

Haringey Council - Enforcement Response

Observation Record

85416

Date: 19/8/09

Time Received: 1931

Complaint ref: WK 132222

Notice ref: WK

Prosecution ref: WK

Noise from: Community Centre  
Address: Chestnuts Park, St Anns Rd, N17  
single family house / purpose built flat / converted flat / hostel / HMO

HfH PSL  
O/Occ Priv Rent  
RSL Non-domestic

Type of Noise: Music / Voices / Alarm / Dog / Banging / Ventilation / Other

Complainant's Details  
Name: [Redacted]  
Address: Turners Court, 168 Commercial Rd, N17  
Tel no: [Redacted]

HfH PSL  
O/Occ Priv Rent  
RSL Non-domestic

History Check (Complete this before visit)

On Action List? Yes No WL / S 80 / S 60 / Prosecution / Caution / SWL / FPN and date

On potentially violent (PV) List? Yes No

Instructions if on PV list:

Telephone Calls to Complainant: Time: 1948 Result of Call: ON  
Time: 2055 Result of Call: ON  
Time: Result of Call:

Visit to Complainant / Area: Arrival Time: 2105 Departure Time: 2129

Occupier Name Check Date:

Source of Information: Council Tax / NNDR HfH OHMS RSL Other

Other or RSL specify source:

Observations

Very large party in Progress in the Community Centre - over 60 people in the park around the Centre - Music with prominent bass beat easily audible. I went up to the Complainant's Fifth floor flat overlooking the park - The bass beat is easily audible in the flat, loud enough to prevent (comp) from watching TV without having to turn it up a lot. The music continued to be intrusive and a nuisance throughout my visit. I went back to the Community Centre - 3 fire escape doors were wide open facing the Complainant's flat. I spoke with the Centre's care taker who was sitting talking to people in the staff area. It seemed he was not doing anything to control the level of noise emanating from the Building. I spoke to the DJ who turned down the music and got the doors closed. This helped reduce the noise level considerably.

- |   |                                  |                         |
|---|----------------------------------|-------------------------|
| DN01 No visit - noise stopped           | DN04 Nuisance confirmed reported | DN10 Licensing response |
| DN02 No visit - other                   | DN05 Nuisance confirmed abated   | DN11 Planning response  |
| DN03 No visit - out of remit            | DN06 Nuisance not established    |                         |
| DN12 No visit - call cancelled          | DN09 No officer on duty          |                         |
| DN13 No time to visit                   | DN07 Noise not on now response   |                         |
| DN14 No visit - no response complainant | DN08 Proactive completed         |                         |

Action: 1<sup>st</sup> Advisory letter / EPA - WL / EPA S80 / CoPA letter / CoPA S60

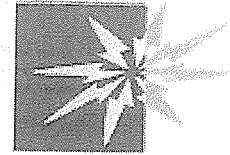
ASBAT referral / Special WL following notice / Offence / None / Other circle all that apply

I certify that the enforcement action taken is in accordance with the Council's enforcement policy

Signed: *[Signature]* Name: .....

Date: ..... 21/8/09

**Enforcement Response - Frontline Services**  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
[www.haringey.gov.uk/noise](http://www.haringey.gov.uk/noise)



Director of Urban Environment - Niall Bolger  
Assistant Director - Frontline Services - Beverley Taylor

**Haringey Council**

Chestnuts Community Centre &  
Community Arts Centre  
280 St. Ann's Road  
South Tottenham  
London  
N15 5BN

Our ref: UE/ENF WK/000126508

Date: 3rd September 2009

Contact: Enforcement Response Team  
020 8489 1000

Email: [enforcement.response@haringey.gov.uk](mailto:enforcement.response@haringey.gov.uk)

**Re: Environmental Protection Act 1990 - Section 80 - Noise Nuisance**  
**Address: Chestnut Community Project, Chestnuts Recreation Ground ,**  
**St Anns Road, Tottenham, London**  
**Type of noise: Chestnut Community Project, Chestnuts Recreation Ground**  
**St Anns Road Tottenham London N15**

The Council has a duty to investigate complaints regarding disturbance caused by excessive noise.

Investigation on 19<sup>th</sup> August 2009 at 21:05, in response to a complaint, has showed that noise coming from your premises was excessive.

The Council does not wish to restrict any private and reasonable activities. However, it does have a duty to ensure that all residents can enjoy a reasonable degree of privacy and freedom from disturbance by noise within their own homes.

The Council must serve a Noise Abatement Notice under Section 80 of the Environmental Protection Act 1990 in cases of persistent or severe noise nuisance. The effect of a Noise Abatement Notice is to prohibit noise nuisance occurring or recurring, and it is an offence not to comply with such a Notice for which the maximum penalty on conviction is £5,000 (£20,000 in respect of commercial premises). Fixed penalty notices of £100 (£400 for commercial premises) may be considered in appropriate circumstances

We hope that you will co-operate in this matter by keeping the volume of sound produced in your premises at levels that do not cause noise nuisance in the future, and that formal action by the Council does not become necessary.

Yours faithfully,

Enforcement Response Team

If you would like to comment about the service you have received, please complete our online survey <http://www.haringey.gov.uk/enforcementconsultations>

NB Please note the following conditions on your License

The four areas of the Licensing Objectives will be enforced in accordance with the variation of the license.

### **THE PREVENTION OF CRIME AND DISORDER**

The Regulated Entertainment and the Supply of Alcohol will only take place at pre-booked functions.

The Centre will keep to hand the local Police telephone number and will maintain a good working relationship with the local authorities.

### **PUBLIC SAFETY**

Fire safety equipment will be checked regularly and any requirements made by the Fire safety Officer will be complied with.

The centre will have a Health and Safety policy in place.

All clients who request use of the centre will be shown the displayed fire exits and fire hydrants.

The Duty Co-ordinator will be responsible for reporting and enforcing any issues that may occur regarding the Public's Safety.

### **THE PREVENTION OF PUBLIC NUISANCE**

Staff will call Taxis/Mini cabs for the use of customers leaving the premises when requested to do so.

