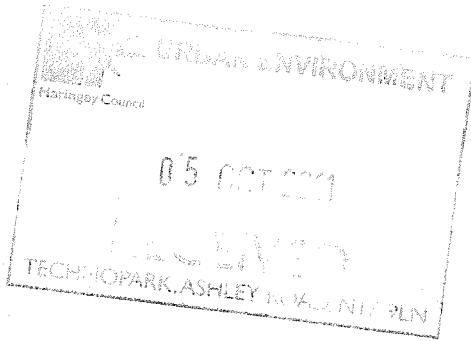


APPENDIX 2—REPRESENTATIONS
OF INTERESTED PARTIES IN
SUPPORT OF THE REVIEW
APPLICATION



LICENSING ACT 2003 - REPRESENTATION FORM

To make a representation in respect of an application for a Premises Licence or Club Premises Certificate please complete the following form. For representations to be considered relevant they must relate to one or more of the four "Licensing Objectives" (listed below).

Please note all representations will be made available for applicants to view. If you make a representation objecting to the application it is likely that you will be called upon to attend a hearing and present your objection before a Licensing Committee.

Personal Details
Name <u>C. MACARTHUR</u>
Address <u>13 TURNERS COURT</u> <u>158 CORNWALL ROAD</u> <u>LONDON</u>
Postcode <u>N15 5AH</u>

Licence application you wish to make a representation on
<i>You do not need to answer all of the questions in this section, but please give as much information as you can:</i>
Application Number.....
Name of Licensee.....
Name of Premises (if applicable) <u>Chestnuts Community Centre</u>
Premises Address (where the Licence will take effect)..... <u>280 St Anns Road</u> <u>Tottenham</u>
Postcode <u>N15 5BN</u>

Reason/s for representation
<i>Under the Licensing Act 2003, for a representation to be relevant it must be one that is about the likely effect of the application on the promotion of the four licensing objectives. Any representations that are considered to be vexatious or frivolous will not be considered (please see Haringey Council's leaflet Variations, Representations and Appeals for Premises Licences and Club Premises Certificates).</i>

<p>Fill in reason/s for your representation in the space provided under each Licensing Objective it relates to.</p>
<p>The Prevention of Crime and Disorder</p>
<p>Public Safety</p>
<p>The Prevention of Public Nuisance</p> <p>Persistent + excessive noise which carries on late into the night. Then there is the additional noise of people leaving the centre. In summer the doors/windows are left open owing to the noise.</p>
<p>The Protection of Children from Harm</p>

I, C. MACARTHUR....., hereby declare that all information I have submitted is true and correct.

Signed: C. MacArthur

Date: 23.9.11.

Please send completed form to:

The Licensing Team
 Enforcement
 Urban Environment
 Units 271-272
 Lee valley Technopark
 Ashley Road
 London
 N17 9LN

Olson Kendra

From: Barrett Daliah
Sent: 07 October 2011 06:43
To: Olson Kendra
Subject: FW: chestnuts

Sent from my Windows Mobile® phone.

From: Cllr Brabazon Zena <Zena.Brabazon@haringey.gov.uk>
Sent: 06 October 2011 13:23
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Subject: FW: chestnuts

Dear Ms Barrett

Please accept this email as a representation to the Licensing Committee review of the Chestnuts Community Centre License.

I am a councillor for St. Ann's ward which includes the Chestnuts Community Centre. I have been working with residents and been liaising with licensing and the noise team for several months now in an effort to solve the problems without recourse to a formal review of the license. The residents who have been contacting me repeatedly live in Turners Court on Cornwall Road. Their homes are directly opposite the centre, and their balconies overlook Chestnuts Park. They are in the immediate vicinity of the centre and therefore most exposed to the noise.

In March 2011 I received an email describing the problems:

On Monday 21st March the music from the centre was particularly loud & went on until 3am (plus regular use of microphone for 'singing' over the top of the music). I spoke to the Haringey noise team twice myself & they told me that others of my neighbours had also called. They attended the community centre three times that evening & on each occasion the people holding the party turned the sound down only to turn it back up again each time the noise team left.

I had advised residents from Turners Court that the best way forward was to see if this problem could be solved without recourse to a formal review. They agreed with this approach, and have told me consistently that all they want is for the centre to comply with the conditions of their license and to respect them as neighbours. Given the centre's disregard for their neighbours' quality of life over the last few months, and since the meeting held to resolve problems, they may not feel quite so positive.

In May 2011 I received this email from Katy Jones:

Dear Cllr Brabazon

I was wondering if I could call on your assistance in trying to get some kind of resolution from the council regarding the ongoing noise problems from Chestnuts Community Centre? Despite me and my neighbours calling out noise patrol several times over the last couple of months due to loud music going on to the early hours, a recent complaint I submitted to the council was not upheld as they do not feel there is enough evidence.

I do not object to the community centre holding events, but there is clearly a lack of recognition of the lack of soundproofing at the centre, which is exacerbated by their insistence at opening all the fire doors in warm weather. As a result I am having to rely on earplugs to sleep, as phone calls requesting that the noise be lowered or the doors closed are met with rudeness or a denial of any noise. I am dreading the onset of summer as I know it will be worse.

Are you able to offer any advice or try and mediate with the centre?

11/10/2011

Regards

Kate Jones

Regrettably this conciliatory approach has proved impossible and efforts to solve the problem through mediation failed. I first requested a meeting with the Centre in an effort to reach a collective resolution to the noise problems in May 2011 following Ms Jones email. Due to ill health in the licensing team, this was finally arranged for August 12 2011. This meeting was attended by Ms Whyte who is the licensee, and two other representatives from the centre, Mr Pearce from the Noise Team, Ms Barrett and me. I represented local residents who signed a note authorising me to speak on their behalf. My email to residents, based on my notes taken at the meeting, is below.

