London Borough of Haringey, Licensing Team, Alexandra House, Level 6, 10 Station Road, Wood Green, London, N22 7TR

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.
You may wish to keep a copy of the completed form for your records.

I David Wood

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Post town **LONDON**	**Post code (if known)** N22 6UP

Name of premises licence holder or club holding club premises certificate (if known)
Lost Lounge

Number of premises licence or club premises certificate (if known)
LN/000029002

Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below) ☐

2) a responsible authority (please complete (C) below) ☑

3) a member of the club to which this application relates (please complete (A) below) ☐

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other title

(for example, Rev)

Surname	**First names**

I am 18 years old or over Please tick ✓ yes ☐

Current postal address if different from premises address	
Post town	**Post Code**
Daytime contact telephone number	
E-mail address (optional)	

(B) DETAILS OF OTHER APPLICANT

Name and address
Telephone number (if any)
E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Noise Nuisance and Licensing Team; 9th Floor, Alexandra House, 10 Station Road, Wood Green N22 7TY
Telephone number (if any)
E-mail address (optional) David.Wood@haringey.gov.uk

This application to review relates to the following licensing objective(s)

	Please tick one or more boxes ✓
1) the prevention of crime and disorder	☐
2) public safety	☐
3) the prevention of public nuisance	☑
4) the protection of children from harm	☐

Please state the ground(s) for review (please read guidance note 2)

A review of the premises licence (Licensee Lost Lounge Limited) is sought due to Haringey Council receiving repeated residential reports of Noise Nuisance accompanied with failures by the premises licence holder and management to uphold the licensing objectives of the prevention of public nuisance by failing to comply with the conditions set out in the Premises Licence being;

17 *"Before regulated entertainment may be provided, a noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Noise and Nuisance team, so as to ensure that no noise nuisance is caused to local residents or businesses."*

18 *"The operational panel of the noise limiter shall then be secured by key or password to the satisfaction of officers from the Noise and Nuisance Team and access shall only be by persons authorised by the Premises Licence holder or by the Local Authority or Police. The limiter shall not be altered without prior agreement with the Noise and Nuisance Team."*

19 *"All sound generating equipment used on the premises including (for the avoidance of doubt) all amplification of live music shall be routed through the sound limiter device so as to limit such sounds to the level determined by the Noise and Nuisance Team. No such equipment may be used on the premises that is incapable of being so routed and limited."*

Despite written requests and deadlines from the council to install a mandatory noise limiter (**EXHIBIT NNLT1, NNLT6, NNLT8**). A visit by Council officers of 19th September 2026 at 23:27 hours revealed that although the business was in possession of a noise limiter, it had not been installed, and the venue was playing recorded music (See accompany witness statement).

- The council has received continuous complaints from residents regarding loud music, noise from the rear shisha area, and breaches of terminal hours (**Exhibit NNLT2**). However, the Premises Licence by way of condition states;

20 *"No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises, nor vibration be*

transmitted through the structure of the premises which gives rise to nuisance."

- The Noise Nuisance and Licensing Team also made concerted efforts with the previous business called "Smoky Lounge" that operated under the same licence (as a result of numerous noise complaints), to secure the installation of a noise limiter prior to the licence being transferred to the current business. Both businesses share the same Designated Premises Supervisor (DPS) named as Bianca Mali. Despite these ongoing efforts and discussions to resolve noise concerns and establish agreed limits, the implementation was left unresolved before the administrative transition of the licence to Lost Lounge took place.

The Noise Nuisance and Licensing Team recommend the committee should:

- Formally strike out live and recorded music authorizations from the premises licence.
- Explicitly determine that any fallback live music deregulation exemptions under the Live Music Act 2012 are overridden due to the severity of the review.

Chronological History of Events and Correspondence.

