

Representation by Oonagh Shiel

Resident of 1C Muswell Hill, N10 3TH

Concerning: The Victoria Stakes, 1 Muswell Hill, N10 3TH

(Planning Enforcement case number ENF/2025/0670)

(Noise and anti-social behaviour complaint reference (WK633316) and Noise App

1. Summary

I live beside The Victoria Stakes Pub (1 Muswell Hill, N10 3TH). I live at 1C, the third of three units, which is directly beside the covered dining area. The covered dining area operates directly against my property boundary with no meaningful sound insulation. All that separates my home from the covered dining area is a thin, garden-type wooden, slatted fence that is about 6ft 5in high, gappy and in poor repair in parts. My front door and kitchen / living room is 3ft from the covered dining area. The covered dining area has stone floors, brick walls and a high glass canopy. To my knowledge, it is not soundproofed or in possession of any noise limiters. The fence is inadequate as a sound barrier.



My children and I have lived in this property for several years and had no significant issues with the pub's operations under its former management. However, since a change of management in 2024, there has been an ongoing and severe pattern of excessive noise, intensification of use and traffic, disturbance, light pollution and management practices that have made it extremely difficult for me and my children to live, study, work and rest in our home.

I first became aware of a change in management in March 2025 when the burglar alarm rang out all night. I told my usual pub contact and she told me that she was no longer

manager; Jake Reynolds was the name I was given. Noise levels have escalated significantly and persistently from early July onwards with loud amplified music (breaching Condition 4 of their Planning Permission), mechanical noise and disruptive behaviour from regular large, rowdy events. Despite repeated attempts to engage with the pub's management and good support from Haringey Council, the situation has not improved materially.

I am experiencing a severe loss of amenity: cannot have front door or windows open on ground floor, have regularly not been able to have any windows open, have regularly not been able to work, study or live freely in my own home. This is also an unpredictable way to live as I do not know what is coming up, what will be happening on my doorstep effectively and I have no opportunity to plan for loud, large, rowdy events.

The excessive noise levels and nuisance over the past several months has affected my work, health, my children's ability to study for school and university exams, and our right to quiet enjoyment of our home. Summer 2025 was the hottest summer on record in London (confirmed by Met Office) and I was not able to ventilate my home due to the excessive noise levels and disturbances.

The severity, frequency and cumulative effect of these issues represent a clear public nuisance and a failure of adequate management controls, engaging several of the Licensing Act 2003 objectives.

2. Licensing Objectives and Evidence Summary

Licensing Objective	Evidence from Log	Impact on Residents
Prevention of Public Nuisance	Repeated late-night amplified music in breach of restrictive clause 4 of planning conditions, unmonitored outdoor events, extractor fan noise cycling through the night, early-morning cleaning, construction noise, raised voices and shouting (staff), and excessive light pollution. These activities	Chronic sleep disturbance, inability to work or study, significant stress and disruption to family life.

	<p>frequently take place late into the evening or early morning. The lack of any acoustic barrier or sound-limiting equipment significantly worsens the escape of noise into my home and represents a foreseeable management failure. The operation of the outdoor areas late at night is a primary source of the disturbance.</p> <p>The issues described are not isolated incidents but form a consistent, repeated and escalating pattern, representing a cumulative impact on residential amenity.</p>	
Public Safety	<p>Waste, broken glass and overflowing bins blocking access / fire escape routes; construction and cleaning activities very early morning and late at night. Electrical equipment running unnecessarily in early hours.</p> <p>Given that this narrow pathway is the only access route for 1C and that the area directly in front of the pub is the only access route towards Crouch End or Muswell Hill, safe passage should be guaranteed. Current arrangements do not meet that standard.</p>	<p>Unsafe and obstructed access to property, risk to pedestrians and children, hygiene issues (attracting vermin).</p>

	<p>These obstructions occurred most often during busy events, which appear to be insufficiently staffed to manage crowd and waste flow safely.</p>	
Prevention of Crime and Disorder	<p>Lack of supervision at events, partygoers controlling music, confrontational responses from management. Suspected intruder accessing covered dining area by climbing over fence and exiting in front of 1B / 1C as child was leaving for school (14 November 2025), raising fears of a burglary.</p> <p>I am also aware that in 2023 two intruders accessed the premises via the same fence line, stealing alcohol on that occasion. This demonstrates an established vulnerability in this area which has not been mitigated by current management.</p> <p>These repeat incidents demonstrate that the premises has not implemented effective security measures or safeguarding practices for boundary areas that directly affect neighbouring properties.</p>	<p>Anti-social behaviour, lack of control over noise and guest conduct.</p> <p>The emotional impact on my daughter has been significant. She expressed fear about leaving the house alone and I supervise her departure because of this incident. I am also fearful about further incidents - whether or not this individual returns or other opportunistic intruders access the covered dining area via the fence.</p>