On 24 August 2011 12:45, Cllr Brabazon Zena <Zena.Brabazon@haringey.gov.uk> wrote:

Dear All

Sorry for not getting back to you sooner about the Chestnuts Community Centre. I went to the meeting on Friday August 12 with Licensing officers and representatives from the centre. I had your signed authorisation with me which was very helpful as I could say quite categorically I was representing you.

I think we made it clear that the centre had to comply with its license as they were causing disturbance to local residents.

Licensing have served a noise abatement notice (effective August 9) and it was made quite clear that this is their responsibility to implement. They have been told that they cannot open the fire doors, and that they - as licensees- are responsible for the management of events and the conduct of people both inside and outside the building. This includes ensuring hirers know what is and is not permissible.

They have been advised very strongly to install a noise limiter and were reminded there are already conditions in their license regarding noise, smoking and disturbance of neighbours.

I said we wanted to have an amicable relationship with the centre and suggested a good neighbour agreement. They accepted this and said they would comply. They should be getting back to Haringey within 2 weeks (i.e. by Friday) to report on progress especially in relation to the noise limiter and the fire doors.

It was made clear that the next step would be to request a review of the license.

Has everything been quiet - let me know as we have now begun to have a dialogue with them. Will you inform your neighbours on progress?

All the best

Zena

Unfortunately this approach to set out the problems and seek a dialogue has not worked.

On **August 25** the centre held an event where the fire doors were open. The email from one of the residents sent to me about this event says:

I note with interest their commitment to be good neighbours. I've been keeping a noise log as you suggested and unfortunately last Sunday from 3pm until late evening they had an event with loud music, the fire doors open and loads of people outside. I did notice that they have put signs on the fire doors asking people not to open them, although I only saw them as the doors were wide open!

On **August 31** I received the email below from David Davies, a local resident who was walking his dog;

Dear Zena,

I was in the park last night (Tuesday, 30th August) walking the dog at around ten o'clock. There was some sort of party going on in the community centre. The noise of recorded music coming from the centre was

very, very, loud and could be heard from one side of the park to the other.
How can people who live in the vicinity of the community centre possibly put up with that level of noise?

Best wishes, David.

I followed this up, and on **August 31** received the email below from Katy Jones who lives in Turners Court:

Hi

There was indeed loud music last night - and the fire doors were wide open again. I'm not sure what time it went on until as I was so annoyed I put ear plugs in when I went to bed - ridiculous that I have to do so.

Zena - as suggested I have been keeping a noise log (attached).

A	B	C	
1	Chestnuts		
2			
3	date	time	issue
4			
5			
6			
7			
8	13/8/11	10pm	booming bass music, windows vibrating.
9			
10	21-Aug	3pm-11pm	loud music - doors wide open
11			
12	22-Aug	8pm	loud bass music
13	27-Aug	3pm	loud live music, fire doors open
14			
15	30-Aug	7pm	loud music fire doors open

regards

Kate

I subsequently contacted Licensing as the centre had indicated it would try and comply. I asked for a Fire Officer to visit the centre since the fire doors were being routinely opened despite being told that this was absolutely prohibited.

There were subsequent problems on **September 4, 5 and 11**.

The email from Anne-Marie Adair sent at **00:40** on **September 11** says:

Just to let you know I've just had the noise team round to my flat as the bass from the party at the community centre this evening is unreasonably loud. They came in, listened & said they're going to go over & talk to them.

Anne-Marie

But that was just the beginning of the events on September 11.

*On Sun, 11/9/11 at 2.26am Ali <aliage@gmail.com> wrote:
a loud, late night nightclub right in the middle of a residential area. Absolutely unbelievable*

The email below from Katy Jones was sent at **2.55am**

According to Anne-Marie Adair who lives at Turners Court
Morning all!

I've just called noise enforcement as well - this is unbelievable - they don't have a temporary event notice, it is now nearly 3am and they're still going strong.

The test for me as a local councillor is that people should be able to enjoy their own homes, be able to sleep, open their windows, and not have their lives disrupted. This is what we expect for ourselves and as a councillor I expect no less for people in my ward.

According to Anne-Marie Adair who lives at Turners Court there has been '*an ongoing problem for the whole of the 6 years I and my neighbours have lived in Turners Court.*'

Residents have submitted complaints to the Council and it was confirmed to me by the Noise Team in May 2011 that there have been 20 complaints in the last year alone.

Despite warnings, visits from the noise team and an informal meeting called with the aim of reaching some resolution, the centre has simply failed to comply with the conditions under which it was granted a license. From evidence provided by residents and the formal complaints recorded by the noise team the centre is clearly breaching one of the licensing objectives. Rather than preventing public nuisance it is contributing to it.

Alongside the noise problems, there have been problems with parking as witnessed on September 7 by me and Councillor Canver when numerous cars were parked everywhere around the centre on park land. This was not the first time, as I saw something similar as I drove by around 11 pm one Friday night. Residents have also told me that when they have called the centre to ask them to turn noise down they have been treated rudely and ignored and on occasion **the noise has been turned up.**

