

date	time	complaint by	complaint	how received	Officer Notes	Outcome
09/10/2021	17:41	Shiek Subrattee	noise Music coming from this establishment, ongoing issue.	Phone	no officer on duty	Outcome Licensing emailed warning letter on 10/10/21
16/10/2021	18:42	Shiek Subrattee	Have reported before. Nothing appears to be getting done. Feels the building should have been soundproofed.	Phone	Visited and spoke with the manager who gave his name as ANES. He said he they had a kid's private party earlier from 15.30 to 18.00. I warned him and reminded him that he has been saent a warning letter.	No action taken
16/10/2021	20:13	Brian Barnes	Loud cheers and loud music coming from the restaurant.	Phone	Informed complainant that I have just left the business and that they were only playing low volume light music. He said they played loud music earlier for one hour but it's calm down now.	Nuisance not established
18/10/2021		Brian Barnes	email received with video recording	email		
23/10/2021	22:22	Shiek Subrattee	Noise The caller is reporting when the customers left the restaurant they are very noisy there is car engine noises on going issue	phone	called complainant - no answer. Visited to outside the premises. No music or voices could be heard. Three males were sat outside the front of the property - no issues.	Nuisance not established
23/10/2021	01:01	Brian Barnes	Caller reporting establishment did not close until 00:30. People leaving the establishment were talking loudly and playing loud music	phone	Reported states that they are supposed to close at 11pm, but they closed at later, last cutomer left at 12:30am. Noisy cars, doors slamming, cars stereos blasting. Noise was off when he reported it.	no visit
23/10/2021	01:33	Shiek Subrattee	report loud music - ongoing	phone	1st Warning letter to Alleged areca	no visit
13/11/2021	23:14	Shiek Subrattee		Phone	phoned complainant at 00:17 who reported noise off	no visit
					Visited location at 23:18, the premises was still open with the open sign on the door entrance at Mayes Road N22. I walked to the side of the premises and no music could be heard from street level. I entered the premises and aksed a member of staff for the manager. While waiting to speak to the manager, I observed 3 people sitting at a table near the entrance to the premises. I spoke to Mr Samir Abdul Ranim who mentioned that the manager had just left and was not available. He said that he was the manager's cousin and that he was able to speak to me on his behalf. I explained that we had received a complaint about music and asked him if he had any customers in the premises. He said that 8 customers were still at the back, finishing dinner, but that they had stopped serving food and the customers were about to leave. I asked him if I could have a look at the back, but he did not allowed me to check the area. I asked him who were the 3 people sitting at the table at the entrance and he said members of staff getting ready to close for the night. I informed him that a letter had been sent to the business explaining that they had to be closed at 11:00pm. He mentioned that they were just about to close. I explained that the open sign was still on the door and that customers should had left. I asked him if they had any music playing and he said no. No music could be heard from inside the premises.	
21/01/2022	22:35	Shiek Subrattee	Caller reporting loud music coming from this restaurant. Ongoing issue.	email	As I left the premises, the entrance door shutters started to come down and the lights turned off.	Nuisance not established
21/01/2022	22:54	Brian Barnes	Caller reporting loud music coming from this restaurant for at least half an hour. Ongoing issue. Caller is reporting a party going on in the restaurant.	email	spoke to complainant and explained that I had visited and spoke to the business.	Nuisance not established
13/02/2022	14:23	Shiek Subrattee	The restaurant should close at 11pm. affecting caller from getting to sleep.	website	no record of action on system	No action taken
					we visited the complainant at 20:49 with the view to witnessing the noise nuisance. When we arrived, we heard loud live Arabic music playing in Areca Restaurant. We walked to Areca restaurant and knocked on their glass door. There was no response, so we opened the door and entered the premises. A lady walked briskly to us and ushered us out of the premises. She explained that they are having a female only party, and no male is allowed in the premises. I introduced myself to the female by showing my authorisation pass and explained to her that I would like to speak to someone about the live music. She identified herself as the supervisor. She apologised for the loud music and stated that she would tell the DJ to turn down the volume. I requested to see their premises license, but she did not have it to hand. She explained that the owner is not on site and would contact him to send her a copy of the premises licence via email. I explained to her that the premises license should always be on display. She mumbled something to the effect of "it may have dropped" or something and went back into the premises. She returned 5 minutes later and told me they are not serving alcohol tonight.	
13/02/2022	19:21	Mr Ryan	Caller is reporting loud live music from the restaurant. Ongoing issue. The caller notes that the restaurant is not licensed for live music.	Phone		log only
13/02/2022	19:33	Shiek Subrattee	Caller is reporting loud music from the restaurant. This also happened last night. Recurring issue, they have been told before they are too loud. The caller can hear it within his property.	Phone	Contacted complainant. No response. voicemail.	No action taken
13/02/2022	00:26	Brian Barnes	noise	phone	no record of action on system	log only
26/02/2022	21:43	Shiek Subrattee	Calling to report loud music coming from restaurant - ongoing issue.	phone	complainant is not sure but think noise is from Areca restaurant . A court case is ongoing against the premises	No action taken
27/02/2022	01:15	Brian Barnes	Caller is reporting an ongoing issue of loud music coming from this restaurant	phone	no record of action on system	no time to visit
			Caller is reporting the vibration from the Karamel and the music from the Areca. Caller reports that the Areca should have been closed at 11pm but it looks like there's a party there and the clients are spilling out onto the street			
28/02/2022		Brian Barnes		website	no record of action on system We had a few calls to this on Saturday but when I spoke to comps they stated that the noise was off. I advised that I would do a drive by on way back to office.	No action taken
					I pulled into Coburg Road at about 0130 hours. The front shutters were down. As I got out of car security were letting people out of the side door. I identified myself and asked to speak to the manager. As I was waiting I could clearly see about 10 people inside. A patron heard me say that I was from the noise team and said to me, "we are having a party." There was faint music playing but it was not excessive. There was a smell of shisha but nothing seen. A male called Jason Remon came to door and said he was the manager. He stated that it was just staff left and they were listening to music. I told him that it was a party and that he was breaching his licence by operating. I asked to see a copy of the licence but he said he did not have it on him. He Apologised and stated that it would not happen again. I advised that I would be reporting this to licencing as a breach. I then left at 0138 hours.	
06/03/2022	00:53	Shiek Subrattee	Caller reporting loud music from the restaurant again as the music started up again.	Phone		email to Licencing