

date	time	complaint by	complaint	how received	Officer Notes	Outcome
11/10/2020	20:26	Ms Sinead Flowers	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	Mr Anthony Shearer	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	Ms Sinead Flowers	The Broadway bar in Muswell Hill is breaching it's licence. 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	Mr Callum Quinn	Loud music from the bar thumping bass from the broadway nigh club can be heard throughout our aprtment 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	Mr Anthony Shearer		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	no visit
27/06/2021	19:03	Mr Callum Quinn	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	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	noise resolved
19/08/2021	23:48	Ms Sinead Flowers	Loud music and back doors open which is breach of licence conditions caller is unable to sleep and working early tomorrow	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	22:57	Mr Callum Quinn	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	Mr Anthony Shearer	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	log only
20/08/2021	09:59	Ms Maggie Theodore	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	Mr Anthony Shearer	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	Mrs Gabriela Rodriguez	Loud music and people speaking outside and loudly. Music seems to come from a car that has all doors open	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.	no visit
10/09/2021	08:09	Mr Callum Quinn	The Broadway Bar on Muswell Hill Broadway is blasting loud music, that we as residents can hear. This is a residential area and this establishment has conditions on its licence, which this level of noise is breaching.	Phone	On arrival at the venue there were people outside smoking and chatting, there was a party going on inside, from street level the music was not excessive, one of the staff came out to speak with us and i told them we had received a number of complaints about the noise, he immediately wnet back in the venue and had the music turned down, he apologised	noise resolved
10/09/2021	00:24	Mr Andrew Payton	noise	Phone	no answer when called complainant	no visit
11/09/2021	00:23	Ms Sinead Flowers	noise	Phone	no answer when called complainant	no visit
22/09/2021	00:01	Mr Callum Quinn	Thumping bass is emanating from The Broadway Bar into my home.	email	no answer when called complainant	no officer on duty
26/09/2021	00:35	Mr Callum Quinn	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	07:12	Mr Anthony Shearer	Loud music from the Broadway bar, 266 Muswell hill Broadway. Bass noise can be heard/felt throughout my flat.	Phone	when visited door was wide and the music was audible on street level. when attended and spoke with the manager they said the doorman was sick and that is why the door has been left open. warned.	Verbal warning
07/10/2021	23:06	Mr Anthony Shearer	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 regarding 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. 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 produre 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.	nuisance not established
09/10/2021	20:06	Anastasia Alexandrova	hear the noise from a club next door in my living room	email		sent to licensing
10/10/2021	12:14	Mr Anthony Shearer	Caller is reporting loud bass music coming from the Broadway pub next door, ongoing issue. The caller can feel the bass in his flat. Tried to log on website but says it's not working tonight	phone	noise was loud in the bar. this was the 3rd call this weekend. the licence states background music which wasnt being played in the bar. warned again.	Warning
14/10/2021	22:29	Mr Anthony Shearer	Broadway can be heard from inside my apartment. Groups gathering on street with drinks, customer cars parked with music directly below my window. There appears to be no security on the door.	email	Not loud now- no visit required	no visit
15/10/2021	01:17	Anastasia Alexandrova	Music playing outside so loud I can feel it in my bedroom	Phone	No answer - left a message	no visit
30/10/2021	11:00	Mr Anthony Shearer	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	Keith Mount	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	Joyce Adams	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	Mr Anthony Shearer	Music	Phone	no action recorded	no officer on duty
07/11/2021	02:54	Andy Peppiatt	Music	Phone	no action recorded	no officer on duty
07/11/2021	19:15	Joyce Adams	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
19/11/2021	22:39	Mr Anthony Shearer	bass noise and vibrations can be felt throughout my flat coming from the Broadway bar	Phone	no answer from comp	no visit
21/11/2021	21:42	Mr Anthony Shearer	thumping bass noise can be heard and felt in our flat coming from the Broadway bar 266 Muswell Hill Broadway	Phone	arrived at comp's address, comp says they have turned the music down.	resolved
17/12/2021	22:56	Mr Anthony Shearer	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
18/12/2021	09:54	Keith Mount	Severe noise after 2pm from the Broadway 266 Muswell Hill. Yet again loud music car horns and shouting outside our flat. When will you stop this? Always after your emergency line closes. ID: HC-12730118	website	no action recorded	
18/12/2021	14:30	Emily Reid	Patrons of the Broadway bar entered our development (pinnacle close) after leaving the bar. There was significant noise disturbance due to shouting, loud music played from cars and antisocial behaviour. This occurred at 2:30am on the 17th December. ID:	website	no action recorded	
25/12/2021	09:59	Keith Mount	Last night 24th December after 2.00am shouting and cars beeping for some time from customers leaving the Broadway. Can no one stop them partying in the street and waking me up. ID: HC-12751603	website	no action recorded	no service