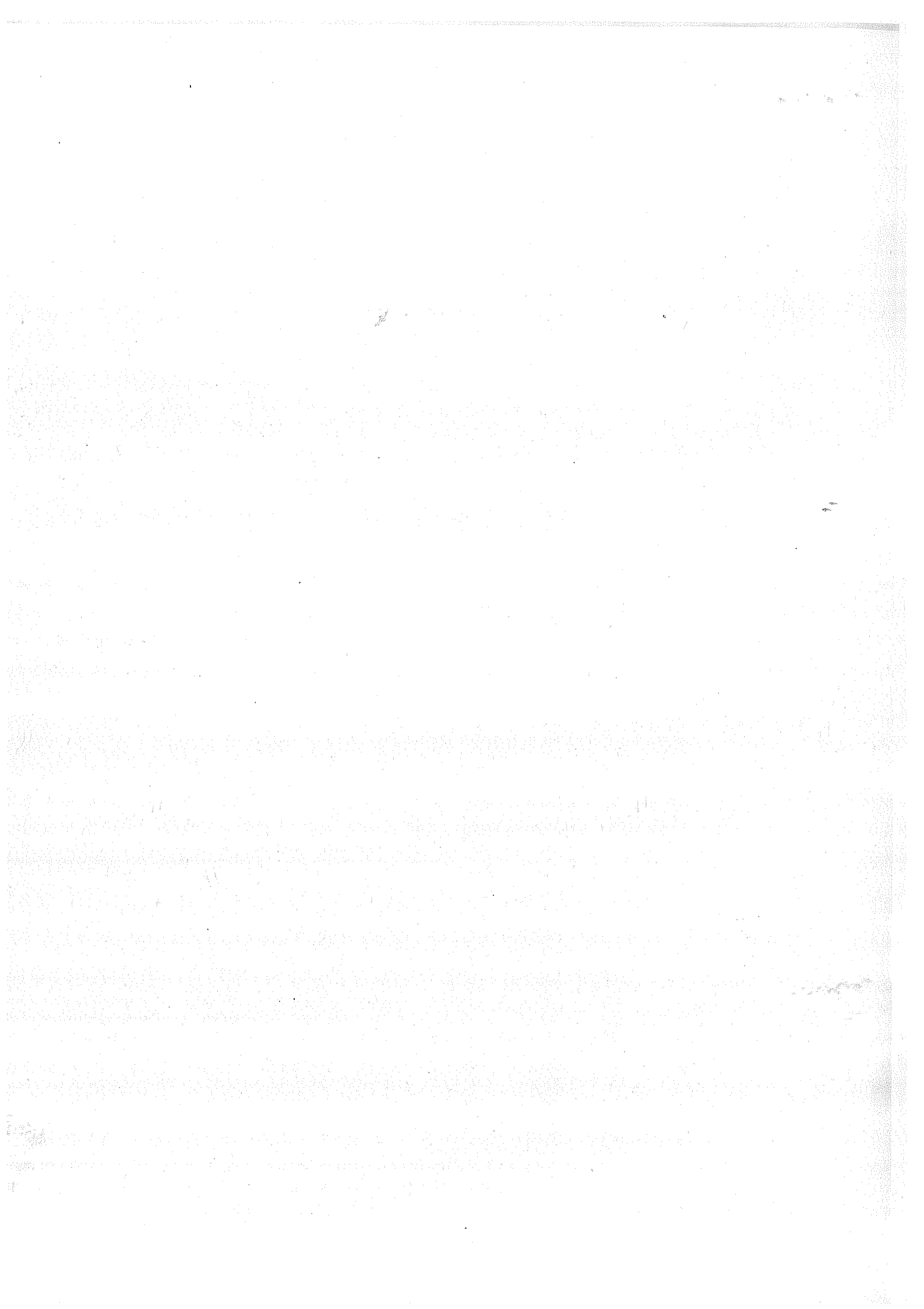
This centre is hired out for events on a regular basis and it is the responsibility of the licensee and the centre to ensure that the license they have been granted is adhered to. This is a legal agreement which they sign up to. There is clear evidence that they have not adhered to the rules and questions must therefore be asked about the capacity of the centre to manage events held there. When temporary event licenses are granted, the hours are longer and the problems have been even more extensive. So, I am asking the committee to respond in a way commensurate with the volume of complaints and their seriousness, and to use your powers to tackle the extremely serious issue. It cannot be right that such anti-social behaviour is allowed to continue.

Zena Brabazon
Cllr St. Ann's Ward

email: zena.brabazon@haringey.gov.uk

Tel: 0208 216 9151
Mob: 07854 002 318

This email has been scanned by the MessageLabs Email Security System.
For more information please visit <http://www.messagelabs.com/email>



Olson Kendra

From: Barrett Daliah
Sent: 10 October 2011 23:42
To: Olson Kendra
Subject: FW: Chestnut's Community Centre licensing review
Attachments: Chestnuts Park Centre noise.doc

From: Anne-Marie Adair [am_adair@hotmail.com]
Sent: 10 October 2011 22:53
To: Barrett Daliah
Cc: Cllr Brabazon Zena
Subject: Chestnut's Community Centre licensing review

