. Is this happening? Ofcourse not and yet again we are being held accountable and at ransom for this.

One of the last representations a neighbour mentioned about our bins being on the pavement are at times full thus causing a detrimental affect in the area. As always we take feedback on board and you are completely right. Therefore you may have noticed we are undergoing some building work at the front of the restaurant. We are building a shelter, which will look aesthetically pleasing and place our bins inside which will be locked every day and out of sight.

To end this rather long letter and I apologise for the length, yet it is crucial for us to make you aware that we do understand your concerns and that we are not pleased with the parking pressures, and want to help and support the local residents to mitigate this problem.

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by pushing the council to change the CPZ this will benefit you all and impact on our business, but we are willing to let this happen. Push for a full one-way system to stop gridlocks and send more traffic wardens regularly.

Green Lanes had massive parking pressures yet reacted with sensible CPZ changes, as has Stoke Newington, Angel Islington and Brixton to name a few.

We live in London, have 3 tube stations 15-20 mins away and let us remember we now have only 3 roads (Clinton Road, Station Crescent and Clarence Road with free parking Saturday all day. Beyond Forks & Green and the zebra crossing, all CPZ's have changed, meaning even on Saturdays we have lots of individuals parking in our streets. A new stadium is on its way, with new shops and parades meaning the area is getting busier, more vibrant and exciting thus we were always going to encounter this issue.

Yet we believe by liaising with the council and pushing these changes The Banc & the community together we can achieve this. The council must be held responsible for not addressing this issue sooner and causing us to be in this current predicament.

Again for all those who have written representations against us, we hope this letter has hopefully addressed many of your concerns, and for those who have sent representations for us, we would like to say a huge thank you for supporting us. It is nice to know that we are still loved and appreciated by the vast majority of you.

We urge you to please contact Daliah Barrett daliah.barrett@haringey.gov.uk with your honest feedback. It is very easy to write what the situation is but it is paramount that we speak the truth and also what measures must be taken to address and improve the situation.

We know our responsibilities toward you, the environment and our patrons and strongly believe that by pushing the council together we can push to get the right immediate change (to a one-way system and potential change of CPZ.)

Once again we would like to thank you for your support and confidence, it is our aim to rebuild our relationship with you all. This is business for us but also personal as we know many of you closely and many of you supported us and still support us despite the pressures at hand.

Thank you for taking the time to read this letter and again thank you for your understanding and patience. There is always light at the end of the tunnel and together we can achieve a calm, peaceful neighbourhood, with a thriving business, if we stick together and push Haringey Council to do their part, just as we have done ours and you the community have done yours.

Yours faithfully,

Fabio & Jan

The Banc 261-263 West Green Rd London N15 3BH
t: 020 8888 8898 e: info@thebanc.co.uk - w: www.thebanc.co.uk

The Banc, 261-263, West Green Road, N15 3BH.

Independent report on Licence Review

By

Adrian Studd, Independent Licensing Consultant.

1. I have been instructed to conduct observations at the above premises in connection with a review application submitted by the residents of Station Crescent and Clinton Road to the London Borough of Haringey concerning alleged noise and nuisance generated by the above premises.

Summary of expertise – Adrian Studd.

2. I retired from the police service on 2nd November 2012 having completed 31 years exemplary service with the Metropolitan Police in London. Between January 2012 and my retirement, I was employed as the Chief Inspector in charge of licensing for the London Olympic Games 2012. In this role, I headed up a team of officers with responsibility for supervision of licensing compliance at all the Olympic venues, including the Olympic park. In addition, I was responsible for ensuring that any associated events were properly licensed, sufficiently staffed and operated in accordance with the licensing legislation and best practice in order to ensure the safe and effective delivery of the Olympic Games.
3. In addition to leading my team, I visited and worked with both the Olympic park management and many other venues, reviewing their policies and procedures and ensuring that the Games were delivered safely and securely. The success of this operation not only protected the reputation of the MPS but provided positive benefits for the profile of the MPS and the United Kingdom. I have been awarded an

Assistant Commissioners Commendation for this work. Prior to this role, between Jan 2002 and January 2012, I was employed first as an Inspector and then as a Chief Inspector on the MPS Clubs and Vice Unit (Now SCD9 Serious and Organised crime command). My responsibilities over this period focussed on licensing and included day to day supervision of the licensing team that had a London wide remit to support the Boroughs with licensing activity.

4. Providing both Overt and Covert support for policing problem licensed premises across London, my team worked with premises when licensing issues were identified, in order to address these problems through the use of action plans in order to raise their standards. Where this failed, I would support the Boroughs with evidence for use at review hearings if required. I devised and implemented the MPS strategy 'Safe and Sound' which seeks to improve the safety of customers at licensed premises by reducing violent and other crime, in particular gun crime and the most serious violence. I also developed the Promoters Forum and risk assessment process, and together these initiatives contributed to an overall reduction in violence in London of 5% and of the most serious violence and gun crime at licensed premises by 20% whilst I was there.
5. From 2004 until 2008, my role included representing the MPS and ACPO licensing lead both in London and Nationally. In this role, I developed key partnerships with industry, NGOs and Government departments in order to improve the standards at licensed premises. I sat on the BII working party and helped develop the national training for Door Supervisors and worked with the SIA to successfully introduce the new regime within London. I sat on a number of Government working parties and worked closely with the alcohol harm reduction team on identifying best practice and ensuring this was used both within London and nationally by police and local authorities.
6. I have been involved with Best Bar None for a number of years and have successfully helped a number of boroughs to implement the initiative. I am a trained Purple Flag and Best Bar none assessor and, until my retirement, I sat on the Board for Best Bar

None in the Royal Borough of Kensington and Chelsea. For the last five years, I have been in charge of licensing for the Notting Hill Carnival, the largest street carnival in Europe. During this time, I have contributed to a reduction in violence overall at the Carnival and delivered increased seizures of illegal alcohol, reduction of unlicensed alcohol sales and a reduction in alcohol related violence. In addition to the above, I have attended a large number of internal MPS training and qualification courses, and I am trained in conducting health and safety risk assessments and hold the National Certificate for Licensing Practitioners, issued by the British Institute of Inn keeping (BII).