The Centre will have a sound limiter control system which will enable the level of noise to be monitored. It will have an automatic switch off device should the noise level be exceeded. All staff will be made aware of the procedures regarding public nuisance, and fully co-operate with the local police and authority. Clients are also advised of policies and procedures and contracts will be put in place. A policy will also be put in place to address complaints.

Regulated entertainment will be undertaken no later than the current time until the Sound Limiter is installed and inspected.

#### Prevention of nuisance from noise/vibration:

##### Airborne:

All doors and windows will remain closed during the licensed activities. Where a door is used for patrons to enter or leave the premises the door will be fitted with a self-closing device and staff told to ensure that it is not propped open. If necessary a member of staff shall be positioned at the door to ensure it is opened for as brief a period as possible.

Entry and exit to the premises will be restricted to a particular entrance(s) whilst the premises is being used for the licensable activity (except in the case of emergencies).

If you would like to comment about the service you have received, please complete our online survey <http://www.haringey.gov.uk/enforcementconsultations>

Emergency exit doors will be fitted with an alarm that instructs staff when the doors have been opened.

The licensable activity shall conclude 30 minutes before the premises is due to close to prevent excessive noise breakout as the premises empties.

Entrance/exit from the premises whilst licensable activities are ongoing shall be via a lobbied door to minimise noise breakout.

Where necessary, adequate and suitable mechanical ventilation should be provided to public areas.

#### Structure borne

All speakers will be mounted on anti-vibration mountings to prevent vibration transmission of sound energy to adjoining properties.

#### Sound Limits

The licensee shall ensure that no music played in the licensed premises is audible at or within the site boundary of any residential property.

The level of amplified entertainments shall be controlled by means of a limiting device set at a level agreed with the Licensing Authority and unit sealed by an authorised officer.

#### Outside Areas

No music shall be played in, or for the benefit of patrons in the beer garden or other external areas of the premises.

No form of loudspeaker or sound amplification equipment is to be sited on or near the exterior premises or in or near any foyer, doorway, window or opening to the premises.

Signs shall be displayed in the external area of the building instructing patrons to recognise the residential nature of the area and conduct their behaviour accordingly—the management must reserve the right to request patrons to move inside the premises or leave if it is felt that they could be disturbing neighbours.

Any smoking area must be situated in a location whereby noise nuisance will not disturb local residents.

#### Dealing with complaints

A complaints book will be held on the premises to record details of any complaints received from neighbours. This information is to include where disclosed, the complainants name, location, date time and subsequent remedial action undertaken. This record must be made available at all times for inspection by Council Officers.

Regular state frequency liaison meetings will be held to enable neighbours to raise concerns about any aspect of the licensed activities.

#### Patrons entering/exiting premises

Signs should be displayed instructing patrons to respect the neighbours and behave in a courteous manner.

#### Prevention of nuisance from light

If you would like to comment about the service you have received, please complete our online survey <http://www.haringey.gov.uk/enforcementconsultations>

Security lights will be positioned to minimise light intrusions to nearby residential premises.

## THE PROTECTION OF CHILDREN

The Centre will display its policies in the main areas of the building. The Centre will advise all parents or adults with children that they must be accompanied at all times while using the Centre. Staff and management will be observant of the Centre users and the activities happening within the Centre.

All staff will be trained that alcohol will only be sold to persons who can produce photographic identification where there is any doubt that they are over the age of 18.

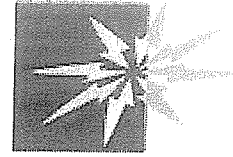
Alcohol may only be sold to individuals over the age of 18 with valid proof of identification with one of the following:

- A valid passport
- A photo driving license issued in a European Union Country
- A proof of age standard card system
- A citizen card, supported by the Home Office

Copy to

Monica White  
22 Antill Road  
Tottenham  
London  
N15 4AS

**Enforcement Response – Frontline Services**  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
[www.haringey.gov.uk](http://www.haringey.gov.uk)



Director of Urban Environment - Niall Bolger  
Assistant Director - Frontline Services – Beverley Taylor

**Haringey Council**

Ms Monica White  
Chestnut Community Project  
Chestnuts Recreation Ground  
St Anns Road  
Tottenham  
London  
N15

Our ref: UE/ENF WK/000126508  
Date: 12th August 2010  
Contact: Enforcement Response Team  
020 8489 1000  
Email: [enforcement.response@haringey.gov.uk](mailto:enforcement.response@haringey.gov.uk)

**Re: Environmental Protection Act 1990 - Section 80 (Noise Nuisance)**  
Chestnut Community Project, Chestnuts Recreation Ground, St Anns Road,  
Tottenham, London

I am writing to inform you that the Council's Noise Service has received a complaint about noise which, we are advised, came from the above premises. The noise was witnessed by a Council Officer but on this occasion it did not amount to a nuisance.

I visited the centre on the 11<sup>th</sup> August 2010 at 21:35hrs and I spoke with Monica White, and I explained that the noise from the community centre was excessive enough for a complaint to be made. I noticed that the side doors facing Cornwall Road were wide open and there were a number of people congregating around that area. This was the cause of the noise escaping the building. Ms White immediately went to the main hall where there was a event in progress and closed the doors concerned, thereby containing the noise. Ms White also said that the event was due to finish at 22:00hrs ( 10 pm)

The purpose of my letter is to thank Ms White for her assistance, and to ask that in future the side doors and any other doors remain closed whenever there is an event on that involves music or any amplification being used, as this will help to minimise any further complaints and any Council action will not be needed.

I am sure that you would not wish to intentionally disturb your neighbours but I must point out that the Council has a duty under the Environmental Protection Act to investigate complaints of noise nuisance and also to serve a formal notice (called an "Abatement Notice") on any person who creates a statutory noise nuisance requiring them to control noise levels.

Additionally under the provisions of section 82 of the above Act local residents troubled by noise nuisance may approach the Magistrates Court directly to request for a summons to be issued.

If a summons is issued and the Magistrates are satisfied that a noise nuisance has occurred then they may impose a fine.

Sound monitoring equipment may be used to establish if a noise nuisance is being caused.