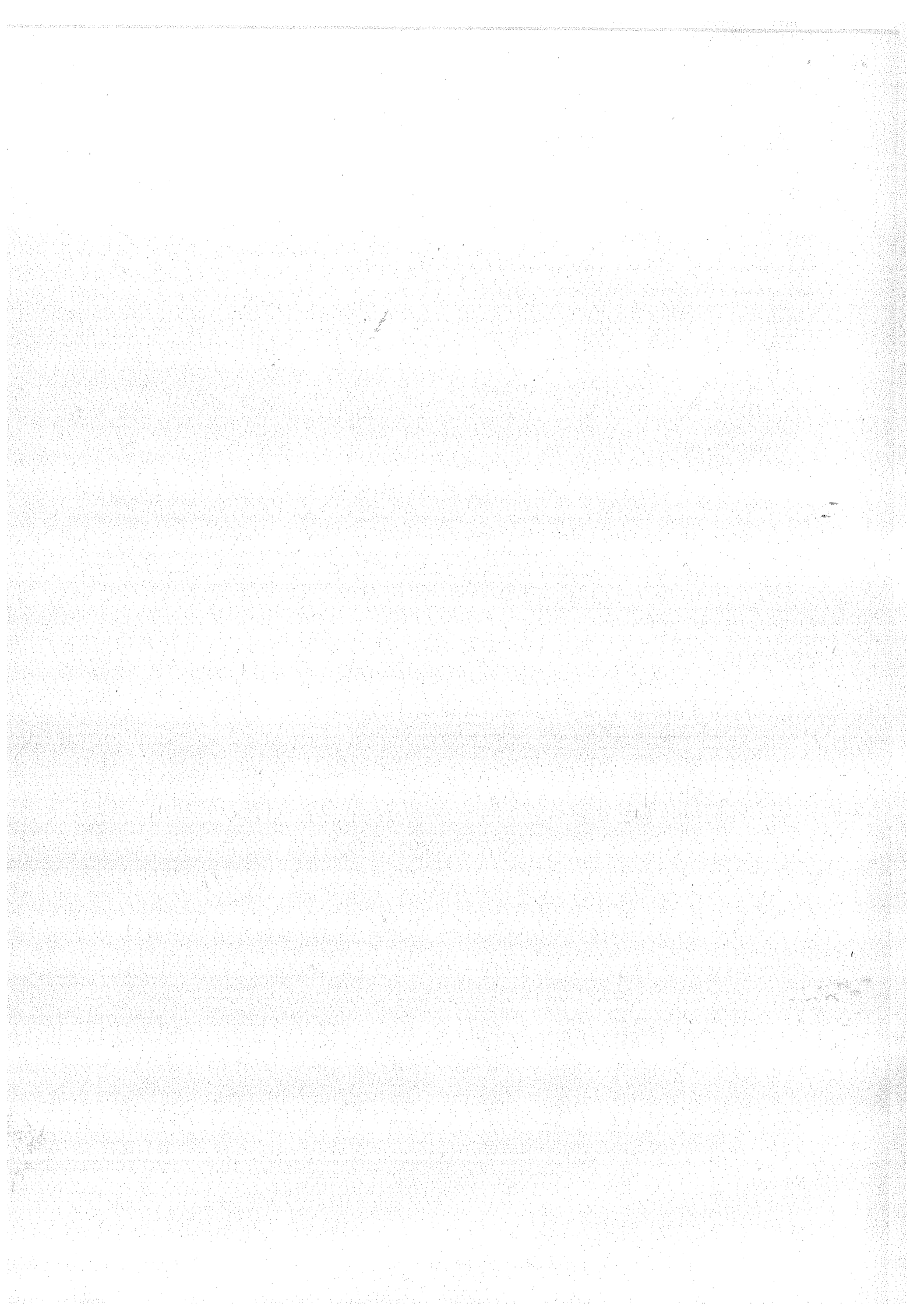
Daliah, I am a resident of Turners Court on Cornwall Road, N15, opposite Chestnuts Community Centre. I believe I spoke to you briefly back in March after a particularly late & loud party at the centre which went on till 5am on a Sunday night/Monday morning. I understand that there is a licensing review planned for the Centre. I would like to pass on to you a statement I have made about how the noise affects me as a local resident. I hope that this will be considered as part of the review as I feel that the problems caused by the loud daytime events and late night parties really blights this area and certainly affects mine and my neighbours' ability to enjoy our own homes.

Please find my statement attached.

Thanks,

Anne-Marie Adair

This email has been scanned by the MessageLabs Email Security System.
For more information please visit <http://www.messagelabs.com/email>



Chestnuts Park Community Centre noise

From:-

Anne-Marie Adair
Flat 19 Turners Court
168 Cornwall Road
London
N15 5AH

am_adair@hotmail.com

09/10/11

I have lived at flat 19 Turners Court since 2004. My flat overlooks Chestnuts Park. As both my kitchen and bathroom are internal, the only windows I have are in my living room and bedroom, overlooking the park. Chestnuts Community Centre is frequently used for parties and events both in the daytime and in the evenings. The noise from these events is often so loud that it disturbs me even with my double glazed windows firmly closed and with my television on.

The noise is often worse in the summertime when the Community Centre leaves it's doors open, which means that the noise is louder. It also means that during the heat of summer, I feel unable to open my own windows as the noise is unreasonably loud and distracting.

On occasion the noise from parties has gone on until 4 or 5am in the morning, sometimes on a weeknight. This makes it very hard to get a good night's sleep. I work Monday to Friday 9-5 and whilst I have tried using earplugs, I find this problematic as I need to be able to hear my alarm clock going off, especially after a night of poor sleep caused by noise nuisance.

I have often called Haringey Council's out of hours noise nuisance team when experiencing these problems, and whilst I have often found them to be responsive, calling me back within 20 minutes and attending my property, the underlying problem has never been resolved. Namely, that unreasonably loud noise from late night parties and daytime events continues to occur.

The noise team have attended my property on a number of occasions in order to assess the noise from the Community Centre. They frequently agree that the noise is problematic. They will often then visit the Centre and often the noise will then lower for a while, only to rise in volume again when the noise team have left. On one occasion in March this year I called the noise team on 2 occasions during the night, they told me that they had received numerous calls from my neighbours also & had attended the Community Centre themselves 3 times, after which the volume increased each time. The noise from this party continued till 5am leaving me exhausted, angry, upset and seriously considering my future in South Tottenham.

Below is (an incomplete) list of a number of occasions on which I have called the Haringey Council out of hours number in the last 2 years in order to report late night noise nuisance. You will see from the times shown that I have always waited until it is relatively late at night (or indeed early in the morning) before calling, perhaps through some misguided attempt to be 'fair'.

2 Aug 2009 23:33
04 Jul 2010 00:03
14 Jul 2010 00:42
06 Feb 2011 00:11
12 Feb 2011 00:05
22 Mar 2011 00:03
24 Mar 2011 00:02
24 Mar 2011 00:34
01 Aug 2011 22:30
04 Sept 2011 23:04
04 Sept 2011 23:10
04 Sept 2011 23:30
10 Sept 2011 23:49

The continued noise nuisance from the Community Centre has frequently left me at the end of my tether at what should be a peaceful and restful time of the night. I feel like my home is being invaded by what is essentially a nightclub operating opposite my home.

Staff from the Chestnuts Centre recently attended a Turners Court Residents Association meeting in order to discuss the noise issues. We were told that a noise limiter had been installed, and that the fire doors are now alarmed so that if opened, the alarm will sound to alert staff and guests.

I am concerned that the noise limiter is ineffective however, as there have been recent occasions since it's installation of unreasonably loud noise from Community Centre parties, eg 4th September and again on 10th September. In addition, there have also been occasions on which the fire doors have been opened during events at the centre, most recently on the evening of 7th October as documented and videoed by my neighbour Katy Jones.