7. Following my retirement, I set up a licensing consultancy to provide independent advice for premises requiring a local authority licence. Since then, I have provided evidence gathering services and advice to a broad range of licensed premises on a variety of issues, including crime and disorder, cumulative impact, sexual entertainment, street drinking, rough sleepers, age related products, betting and gaming and planning. This work has involved premises that benefit from licences for activities such as alcohol on and off licences, betting premises licences, SEV licences and late night refreshment. I have provided expert witness evidence at both local authority and appeal court hearings.

Observations.

8. I conducted observations at the premises on the evening of Saturday 20th January 2018 between 22.30 and 01.30 hours. On my arrival the vicinity of the premises was busy with vehicles driving around and people queuing for the Shisha area that is at the rear of the premises. Most customers appear to arrive in their own vehicles and many drove into Clinton Road to park. This is a residential road that has resident parking restrictions until 18.30 but public parking after this.
9. A number of the vehicles then drive around Clinton Road and Station Crescent looking for somewhere to park. If they find that they cannot find a space some then

return up Clinton Road towards West Green Road but find that they cannot get back out of Clinton Road into West Green Rd due to no entry. They then turn down Gresley Court which is a no through road and residential, this results in vehicles manoeuvring around each other, trying to park and to get in and out of Gresley Court.

10. Some vehicles find parking in Clinton Road but then customers going to and from these cars chatting etc. can disturb residents, particularly late into the evening and night when ambient noise reduces. Other vehicles wait close by, either for parking to become available or for their booked time slot at the premises, and when the weather is cold engines are left running and sometimes windows open and loud music audible. All of this activity creates noise in the area that is particularly noticeable later in the evening as ambient noise decreases.
11. The Shisha queue was formed alongside the premises and away from the residential neighbours and was generally well behaved and monitored by a door supervisor but inevitably there was some chatting audible in the immediate vicinity.
12. Two door supervisors are employed, one to manage the shisha queue and one to walk the road and keep people quiet. A number of cones were set out at the junction with Station Crescent which I understand is done by the premises management. While this appears to me to have no legal basis it does help to keep the junction clear and I understand the residents are supportive of this. Both door supervisors were pro-active and the owner was also present in the road on a number of occasions through the night requesting individuals in vehicles to be quiet, keep radios down and turn off engines.
13. Later in the evening when ambient noise declined the music and talking from the shisha was audible in the street although not loud. I understand that nearby residents have not complained about this but I would expect there may be some complainants joining when they see the public notices about the review.
14. On inspection inside the premises I found that it is very well decorated and

maintained. There is a large number of staff and the restaurant area was full of diners and had a relaxed, good atmosphere. The Shisha area was also busy with customers often required to wait outside, either queuing or in vehicles for their two hour time slot. Overall the whole premises were professionally managed and very orderly. I saw no drunkenness at all either inside the premises or in the vicinity. There was, in fact, very little drinking of alcohol by customers and many are apparently Muslim and do not consume alcohol. Never the less customers returning to cars and chatting after a night out do create noise. There are also some customers waiting in cars for a table and leaving engines running or music on etc.

15. The premises next door, a traditional pub called 'KK McCools' was open until past 01.00 but has little impact on the area and did not appear to contribute to the parking or perceived noise in Clinton Road.
16. I saw little evidence of Uber cars or mini cabs, most customers appeared affluent and arrived in expensive looking cars. Cabs that I saw arriving tended to drop off in the main road.

Action plan.

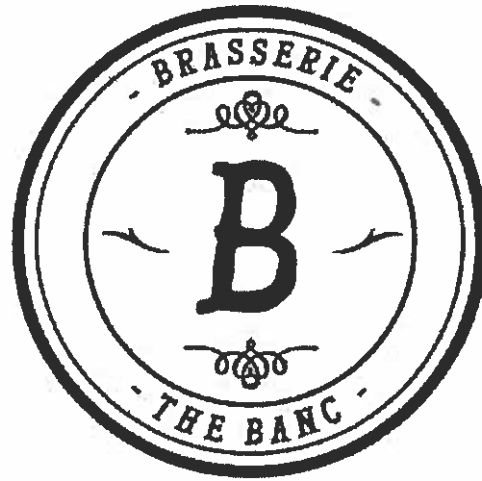
17. Moving forward the key is to manage the vehicles and parking in a way that prevents them from driving down Clinton Road and causing a nuisance to residents, this will also reduce the potential for noise from customers making their way down the residential roads late at night.
18. The practice of employing door supervisors outside should continue with the pro-active management of the queue and the vehicles in the vicinity of the premises. Ensure that customers are warned to arrive at their booking time to prevent queuing and pro-active management of the queue. Ensure customers are aware that any noise or nuisance outside will result in them not being permitted entry.
19. Work with council to make parking restrictions more effective. For example if Clinton

Road were made resident only access from West Green Road customers could be directed to Cornwall Road where there are no residents at the West Green Road end and plenty of parking. This is only a couple of minutes' walk from the premises. Consideration could also be given to extending resident parking restrictions to a later time in Clinton Road to help keep spaces free for returning residents later at night.