- **1st July 2026 (11:10 AM):** Daliah Barrett (Licensing Team Leader) issued a formal warning letter to Ms. Suela Petku (Person listed as significant control on Companies House) concerning premises licence conditions. Ms Barrett explicitly requested evidence that an approved noise limiter had been installed and was fully operational. She also warned that failure to comply could result in enforcement action (**NNLT8**).
- **3rd July 2026:** FSL Consultants responded on behalf of the business, stating that regulated entertainment was not yet taking place (**NNLT7**).
- **6th July 2026 (10:13 AM):** Daliah Barrett sent a follow-up warning email noting ongoing unauthorized licensable activities. Ms Barrett explicitly cautioned that noise issues were under investigation and that there should be no regulated entertainment taking place without the noise limiter being installed (**NNLT6**).
- **7th July 2026:** FSL Consultants replied to the 6th July email, confirming that no regulated entertainment will take place until the required noise limiter has been installed (**NNLT5**).
- **10th July 2026 (23:54):** David Wood (authorized officer for the noise nuisance and licensing team) visited the premises alongside Officer Claire Willis. From outside the business, he found regulated entertainment (music) which could be heard from the street. Upon entering, they observed a DJ booth and active sound equipment in the rear main lounge area, with patrons consuming drinks and a person claiming to be the owner (Mustafa Petku) present (See accompanying witness statement).
- **24th July – 31st August 2026:** The Council receive multiple ongoing complaints from residents regarding loud music (**NNLT2**).
- **1st September – 15th September 2026:** Further resident noise complaints were logged (**NNLT2**).
- **4th September 2026:** Craig Bellringer (Noise Nuisance & Licensing Enforcement Team Leader) issued a Final Warning Notice to Lost Lounge / Bianka Mali, highlighting continuous breaches of Condition 20 (lack of noise limiter) giving the venue 14 days (until 18th

September 2026) to comply or face a formal licence review application (**NNLT1**).

- **19th September 2026 (23:27):** Officers attended the business and discovered that although a limiter had been purchased by the business, it had not been fitted nor was being used. The business was playing recorded music.

	Please tick ✓ yes
Have you made an application for review relating to the premises before	☐

If yes please state the date of that application

Day		Month		Year			

If you have made representations before relating to the premises please state what they were and when you made them

N/A

Please tick ✓yes

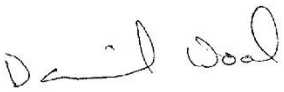
- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate ☑
- I understand that if I do not comply with the above requirements my application will be rejected ☐

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature



Date 29th September 2026

Capacity
Noise Nuisance and Licensing Officer

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)	
Post town	**Post Code**
Telephone number (if any)	
If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)	

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

LOST LOUNGE. APPLICATION FOR REVIEW. LIST OF EXHIBITS / Appendices.

NNLT1	Warning Letter to Business requiring Noise Limiter from Noise Nuisance and Licensing Team.
NNLT2	List of Noise Nuisance Complaints from Local Residents.
NNLT3	NIL/ Not used.
NNLT4	NIL/Not used.
NNLT5	E-mail from fsl consultants to Licensing Service . 7th July 2026
NNLT6	E-mail from Dalia Barrett to Suela Petku and. 6th July 2026
NNLT7	NNLT7 E-mail. Fsl consultants to Licensing Service . 3rd July 2026
NNLT8	E-mail From Licensing Service to Suela Petku. 1st July 2026
	Accompanying statement of David Wood regarding visit of 10th July 2026 at 23:54hrs, where recorded music (regulated entertainment) was being played.

NNLT 1. Warning letter to business requiring Noise Limiter

Lost Lounge,
83 Mayes Road,
Wood Green,
London
N22 6UP

Our Ref: WK/000657631

Date: 4th September 2026

Contact:
Craig.bellringer@Haringey.gov.Uk

Lost Lounge Limited / Bianka Mali (Designated Premises Supervisor)

RE: LICENSING ACT 2003. FINAL WARNING NOTICE:
LOST LOUNGE, 83 MAYES ROAD, WOOD GREEN, LONDON, N22 6UP

I am writing to bring to your attention significant non-compliance with the conditions of your Premises Licence at the above Licensed Premise and give you a final opportunity to put things right.

A noise limiter should be installed in accordance with Conditions 20 of your Premises licence. The condition explicitly requires a sound limiter to be fitted to all musical amplification equipment and calibrated to the satisfaction of the Council's Noise and Nuisance Team before any regulated entertainment takes place. We have witnessed the premise offering regulated entertainment.

By continuing to host entertainment without the said device, you are acting in direct breach of your licence and committing an offence under Section 136 of the Licensing Act 2003. Despite numerous Council requests we have not had confirmation of the limiter being installed.

This failure is compounded by wider regulatory breaches recently documented by council officers including;

- Operating whilst the licence was suspended: During an enforcement inspection on 10 July 2026 at 23:54, officers found the venue open and operational despite the premises licence being under active suspension.

You are hereby given two weeks (14 days) from the date of this letter—until Friday, 18 September 2026—to bring the premises into full compliance:

1. Install and Calibrate the Limiter: Have a qualified engineer install the limiter across all sound-generating equipment.
2. Contact the Noise and Nuisance Team to arrange an on-site visit for an officer to set and secure the permitted sound thresholds.