In summary, my points are as follows:-

- The noise limiter appears to be ineffective
- The fire doors are still opened on a regular basis despite assurance that this would no longer occur due to their being alarmed.
- The fabric of the Community Centre building is inadequate for it's use as a venue for loud parties and events (little or no insulation, thin roof)
- The Haringey Council Noise Team have been required to attend the Centre on numerous occasions in recent years, stretching their resources at a time when Council spending is at it's tightest.
- Despite the Haringey Noise Team requesting that the Community Centre reduces the volume on numerous occasions, the volume frequently increases as soon as they have left the area.

- Residents of Turners Court are deeply unhappy with the noise from the Community Centre
- Noise is clearly audible in Turners Court flats with all double glazed windows firmly closed.
- I understood the purpose of the Chestnuts Centre to be for the promotion of arts in the local area. I cannot see how it's operating as, to all intents & purposes, a nightclub, is fulfilling that remit.

Below are a selection of emails between myself and my neighbours (email addresses removed where they are not mine) at Turners Court regarding noise from the Community Centre dating back to 2008. Relevant sections are highlighted in yellow:-

From: Ali

Sent: 19 March 2008 22:05

To: Anne-Marie Adair

Subject:

Hi Anne-Marie,

wish I could have attended that meeting but I was in Glasgow for work. I would have definitely had something to say about the noise from the community centre. Was there any outcome?

Alistair

From: Anne-Marie Adair [mailto:am_adair@hotmail.com]

Sent: 19 March 2008 22:36

To: 'Ali'

Subject: RE:

Hello,

well, it was 3 hours of people moaning & I was exhausted by the end of it. Started off with about 12 people & by the end there were about 30.

The noise was a hot topic, the guy from the noise nuisance part of the council came along & said they'd be doing extra patrols in the area. He said to keep on calling them if there was unreasonable noise from the centre.

The service charge was another sore point with the result that the leaseholders present said they'd get together for a separate meeting to draft a joint complaint letter to Circle as the general feeling is that our service charge does not represent value for money. The Circle representative wasn't an awful lot of help, I think he was just glad he didn't get lynched.

Someone from this block (flat 10 I think) took down some of our email addresses & said he'd email us about a meeting. I'll fwd it to you if he does.

The police were there also & said they'd be doing extra patrols around here too. They know that there's been kids coming into the building & have spoken to them when they caught them the building. They know what school they're from & will be following it up as they've been into the building again since (my neighbour Claire has a photo of them on her phone).

So there you go, three hours condensed into 3 minutes.

Anne-Marie

From: Ali
Sent: 07 April 2008 09:13
To: Anne-Marie Adair
Subject: Re: Turners Court

Will do!

I called them a couple of weeks ago when it was going on beyond 1am - but by the time they arrived it had stopped.

A

On 07/04/2008, Anne-Marie Adair <am_adair@hotmail.com> wrote:

Just to let you know, I called Haringey Noise Control tonight as the Community Centre was having another late party, they have just been out to see me. They had to come into my flat which was a bit inconvenient given the time. Anyway - they've headed straight over to the community centre now. They told me they were going to check on the licensing for the centre also.

It wasn't the noisiest party they've had over there but the point is that it's gone on beyond midnight on a Sunday night.

Please make sure you continue to report them when they cause a noise nuisance

Anne-Marie

From: Ali [mailto:aliage@gmail.com]
Sent: 22 March 2011 23:36
To: Anne-Marie Adair
Subject: Re: Response

Dear lord, how ridiculous - how did they get that licence? I thought they had to stop at 10.30pm!

On 22 March 2011 23:31, Anne-Marie Adair <am_adair@hotmail.com> wrote:

I'm not clear on this really. I did used to know a complaints officer there but she moved to Australia a year ago unfortunately.

I've attached a copy of the complaints policy. section 4.7 is about stage 2 but it doesn't say whether they can just reject a request to escalate it. it does say that you "can request for the complaint to be escalated to stage 2" & I suspect that the crucial word here is "request". Section 5.2 says "We reserve the right to not investigate a complaint or to deal with a complaint differently, if the circumstances merit it." which sounds like a catch-all get out clause.

One thing though, did Circle carry out stage 1 properly? Did they do everything they say they'll do in section 4.6 - phone or visit you, request all relevant correspondence or documentation, etc?

It does seem like a bit of a losing battle with Circle I feel.

I think the best thing that's happened lately is the involvement of David Lammy, hopefully he'll back us up, well done for getting him involved.

On an unrelated note, I have been on the phone to Haringey Council's licensing team & the local police licensing officer about the noise from Chestnuts community centre last night. They had a licence to play music till 4am - how unreasonable is that! I'm on the case though & I'll doubtless be in touch again about this with you & others.

Anne-Marie

From: Ali
Sent: 24 March 2011 01:06
To: Anne-Marie Adair
Cc: Cllr Brabazon Zena; Cllr Browne David
Subject: Re: Chestnuts Community Centre

1.06am and it's still going on. It's ridiculous.

On 24 March 2011 00:31, Anne-Marie Adair <am_adair@hotmail.com> wrote:
Zena,

Thanks for your email about this.

This has been an ongoing problem for the whole of the 6 years I and my neighbours have lived in Turners Court. Parties are held at the centre on a frequent basis and often go on beyond midnight with loud music playing (as I type there is another going on). The Haringey noise team have attended on numerous occasions and are familiar with the issue. On Monday 21st March the music from the centre was particularly loud & went on until 3am (plus regular use of microphone for 'singing' over the top of the music). I spoke to the Haringey noise team twice myself & they told me that others of my neighbours had also called. They attended the community centre three times that evening & on each occasion the people holding the party turned the sound down only to turn it back up again each time the noise team left. This is causing extra work for Haringey's noise team at a time when local authority resources are stretched thin. I'm sure you can understand how very frustrating this is, especially when you know you have to get up for work in a few hours or if you have small children. It is literally exhausting.