20. Explore other opportunities to encourage customers to park away from Clinton Road such as information when taking bookings, reminders on publicity documentation and receipts and information on limited parking so customers use other transport options.

Adrian Studd,
Independent Licensing Consultant,
12/-2/18





THE BANC
B R A S S E R I E

Dispersal Policy

It is agreed by the Premises Licence Holder that there be a Dispersal Policy so as to assist in the promotion of the licensing objectives.

Any reference to Door Supervisors in this policy refers to Security Industry Approved (SIA) members who are employed by the security company who, for the time being, are currently contracted by the Banc.

The Banc is committed to promoting the four Licensing Objectives, as set out in the Licensing Act 2003, namely:

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

Definition

The Dispersal Policy is to assist in addressing matters of concern, if any arise, in order to minimise any impact on residents or businesses in the vicinity.

The Dispersal Procedure is dedicated to exercising pro-active measures for the dispersal of customers, towards and at the end of trading.

The Banc intends to move customers from the premises and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbours, both residential and business.

Dispersal Procedure

1. When engaged, and specifically on Friday & Saturday from 7pm until closing, door staff shall periodically patrol the curtilage of, and the area around the exterior of the premises throughout the evening to encourage patrons to move away from the venue and disperse from the area quietly.

2. Staff will be trained to ask customers to leave quietly and respect our neighbours.

3. Signage will be put in place to inform persons that they are required to leave the premises and to return to their motor vehicles quietly and to respect our neighbours. Service will be refused to those who do not follow these instructions.

4. Persons who do not behave or adhere to the standards set out in this policy will be refused service in the future.

5. There will also be encouragement of gradual dispersal during the last period of trading and during the drinking-up period with staff reminding customers of the need to leave quietly and consider local residents when leaving the premises and the surrounding area.

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From: Barrett Daliah
Sent: 23 April 2018 14:02
To: Matthews Khumo <Khumo.Matthews@haringey.gov.uk>; Foley Felicity <Felicity.Foley@haringey.gov.uk>
Subject: FW: RE: banc info

Other documents and pictures submitted but not very clear

From: Jean Adams <
Sent: Monday, April 16, 2018 9:21:41 AM
To: Barrett Daliah
Subject: RE: banc info

Morning Daliah,
Could you please try and re-send the photographs as they just sent as black tall blocks and nothing is visible.
Many thanks
Jean

From: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Sent: 16 April 2018 08:43
To: Jean Adams <
Subject: FW: banc info

Hello Jean

The pictures are not showing very clear but this is something that one of the residents have sent in to demonstrate that the problems have not improved since the review has been submitted.

I have advised the resident that she is able to talk to these matters as they are examples of the things she has already raised in the review.

Best regards
Daliah

From: claire skinner [
Sent: 15 April 2018 10:44
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Subject: Re: banc info

Pictures removed – poor quality (Felicity)

Hi Daliah

The 1st 2 pictures show the queue outside the side door on Wednesday 11th April (about 8.30/9), the final 3 show the queue on Saturday 14th April (about 10.15/10.30) this extended past their bins. We are aware that the licence states they are not allowed to use this door as an

entrance (only as an exit) and have queues outside. I know you have already been sent pictures and videos (which show how noisy these queues are) like this in the past, but I wanted to show that things havent improved since we asked for a licence review. This continues to be the same every week as it has always been.

Between Thursday & Sunday the queues are pretty constant between about 7.30 / 8 and 10.30 / 11 - always with differing numbers of people. (I am not staring out of my window all this time but i can hear it clearly !). The rest of the week the queues are intermittent throughout the night.

As you can see the pics i took on Saturday night are from the corner, not my house. There were also a couple of other neighbours outside as they were also being disturbed (they live closer to the banc than i do). We were approached by one of the security who wanted to ask us questions (he was polite). He was basically acknowledging how bad the parking and traffic are , but wanted to know what difference finishing earlier would do ...

Sorry that this is long winded - but i wont need to send more pics or info as it is always relentlessly the same.

Take care

Claire Skinner

[Sent from Yahoo Mail on Android](#)

On Sun, 15 Apr 2018 at 10:21, claire skinner

<

Hi Daliah

I am resending the mail i sent you last week but with all my details. Im sorry, but i assumed that as you already have all my info i wouldnt have to keep putting it on each time .

Thankyou

I will be sending you another mail with pictures showing the queue outside thenside door which the licence says they arenot allowed to use as an entrance

Take care

Claire Skinner 35 Station Crescent

[Sent from Yahoo Mail on Android](#)

On Tue, 10 Apr 2018 at 16:40, claire skinner

< > wrote:

Hi Daliah

I am sending you some other situations since the paperwork and hearing re. Banc :

* 1st March 7.30pm : a customer from the banc knocked on my door and asked for me by name and if i could move my car when he'd finished his time having shisha (2 hours). This was because he'd parked badly, he realised he couldnt get out - this was when the road was treacherous with ice & snow. He knew my name because he'd knocked on other neighbours doors in an attempt to find who owned the (my) car. In the meantime i asked for support from the banc - i have texts to show this (which is what the owners instructed us to do in the afore mentioned letter) I came out at 9.30pm when he knocked again - i had to stay outside in the freezing cold for 1/2 hour while i moved my car, banc security supported the man who tried to get out of a slippery spot - not fun !