If you would like to comment about the service you receive, please complete our feedback survey  
[www.haringey.gov.uk/enforcementconsultations](http://www.haringey.gov.uk/enforcementconsultations)

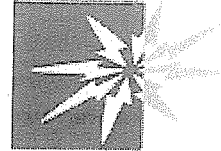
If you feel you have been wrongly identified or wish to seek assistance from an officer to resolve this matter then call us on the above telephone number or write to us at the above address.

Yours sincerely,

Enforcement Response Team



**Enforcement Response - Frontline Services**  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
[www.haringey.gov.uk](http://www.haringey.gov.uk)



Director of Urban Environment - Niall Bolger  
Assistant Director - Frontline Services - Beverley Taylor

**Haringey Council**

Ms Monica White  
Chestnut Community Project  
Chestnuts Recreation Ground  
St Anns Road  
Tottenham  
London N15

Our ref: UE/ENF WK126508  
Date: 18<sup>th</sup> October 2010  
Contact: Enforcement Response Team  
020 8489 1000  
Email: [enforcement.response@haringey.gov.uk](mailto:enforcement.response@haringey.gov.uk)

**Re: Environmental Protection Act 1990 - Section 80 (Noise Nuisance)**  
Chestnut Community Project, Chestnuts Recreation Ground,  
St Anns Road, London N15

I am writing to inform you that the Council's Noise Service has received a further complaint about noise from the above premises.

I have attached a copy of our letter date 12<sup>th</sup> August 2010 and would request confirmation of receipt

A part of the complaint is that the side doors facing Cornwall Road are left open

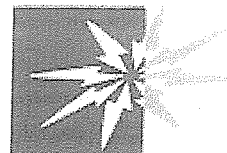
This can be a cause of noise escaping the building.

I look forward to hearing from you

Yours sincerely,

Enforcement Response Team

**Enforcement Response team**  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
[www.haringey.gov.uk/noise](http://www.haringey.gov.uk/noise)



Director of Urban Environment - Niall Bolger  
Head of Enforcement Service – Robin Payne

**Haringey Council**

Chestnut Community Project  
Chestnuts Recreation Ground  
St Anns Road  
Tottenham  
London

Our ref: UE/ENF WK/000126508  
Date: 22nd March 2011  
Contact: Enforcement Response Team  
Tel: 020 8489 1000  
Email: [enforcement.response@haringey.gov.uk](mailto:enforcement.response@haringey.gov.uk)

Re: Environmental Protection Act 1990 - Section 80 - Noise Nuisance  
Address: Chestnut Community Project, Chestnuts Recreation Ground, St  
Anns Road, Tottenham, London  
Type of noise: Loud Music and Amplified Speech

The Council has a duty to investigate complaints regarding disturbance caused by excessive noise.

Investigation, in response to a complaint, has showed that noise coming from your premises at 00:54 on 22 March 2011, was excessive.

The Council does not wish to restrict any private and reasonable activities. However, it does have a duty to ensure that all residents can enjoy a reasonable degree of privacy and freedom from disturbance by noise within their own homes.

The Council must serve a Noise Abatement Notice under Section 80 of the Environmental Protection Act 1990 in cases of persistent or severe noise which in their assessment amounts to a nuisance.

The effect of a Noise Abatement Notice is to prohibit noise nuisance occurring or recurring, and it is an offence not to comply with such a Notice for which the maximum penalty on conviction is £5,000 (£20,000 in respect of commercial premises). Fixed penalty notices of £100 (£400 for commercial premises) may be considered in appropriate circumstances

We hope that you will co-operate in this matter by keeping the volume of sound produced in your premises at levels that do not cause noise nuisance in the future, and that formal action by the Council does not become necessary.

Yours faithfully,

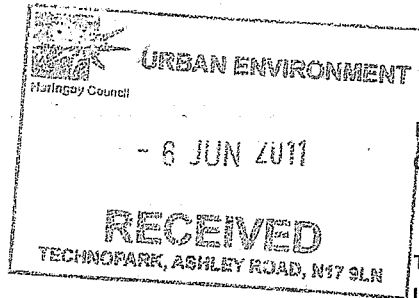
Enforcement Response Team

NS5 rev: February 2011

If you would like to comment about the service you have received, please complete our online survey. [www.haringey.gov.uk/enforcementconsultations](http://www.haringey.gov.uk/enforcementconsultations)

Chestnuts Community & Community Arts Centre  
280 St Ann's Road, Tottenham London N15 5BN., Tel/Fax: 0208 802 4649  
Email: chestnutscentre@yahoo.com  
Website: [www.chestnutscommunitycentre.org.uk](http://www.chestnutscommunitycentre.org.uk)  
Charity No. 289265 Company No. 2054577

Enforcement Response Team  
Units 271 – 272  
Lee Valley, Techno park  
  
Ashley Road  
Tottenham  
London N17 9LN



Mrs. Monica White  
Chestnuts Community Centre  
280 St Ann's Road  
  
Tottenham  
London N15 5BN

Wednesday 11<sup>th</sup> May 2011

Ref No: UE/ENF WK126508

FAO: Derek Pearce (Enforcement Response Team)

Dear Derek,

Thank you for your letter dated 18.10.10 regarding complaints about noise nuisance on the 18.03.11

I can confirm that a booking for a funeral reception did take place on said date from 2pm till 10pm of which people would arrive at about 4pm/5pm until the finishing time of 10pm.

I am sure that you are aware of the diverse cultural mix of people in Haringey and whilst we do bear in mind that there are neighbours in the distant of the park I do emphasise this to all hirers. I do know that there are times when people will congregate outside and they also have the side doors open sometimes if the weather is good or feel hot, should any of us see this we always ask them to close it.

I also speak frequently to some of the neighbours and ask their views from time to time, I am always assured that all is okay.

I do know that members of your team have visited the centre whilst functions are taking place and other staff and I have co-operated fully to what you have drawn to our attention.

There are times even in the best circumstances that some people will behave a bit raucous in their celebration i.e. by turning the volume of music up but we have always requested for them to turn it down.