Protection of Children from Harm	Exposure to swearing, drunken shouting, loud music into early hours, bright lights preventing rest, broken glass on path outside home. Early-morning and late-nights incidents where loud activity in the yard caused concern of a potential intruder. An individual climbed over the fence from the pub side at 8.14am on 14 November 2025 as daughter was leaving for school, raising fears of a burglary. This caused immediate fear for my daughter's safety as she was leaving the house (reported to Met Police, receipt number: BCA-84831-25-0101-00)	Disrupted sleep, stress during exam period, inability to concentrate or study. Fear for safety of children and self.
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3. Summary of Nuisance and Management Issues

Amplified Music and Outdoor Events

From July 2025 onwards, there were numerous events where music was played in the yard or covered dining area at excessive volume, often well past closing time. On multiple occasions I was able to identify songs using the Shazam app from inside my home with all windows closed. Events such as weddings and funerals involved guests using sound systems and microphones, in breach of planning conditions (Condition 4). Noise carried through open fire escape doors and across the yard, making it impossible for me and my family to rest. Noise Officers attended on two occasions. I contacted Noise Officers on several other occasions for support and received callbacks. They were unable to attend due to competing issues or noise had dissipated by the time they called back. These problems are compounded by the absence of a sound limiter and the lack of any acoustic barrier. Music escapes directly over and through the inadequate fence into my home.

Extractor Fan and Mechanical Noise

A persistent issue throughout the period is the extractor fan running or cycling on and off during night hours. The loud mechanical shunting noise has made it impossible to sleep with windows open, even during hot weather. Management repeatedly claimed the fan was not operating or suggested it was some other piece of equipment elsewhere, despite my recordings proving otherwise. This is a dominant source of nocturnal disturbance.

Early-Morning Cleaning and Construction Work

Cleaners routinely began work around 5–7am, dragging equipment / vacuum cleaners across the stone floor, knocking into or moving metal chairs and knocking against the wooden fence in front of my kitchen / living room, often while playing loud music. Cleaning staff do not appear to be supervised and they seem to be unaware of the impact their practices have on neighbouring homes. There were also several instances of construction work late at night and very early mornings, including drilling and power tools operating at 10pm or later. Pub management told me all work was occurring within “Council hours” but my own video recordings show work was taking place outside normal hours. The unpredictable timing of these activities (sometimes beginning before 6am) demonstrates a lack of management oversight and the need for enforceable conditions on permitted hours of outdoor operations.

Light Pollution

Lights in the covered dining area are frequently left on overnight, flooding my home with bright light and making sleep extremely difficult. This was especially distressing when my children were preparing for exams. This is not incidental lighting; these are full overhead lights (old-fashioned white-light bulbs strung across the yard) illuminating my home (ground floor and first floor). The operation of external lighting without restriction into the night directly undermines residents’ ability to sleep and impacts the Public Nuisance objective.

Waste, Obstruction and Environmental Issues

Rubbish, including food waste and broken glass, was often piled up or left on the pavement, sometimes blocking the narrow access route to my home. On one occasion (5 October), the waste posed a direct obstruction to my only access route. This created unpleasant and unsafe conditions and posed a risk to pedestrians. It also encourages pests and raises fears of unsafe practices elsewhere in the premises (I witnessed a mouse leaving the pub yard under the gappy fence in front of my home; another reason why I am now fearful of having the front door or floor to ceiling windows open). The location of waste directly also increases the risk of odour, vermin activity and makes the only access route unsafe.

Management Conduct and Response

I made repeated attempts to contact the general manager, Jake Reynolds, and later the operations manager, Birke Bassen, plus chef / patron Lewis Johnson. I repeatedly sought collaborative dialogue, asking management for clear policies, decibel readings and mitigation measures, but these were not provided. I requested written communications in all cases in attempts to keep accurate, written records for both parties. My communications were often ignored or met with dismissive responses. The Victoria Stakes sound policy I received is regularly breached – by them. I do not know what their dispersal policy is. They do not follow their own standard operating procedures. Decibel monitoring has not been consistent. I believe the sound policy to be incorrect and does not measure from the source of the music or measure the impact on closest neighbouring property (mine). I have observed staff measuring to the brick wall at the back of the covered dining area (Etheldene Avenue side where the closest property is several feet away from the brick wall) rather than taking account of the nearest property that is divided by a wooden fence. I also contacted Planning Enforcement and a local councillor for assistance.

4. Attempts to Resolve Issues

- Direct discussions with on-site supervisors and managers, construction workers.
- Numerous emails to the general and operations managers (copies provided).
- Reports submitted via Haringey Council's Noise App with audio and video uploads.
- Formal complaint to Planning Enforcement regarding breaches of Condition 4 (no amplified outdoor music). Antony Fenner has written to the pub at least once to remind them of their conditions and to recommend compliance. The pub has indicated they believed the condition had not been enforced for many years and the condition is unenforceable. Ownership changed in 2024 and it is not clear to me how they can speak to a time when they did not own the pub. It's also unclear to me how they can admit breaching their planning conditions and have no enforcement action taken against them.
- Contact with Councillor Cathy Brennan to escalate the ongoing issues.