* A couple of weeks later around 8.30pm i witnessed someone backing into and banging my car as i came home carrying lots of shopping (unable to do this with my car as impossible to

find parking on return). I asked the man if he was going to the banc, he said yes, so i asked him to come to discuss with them (again under the instruction from their letter). He was contrite, offering his insurance information, however it was dark and the damage minimal so pointless to pursue. However i felt overwhelmed as there were 3 men from the banc Maz (one of the banc's owners' brothers) was helpful but the other 2 men told me that it was nothing to do with the banc and i should expect this to happen living here.

* prior and since the paperwork & hearing : regularly there are banc customers who park in restricted zones around 5 / 5.30. I have mentioned a few times to them that they are unable to park here until 6.30. Some of them have told me - in a variety of ways - that people in the banc have told them that its ok to park there as noone will give them a ticket

Thankyou

take care

Claire Skinner

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Barrett Daliah

From: [REDACTED]
Sent: 24 July 2017 15:31
To: Cunningham Ann
Cc: Fernandes Frederico
Subject: Fwd: BANC Parking Issues
Attachments: THE BANK PARKING POLICY 135 mm X 135 mm.pdf

Dear Ann,

Any news on the forwarded pls?

The situation is getting desperate. A few neighbours are complaining that on Friday and Sat evenings there are far too many cars in their roads.

What else can be done? Any suggestions pls?

I look forward to hearing from you.

Many thanks

Nilgun

Nilgun Canver
Business Consultant
[REDACTED]

Sent from my Samsung device

----- Original message -----

From: Nilgun Canver [REDACTED]
Date: 25/06/2017 20:19 (GMT+00:00)
To: Ann.Cunningham@haringey.gov.uk
Cc: [REDACTED]
Subject: BANC Parking Issues

Dear Ann,

Thank you again visiting the junction of Clinton Road and West Green Road N15 last April to discuss parking issues.

As you're aware, there is no parking restriction in the area after 6.30pm. The BANC, the local steak house situated at that location, is a highly popular destination in particular, on Thursday, Friday, Saturday and Sunday evenings. As the BANC is very keen on safety and maintaining a peaceful co-existence with residents, they have been complying with all the points raised in the forwarded e-mail from Fabio.

They are doing a lot and really being a responsible business but we are all wondering whether you have other suggestions that the BANC or the Council can do to improve parking further in the area, in particular, on the BANC's busy nights.

I look forward to hearing from you soon.

Kind regards,

Nilgun

Sent from my iPad

Ms. Nilgun Canver
Business Consultant

NC Consultancy

Public and European Affairs, Lobbying, Media and Public Relations, Project Management, Business Support, Stakeholder and Community Engagement



Begin forwarded message:

From: Fabio Teixeira <fabio@thebanc.co.uk>
Date: 16 June 2017 at 14:32:15 BST
To: [Redacted]
Subject: **The Banc Parking issues**

Hi Nilgun,

As per our conversation yesterday here are our points to bring to the attention of Haringey Council in terms of what we as a business are doing to improve the parking issues in regards to our neighbours and community.

- 1) Notices and signs on walls by garden entrance and restaurant entrance asking our patrons to leave quietly and respect our neighbours
- 2) Yellow 'NO PARKING CONES' placed on double yellow lines, bicycle lanes, pavements and footpaths to ensure our neighbours have constant access and public safety is not at risk.
- 3) A friendly security team has been recruited to not only welcome our patrons but to also to advice them to leave quietly and approach patrons if they are being loud and politely ask to leave area.
- 4) Parking notices to be stuck on each car window (see the attached).
- 5) Map (Polite notice of parking options (alternative routes) on web-site - <http://www.thebanc.co.uk/policy/>)

Subject: Document from Nilgun Canver

THE BANK PARKING POLICY 135 mm X 135 mm.pdf

**THE BANC
POLITE PARKING
POLICY**

WARNING

**IT IS AN OFFENCE FOR ANY PERSON
OTHER THAN THE DRIVER TO
REMOVE THIS NOTICE**

We kindly ask on behalf of The Banc that you politely refrain from parking your vehicle here as it is extremely inconvenient for our neighbours whilst also causing potential obstructions and health and safety hazards. Please kindly park only on designated parking bays and not on double yellow lines as most are specifically there for ambulance access.

If all bays are full please refer to Black Boy Lane, Station Crescent and Cornwall Road which are 2-3 minutes walk to The Banc and also have pay and display options.

Your cooperation is much appreciated as this keeps our neighbours and community at ease.

Banc Management

Barrett Daliah

20/4/18

From: Fernandes Frederico
Sent: 20 April 2018 09:45
To: Barrett Daliah; Chambers Paul
Subject: RE: THE BANC 261-263 West Green Road N15
Attachments: Fwd: BANC Parking Issues; FW: PROBLEM REPORTED: Parking and Moving Traffic Offences - WK388175; RE: The Banc Restaurant/Clinton Road Parking issues ; The Banc/Clinton Road Parking Pressures; FW: FW: Service Request - 16 Station Crescent, N15 5BE - WK390023

Hi Dale,

We have only ever received a couple of complaints from residents (2 x WK's attached).