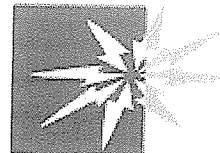
There is a noise monitor in place which if the volume from music gets too loud it will cut the system off.

I can only apologise profusely for any inconvenience caused and we will do our best to endeavour to do all we can to prevent anything that will disrupt the neighbour/s.

Yours sincerely

M. White

**Enforcement Response - Frontline Services**  
Units 271-272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
[www.haringey.gov.uk/noise](http://www.haringey.gov.uk/noise)



**Haringey Council**

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Ms Monica White  
Chestnut Community  
& Community Arts Centre  
280 St Anns Road  
London N15 5BN

Our ref: UE/ENF WK126508  
Date: 7<sup>th</sup> June 2011  
Contact: Enforcement Response Team  
Tel: 020 8489 1000  
Email: [enforcement.response@haringey.gov.uk](mailto:enforcement.response@haringey.gov.uk)

Dear Ms White

Re: Environmental Protection Act 1990 - Section 80 (Noise Nuisance)  
Chestnut Community Centre, Chestnuts Recreation Ground,  
St Anns Road, London N15

Thank you for your letter dated 11<sup>th</sup> May 2011

Please continue to monitor the situation when you have a function and ensure that there is a responsible member of staff on site throughout the event

Yours sincerely,

Derek Pearce  
Enforcement Response Team

Larangey Council – Enforcement Response		Observation Record Vangent ref:	
Date: 9/7/11 Time rec'd: 2233	Prosecution ref: WK FPN ref: WK	Complaint ref: WK 126508 (37) Notice ref: WK	
Address: Chestnuts Community Centre, St Anns Rd, N15 single family house / purpose built flat / converted flat / hostel / HMO	HfH O/Occ RSL	PSL Priv Rent Non-domestic	
Type of Noise: Music / Voices / Alarm / Dog / Banging / Ventilation / Other .....			
Complainant's Details		HfH	PSL
Name: [Redacted]		O/Occ	Priv Rent
Address: Turners Cr., 168 Cornwall Rd, N15		RSL	Non-domestic
Phone no: [Redacted]			
History Check (Complete this before visit)			
On Action List? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> WL / S 80 / S 60 / Prosecution / Caution / SWL / FPN and date			
On potentially violent (PV) List? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>			
Instructions if on PV list: .....			
Telephone Calls to Complainant:			
Time: 2250	Result of Call: Noise on...		
Time: .....	Result of Call: .....		
Time: .....	Result of Call: .....		
Time to Complainant / Area: Arrival Time: 2335			
Departure Time: .....			
Supplier Name Check .....			
Date: .....			
Source of Information: Council Tax / NNDR			
HfH OHMS RSL Other			
Other or RSL specify source:			

Observations

@ 2235 Upon arrival in the area in the street <sup>(Cornwall Rd)</sup> in front of  
 Conys block which is positioned between some of noise and  
 complainant I heard booming bass from calypso style music.

I entered Conys flat and the music could clearly be  
 heard above the volume of her TV <sup>in her living room</sup> which was set to  
 a reasonable volume level and I also witnessed the  
 music in Conys bedroom <sup>which was</sup> at a volume level which was  
 preventing Conys from sleeping - The main characteristic of the  
 music I heard was the booming bass - In my opinion the  
 volume of the music constituted a statutory nuisance.

I then entered the Chestnuts Community Centre and spoke to  
 the centre staff on duty and advised that the volume of  
 the music was too loud - I noted that from  
 the outside that no side doors or windows/skylights  
 appeared to be open - The centre staff then spoke to  
 a man responsible for the event and he immediately  
 had the volume of music reduced to an acceptable  
 level - I issued a warning letter to centre staff on duty.


@ 2353 I updated the Conys who confirmed volume level now ok.

- |   |                                  |                         |
|---|----------------------------------|-------------------------|
| DN01 No visit - noise stopped           | DN04 Nuisance confirmed reported | DN10 Licensing response |
| DN02 No visit - other                   | DN05 Nuisance confirmed abated   | DN11 Planning response  |
| DN03 No visit - out of remit            | DN06 Nuisance not established    |                         |
| DN12 No visit - call cancelled          | DN09 No officer on duty          |                         |
| DN13 No time to visit                   | DN07 Noise not on now response   |                         |
| DN14 No visit - no response complainant | DN08 Proactive completed         |                         |

Action: 1<sup>st</sup> Advisory letter / EPA - WL <sup>LMV</sup> / EPA S80 notice / CoPA letter / CoPA S60 notice

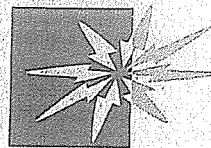
ASBAT referral / Special WL following notice / Offence / FPN / Other circle all that apply

I certify that the enforcement action taken is in accordance with the Council's enforcement policy

Signed:  Name: George Roberts Date: 10/7/11

Enforcement Response - Frontline Services  
Units 271-272, Lee Valley Technopark, Ashley Road, Tottenham, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
www.haringey.gov.uk/noise  
enforcement.response@haringey.gov.uk

Director of Urban Environment - Niall Bolger  
Assistant Director - Frontline Services - Beverley Taylor



Haringey Council

To request a large print or translated copy call 020 8489 1000

Date: 9/7/11

Environmental Protection Act 1990: Noise Nuisance

Address: Chestnuts Community Centre, St Anns Rd, N15

**You have received this letter because a Haringey Council Noise Enforcement officer has witnessed excessive noise from your premises.**

The Council has a duty to investigate complaints regarding disturbance caused by noise.

An investigation, in response to a complaint, carried out on ...9/3/11... at ..2.35.. hours confirmed that noise coming from your premises was excessive.

The Council does not wish to restrict private and reasonable activities. However, it does have a duty to ensure that all residents can enjoy a reasonable degree of privacy and freedom from disturbance by noise within their own homes.