If you fail to have the noise limiter fitted and calibrated to an officer's satisfaction by 18 September 2026, the Noise Nuisance and Licensing Team will immediately submit an

Community Safety & Enforcement
9th Floor, Alexandra House
Station Road
London N22 7TY

application to formally review your premises licence under Section 51 of the Licensing Act 2003. A review before the Licensing Sub-Committee can result in (but not limited to) severe reductions to your operating hours, the permanent removal of regulated entertainment and alcohol permissions, or the total revocation of your licence.

Yours sincerely,

Craig Bellringer
Noise Nuisance & Licensing Enforcement Team Leader
London Borough of Haringey

Community Safety & Enforcement
9th Floor, Alexandra House
Station Road
London N22 7TY

NNLT2. LOST LOUNG LIST OF NOISE NUISANCE COMPLAINTS FROM RESIDENTS.

• **24/06/2026 at 22:15:** Complaint recorded by DZW (David Wood) from Resident reporting loud music playing from the Shisha smoking area.
• **25/06/2026 at 00:18:** Complaint logged by Claire Willis (CZW) from Resident reporting an ongoing issue of music and loud voices coming from the bar.
• **25/06/2026 at 00:20:** Complaint recorded by DZW from Resident stating Lost Lounge plays loud music all the time, causing sleep deprivation, and noting it has been going on every weekend for a long time.
• **25/06/2026 at 21:21:** Complaint recorded by DZW from Resident noting noise continued until 1:20 am that morning, has resumed, and requesting an urgent call back as the noise team did not respond the previous day.
• **25/06/2026 at 22:18:** Complaint recorded by DZW from Resident reporting loud music being played at the premises.
• **27/06/2026 at 23:11:** Complaint recorded by DZW from Resident reporting loud music with the venue's doors and windows open, letting sound escape.
• **27/06/2026 at 23:27:** Complaint recorded by DZW from Resident reporting really loud music ongoing after 11 pm in a residential area.
• **24/07/2026 at 23:03:** Complaint recorded by DZW from Resident reporting loud music, noting the venue doesn't understand it is a residential area, and stating alcohol service goes past 01:00.
• **26/07/2026 at 00:44:** Complaint recorded by DZW from Resident reporting noise from Lost Lounge that stopped at 23:25 and restarted at 23:51, describing it as a long-time constant nuisance affecting windows opening in a main residential area.
• **01/08/2026 at 23:59:** Complaint recorded by DZW from Resident reporting loud music from 20:24 that was still ongoing, with the roof open and unmonitored, impacting his mental health.
• **08/08/2026 at 23:50:** Call logged by Claire Willis from Resident reporting very loud music as an ongoing issue.
• **15/08/2026 at 23:30:** Call logged by Claire Willis from Resident reporting loud music from the pub as an ongoing issue.
• **22/08/2026 at 23:37:** Call logged by Claire Willis from Resident regarding the ongoing loud music issue.

• **29/08/2026 at 23:08:** Call logged by Claire Willis from Resident reporting loud music coming from the shisha area above the business every weekend until 1 am, affecting people who have work in the morning.
• **31/08/2026 at 00:19:** Call logged by Claire Willis from Resident reporting very loud music starting around 23:00 as an ongoing issue.
• **15/09/2026 18:05** E-mail from resident (Summarised) , 11–12 September 2026: Loud music began around 10:30 pm and continued past the 00:30 terminal hour, with video recordings captured at 12:25 am and 12:48 am before stopping around 12:58 am. 12–13 September 2026: Loud music from the rear shisha area resumed at approximately 9:30 pm, was documented via video at 12:08 am, and ceased around 12:33 am.

NNLT5 E-mail from fsl consultants to Licensing Service . 7th July 2026

From: licensing fslconsultants.com <[redacted]>
Sent: 07 July 2026 19:06
To: Licensing <Licensing@haringey.gov.uk>; Daliah Barrett <[redacted]>
Cc: suelapetku[redacted]
Subject: Re: WARNING:83 MAYES ROAD, Wood Green, London, N22 6UP
Importance: High