What was unusual was that residents seemed to be complaining directly to the restaurant and so the restaurant owners then got in touch with us and Cllr Ahmet.

We explained that complaints should be directed to the council and if residents wanted the CPZ times extended they needed to arrange a petition requesting this etc etc.

I believe this is all we have received.

Fred Fernandes
Parking Schemes Manager (Interim)

5th Floor, Alex House, Wood Green, London N22 7TR
T. 07814 979 690
E. frederico.fernandes@haringey.gov.uk

www.haringey.gov.uk
[twitter@haringeycouncil](https://twitter.com/haringeycouncil)
facebook.com/haringeycouncil

P Please consider the environment before printing this email.

From: Barrett Daliah
Sent: 19 April 2018 16:26
To: Fernandes Frederico <Frederico.Fernandes@haringey.gov.uk>; Chambers Paul <Paul.Chambers@haringey.gov.uk>
Subject: THE BANC 261-263 West Green Road N15

Hi Fred/Paul

Would you by chance have a list of complaints received against the Banc in the last 12 months?

Thanks
Dale

Daliah Barrett (Licensing Team Leader)
Haringey Council - Licensing Authority

Responsible retailing is actively encouraged in Haringey London.

Commercial and Operations

River Park House, level 1

High Road

Wood Green

London N22 7TR

T 0208 489 8232

E daliah.barrett@haringey.gov.uk /licensing@haringey.gov.uk

Barrett Daliah

From: Fernandes Frederico
Sent: 28 July 2017 08:56
To: [REDACTED]
Cc: Frontline; ESCS Support; Louca Giovanna; Besagni Paul
Subject: FW: PROBLEM REPORTED: Parking and Moving Traffic Offences - WK388175

Dear Ms Thrasivoulou,

Thank you for your e-mail, I am sorry to read of the parking difficulties you are experiencing.

Please note that we have been in contact with the owners of The Banc restaurant to remind them of their duty to encourage their customers to act responsibly.

We have also asked that they encourage customers to use public transport to get to the restaurant or to use parking bays in less residential roads.

Ultimately if residents feel that the problem continues, the best solution would be to extend the CPZ operational times until later into the evening. This would prioritise parking spaces for residents and their visitors.

If you feel this would be of benefit and that your neighbours would also agree, we would ask that you arrange a petition requesting the parking times to be extended. Then for this to be submitted via a local councillor, so that councillors are aware (and supportive). The petition will then be considered by the Cabinet Member for Environment and may be put forward to a public consultation with the wider community.

I appreciate that this may seem like a laborious task but as I am sure you are aware, parking is often a contentious issue and so we must have evidence of local support for extending the parking times before we can consider commissioning a consultation.

I hope this has been of assistance.

Kind regards,

Fred Fernandes
Parking Schemes Manager (Interim)

5th Floor, Alex House, Wood Green, London N22 7TR
T. 07814 979 690
E. frederico.fernandes@haringey.gov.uk

www.haringey.gov.uk
[twitter@haringeycouncil](https://twitter.com/haringeycouncil)
facebook.com/haringeycouncil

Please consider the environment before printing this email.

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

From: noreply@haringey.gov.uk [mailto:noreply@haringey.gov.uk]
Sent: 13 July 2017 13:00
To: Parking <Parking@haringey.gov.uk>
Subject: PROBLEM REPORTED: Parking and Moving Traffic Offences

You are receiving this email because you are currently the assignee for all mails sent via the report a problem form regarding Parking and Moving Traffic Offences.

Problem Reference ID: HC-387787

Date and Time Submitted: 13/07/2017, 12:59 What is the problem?: Parking and Moving Traffic Offences

ABOUT THE PROBLEM WITH PARKING AND MOVING TRAFFIC OFFENCE:

Problem Description: residents on both clinton rd and station crescent N15 pay for their parking permits, however, due to the banc restaurant on the corner of west green road and client road if we go out after 7pm on any day there is never any parking when we get back, this is not fair especially as residents we pay for our permits, however the banc restaurant doesn't and their clients take our parking spaces - can we as residents who pay for the permits and our taxes have bollards installed. The situation is getting so bad with parking and the noise from the banc's clients make when leaving at all hours of the night they close at midnight Problem Type: Parking offence Problem Location:

Further location details: The Banc, 261-263 West Green Road, London, N15 3BH.

YOUR CONTACT DETAILS:

Title: Ms

Other Title:

First Name: Polly

Last Name: Thrasivoulou

Preferred contact method: T

Email: [REDACTED]

House name:

House Number:

Street:

Town:

City:

Postcode:

Country: UK

If country 'other' than the UK:

[REDACTED]
What would be the best time to telephone you:

Your message has been sent to the noreply@haringey.gov.uk mailbox where it will be forwarded to the Parking Team. Please do not reply to this email as the mailbox is not monitored.

Barrett Daliah

From: Cllr Ahmet Peray
Sent: 13 August 2017 11:40
To: 'The Banc'
Cc: Cunningham Ann; Adler Hannah; Fernandes Frederico
Subject: RE: The Banc Restaurant/Clinton Road Parking issues

Hi Fabio, let me clear: you have requested a meeting with me to discuss parking pressures and disputes with 'neighbours'. If your request relates to a change of hours or reduction in the CPZ then it is our duty as a Local Authority to consult with local residents and find a workable solution for all parties. I would just like to stress again that this decision is ours to make on behalf of all affected parties. So to put it another way any and all decision made will be made in conjunction with residents, traders and local ward cllrs.