The Council must serve a Noise Abatement Notice under Section 80 of the Environmental Protection Act 1990 in cases of persistent or severe noise nuisance. The effect of an Abatement Notice is to prohibit noise nuisance occurring or recurring. It is an offence not to comply with such a Notice for which the maximum penalty on conviction is £5,000 (£20,000 in respect of commercial premises). The Council have also now introduced Fixed Penalty Notices as a means of discharging liability to prosecution for an offence against an abatement notice. Fixed penalty notices of £100 (£400 for commercial premises) may be considered in appropriate circumstances. The Council are unlikely to offer this option for repeat offences.

We hope that you will co-operate in this matter by keeping the volume of sound produced in your premises at levels that do not cause noise nuisance and that formal action by the Council does not become necessary.

Enforcement Response Team

If you would like to comment about the service you have received, please complete our online survey  
<http://www.haringey.gov.uk/enforcementconsultations>

Haringey Council – Enforcement Response		Observation Record	
Date: <i>31/7/11</i>		Vangent ref:	
Time rec'd: <i>2219</i>	Prosecution ref: WK FPN ref: WK	Complaint ref: WK <i>126508/42</i> Notice ref: WK	
Noise from	<i>Chertwell Centre</i> Address: <i>St Ann's Rd</i> single family house / purpose built flat / converted flat / hostel / HMO	HfH O/Occ RSL	PSL Priv Rent Non-domestic
Type of Noise: <u>Music</u> / Voices / Alarm / Dog / Banging / Ventilation / Other .....			
Complainant's Details			
Name: <i>[Redacted]</i>		HfH O/Occ RSL	
Address: <i>Thomas Ct, 168 Cornwall Rd N15</i>		PSL Priv Rent Non-domestic	
Tel no: <i>[Redacted]</i>			
History Check (Complete this before visit)			
i) On Action List? Yes No <u>WL</u> <i>S 80 / S 60</i> / Prosecution / Caution / SWL / FPN and date <i>9/7/11</i>			
ii) On potentially violent (PV) List? Yes <u>No</u>			
Instructions if on PV list: .....			
Telephone Calls to Complainant:			
Time: <i>22.50</i> .....		Result of Call: <i>OK</i> .....	
Time: .....		Result of Call: .....	
Time: .....		Result of Call: .....	
Visit to Complainant / Area: Arrival Time: <i>22.50</i> ..... Departure Time: .....			
Occupier Name Check ..... Date: .....			
Source of Information: Council Tax / NNDR      HfH      OHMS      RSL      Other			
If other or RSL specify source: .....			



Observations

Worked camp @ 22:30, also started level 250  
initially excessive, but soon time heard  
Homed her 1st attempt

standard location, level 240, readable, but time  
is very long. No side door open  
2:15 to 2:30 minutes, also got time level door  
side door closed

NS  
Lys

Notice

15 - Monica White

22 Antel Rd

NIS 4AS

- No visit - noise stopped
- No visit - other
- No visit - out of remit
- No visit - call cancelled
- No time to visit
- No visit - no response complainant
- DN04 Nuisance confirmed reported
- DN05 Nuisance confirmed abated
- DN06 Nuisance not established
- DN09 No officer on duty
- DN07 Noise not on now response
- DN08 Proactive completed
- DN10 Licensing response
- DN11 Planning response

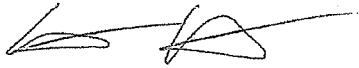
1<sup>st</sup> Advisory letter / EPA - WL / EPA S80 notice / CoPA letter / CoPA S60 notice

referral / Special WL following notice / Offence / FPN / Other circle all that apply

that the enforcement action taken is in accordance with the Council's enforcement policy

Name: Chloe Date: 3/7/11

GR1 a/s/11



Haringey Council

EPA90.Sec.80 LMV rev: July 2011

## Environmental Protection Act 1990 - part III

### Statutory nuisance - Abatement notice

To: Monica White

at: Chestnut Community Project, Chestnuts Recreation Ground, St Anns Road, Tottenham, London

The Person Responsible for a statutory nuisance at the premises in the Borough of Haringey known as Chestnut Community Project, Chestnuts Recreation Ground, St Anns Road, Tottenham, London

**TAKE NOTICE** that the Council of the Borough of Haringey are satisfied that a statutory nuisance as defined by the Environmental Protection Act 1990 is likely to occur at the above-mentioned premises as a result of:

**Noise arising from music and voices**

**THE COUNCIL DO HEREBY PROHIBIT FORTHWITH** an occurrence of the nuisance and for that purpose requires you to:

Exercise proper control of the volume of sound generated at the premises arising from any musical instrument, voices, amplifier or sound reproduction equipment so as to ensure that the total volume of sound emitted is not likely to cause a nuisance to persons residing in the vicinity.

**AND YOU ARE GIVEN FURTHER NOTICE THAT** you may within 21 days from the date of service of this Notice upon you, appeal to the Magistrates' Court on any of the grounds contained in the Statutory Nuisance [Appeals] Regulations 1995. [See notes attached].

**AND FURTHER TAKE NOTICE** that in the opinion of the Local Authority the noise is likely to be of a limited duration such that a suspension of the Notice would render it of no practical effect **AND THEREFORE** this Notice shall have effect notwithstanding any Appeal to a Magistrates' Court which has not been decided by the Court. The maximum penalty for failure to comply with this Notice is £5,000 (£20,000 in the case of industrial, trade or business premises) plus a further £500 for each day on which the offence continues after conviction.