Dear Haringey Licensing/Ms Barrett,
Thank you for your email.
We wish to respond to a number of the points you have raised and, where necessary, correct several factual inaccuracies.
Your email asserts that no application had been made to transfer the Premises Licence. That assertion is factually incorrect. The application to transfer the Premises Licence was submitted electronically through the GOV.UK licensing portal on **26 June 2026** under application reference **Haringey-1776568**, your colleague spotted an error and the amendment was submitted correcting the issue, we trust your records will now be amended accordingly.
Furthermore, there has been no immediate requirement to change the Designated Premises Supervisor. The current DPS, **Bianka Mali**, continues to lawfully undertake her duties and is not due to fully step down for some time. Accordingly, she remains responsible for the day-to-day supervision of the premises and the authorisation of licensable activities under the Premises Licence and has also signed a letter of authorisation for member of staff to sell and supply alcohol when she is not at the premises.
One of the principal reasons for retaining the current DPS during the transition period was to ensure continuity of management, maintain compliance, and provide guidance to new members of staff regarding the operation of the premises and the appropriate procedures for dealing with any issues which may arise. This was considered to be the most responsible and sensible course of action.
We also note the considerable proportion of your email devoted to explaining commercial due diligence, the purchase of licensed premises, the transfer of businesses, and the purchaser's responsibilities. Whilst those observations are noted, they do not alter the legal position in respect of the matters currently under consideration. They appear to constitute commentary upon a commercial transaction rather than matters directly relevant to determining compliance under the Licensing Act 2003.
Thank you for providing those observations. we can confirm that these paragraphs have been forwarded to our legal professionals, who are already advising us in relation to the transaction and the operation of the premises.
In relation to your comments concerning our understanding of licensing law and the operation of licensed premises, we respectfully disagree with your conclusions. The statement you supplied appears to be unsupported by any objective evidence and does not accurately reflect the steps that have been taken to ensure compliance. Those steps include retaining the existing Designated Premises Supervisor, obtaining professional licensing advice, reviewing the licensing history of the premises, undertaking Personal Licence training and drawing upon previous operational experience within licensed premises.
It is difficult to reconcile your conclusion with those objectively verifiable facts.
As a public authority exercising statutory functions, the Licensing Authority is under a duty to exercise its powers fairly, reasonably and proportionately. Decisions and correspondence should therefore be based upon verified evidence rather than inference or assumption.
Prior to assuming responsibility for the business we reviewed the available licensing history, previous applications and the appeal documentation. We have also instructed licensing professionals to advise us throughout the process. In addition, we continue to benefit from the experience of the existing DPS, who has successfully managed the premises on a day-to-day basis for several years.
Beyond this, members of the management team have several years' experience working within licensed premises, have successfully completed the Personal Licence Holder qualification, have practical knowledge gained through family members operating similar licensed businesses within both

the United Kingdom and Europe, and Ms Petku also hold a Master's Degree in International Business Management.
It is therefore incorrect to suggest that we have failed to familiarise ourselves with licensing legislation or that we lack an understanding of our legal obligations.
You also refer to allegations of noise nuisance associated with the premises. The current DPS has already provided us with documentation and evidence previously supplied to both the Licensing Authority and the Noise Nuisance Team demonstrating that a number of the historical complaints made against the premises were investigated and shown to be unfounded. We understand that evidence, including recordings and other documentation, was submitted to the licensing authority as well as the other relevant departments.
On that subject, we would be grateful if you could provide some clarification from the Licensing Authority's perspective.
Given the significant number of complaints made against this premises over recent years, what procedures does the Licensing Authority have in place to identify complaints that are baseless, false or vexatious? Is it considered acceptable for individuals to repeatedly submit complaints with the objective of seeking the review, restriction or revocation of a premises licence where those allegations are subsequently shown to be unfounded?
Furthermore, where previous operators have provided evidence demonstrating that allegations were false, what action, if any, was taken against the individual or individuals responsible for making those complaints?
Guidance issued under section 182 of the Licensing Act 2003 makes clear that licensing authorities should determine matters on the basis of evidence rather than speculation or unsubstantiated allegations.
In light of the history of this premises, we would therefore be grateful if you could explain what procedures are adopted by the Authority to distinguish between genuine complaints and those which are demonstrably false, malicious or vexatious.
Where evidence has previously been provided demonstrating that allegations were unfounded, what steps, if any, were taken to prevent repeated misuse of the complaints process?
Your response on this point would be greatly appreciated, as it will assist us in understanding how the Licensing Authority distinguishes between genuine concerns and complaints which may amount to an abuse of the regulatory process.
We also note your comments regarding regulated entertainment and the installation of the noise limiter.
Thank you for reiterating this point. As previously confirmed in our earlier correspondence, no regulated entertainment will take place until the required noise limiter has been installed. We trust this clarifies the position, although it had already been expressly communicated.
Turning to your query regarding the roof structure, we can confirm that the structure currently in place is entirely temporary. It has been erected solely to facilitate repair works being undertaken by professional contractors. It is not a permanent installation, nor does it form part of the premises' design or fit-out. Once the repairs have been completed, the temporary structure will be removed.
You also refer to the titles of documents used in the operation of the premises.
Whilst some document titles or PDF filenames have now been updated, the substantive content of those documents remains unchanged. The title assigned to a PDF file is clearly of far less significance than the policies, procedures and operational controls contained within the documents themselves, which continue to govern the management of the premises.
Finally, I note your observations regarding responsible operators contacting the Licensing Authority. We appreciate the Licensing Authority's willingness to provide guidance to operators and, where appropriate, we may seek clarification on regulatory matters in the future. However, operators are equally entitled to seek independent professional legal advice, which is precisely what we have done in relation to licensing compliance.
We remain committed to operating the premises responsibly, lawfully and in full compliance with the Licensing Act 2003. We look forward to working constructively with the Licensing Authority going forward and trust that future correspondence will accurately reflect the factual position.
We I look forward to receiving your responses to the questions raised above as well the updated premises licence documents.
Yours sincerely,