Despite all these actions, the noise, nuisance and disregard for neighbours have continued. Breaches of planning Condition 4 have directly resulted in noise escaping into neighbouring properties, demonstrating the need for licensing conditions to reinforce compliance.

On a couple of occasions recently Lewis Johnson sited the microphone on the side of the yard that is furthest from my home. This had a material impact (if the speaker is speaking in a low tone of voice or has a soft voice). This was following representations by me (by email and in person (on 16 November)). I cannot discern meaningful or lasting mitigation as there appear to be a few members of staff who are in charge of events. I do not know if this is now standard operating policy. I believe this demonstrates that enforceable licence conditions are now required.

5. Statement of Impact

The cumulative impact of these disturbances has been profound. My family and I have endured months of disrupted sleep, constant background noise and light flooding into our home at night. During the hottest summer on record (in London, [confirmed by Met Office](#)) I was not able to open my front door and ground floor windows for ventilation (there is no back yard). On many summer days, noise occurred from early morning (around 5am) until closing time and beyond.

My children were studying for university exams and struggled to concentrate and rest properly.

Frequently, I was not able to concentrate on work. I sometimes had to leave a work call due to the noise from the covered dining area.

Family meals were disrupted by loud music and loud voices from the covered dining area.

I now dread the weekends because I do not know what is going to happen and what noise levels I'll be dealing with and how I can mitigate the effects of a large, rowdy event taking place 3ft from my home.

Weekends routinely involve several hours of loud voices or amplified music, leaving us unable to use our living room. Increasing the volume on TV or computers so that the noise inside drowns out the noise from outside is not a reasonable expectation for a resident living next to a licensed premises.

I am fearful of what the Christmas period will be like especially with the Darts fans who assemble in the covered dining area before going to Alexandra Palace (in retrospect, the noise from last Christmas was probably excessive however, overall, the previous general management of the pub was strong and door staff had been employed at events so I felt reassured and safe).

I no longer feel comfortable or secure in my own home. I sometimes had to leave my home due to the noise and continue to do so.

I have priced in the idea of not being at home on Saturdays and Sundays and I have found myself changing routines to try to cope with the running of the Victoria Stakes rather than living my life in my own home. I do not feel like I can invite people to my home. I'm embarrassed at living beside a pub. The stress, uncertainty and lack of quiet have affected our wellbeing, mental health and daily routines. These disturbances amount to a sustained loss of amenity.

The impacts described go far beyond what could reasonably be expected in a mixed residential area adjacent to a pub.

The impact on our wellbeing and daily functioning demonstrates that the premises, under its current operating model, cannot be relied upon to prevent public nuisance without enforceable restrictions.

6. Request to the Licensing Authority

I respectfully ask Haringey Council's Licensing Team to review the premises licence for The Victoria Stakes in light of the evidence provided, and to take appropriate steps to ensure that the operation of the premises complies fully with the licensing objectives, particularly the prevention of public nuisance. I respectfully request the following licensing conditions be imposed:

- Prohibition of music in covered dining area, in full alignment with Planning Condition 4.
- Earlier closing time for all outdoor areas, with outdoor seating cleared by 9pm.
- Mandatory tamper-proof sound-limiter for all indoor music (calibrated with Environmental Health).
- Installation of an appropriate, effective acoustic barrier/fencing with sound-insulating properties.
- Restriction on events in the covered dining area, prohibiting use of microphones, PA systems or speakers.
- SIA-registered door staff at high-risk events, including Alexandra Palace event days and large private functions.
- Professional cleaning contractors, operating only after 8am and trained in noise-sensitive practice.
- Lighting curfew, requiring outdoor lights to be turned off by a set time.

- Boundary security improvements, including anti-climb measures or secure fencing to address repeated intruder incidents.

7. Appendices

Appendix A – Visual Evidence: Noise & Nuisance

- A1: State of fence
- A2: Amplified music and outdoor events (photos and video recordings)
- A3: Early-morning cleaning and machinery noise
- A4: Extractor fan operation and proximity to residential property
- A5: Light pollution (yard and dining area illumination)
- A6: Waste and obstruction on public path

Appendix B – Correspondence & Council Reports

- Copies of messages and emails to pub management (Jake Reynolds, Birke Bassen, Lewis Johnson)
- My email to Councillor Cathy Brennan and her Member Enquiry

Submitted by:

Oonagh Shiel

Resident of 1C Muswell Hill, N10 3TH

Date: 18 November 2025