Dated: 8th August 2011

Our Ref: UE/ENF WK/000197477

Address (to which any communication regarding this Notice may be sent):-



.....  
for Robin Payne, being the Officer appointed for this purpose

The Assistant Director,  
Urban Environment  
Frontline Services - Enforcement  
Enforcement Response  
Unit 271 Lee Valley Technopark  
Ashley Road London N17 9LN

Telephone: 020 8489 1000

This matter is being dealt with by:  
Enforcement Response Team

Haringey Council - Enforcement Response team

Observation Record  
Vangent ref:

Date: 11/9/11

Prosecution ref: WK 20057

Complaint ref: WK 126508/61

Time rec'd: 02:18

FPN ref: WK

Notice ref: WK

Noise from

Chestnut Community centre

Address: St Anns Rd, N15

single family house / purpose built flat / converted flat / hostel / HMO

HfH PSL  
O/Occ Priv Rent  
RSL Non-domestic

Type of Noise: Music / Voices / Alarm / Dog / Banging / Ventilation / Other

Complainant's Details

Name: [Redacted]

HfH PSL  
O/Occ Priv Rent  
RSL Non-domestic

Address: Turner Court, Cornwall Rd, N15

Tel no: [Redacted]

History Check (Complete this before visit)

i) On Action List? Yes No WL S 80 / S 60 / Prosecution / Caution / SWL / FPN and date

ii) On potentially violent (PV) List? Yes No

Instructions if on PV list:

Telephone Calls to Complainant: Time: 02:30 Result of Call: Phoned comp. NI  
Time: Result of Call:  
Time: Result of Call:

Visit to Complainant / Area: Arrival Time: 02:53 Departure Time: 03:05

Occupier Name Check Date:

Source of Information: Council Tax / NNDR HfH OHMS RSL Other

If other or RSL specify source:

Observations

Visited area of Turner Court. Noise was barely audible from outside and SNV was audible. I could not hear lyrics at all, just the faint bass line.

The premises was supposed to cease the operation of regulated entertainment at 01:30 and premises to close by 02:00.

That condition of the premises licence was breached. During my visit earlier the managers of the centre advised that they would close at 02:00.

At 02:53 the premises was still open for business and regulated entertainment was being operated.

A private African Party was taking place and several guests were in attendance.

Advised Managers of centre to cease the playing of music and close premises forthwith which he agreed. When we left the centre at 03:05 almost all the patrons had departed and music was near silent.

Formal caution to be administered under the for breaches of premises licence conditions.

- DN01 No visit - noise stopped
- DN02 No visit - other
- DN03 No visit - out of remit
- DN12 No visit - call cancelled
- DN13 No time to visit
- DN14 No visit - no response complainant
- DN04 Nuisance confirmed reported
- DN05 Nuisance confirmed abated
- DN06 Nuisance not established
- DN09 No officer on duty
- DN07 Noise not on now response
- DN08 Proactive completed
- DN10 Licensing response
- DN11 Planning response

Action: 1st Advisory letter / EPA - WL / EPA S80 notice / CoPA letter / CoPA S60 notice ASBAT referral / Special WL following notice / Offence / FPN / Other Breach of Premises Licence Formal Caution

I certify that the enforcement action taken is in accordance with the Council's enforcement policy

Signed: [Signature] Name: L. TAMBA Date: 11/9/11



Chestnuts Community & Community Arts Centre  
280 St. Ann's Road, Tottenham, London N15 5BN

Tel:- 020 8802 4649

Fax:- 020 8800 3939

Email:- chestnutscentre@yahoo.co.uk

Website:- [www.chestnutscommunitycentre.org.uk](http://www.chestnutscommunitycentre.org.uk)

Charity No. 299265 Company No. 2054577

Dear Ms Barrett-Williams,

**Re: Meeting dated 12<sup>th</sup> August 2011 concerning proposed remedial measures to reduce the noise disturbance at Chestnut Community Centre**

Firstly I would like to thank you for working with the centre to find a solution to going concerns and complaints from our neighbours of The Laurels estate. Following our recent meeting the centre will be taking the following steps to help reduce and contain the noise levels from the centre while event are taking place.

The centre has now instructed a company to install a video door entry system, this will ensure that we will be able to meet and greet any officers for the environment department visiting the centre.

We will be purchasing an SL2000 USB Sound Level Data Logger to help record and monitor the sound levels when events are taking place. Can you please advise us on the current noise regulations and the acceptable decibel levels to ensure we are not in breach of these regulations?

In addition to this we have **NOW** installed a noise limiter and will be using this for future events, once we are aware of the acceptable noise levels used between 10.00pm and 7.00am.

We will ensure that all fire exit doors will remain closed during events and we will ensure that the hirer of the event is fully aware of their responsibility as stipulated in our terms and conditions of their contract. *(A copy of which is enclosed for your perusal)*

There is a designated smoking area at the rear of the centre and all guest of the centre are requested to use it, and signs are fully visible around the centre. We will endeavour to make reference to this with prospective clients.

The centre will invite local residents to some of our meetings and would appreciate their attendance to help build relations with our neighbours.

I hope that these measures taken will help to redress the continued concerns of our valued neighbours.

Thanking you in advance for your time and efforts in this matter.

Yours sincerely

Monica White  
For and behalf of Chestnuts Centre

Name of Hirer.....Date of Function.....

# Contract & Rules for the Hire of Chestnut Community & Community Arts Centre

## Rules & Regulations

This Form should be read, fully completed and returned to Chestnuts Centre as confirmation that patrons have understood the necessary conditions and terms of hiring Chestnuts Community & Community Arts centre. It is important for everyone's enjoyment that these rules are carried out.

### Refundable Deposits & Hire Charge

- ✓ The refundable deposit of £200 for the main hall and £150 for the small is held against damages, over running the booking by more than half an hour or for leaving the premises in an unclean condition. The deposit should be paid as soon as possible to secure your booking.
- ✓ **Please Note:** If you wish to cancel your booking please ring Chestnuts Community Centre on 0208 802 4649. If the booking is cancelled 14 days after the booking a 75% amount of your deposit will be forfeited.

### Cleaning Regulation

- ✓ Please make sure you leave enough time for clearing up before the time limit of your booking. You are required to adhere to the times you have booked and leave the premises on time.
- ✓ All rooms used (main hall & or small hall and kitchen) should be swept or vacuumed and mopped and cleared of all rubbish and refuse put into black bags and deposited through the rear of the kitchen.
- ✓ Hirers are required to leave the Centre in the same condition of cleanliness and order in which you find it. Failure to comply with these rules will result in a 75% forfeit of your deposit.
- ✓ All halls will be checked and upon receipt of a satisfactory report from the Building Co-ordinator and the hirers comply fully with the rules stipulated, the deposit will be refunded to the hirer once the above have been complied with, within 7 days of the function.