Email sent on behalf of the PLH (Lost Lounge Limited) of 83 Mayes Road, N22 6TN

NNLT6 E-mail from Dalia Barrett to Suela Petku and. 6th July 2026

---------- Forwarded message ---------
From: **Daliah Barrett** <[redacted]>
Date: Mon, 6 Jul 2026 at 10:13 am
Subject: FW: WARNING:83 MAYES ROAD, Wood Green, London, N22 6UP
To: suelapetku[redacted] <[redacted]>
Cc: Licensing <Licensing@haringey.gov.uk>

Dear Ms Petku,

You have chosen to undertake the operation of licensed premises. As such it is important that as the perspective licence holder you are able to demonstrate the understanding and control you have in the business on a day to day basis.

- At the time of sending this you have failed to submit the application to transfer the Premises Licence.
- You have also failed to submit an application to vary the DPS.

Please ensure that you are NOT offering any licensable activity from the venue in any capacity. If you are found offering licensable at a time when you do not have authorisation to do so you will be facing a prosecution under the Act.

To be clear the responsibility for carrying out appropriate due diligence when purchasing a business or premises rests with the purchaser. This includes making enquiries and satisfying themselves as to the status of any premises licence, club premises certificate, planning permissions, lease arrangements, and any other regulatory consents that may affect the operation of the business.

The Licensing Authority is not a party to the sale or transfer of a business and cannot assume responsibility for matters that ought reasonably to be investigated as part of the purchasing process. Prospective purchasers are expected to undertake their own enquiries, seek appropriate professional advice where necessary, and establish whether a premises

licence exists, the activities it authorises, any conditions attached to it, whether annual fees are up to date, and whether any applications, reviews, enforcement actions, or other licensing matters are outstanding.

The availability of licensing information forms part of the due diligence process that a purchaser should undertake before completing a transaction. Any assumptions made without making the necessary enquiries are matters between the parties to the sale and do not transfer responsibility to the Licensing Authority.

For these reasons, it is the Authority's position that the onus lay with the purchaser to ascertain the licensing position of the premises prior to purchase and to ensure that they fully understood any licensing obligations and restrictions associated with the premises. This is a fundamental element of commercial due diligence and business acquisition. The Authority will generally expect purchasers to have carried out such checks before acquiring an interest in a licensed premises. This approach is consistent with the Authority's expectation that operators demonstrate effective management and compliance with the regulatory requirements applicable. It is

The Smoky Lounge license is required by law to be displayed at the premises.

The conduct of a responsible operator would seek to contact the Licensing Authority and Police prior to opening to the public. You chose not to take any steps to show a responsible approach as new management coming into a venue. Even at this point after the Enforcement Team have visited and made clear the ongoing issues relating to the venue and the need for compliance such as fitting of a noise limiter, you have NOT contacted the Licensing Authority to request any information or guidance.

However, you have continued to open doors to the public and provide licensable activity at a time when you are not permitted to do so.

Had you undertaken your own due diligence as set out above you may have entered this venue management with a wider understanding and better knowledge of the venue. It is also clear that you have not familiarised your self with licensing laws in general terms.

Noise issues have been reported because of the licensable activity undertaken over the dates above as well as potential breaches of the licence, this is under investigation. There should be no regulated entertainment taking place without the noise limiter being installed.

A new roof structure has been installed at the rear. Did you apply for Planning permission before doing so? Please provide the written decision from Planning to allow the installation of a new structure.