The problem is exacerbated in the summertime when the community centre opens its doors & windows & leaves residents of Turners Court in the uncomfortable position of having to keep our double glazed windows & patio doors closed in an (unsuccessful) attempt to shut out the sound.

I called Haringey Council on Tuesday 22nd & logged my concern over the ongoing nature of this (if there was a reference number for this I don't have it to hand at present).

I was also put through to the Licensing team & spoke with Daliah Barrett who told me that the standard license held by Chestnuts community centre for entertainment runs until 23:30 on all nights except Sunday when it runs till 22:30.

However, when parties are held, they can apply for a temporary events license which can only be turned down by the local police (I spoke with them also today) & then only on the grounds of crime & disorder, not noise nuisance. On Monday 21st a temporary events license allowed music to be played until 4am. I was shocked to find that this was the case and find this unreasonable in a quiet residential area.

Daliah told me that I could apply for a review of the standard license requesting that no temporary events licenses be granted. I think I will do this, but I'm sure it would carry more weight if it came from the residents association. I have emailed Graham Day, chair of our Residents Association to add this to the agenda for the next meeting which he tells me is likely to be in the 3rd or 4th weeks of April.

The 'review of premises licence' document is attached to this email. I got this from the licensing section of the Haringey website which Daliah directed me to, which also explains the process for reviewing the licence -

http://www.Haringey.gov.uk/index/business/licensing_regulations/licensing/licensing_guidance_and_annexes/licensing_applying_for_a_review.htm

I was going to approach you at some point later on to ask if you could possibly represent us at a license review hearing (if the request to review the licence was successful). With you now

being aware of the issue, I wonder if you have any further advice on how to progress this? In particular, do you think it best to get the backing of our residents association to give more weight to the request for review? Other options I can see would be to canvas my neighbours (in a non-official capacity) & add their details to the request for review or just to go ahead with it myself.

Thanks,

Anne-Marie

NB. It has taken me a while to write this email & at 00:30 the noise from the community centre is still ongoing & is clearly audible with all doors & windows of my property closed. Another night of disrupted sleep.

From: Cllr Brabazon Zena [mailto:Zena.Brabazon@haringey.gov.uk]
Sent: 23 March 2011 17:00
To: Anne-Marie Adair
Cc: Ali; Cllr Browne David
Subject: Chestnuts Community Centre

Hi Anne-Marie

I am following up your concerns about Chestnuts Community Centre. Licensing have sent me the centre's licence so I will see what they permitted to do.

You are not alone in your complaints about the noise etc. As residents you can ask for a review of the licence - I'm not fully clear on the procedure but I'll find out. What you and your neighbours do need to do is log a call with the noise team every time things get out of hand, and make sure you get a reference number so there is an audit trail.

I'll be in touch when I've got more background.

All the best

Zena

Zena Brabazon
Cllr St. Ann's Ward

email: zena.brabazon@haringey.gov.uk

Tel: 0208 216 9151
Mob: 07854 002 318

From: Ali [mailto:aliage@gmail.com]
Sent: 11 September 2011 02:26
To: Anne-Marie Adair; kate
Cc: zena.brabazon@haringey.gov.uk
Subject: RE: Community Centre

a loud, late night nightclub right in the middle of a residential area. Absolutely unbelievable

From: Anne-Marie Adair
Sent: 11 September 2011 12:40 AM
To: ali; kate
Cc: zena.brabazon@haringey.gov.uk
Subject: RE: Community Centre

Just to let you know I've just had the noise team round to my flat as the bass from the party at the community centre this evening is unreasonably loud. They came in, listened & said they're going to go over & talk to them.

Anne-Marie

Date: Mon, 5 Sep 2011 11:29:31 +0100
Subject: Re: Community Centre
From: ali
To: kate
CC: am_adair@hotmail.com; Zena.Brabazon@haringey.gov.uk

I missed the call when the noise team called back - but I think the music stopped at midnight.

On 5 September 2011 06:55, Katy Jones wrote:
Hi

I was also kept awake last night by the loud music. Did you manage to get noise patrol out?

regards

Kate

--- On Sun, 4/9/11, Ali wrote:

From: Ali
Subject: Re: Community Centre
To: "Anne-Marie Adair" <am_adair@hotmail.com>
Cc: "Cllr Brabazon Zena" <Zena.Brabazon@haringey.gov.uk>,
Date: Sunday, 4 September, 2011, 23:20

I've got through after a wait of about 8 mins, and got the ref number and awaiting callback. While I was waiting I submitted a complaint online using this form.

https://eforms.secure.haringey.gov.uk/ufs/ufsmain?formid=PHN_NOISE

I might just do this every time as well.

On 4 September 2011 23:17, Anne-Marie Adair <am_adair@hotmail.com> wrote:
I have been listening to hold music on the Haringey out of hours phone line for about 7 mins & so far haven't spoken to anyone yet. I usually get straight through so this is unusual. I wonder if there's a problem. I even tried calling on my mobile as well at the same time but no luck.
So I'm having trouble even reporting this at present but yes, the music is definitely loud, I can hear it over my tv.

Just got through to Haringey noise team whilst writing this & have reported it. (they said they were very busy tonight)

Ref no 475632. They said there have been other calls about it as well this evening.

Anne-Marie

On 4 Sep 2011, at 23:04, Ali wrote:

> Hi Zena, Anne-Marie and Kate,

>

> A quick note - 11.02 pm on Sunday night, and the loud music and bass are clearly audible from the community centre even with my double glazed windows (very good sound barriers) shut.

>

> I'll try and note other incidences of noise from there.

>

> Alistair

Olson Kendra

From: Barrett Daliah
Sent: 11 October 2011 15:22
To: Olson Kendra
Subject: FW: Chestnuts Community Centre

From: Redfearn Tom **On Behalf Of** Cllr Canver Nilgun
Sent: 11 October 2011 15:20
To: Barrett Daliah
Cc: Cllr Canver Nilgun; Cllr Brabazon Zena; Cllr Browne David
Subject: Chestnuts Community Centre

Dear Daliah,

As Ward Councillor for St Ann's I would be grateful if you could bring my comments to the attention of the committee for them to consider as part of this application hearing.