### Music: Noise Pollution/Nuisance

- ✓ Please be aware that Haringey Council operates a noise nuisance fine. Your music should operate at a level that may not cause any inconvenience to the neighbours in any way.
- ✓ **Please Note:** That the neighbours have the right to complain to the Environmental Health Officer.
- ✓ Any member of staff has the right to enforce one verbal warning to the hirer. If the warning can not be adhered to your function will be stopped immediately. No refund will be given.
- ✓ No bookings are allowed to extend beyond 01.30am and the music will have to be turned off 45 minutes before the function is due to finish in order complying with Regulations. This condition is not negotiable with the Building Co-ordinator.
- ✓ However should you require an extension of time. This has to be done via applying to Haringey Council Licensing Team.
- ✓ **Please Note:** That Chestnuts Community Centre is only allowed 15 extensions per year. Please speak to a member of staff to obtain the phone number for Haringey Council Licensing Team.

### Security/Health & Safety

- ✓ The hirer of Chestnuts Community Centre will be responsible for their guests and their personal security.
- ✓ Due to Health & Safety Regulations, the Fire Doors must be shut at all times. Should the fire doors be opened, Chestnuts Community Centre is not responsible or able to monitor who enters the building via the side entrances etc. Fire doors are only to be opened in emergencies and everyone should assemble at the front of the building once they are outside. No parking is allowed on the premises – ONLY loading and unloading.

### Drugs/Smoking

**Please Note:** That the use of any drugs is strictly prohibited in or around the centre. Should we have any reason to suspect or find hirers or their guests using drugs or smoking on the premises your function will be stopped immediately and your deposit will be forfeited. This is a serious offence that will lead to the police being called followed by prosecution. No refund or hire charges will be given.

Please also be advised that we now also operate a NON-SMOKING policy within the building. Should hirers and their guests wish to smoke we now have a designated smoking area which is located just outside by the small hall.

1. Name of Hirer: (Mr/Mrs/Ms/Miss) .....  
(This person must be present throughout the booking period)
2. Name of Hirer/ Group/Organisation, if applicable .....  
(Please enclose a statement of your aims/objectives)
3. Address of Hirer/Group/Organisation .....  
.....
4. Date of Function ..... Telephone No .....

5. Duration Of Function: FROM .....AM/PM.....AM/PM  
 (Chestnuts Community Centre is not available for hire after midnight)
6. Chestnuts Community Centre reserves the right to cancel this booking at any time provided that at least 14 days notice is given to the Hirer in writing at his/her last known address listed 3 above and /or by telephone if a telephone number has been disclosed. In such circumstances and without prejudice, every effort will be made to assist the hirer to obtain an alternative venue.
7. Which room(s) will you be using? (Main Hall, Small Hall, Gym, Resource Room, Kitchen). The kitchen may be used under supervision for serving and heating up food – **NOT FOR COOKING.**
8. Type of Function: (e.g. Wedding, Party, Meeting, Social, Jumble Sale etc) .....
9. Number of persons expected to attend .....
10. Will there be children present?..... If so, what age range/s?.....
11. Will you be serving alcoholic drinks i.e. serving it to your guests?.....
12. Will there be music? YES / NO Live Music/ Records ? .....
13. Will you be bringing any special equipment with you? .....
- If so give details.....
- (Please Note: Heavy equipment must be carried to avoid damage to the floor).

**Public Functions/Fund Raising Events**

14. Will it be a private or public function?.....
15. Will you be selling alcoholic drinks?.....
16. Will it be a Fund Raising Event? YES / NO
17. If a public and/or a fund raising event, will there be an admission charge? YES / NO
- If yes, how much will be charged? .....

**Declaration & Undertaking**

I hereby declare that the use of Chestnuts Community & Community Arts Centre has been made with my approval and that the proceeds of the above function will be paid into funds of the organisation of which I am a responsible officer. I approve this intention and I am willing, if required, to disclose any such proceeds that have been paid into this organisation. To be signed by a responsible officer of the Charity/Non-Profit making organisation or community group holding the function).

Name..... Position.....  
 Signature..... Date.....

**All Hire Applicants**

I agree to pay the balance of the hire charge 7 days before the date booked and abide and comply in every respect with all the conditions of hire. I am over 18 years of age.

Name.....  
 Signature.....  
 Name of Hirer On Behalf of Chestnuts Community Centre  
 Date.....



## Ethnic monitoring and feedback form

Chestnuts community & Community Arts Centre are committed to ensuring the availability of its resources to all people. The answers to the following questions will help us in monitoring our Equal Opportunities policy. Please detach this page and hand back after function or when receiving refund of deposit. Thanks.

Name of Hirer.....Date of Function.....

1. Please state your ethnic origin and cultural background or if you are applying on behalf of an organisation or community group/ please state the ethnic composition of your group.

.....  
.....

2. How did you find out about Chestnut Community Centre?

- a) Word of mouth
- b) Family/Friends
- c) Newspaper
- d) Other

3. Was the centre easily accessible?

- a) Yes
- b) No

4. Do you find the centre to your satisfaction?

- a) Yes
- b) No

If not what improvements do you think could be made?

.....  
.....  
.....

5. Did you make a telephone or face to face booking?

- a) Telephone
- b) face to face
- c) Both

6. How did you find the customer service from staff members?

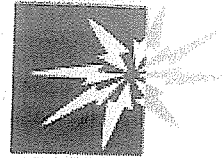
- a) Excellent
- b) Good
- c) Satisfactory
- d) Unsatisfactory

7. Will you use the centre again in the future?

- a) Yes
- b) No



Enforcement Response - Frontline Services  
Units 271 - 272, Lee Valley Technopark, Ashley Road, London N17 9LN  
Tel: 020 8489 1000 Fax: 020 8489 5133  
www.haringey.gov.uk/noise



Head of Enforcement Service - Robin Payne

Haringey Council

Ms Monica White  
Trustee  
Chestnuts Community and  
Community Arts Centre  
280 St Anns Road  
London N15

Our ref: WK200057

Date: 16<sup>th</sup> September 2011

Contact: Enforcement Response team

Tel: 020 8489 1000

Email: enforcement.response@haringey.gov.uk

Dear Ms White

Re: Licensing Act 2003  
Chestnuts Community Centre, 280 St Anns Road, London N15  
Premises Licence Number: LN000005158

I refer to the Licence referenced above for which you hold the Premises Licence and also to your letter received at our office on 8<sup>th</sup> September 2011 addressed to Ms Barrett-Williams. This Licence places requirements and responsibilities upon you as Premises Licence holder

The following are abstracts from the Licence stating the times permitted for the activities described.