Please provide written clarification from yourself as the person said to be the new owner as to why you believe you can disregard the law and operate offering licensable activity when you have NOT transferred the licence or varied the DPS.

Can you ensure that your documentation refers to the business that you are responsible/trading under, it is noted that you have the agent previously acting for Smoky Lounge submitting Smoky Lounge ‘operational’ documentation, is there a reason for that please clarify?

Do you understand and or have knowledge of licensing law, please provide information of any previous similar or licensed venue you have managed/operated from.

Yours sincerely,

Daliah Barrett
Licensing Team Leader

NNLT7 E-mail Fsl consultants to Licensing Service . 3rd July 2026

From: licensing fslconsultants.com <licensing@fslconsultants.com>
Sent: 03 July 2026 18:33
To: Licensing <Licensing@haringey.gov.uk>
Cc: Suela petku <suelapetku[redacted]>; Craig Bellringer <Craig.Bellringer@haringey.gov.uk>
Subject: Re: WARNING:83 MAYES ROAD, Wood Green, London, N22 6UP
Importance: High

Dear Haringey Licensing

We have been asked to provide a reply/response to your email. Firstly, we fully agree with the Licensing Authority that any operator of a licensed premises must be fully aware of, understand and comply with all conditions attached to the Premises Licence.

It is essential that licence holders are provided with the licence document containing the operative conditions so that they can properly discharge their legal obligations and actively promote the licensing objectives.

Unfortunately, and for reasons unknown to us, the Premises Licence document incorporating the conditions following the conclusion of the Licensing Appeal by way of a Consent Order in September 2025 has never been supplied to either the Premises Licence Holder or the operators of the premises.

This issue was specifically raised during the recent Premises Licence Transfer application, where it was explained in the section relating to enclosing the premises licence document (Page 3 of the application), the Licensing Authority has not produced or issued the updated Premises Licence reflecting the Consent Order agreed by the parties.

We understand that a copy of the licence was attached to the email sent on Wednesday 1st July 2026 at 11:10am but before that time/day the only party in possession of the precise wording of the amended licence conditions etc appears to be the Licensing Authority. Neither the Premises Licence Holder, the Designated Premises Supervisor were provided with the operative licence document setting out the conditions that are now in place.

In these circumstances, it is difficult to understand how the Licensing Authority can reasonably allege a failure to understand or comply with conditions which have never been formally issued to those responsible for operating the premises.

Without prejudice to the above position, we respond to each of the matters raised in your correspondence as follows.

1. Understanding of Premises Licence Conditions

We fully accept that all operators should understand and comply with the conditions attached to the Premises Licence.

However, since the conclusion of the appeal proceedings by way of the Consent Order in September 2025, no amended Premises Licence has been produced or served by the Licensing Authority. Consequently, neither management nor staff have been able to review the exact wording of the amended conditions because that document has not been made available.

Notwithstanding this, management continue to operate the premises responsibly and in accordance with the licensing objectives. Staff are instructed to operate the premises responsibly, prevent public nuisance, manage customer behaviour and comply with licensing legislation generally.

As it has now been 48+hrs since (1st July 2026 at 11:10am) the Licensing Authority has provided the operative Premises Licence document and its attached conditions, management immediately:

- reviewed every licence condition;
- brief all management and staff;
- maintain written records confirming staff have received instruction;
- incorporate the conditions into the premises operating procedures; and
- Implemented regular compliance monitoring to ensure continued adherence.

2. Noise Limiter

Your letter requests evidence regarding an approved noise limiter which is connected to condition number #17 under the Prevention of Public Nuisance objective - this condition states the following

"Before regulated entertainment may be provided, a noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Noise and Nuisance team, so as to ensure that no noise nuisance is caused to local residents or businesses."

The premises licence holders have not yet set up the business in such as way where regulated entertainment will or maybe provided, they will be comply with the above condition once this function is explored and will engage with the noise nuisance team in the process ahead of time.

Without prejudice to this position, the premises are committed to preventing public nuisance and will fully comply with any allegation or investigation of noise nuisance and will submit a Subject Access Request for any noise nuisance allegation/complaints against the operation of the premises in order to improve any aspect of the business which needs to be fortified.

3. Rear External Shisha Area

Your letter requests confirmation regarding the operation of the rear external area.

The management understand the importance of preventing public nuisance and have adopted reasonable management practices included in the conditions of Annex 2 of the premises licence document which were supplied and agreed with the responsible authorities ahead of the licensing hearing meeting on Monday 24th February 2025 the only issue that the committee considered was the opening hours for the shisha roof.

