

date	time	complaint by	complaint	how received	Officer Notes	Outcome
11/10/2020	20:26	resident	Calling to report that the neighbouring premises has the doors open which is creating alot of noise from the music they are playing. This has been happening for the past 2 hours now	Phone	Visit Premises. Music could be heard on the street. Spoke to the owner/manager who immediately turned down the music.	noise confirmed - reported
11/10/2020	21:32	Resident	Very loud music coming from the Broadway bar on Muswell hill. It can be heard from the street and my living room with the windows closed.	Phone	Contacted Complainant. Noise stopped. No Visit	no visit
23/05/2021	01:32	resident	The Broadway bar in Muswell Hill is breaching it's liscence. The condition of it's license is that noise should not be heard outside the premise. As a resident I can hear the noise inside my flat.	email	Already spoken to Mr Callum Quinn of the same address	no visit
23/05/2021	23:42	resident	Loud music from the bar thumping bass from the broadway nigh club can be heard throughout our aptmnt even with the windows closed. even louder than last time.	email	Complainant stated that the business will be closed by the time we arrive there-he's concern is about the breach of licence-to email Daliah.	nuisance not established
27/06/2021	18:35	resident	noise and thumping bass from the club. licence states noise should not be heard from outside the club, but door has been left openwith music playing. ongoing since around 5pm. noise is more audible from the back where dukes mews is	email	comp says noise is not on now but was on last night, the whole property shakes, advised comp to download noise app and submit visited 20:48 - arrived at back of premises and music was slightly audible -(music could not be heard from the front of the premises) no way excessive or loud, couldnt make out any words from songs that where being played. no people gathering around the venue smoking or drinking, could hear very slight bass - spoke to manager of the broadway and told her to turn down the music slightly which she did - called comp back and asked him if he could hear the music which he said he couldnt, told manager to keep the music at theat level and no higher going forward to avoid further complaints	no visit
27/06/2021	19:03	resident		email	email to complainant - We have issued a warning about the need to control noise from loud music and their customers today. We have also reminded them of the need to comply with the conditions of their licence. We hope this will resolve the matter but if this does not please report future incidents to us so that we can build a case for enforcement. We will review this matter then and determine the next steps.	noise resolved
19/08/2021	23:48	resident	Loud music and back doors open which is breach of licence conditions caller is unable to sleep and working early tomorrow	email		noise resolved
19/08/2021	22:57	resident	Caller reporting loud music/drum and bass from the Broadway Bar and states this is an ongoing issue	email	visited 23:50 - front door was closed on arrival but the rear door was open. words of advice given. Complainant would not allow entry to property due to covid fears	nuisance not established
19/08/2021	23:18	resident	thumping bass noise from the Broadway bar, 266 Muswell hill Broadway can be heard in my bedroom with the windows shut. This is now a regular occurrence which prevents me from sleeping send an enforcement officer to investigate. Reference ID: HC-11585652	website	none recorded email to complainant - We have issued a warning about the need to control noise from loud music and their customers today. We have also reminded them of the need to comply with the conditions of their licence. We hope this will resolve the matter but if this does not please report future incidents to us so that we can build a case for enforcement. We will review this matter then and determine the next steps.	log only
20/08/2021	09:59	resident	Loud music from The Broadway Bar, 266 Muswell Hill Broadway, disturbing neighbouring residents. Until 11.30pm ID: HC-11585827	website	email to complainant - We have issued a warning about the need to control noise from loud music and their customers today. We have also reminded them of the need to comply with the conditions of their licence. We hope this will resolve the matter but if this does not please report future incidents to us so that we can build a case for enforcement. We will review this matter then and determine the next steps.	no visit
15/08/2021	01:14	resident	Loud music from the Broadway bar, 266 Muswell hill Broadway, N10 2qr. Can be heard in my bedroom with windows shut.	website	email to complainant - We have issued a warning about the need to control noise from loud music and their customers today. We have also reminded them of the need to comply with the conditions of their licence. We hope this will resolve the matter but if this does not please report future incidents to us so that we can build a case for enforcement. We will review this matter then and determine the next steps.	no visit
29/08/2021	23:20	resident	Loud music and people speaking outside and loudly. Music seems to come from a car that has all doors open	email	We hope this will resolve the matter but if this does not please report future incidents to us so that we can build a case for enforcement. We will review this matter then and determine the next steps.	no visit
22/09/2021	00:01	resident	Thumping bass is emanating from The Broadway Bar into my home.	email	none recorded	no officer on duty
26/09/2021	00:35	resident	reporting an ongoing issue of loud bass music coming from this licensed premises. It's meant to be a restaurant. An email has already been sent saying that if this happen again action will be taken. They were given their license back with conditions.	email	none recorded	log only
07/10/2021	23:06	resident	loud music	email	as arrived at location could see front doors open and music coming from premises. Spoke to manager who stated that the security door staff had to call in sick. advised regareding leaving the door open. Spoke to comp after door was closed and he advised that he could no longer hear it. Advised comp that we were on all weekend and if the doors were left open to call us back.	nuisance not established
09/10/2021	20:06	resident	hear the noise from a club next door in my living room	email	as we arrived on scene we could clearly hear music outside the premises. went in and spoke to the Manager on site called Andrew Theo. He could not produde the licence on site at the time of visit stating that it got knocked off the wall and they were awaiting a replacement. He was advised that the only music allowed was background music and that the current volume was too high. He had a DJ on for what looked like a birthday party.	sent to licensing
30/10/2021	11:00	resident	Family all woken at 3am by loud bass noise coming from the Broadway bar 266 Muswell hill Broadway. Crowds gathering and shouting outside our bedroom window, slamming car doors and horns. Noise continued until around 3:30am	website	no action recorded	

30/10/2021	14:02	resident	Loud noise last night until 3am.Cars parked on the pavement with their doors open and loud music blaring .Partying outside 266 Muswell Hill Broadway after it closes .This happens regularly. ID: HC-11678622	website	no action recorded	
31/10/2021	18:07	resident	1.30am Sunday 31 November shouting and loud music emanating from outside The Broadway club. Parked cars playing loud music and drunk patrons shouting whilst standing outside on the pavement directly below bedroom windows. ID: HC-11679607	website	no action recorded	
07/11/2021	02:44	resident	Music	Phone	no action recorded	no officer on duty
07/11/2021	02:54	resident	Music	Phone	no action recorded	no officer on duty
07/11/2021	19:15	resident	Several cars had parked blocking in residents bays all evening. Saturday 6 Nov, 2.38am there was a queue of cars leaving at the same time - playing loud music, shouting and sounding their horns, loud enough to wake residents living directly above.	Phone	no action recorded	no officer on duty
17/12/2021	22:56	resident	The bass from the loud music in Broadway bar (266 Muswell hill Broadway) can be heard throughout my flat. I have an early start tomorrow and could really do without this	email	no answer when called complainant	no visit