Live Music, Recorded Music, Performances of Dance, Anything of a similar description to that of live or recorded music or performances of dance, Provision of Facilities for Making Dancing, Entertainment of a similar description to that of making music or dancing

Monday to Sunday 1200 to 0130

There are also conditions on the Licence which include

Sound Limits

The licensee shall ensure that no music played in the licensed premises is audible at or within the site boundary of any residential property.

It appears that you have, contravened the terms of the Licence and offence(s) committed under section 136.1

This has been determined by visits that our Enforcement Response duty officer made and their observations in the early hours of 12<sup>th</sup> September 2011.

The officer reports that licensable activity was occurring after 1-30am and that noise from music played at the premises was audible within a complainant's home being a residential property.

The Council may now be instituting legal proceedings against you in regard to these matters

I am therefore requesting that you advise us of any matter which you wish to bring to our attention in regard to the events on 11<sup>th</sup> / 12<sup>th</sup> September.

I am going to ask you questions about this event

- 1) Please provide details of the event which took place on the evening of 11<sup>th</sup> / 12<sup>th</sup> September. Who made the booking and what was the event?
- 2) Were you personally present at Chestnut Community Centre on the evening of 11<sup>th</sup> / 12<sup>th</sup> September
- 3) Who was in charge of the Centre on the evening of 11<sup>th</sup> / 12<sup>th</sup> September and what is their position in the organisation
- 4) What action was taken to ensure that the event on the evening of 11<sup>th</sup> / 12<sup>th</sup> September was carried out in accordance with the terms of the Licence and the letting agreement
- 5) Please provide a copy of the letting agreement for the event on the evening of 11<sup>th</sup> / 12<sup>th</sup> September

You do not have to say or write anything but it may harm your defence if you do not mention, when questioned, something which you later rely on in court. Anything you do say or write may be given in evidence.

I would further advise you that in regard to your letter received at our office on 8<sup>th</sup> September 2011 I have the following comments

- 1) Please notify us when the video door entry system as described by you has been installed
- 2) I note that you are purchasing a SL2000 data logger. You have asked in regard to the acceptable decibel level. We cannot advise you in this regard. You must meet the condition that no music played in the licensed premises is audible at or within the site boundary of any residential property. In addition you must not cause noise nuisance to any resident in the area in order to comply with the noise abatement notice. It is for you (in association with an acoustic consultant as you may deem appropriate) to set levels which comply in this regard.
- 3) In regard to the noise limiter, as per the above, you must determine appropriate levels in association with the requirements stated.
- 4) It is a condition of your licence that Emergency exit doors will be fitted with an alarm that instructs staff when the doors have been opened. You may in addition consider it appropriate to install proprietary (often glass) bolts which prevent casual opening of the doors except in an emergency
- 5) Your closing paragraphs are noted

Please note our application for a Review of the Licence having regard to the recent events at the Centre – see document attached.

Yours sincerely



Derek Pearce  
Enforcement Response Team Leader

Copies to other trustees

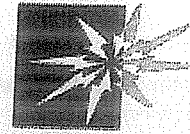
Miss Georgina Osbourne, Trustee  
Chestnuts Community and Community Arts Centre  
280, St Anns Road,  
London N15

Mrs Hazel Walcott, Trustee  
Chestnuts Community and Community Arts Centre  
280, St Anns Road,  
London N15

Mr Lloyd Carter, Trustee  
Chestnuts Community and Community Arts Centre  
280, St Anns Road,  
London N15

Mrs Ophelia Carter, Trustee  
Chestnuts Community and Community Arts Centre  
280, St Anns Road,  
London N15

Ms Lorna Harwood, Trustee  
Chestnuts Community and Community Arts Centre  
280, St Anns Road,  
London N15



Haringey Council

## Review of Premises Licence or Club Premises Certificate

Please confirm the details you have entered

Please check the information below. If you want to make any amendments, please use the 'Previous Page' button and make your changes. If you are happy with it, press 'Submit Request' to send this form to us.

### Part 1 - Premises details

<b>Premises address</b>	Chestnuts Community & Community Arts Centre 280 St Anns Road Tottenham London N15 5BN
<b>Telephone number at premises</b>	020 8802 4649 <i>if any</i>
<b>Name of premises licence holder or club holding club premises certificate</b>	Monica White <i>if known</i>
<b>Number of premises or club premises certificate</b>	LN000005158 <i>if known</i>

### Part 2 - Applicant details

Please state whether you are applying for a premises licence as

2) a responsible authority

### (C) Details of Responsible Authority applicant

<b>Name</b>	Derek Pearce
<b>Address</b>	Lee Valley Technopark Unit 271 Ashley Road Tottenham London N17 9LN
<b>Contact details</b>	Tel: 020 8489 5264 Tel:

Fax:  
Email: derek.pearce@haringey.gov.uk

**P - Licensing Objectives**

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

- 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

Under the heading of the prevention of public nuisance we request a review of the licence following incidents of noise nuisance and breach of Licence condition

If there is not enough space here, you can upload an additional document on the 'supporting documents' page

*The ground(s) for review must be based on one of the licensing objectives*

Please provide as much information as possible to support the application

*Please list any additional information or details, for example dates of problems which are included in the grounds for review, if available.*

If there is not enough space here, you can upload an additional document on the 'supporting documents' page

**Previous reviews**

Have you made an application for review relating to these premises before? No

**Equal opportunities information**

What is your ethnic group?  
(Please select one option from the drop-down list)

If 'other', please specify

Do you consider that you have a disability?

Your gender

I understand that I must print the application form and send my signed printout to the





Licensing Team, to validate  
this application. \*

*[Handwritten signature]*

15/9/11

← Previous Page