So, back to my original email as you have requested a meeting with me to discuss decisions by officers which you clearly do not agree with I have agreed to meet with you to discuss further. As I have responsibility for parking across 19 wards I am sure you understand that the detail of your particular circumstance is not that familiar to me right now.

I will discuss with Ann and others and get back to you with a meeting date. Following your meeting on the 15th you are more than welcome to feedback to me what was discussed, potentially agreed and with whom.

Regards

Peray Ahmet
Cabinet Member for Environment
Councillor Noel Park Ward (Labour)
River Park House
225 High Road
Wood Green
N22 8HQ

07812677735

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

From: The Banc [mailto:info@thebanc.co.uk]
Sent: 12 August 2017 10:35
To: Cllr Ahmet Peray
Subject: Re: The Banc Restaurant/Clinton Road Parking issues

Hi Peray,

Thank you for your reply. Without a shadow of a doubt we completely agree with you. It is also our duty of car to look after our local community and that responsibility is greater being locals ourselves.

We are more than happy to meet with you and your officers to discuss all issues which have arisen.

We are very confident we can move forward from these challenges and ensure as a local business we thrive and keep our locals happy, peaceful and proud to have us at their door step.

The only issue Peray is rather simple, we have become busier which means parking has become an issue and now due to lack of parking other issues have risen.

We have a trial period with Park View to use their facilities from 1/9/17-30/9/17 I'm sure this will be a successful trial and once up and running with a successful diversion of our patrons to the car park, I'm sure the residents will be happier.

I look forward to meeting you and your officers at some stage and move forward.

Thank you for replying and have a great weekend

Best Regards

Fabio

> On 12 Aug 2017, at 09:04, Cllr Ahmet Peray <Peray.Ahmet@haringey.gov.uk> wrote:

>

> Dear Fabio/Can, thank you for your email. I appreciate the points you have laid out here, hopefully you also appreciate that as a local authority it is our responsibility to manage parking pressures/demands for both our residents and for local businesses in any one given area.

>

> I know there has been other discussions re this issue which officers have made me aware of and I will need to talk to them where this has got to and what their recommendations have been. I have copied in my support officer and Haringey's Head of Parking Am Cunningham and they can arrange for a date/time for us to meet if that helps?

>

> Regards

>

> Peray

>

> Peray Ahmet

> Cabinet Member for Environment

> Councillor Noel Park Ward (Labour)

> River Park House

> 225 High Road

> Wood Green

> N22 8HQ

>

> 07812677735

>

> -----Original Message-----

> From: The Banc [mailto:info@thebanc.co.uk]

> Sent: 07 August 2017 15:01

> To: Cllr Ahmet Peray

> Subject: The Banc Restaurant/Clinton Road Parking issues

>

> Dear Peray,

>

> I hope this email finds you well. As you are aware unfortunately over the past few months due to the popularity of our venue, we have incurred some challenges with our neighbours, primarily related to parking.

>

> Myself (Fabio) and Can are local lads who have been raised and educated in the area since 1998, it deeply saddens us that our neighbours are becoming frustrated due to being inconvenienced in regards to parking.

>

> Over the past couple of years we have implemented many factors to ensure our patrons have adequate parking, whilst also striving to ensure our community and neighbours are not affected severely.

>

> As you're aware, there is no parking restriction in the area after 6.30pm. The BANC is a highly popular destination in particular, on Thursday, Friday, Saturday and Sunday evenings.

>

> These are some actions we have implemented:

>

> 1) Notices and signs on walls by garden entrance and restaurant entrance asking our patrons to leave quietly and respect our neighbours

>

> 2) Yellow 'NO PARKING CONES' placed on double yellow lines, bicycle lanes, pavements and footpaths to ensure our neighbours have constant access and public safety is not at risk.

>

> 3) A friendly security team has been recruited to not only welcome our patrons but to also to advice them to leave quietly and approach patrons if they are being loud and politely ask to leave area.

>

> 4) Parking notices to be stuck on each car window (see the attached).

>

> 5) Map (Polite notice of parking options (alternative routes) on web-site - <http://www.thebanc.co.uk>

>

> 6) Meeting with Chris and Andy from Park View school in reference to potential use of car park.

>

> We are very keen on safety and maintaining a peaceful co-existence with residents, we have been complying with all the points raised yet as we are becoming ever so popular, it is becoming far more difficult to control and appease our neighbours.

>

> We are a responsible and caring business but we are all wondering whether you have other suggestions that the BANC or the Council can do to improve parking further in the area, in particular, on the BANC's busy nights.

>

> Both Can and I would like to arrange a meeting you please Peray to discuss how The Banc, Haringey Council and The local Community can come together and tackle this challenge.

>

> Also, so you are aware myself and Can have invited our neighbours to a meeting, Tuesday 15th August 2017 from 7pm. We will be addressing them with our action plan and also hear their thoughts whilst also offering some beverages and nibbles. It would be great to have you join us if circumstances allow you to.

>

> Let me know your thoughts.

>

> Best Regards

>

> Fabio & Can

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Barrett Daliah

From: Fernandes Frederico
Sent: 18 August 2017 10:20
To: [REDACTED]
Cc: Frontline; ESCS Support; Louca Giovanna; Besagni Paul
Subject: FW: FW: Service Request - [REDACTED]

Dear C. Mulayim,

Thank you for your e-mail, I am sorry to read of the parking related problems you are having in your road.