Over the years I have received many representations from residents in the ward who were concerned about the noise and crowding at the Chestnuts Community Centre. Each time I referred residents to the Noise Team and asked them to keep a log of incidents that have occurred. Residents and I all agree that the Centre is a valuable community commodity and we note that it raises revenue by providing facilities for events. However, there have been a number of occurrences where events have been particularly loud and have overran their licensed time which has led to significant and negative impacts on their quality of life. In September 2011, I myself witnessed large numbers of cars parked in front of the centre, on the grass, with lots of people also outside.

The centre has to take necessary measures so as to not impact so negatively on the quality of life of local residents.

Many thanks,

Cllr Nilgun Canver
Ward Councillor for St. Ann's

Olson Kendra

From: Barrett Daliah
Sent: 13 October 2011 18:46
To: Olson Kendra
Subject: FW: Chestnuts Centre Licence Review
Follow Up Flag: Follow up
Flag Status: Red
Attachments: Chestnuts review cover letter.docx; Chestnuts statement.docx

Sent from my Windows Mobile® phone.

From: Katy Jones <katejones01@btinternet.com>
Sent: 13 October 2011 18:41
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>
Subject: Chestnuts Centre Licence Review

Dear Daliah

Please find attached my representation to the review of Chestnuts Community Centre licence.

I will also forward you some additional evidence - 2 videos (referred to in my statement), a petition from Turners Court residents and a scan of various emails/letter regarding the centre.

I need to do these in 3 lots due to the size of the attachments

please could you acknowledge receipt?

regards

Kate Jones

This email has been scanned by the MessageLabs Email Security System.
For more information please visit <http://www.messagelabs.com/email>



22 Turners Court
168 Cornwall Road
London N15 5AH

Ms D Barrett
Licensing Team
Haringey Council
Units 271-272
Lee Valley Technopark
Ashley Road
London N17 9LN

5 October 2011

Dear Ms Barrett

Re: Licensing Act 2003 Chestnuts Community Centre, 280 St Ann's Road, London N15

I understand that the licensing team are undertaking a review of the above centre's premises licence. I would like to make a representation to the review; having experienced considerable noise nuisance from Chestnuts Community Centre over the last 18 months.

I have attached a written statement detailing my experiences and would be grateful if you could consider its contents at part of the review.

Yours sincerely

Kate Jones

Encl

Statement of Kate Jones, 22 Turners Court, 168 Cornwall Road N15 5AH

I moved to the above property in mid-March 2010; my flat is on the 6th floor and overlooks Chestnuts Park. My flat is directly opposite Chestnuts Community Centre which is open daily and holds a variety of events.

Within a few weeks of moving in to the property, I was disturbed by excessive noise from the community centre. This has been an on-going issue ever since.

The noise problems I have experienced have been varied and I have detailed the different issues below. Although there is a specific issue with late night noise, particularly with being kept awake until the early hours of the morning, the impact of noise in the evenings and during the day at weekends cannot be underestimated.

Daytime Noise

The main problem is noise at the weekends during the day, particularly on Sundays when the centre hosts a number of church services. These also happen on Saturday afternoons. The services include loud hymn singing with accompaniment on drums and electric guitar. Loud sermons are also audible through the day. I am unable to open my balcony doors or windows when this is happening. Frequently the fire doors are open when these services are taking place, especially in the summer months and they certainly have the windows open, apart from when the weather is at its coldest.

The centre has this summer held some outdoor events when they have moved a large sound system outside the building and held an outdoor party. This was the case on 6 August this year when the noise all afternoon and into the evening was incredible.

Late Night Noise

The community centre holds a number of social events during the evening and into the early hours of the morning. Although the centre is licensed until 1.30am every night, they also apply for a number of temporary event notices (TENS) each year which can go on until 5am. When the centre is holding an event such as a wedding the noise can be phenomenal. I am able to clearly hear loud bass music behind my double glazing and frequently have to go to sleep with ear plugs in. I consider this a ridiculous situation. Often, despite wearing earplugs, I am still unable to sleep as the noise is so loud and pervasive. This is particularly true when the PA system is in use. Again, during the summer months, the windows and fire doors are often left open which exacerbates the noise problem. This also means that people attending events congregate outside the centre in the park, drinking, making noise and leaving litter.

The noise from the PA system is also very loud. For example, one Sunday evening in March, a TEN was in place until 5am. During the early hours of the morning, loud singing and shouting was clearly audible over the PA system, even being behind double glazing and wearing earplugs did not block out the noise. As a result, I was kept awake until 5am. Unfortunately when I called the noise enforcement team at 3am they had gone off duty. I have a 9-5 job, so was utterly exhausted at work

the following day. This is not the first time the excessive noise from the community centre has impacted on my day to day life – I have had to take mornings off work due to being kept awake until the early hours of the morning by noise.

I have had noise patrol out to my property on several occasions over the last 18 months. One particularly helpful officer advised me that the building, as an arts and community centre, does not have the same level of soundproofing as a pub or conventional licensed premises, and that this is exacerbated by the glass roof which does not insulate against sound.

General anti-social behaviour

As well as the noise issues from the community centre, local residents and park visitors have to put up with other anti-social behaviour as a result of the community centre. Centre users frequently park across the pavement in the park, blocking the way for pedestrians and on some occasions they also park on the grassy areas. The issue of the centre keeping their fire doors open in the summer means that people using the centre congregate outside the centre, dropping litter and discarding drinks glasses and dirty food plates on the grass. They also hold barbeques outside the building, resulting in this smoke billowing across the park. (video evidence available)

TENs

As detailed above, I am aware that the community centre can apply for up to 12 TENs per year, which allow an extended licence until the early hours. I would like to express my concerns about the continued granting of these licences. I understand that only the police are able to object to TENs and as local residents are unable to complain to the police about noise nuisance anymore, having to address problems to the noise enforcement team, our hands are tied in objecting to these. However, we are the ones who are kept awake until the early hours of the morning. I am particularly concerned about the granting of TENs on Sunday/weeknights when the noise impacts on residents who have to get up to go to work in the morning.

