

To the Members of the Licensing Sub-Committee
Haringey Council

Dear Members,

We are writing to express our sincere regret regarding the incidents that took place on 27 and 28 June and for any concern or inconvenience caused to local residents or the Council.

First and foremost, we would like to apologise for the mistakes that occurred during those two days. We fully recognise the importance of complying with every condition attached to our premises licence and understand the responsibility we have towards our neighbours and the wider community.

Our premises has been operating in Haringey for over 15 years, providing entertainment in a safe and responsible manner. During this time, we have worked hard to maintain a positive relationship with our customers, local residents and the authorities. Until these recent events, we have not experienced significant issues relating to our operation.

The events on 27 and 28 June coincided with a major Latin entertainment event taking place at the nearby stadium. As a venue that represents and serves the Latin American community, we wanted to celebrate this important occasion by welcoming customers before and after the event. Our intention was never to create a public nuisance or disrupt the local community.

Unfortunately, due to the inexperience of our new management team, mistakes were made. Permission was given for a small promotional stand to be placed outside the terrace entrance, and external DJs were allowed to use electricity supplied by the premises. The decision was made in the mistaken belief that this was acceptable, particularly as many other businesses in the area were also playing music and selling merchandise related to the event.

We fully accept that these decisions should not have been made and take complete responsibility for them. We have since reviewed our operating procedures with the management team and can assure the Committee that these circumstances will not be repeated.

Since these events, we have implemented additional controls to ensure full compliance with our licence conditions, including:

- No external stalls or trading outside the premises.
- No use of external DJs or music outside the premises.
- Clear management procedures to ensure all licence conditions are followed at all times.
- Additional supervision by management during major local events.
- Continued use of SIA-licensed security staff to manage customers leaving the premises safely and quietly.

Our security team actively encourages customers to leave the area respectfully, assists them in reaching taxis, Ubers or private vehicles and helps minimise noise and disturbance to nearby residents. We are submitting CCTV footage and video evidence demonstrating these procedures and our commitment to preventing public nuisance.

We have also spoken with local residents in an effort to maintain positive relationships within the community. While we completely respect the right of residents to raise concerns, we respectfully ask the Committee to consider all of the available evidence, including our CCTV footage and security records, when assessing the impact of our business.

We would also like to inform the Committee that on 27 July, the Council sign located outside our premises was deliberately damaged by an unknown individual. This incident was captured on our CCTV system, and the footage has been provided as part of our evidence. We mention this only because we believe it is important that all relevant circumstances are considered during the review process.

We respectfully submit that the incidents on 27 and 28 June were isolated events resulting from errors made by a newly appointed management team and do not reflect the way in which our premises has been operated over the past fifteen years.

We remain fully committed to promoting the four licensing objectives and to working closely with Haringey Council, the Metropolitan Police and local residents. We are willing to accept guidance, implement further improvements where necessary and continue operating as a responsible business that contributes positively to the local community.

We respectfully ask the Committee to take into account our long history of responsible trading, our acceptance of responsibility, the corrective measures we have already implemented and our commitment to ensuring that these mistakes are never repeated.

Thank you for taking the time to consider our representation.

Yours faithfully

Andresz Castro

Manager

Dolce Pecado