But in order to be comprehensive please find attached to this email the relevant documents which covers the points raised in your email. These documents are labelled as the follows

1. Noise Management Plan -

2. Smoky Lounge Dispersal Policy
3. Noise Impact Assessment - Additional information 31.01.2025
4. Times and conditions for hearing 3rd Feb

Should any customer fail to comply with staff directions, staff take appropriate steps to manage the situation, including requesting the individual to modify their behaviour or leave the premises where necessary.

Conclusion

We respectfully submit that this matter highlights an administrative issue that has existed since the Consent Order was agreed in September 2025.

The Licensing Authority's letter suggests that operators should understand and comply with licence conditions. Again we entirely agree. However, this is only possible where the Licensing Authority first provides the operative Premises Licence document incorporating those conditions.

Now that a copy of the documentation has been released/supplied, management will review the conditions in full and continue to ensure compliance with every applicable requirement.

We trust the above clarifies the position and demonstrates the PLH willingness to comply with all lawful licence conditions and work with the local authority in a respectable, effective and productive manner going forward.

Yours faithfully,

Email sent on behalf of the PLH (Lost Lounge Limited) of 83 Mayes Road, N22 6TN

NNLT8 E-mail From Licensing Service to Suela Petku. 1st July 2026

---------- Forwarded message ---------
From: **Licensing** <Licensing@haringey.gov.uk>
Date: Wed, 1 Jul 2026 at 11:10 am
Subject: RE: WARNING:83 MAYES ROAD, Wood Green, London, N22 6UP
To: Suela petku <[redacted]>
Cc: Licensing <Licensing@haringey.gov.uk>, Craig Bellringer <Craig.Bellringer@haringey.gov.uk>

Subject: Warning Letter – Compliance with Premises Licence Conditions

Dear Ms Petku,

Re: Premises License conditions at 83 Mayes Road London N22

I am writing regarding concerns that have recently been brought to the attention of the Licensing Authority in relation to there being new operators at 83 Mayes Road London N22.

As the new operators of the premises, it is essential that you are fully aware of, and comply with, all conditions attached to the premises licence. The Licensing Authority has received information which has raised concerns regarding your understanding of the licence requirements, particularly those relating to noise management and the use of the rear external area.

Accordingly, you are requested to provide a written response within 2 **days** of the date of this letter addressing the following points:

1. **Understanding of Premises Licence Conditions**

   Please provide confirmation of your understanding of the conditions attached to the premises licence and explain the measures you have implemented to ensure ongoing compliance. This should include details of how management and staff are made aware of the licence requirements and how compliance is monitored.

2. **Noise Limiter**

   The premises licence contains conditions relating to the control of regulated entertainment and noise emissions. Please provide evidence that an approved noise limiter has been installed and is fully operational at the premises. This should include:

   - The make and model of the noise limiter;
   - Details of when it was installed;
   - Any commissioning or calibration certificates;

- Details of the engineer or company responsible for installation and maintenance; and
- Confirmation that all amplified sound equipment is routed through the device.

2. **Use of the Rear Shisha Area**

   Please confirm your understanding of the licence conditions and restrictions relating to the rear external shisha area. In particular, you should detail:

   - The permitted use of the area;
   - Any restrictions on hours of use;
   - The measures in place to prevent public nuisance arising from noise generated by customers;
   - How staff supervise and manage the area; and
   - The procedures followed when customers fail to comply with staff instructions.

The Licensing Authority expects all licence holders and operators to actively promote the licensing objectives, particularly the prevention of public nuisance. Failure to comply with licence conditions may result in enforcement action being considered, including a review of the premises licence where appropriate.

This letter should be treated as a formal warning and an opportunity for you to demonstrate that you understand and are able to comply with the requirements of the premises licence.

Please submit your written response and supporting documentation by end of the day on Friday 3rd July 2026 to licensing@haringey.gov.uk

Should you have any questions regarding this matter, please contact Licensing.

Yours sincerely,

Daliah Barrett
Licensing Team Leader
London Borough of Haringey

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STATEMENT OF WITNESS
(Criminal Procedure Rules, r. 16.2;
Criminal Justice Act 1967, s. 9)

STATEMENT OF David Wood

Age of witness (if over 18, enter "over 18"): Over 18.
This statement (consisting of 1 pages) **is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.**

Signed: D Wood **Date**: 28th September 2026

I am an authorised officer for the noise nuisance and licensing team of Haringey Borough Council. On 10 July 2026 at 23:54hrs, I visited the premises known as Lost Lounge, 83 Mayes Road, Wood Green, London, N22 6UP, alongside Officer Claire Willis to conduct an inspection.