I understand that the community centre has now exhausted its entire TENs for 2011. However, I was concerned that there was a TEN in place from 23-25 August 2011 from 1300 – 2200, granted to Thierry Kundundu for the “green space outside Chestnuts Centre”. My observation on Sunday 25 August was that there was very loud music coming from a sound system within the community centre, with the door open onto the park. This seems like a TEN by stealth. I have a video that shows the excessive noise levels on this occasion, plus the sound system was in the community centre and was being played through the fire door.

I have attempted to resolve the noise problems with the community centre. I have called and politely asked them to turn down the noise or close the fire doors, before I resort to calling the noise team. My experience of trying to resolve this problem amicably has been overwhelmingly negative. I have been shouted at, hung up on and accused of being a liar. I have since given up on contacting the centre directly due to the rudeness and aggression of the staff.

Breach of Licence

I understand that the review has been called as the community centre is not complying with its licence on a number of grounds. Part of the licence states that no music played in the premises is audible at or within the site boundary or any residential property. This has clearly been breached on a number of occasions – as witnessed by the council's noise enforcement team.

The centre has also operated outwith licensed hours, specifically on the night of 11 September. There was no TEN in place that evening, but I was awoken at 1.15am by loud music and shouting over the PA system. The event should have finished by 1.30am as per the licence but it continued until 3am. I understand that the noise enforcement team were called by a number of residents that night – I myself called them at 2.40am but did not get a call back. I do not believe that given the community centres apparent disregard of local residents that this situation will not arise again.

Conclusion

I appreciate that the centre is a valuable local resource, but feel that the currently licenced hours are excessive, given the noise problems. I would urge the review to consider reducing the licensing hours to, for example, 11am – 11pm, so that local residents are not disturbed to the extent that it impacts on their ability to enjoy their homes and go about their normal business undisturbed.. I would also ask that the review consider the problem of soundproofing within the centre. At the moment, it feels like I am living next to a night club, however I suspect that a nightclub would be bound by more stringent sound regulations. I enjoy living in Tottenham and feel privileged to live next to a lovely park, but I don't feel that I can continue to live here if the noise and anti-social behaviour problems emanating from the community centre are not addressed.

Please see attached appendices – noise log, complaints to council, TEN for 23-25 August.

Logged and reported Noise problems at Chestnuts Park

2010

17/3/11 – noise reported via website

4/7/10 – excessive noise reported to LBH via website

18/7/10 – excessive noise reported via website

8/8/10 – formal complaint made

2011

22/01/2011 12.20pm loud bass music. Called and asked them politely to turn the music down. They agreed but no change. Called again 12.45 pm

08/02/2011 7.45pm loud bass music. "Called and asked them politely to turn the music down. Rude woman said ""I knew you were going to say that"" and hung up. I called back and pointed out that I was asking politely as a neighbour who was being disturbed."

26/02/2011 until 1am loud bass music and dj shouting over "when venue closed, shouting outside "

27/02/2011 3.30pm loud drumming and chanting

27/02/2011 9pm loud music. Called chestnuts and asked what time the music was going on until as it was disturbing me. Woman said until late but refused to expand. The then hung up on me when I attempted to get further information

19/03/2011 1.15am loud music

22/03/2011 1.15am "loud music, shouting over pa. Called chestnuts, was told event would finish at 3am. Called noise patrol - was advised 2 other complainants and investigation underway"

23/03/2011 11pm "loud singing, called and was advised they are licenced until 1am. Called noise patrol"

8/4/11 8pm- 12am "loud music, noise patrol attended but refused to intervene,

24/04/2011 3pm "loud drumming and chanting, all fire doors open, called and asked them to shut fire doors which they didn't do"

12/06/2011 8pm "loud music. Called and asked them to turn music down, they hung up on me"

16/06/2011 8pm "loud music, all fire doors wide open"

9/07/2011 8.30 "loud music, called and asked them to turn down bass. 10.30pm pm - very loud music. Called noise patrol - they attended and agreed noise was too loud, said they would send a warning letter"

31/07/2011 10.30pm "loud music, door wide open, people outside shouting. Called and asked them to close the door - they didn't. Called noise patrol, they eventually shut up at 11pm, cancelled noise patrol"

01/08/2011 9pm "loud music, door wide open, people outside -lots of noise. Loud bass music. . Called and asked them to close the door or turn the noise down - they didn't. Called again at 10.35 as noise levels went up - left a message asking them to turn the noise down and shut the doors"

06/08/2011 from 1pm "large soundsystem outside building, loud music all day. Called noise at 5pm, told no officers on duty. 1 side of building holding church service with fire doors wide open, one side holding outdoor party"

07/08/2011 3.30PM "LOUD MUSIC, DOORS WIDE OPEN"

08/08/2011 from 6.30pm "loud music, doors wide open. Called 9pm, got screamed at, noise turned up at 9.30pm."

13/08/2011 10pm "booming bass music, windows vibrating. "

21-Aug/11 3pm-11pm loud music - doors wide open called 10.25pm to ask them to turn the volume down - they hung up on me

22-Aug 11 8pm loud bass music

27-Aug 3pm loud live music audible behind closed windows fire doors open

30-Aug 7pm music fire doors open

03-Sep 8.30PM loud bass music

10/09/2011 1.15am "woken by music, someone shouting over PA system. Called noise at 2.40am - had not received a call back by 3am when noise stopped. No TEN in place "

25/09/2011 8.40 " loud beat from event at community centre audible over TV/through double glazing. Soundsystem in centre at doors, doors open. TEN for outdoor event - not sure how this can be? Stereo was positioned in community centre" (video evidence)

30/09/2011 12.00midnight "loud music - community centre having bbq with fire door open on west side, loud music"

02/10/2011 3.30pm loud singing and music