We are aware of some concerns about parking problems near this restaurant. I believe just this week, there was a well-attended meeting arranged by the restaurant owners with local residents, to discuss possible solutions going forward.

I have been advised that one of the options which will be trialled, is for customers of the restaurant to use a local school car park and there was wide believe that this would resolve many of the problems, of restaurant customers competing for parking space with local residents, especially in the evening?

We have also arranged a meeting with the restaurant owners and the Cabinet Member for Environment, Cllr Ahmet, in which we will discuss all of the issues which have been raised and identify if the solutions which have been discussed will be adequate.

However, if residents do still believe that parking controls should be extended later into the evening, then we would suggest that you organise a petition to be signed by as many other local residents as possible.

The petition should be titled: *Requesting extension to CPZ operating times* and should be submitted to the council and copied to your local ward councillors, so that they are aware of demand for the change. The petition will then be considered by the Cabinet Member for Environment, to be put on future CPZ works programme.

I appreciate that this may seem like a laborious task but as I am sure you are aware, parking is often a contentious issue and so we must have evidence of wider support for an extension to the CPZ times, before we can consider commissioning a consultation.

I hope this has been of assistance.

Kind regards,

Fred Fernandes
Parking Schemes Manager (Interim)

5th Floor, Alex House, Wood Green, London N22 7TR
T. 07814 979 690
E. frederico.fernandes@haringey.gov.uk

www.haringey.gov.uk
[twitter@haringeycouncil](https://twitter.com/haringeycouncil)
facebook.com/haringeycouncil

P Please consider the environment before printing this email.

From: noreply@homesforharingey.co.uk [mailto:noreply@homesforharingey.co.uk]

Sent: 21 July 2017 23:01

To: cmulayim@hotmail.com

Subject: Thank You for your Feedback

Thanks for your Feedback

Dear Caner Mulayim

Your complaint will be reviewed by a Homes for Haringey Feedback Officer who will be case managing your complaint. You will receive another email with a case reference number and the name of your case manager within 2 working days.

The details of your complaint are below

- **NAME:** Caner Mulayim
- **EMAIL:** [REDACTED]
- **PHONE:** [REDACTED]
- **COMMENT:** I pay for parking my car ideally in front of my house or at least in my street peacefully however due to the number of non resident visitors coming to the Banc Restaurant on Clinton Street, it is almost impossible to find a place in my street which is Station Crescent. On top of that we are insulted and threatened by the people coming and parking in our street and have to reverse our car in our street to give way for other cars trying to find a parking space. Also they are parking on double yellow lines which blocks the roads dangerously. If the restriction can be extended to 22:30 instead of 18:30, and if the controls can be increased, this would help at least to reduce the problem a bit.
Many thanks
- **SUBMISSION DATE:** 21:51:55 21st July 2017

Regards

The Homes for Haringey Team

Follow up email from [redacted] after meeting with
parking & C.M. Aug 2017 (1)

Barrett Daliah

From: The Banc [redacted]
Sent: 16 August 2017 16:23
To: Cllr Ahmet Peray
Cc: Adler Hannah; [redacted]; Nilgun Canver; Cunningham Ann; Fernandes Frederico
Subject: The Banc/Clinton Road Parking Pressures

Dear All,

I hope this email finds you all well and healthy. The purpose of this email is to briefly share with you the main points/notes of our meeting yesterday evening between myself (Fabio) and a total of 42 residents. As per my previous emails with Cllr Ahmet, and conversations with Miss Cunningham, Miss Canver and Cllr Ozbek, you'll aware of the parking pressures and other issues around The Banc, Clinton Road, Station Road and a small part of Clarence Road.

I am pleased to say that the meeting was very positive and I am confident that with our action plan (use of School Car Park) and other measures (which we will discuss of the 29th at 3:30pm) we can restore our relationship with the neighbours. It was reassuring and pleasing to hear how fond they are of myself and Can, the fact we are locals, the change which we have contributed to the area and more importantly, that they have a nice restaurant literally footsteps away from their home.

In this meeting (which took 2 hours) the main point of discussion was off course parking pressures. The local residents were very happy to hear that we have negotiated (currently a trial period) with Park View School to use their car park facility from the 1st of September until the 30th September which we are hopeful to make permanent whilst also looking into other parking options for our patrons.

During the meeting we discussed:

- Current CPZ and thoughts of change of CPZ
- Clinton Road/Station Road to become a one way system
- Electronic Ballards (I am aware this is not an option yet it was discussed)

I stated to the local residents that we have a meeting in place to discuss the parking pressures with the local authority. As you can all appreciate the local residents are requesting to also meet with the local authority and ourselves. I suggest after our meeting on the 29th to perhaps arrange a meeting between the local authority, ourselves and the local residents addressing the current pressures faced and our action plan to combat these issues. Upon analysing all points made by both ourselves (local traders) and the local residents, we are confident the local authority can create/introduce certain measures to accommodate all parties involved.

I look forward to seeing you all on the 29th August at 3:30pm.