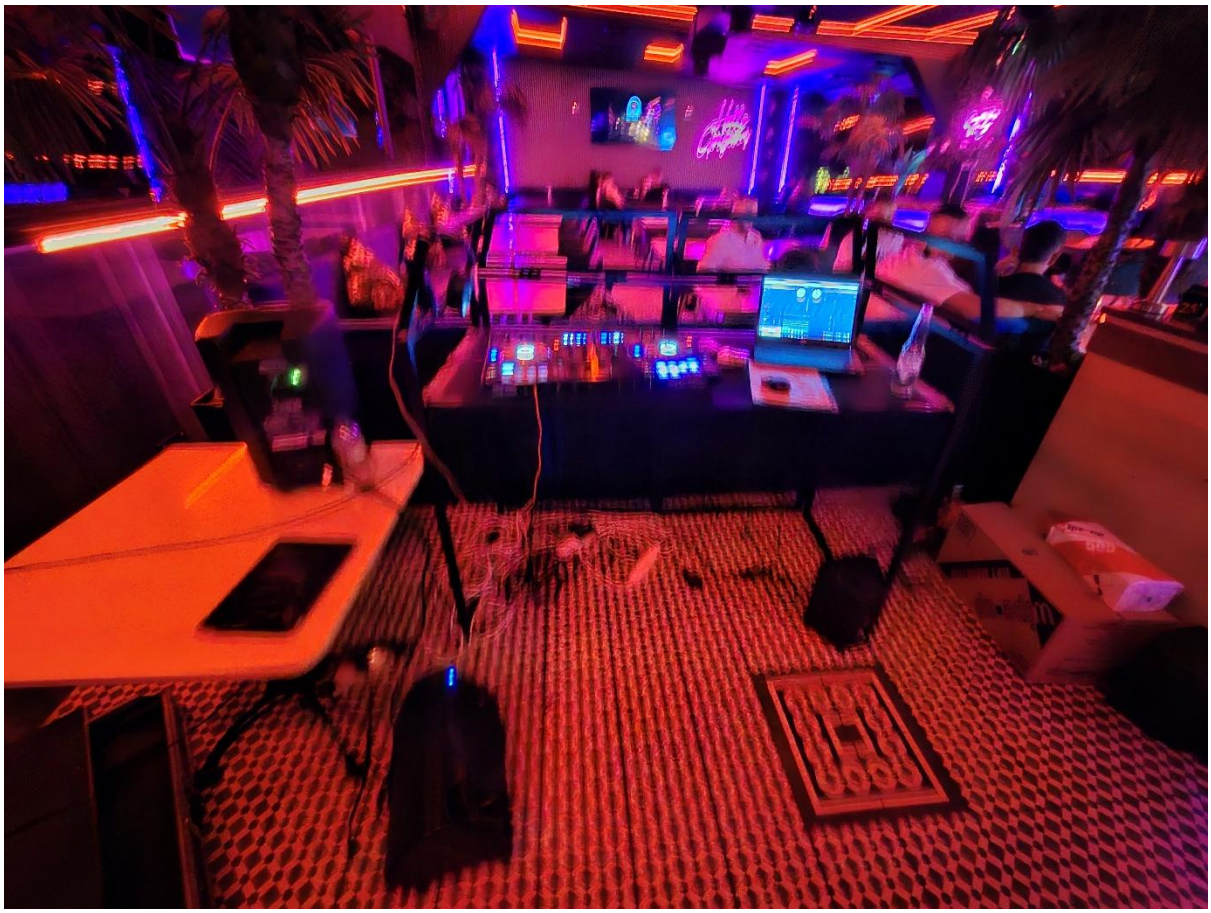
From outside of the business, I could hear music on the Street. Upon entering the venue, In the main lounge area at the rear of the property, I observed the DJ booth and equipment area, which featured a sound mixer which were turned on (Exhibit DW1). There were numerous people sitting in the restaurant area consuming drinks.

I introduce myself as an authorised Council Officer to a person who claimed to be the owner. He said his name was Mustafa Petku. A person was with him who claimed to be the manager. His name was Myftar Kulay.

An electronic payment machine was switched on (Exhibit DW2).

Signed: D Wood **Date**: 28th September 2026

DW1 Photograph of DJ area. 11th July 2026 00:05hrs.



DW2 Photograph of payment machine and a bag of coins on the counter. 11th July 2026 00:11hrs.