Best Regards and best wishes,

Fabio & Can

Property		
Address	The Banc, 261-263 West Green Road, Tottenham, London, N15 3BH	
Telephone	Fax	Area SA - St. Ann's

Worksheet			
Source			
Name	Mr Noe Dadon		
Address	[REDACTED]		
Home Tel	Work Tel	Mobile	
Fax	Email	[REDACTED]	
Department	NOIS - Enforcement Response	Date Recd	29/07/2014 Time 09:18
Application	CPEH - Complaints - EH	Method	WS - Website
Task Group	NNOS - Noise	Recd By	GXN - George Nicolaou
Task	NC09 - Music and Voices	Source Type	AA01 - Member of the Public
Details	Loud music / voices and also noise from customers in the immediate vicinity causing noise		
Message	On 27/10/17 - Comp said customers queing to enter - Causing chat noise and cars idiling/revving & music		
Officer	AANT - Enforcement Response	Target	Actual
Time Taken		First Response	29/07/2014 10:18 18/08/2014 15:36
Next Task	9002 - Completion	Completed	30/06/2017 09:18
Due	30/06/2017 Allocated 18/08/2014	Outcome	

References
No references set up.

Complaints		
Subject Details		
Title	Initials	Telephone
First Name		Fax
Family Name		Email
Section		
Offence	Statute	
Purchase Date	Purchase Time	
OFT (Product)		FSA Type
OFT (Condition)		

Previous Complaints (Last 10 not including this one)					
Reference	Received	Details	Status	Outcome	Officer
WK/000403596	15/02/2018	Me and my friends went to Banc and we all had chicke	Comp	FC06	ASK
WK/000403602	14/02/2018	On Tuesday evening (12/02/18), the effects of the food	Comp	FC06	ASK
WK/000364398	16/09/2016	Application for a Minor Variation of a Premises Licenc	Comp	FC07	FXE
WK/000343645	22/01/2016		Comp	FC07	RSJ
WK/000329541	13/08/2015	Loud music, banging walls, doors and sitting on wall c	Comp	DM04	AANT
WK/000327533	18/07/2015	Loud music & voices from rear of property	Comp	DM04	AANT
WK/000310615	06/02/2015	Please note I have received a complaint from Michelle	Comp	FC01	FXE
WK/000309706	29/01/2015	restaurant poured a large quantity of cooking oil down	Comp	NA04	JZF
WK/000309942	28/01/2015	Already being dealt with by Felicia Ekemezuma who ha	Comp	FC06	FXE
WK/000307960	08/01/2015	Proactive visit re smoking shelter	Comp	DN08	AANT

Multiple Sources

Date Recd 29/07/2014 Time 09:18 Method WS - Website
 Recorded By GXN - George Nicolaou Source Type AA01 - Member of the Public
 Source Mr Noe Dadon, [REDACTED]
 Notes 'The Banc', 261-263 W Green Rd, N15 3BH. Every evening after 10pm the noise is unacceptable: people shouting loud from the terrace and from the road, cars coming and going at high speed. This is affecting not only us but our Neighbours too.
 Outcome Not on Now- Response Sent Completed Date / Time 18/08/2014 15:34

Date Recd 03/11/2014 Time 13:46 Method WS - Website
 Recorded By GXN - George Nicolaou Source Type AA01 - Member of the Public
 Source Mr Noe Dadon, [REDACTED]
 Notes ID: HC-232442 really too noisy because of their customers, every night, every day of the week we hear people screaming just in front of their secondary door in clinton road.
 Outcome Not on Now- Response Sent Completed Date / Time 05/11/2014 12:51

Date Recd 23/04/2015 Time 15:53 Method WS - Website
 Recorded By DCP - Derek Pearce Source Type AA01 - Member of the Public
 Source Councillor Barbara Blake, Members Room, River Park House, 225 High Road, Wood Green, London, N22 8HQ
 Notes
 Outcome Not on Now- Response Sent Completed Date / Time 23/04/2015 15:53

Date Recd 09/11/2015 Time 09:28 Method WS - Website
 Recorded By DCP - Derek Pearce Source Type AA01 - Member of the Public
 Source Ms Elsie Grace, [REDACTED]
 Notes From Sathia Pzzi (Met Housing Trust) 020 3535 4700
 Outcome Not on Now- Response Sent Completed Date / Time 09/11/2015 09:28

Date Recd 23/01/2017 Time 16:08 Method WS - Website
 Recorded By DCP - Derek Pearce Source Type AA01 - Member of the Public
 Source Ms Phoebe Ekwegh, [REDACTED]
 Notes Noise at night from customers of the Banc
 Outcome Not on Now- Response Sent Completed Date / Time 23/01/2017 16:08

Date Recd 22/07/2017 Time 21:23 Method WS - Website
 Recorded By LXT - Lamin Tamba Source Type AA01 - Member of the Public
 Source Mr Claire Skinner, [REDACTED]
 Notes Music
 Outcome Nuisance not Established Completed Date / Time 23/07/2017

Date Recd 27/10/2017 Time 22:01 Method CC - Call Centre
 Recorded By GYR - George Roberts Source Type AA01 - Member of the Public
 Source Ms Polly Thrasivoulou, [REDACTED]
 Notes Customers queuing to enter - Causing chat noise and cars idling/revving & music
 Outcome No Visit No Response Compla. Completed Date / Time 28/10/2017 21:01

Date Recd 27/10/2017 Time 22:33 Method CC - Call Centre
 Recorded By GYR - George Roberts Source Type AA01 - Member of the Public
 Source Mr Claire Skinner, [REDACTED]
 Notes Customers queuing to enter - Causing chat noise and cars idling/revving & music
 Outcome No Visit - Noise Stopped Completed Date / Time 28/10/2017 21:04