

## Licensing Consultation

**To:** Licensing Officer

**From:** Enforcement Response Officer (Noise)

**Name of Officer preparing representation:** Charles Buckle

**cc:** Team Leader Enforcement Response, Derek Pearce

**Our Reference:** WK338592

**Date:** 11<sup>th</sup> December 2015

**Premises:** Chidos Coffee (formerly Aksu), 98 West Green Road, N15 5NS

**Type of application:** Review

I would like to confirm that I wish to make representation to the application we have made for a review of the Premises Licence having regard in particular to the prevention of public nuisance and the prevention of crime and disorder on behalf of the Enforcement Response (Noise) Team.

It is our view that the operating hours are suitable for the type of venue but the conduct of the Premises Licence holder for the premises has not been appropriate.

Warnings were given on a number of occasions, both verbally and in writing, about operating beyond licensed times. This resulted in noise complaints from residents living nearby about people noise from patrons outside the premises and music from inside the premises. These issues would not have arisen if the premises had been managed well and operated within their licensed times and conditions.

### Supporting Information

#### **Current licence**

The times the Licence authorises the carrying out of licensable activities:

Supply of alcohol

Monday to Sunday            1000 to 2245

The opening hours of the premises:

Monday to Sunday            1000 to 2300

Log of complaints received and action taken by the Enforcement Response team (WK324546)

Date reported & time	Subject	Complaint notes & observations	Outcome
14/3/15 00:58	People noise	<p>“Caller is reporting loud banging of the club door and loud music playing. People are outside talking loud as well. Please investigate this is an on-going issue.”</p> <p>Note: Premises should cease the carrying out of licensable activities by 22:45 and close by 23:00</p>	01:20 Noise had stopped
24/6/15 22:49	People noise	<p>“Snooker club across the street from him, and there is a lot of people outside smoking and drinking and making a lot of noise. This happens every night.”</p>	23:25 Visited: Premises closed, 4 people in street talking.
5/7/15	People noise	<p>“hello I live west green road above a bar where make too much noise especially at night a lot of music screams towering conversations do not know if this and allowed but has taken the sleep of my two children aged 6 and 2 years every day”</p>	Complaint received through website – advice given to call us when it is happening
7/7/15 00:27	People noise and music	<p>Visit 01:20 Officer noted “I entered the complainant’s flat and went to the kitchen. I heard lots of talking from the club but no loud music. I asked if I could go to a bedroom to hear it but was told his wife was asleep there. I wanted to enter the club to see what was going on. I called Police to assist but none available, appears to be 20+ people inside. 02:38 - call to Police cancelled – NFA” Police reference CHS CAD 624.</p>	
11/07/15 02.50hrs	Noise	Stopped prior to phoning (Cancelled en route) as police attended.	
12/07/15 00.30hrs	Pro-active	Premises operating beyond licensed times. Regulated entertainment via TV	Licensing letter sent  Exhibit A & B

		Approximately 20 males and 1 female in the premises	
02/10/15		Regulated entertainment warning letter	Licensing letter sent Exhibit C
26/10/15 01.14hrs	Pro-active	Premises operating beyond licensed times.  Officer attended location. All shutters down. Staff letting people out but not in. Background music playing, two couples dancing. Officer spoke to manager and advised premises should be closed. There should be no patrons on the premises and no music playing.	Licensing letter sent Exhibit D
29/10/15 23.20hrs	Noise	Premises operating beyond licensed times.	Licensing letter sent Exhibit E & F
30/10/15 23.45hrs	Noise	Premises operating beyond licensed times. Regulated entertainment via TV	Licensing letter sent Exhibit G, H, I
07/11/15 02.10hrs	Noise	Premises operating beyond licensed times. Regulated entertainment	Licensing letter sent Exhibit J Noise warning letter sent Exhibit K

We do not have confidence that the Premises Licence holder and designated premises supervisor has demonstrated through his actions that he will uphold the licensing objectives:

- The prevention of crime and disorder;
- Public safety;
- The prevention of public nuisance; and
- The protection of children from harm

Following a review, a licensing authority has the following options open to it

- Decide that no action is necessary to promote the licensing objectives
- Modify or add conditions to the licence
- Exclude a licensable activity from the licence
- Remove the designated premises supervisor
- Suspend the licence for a period (not exceeding 3 months)
- Revoke the licence

We would request that the sub-committee consider revoking the Premises Licence.

However, should the Committee decide that a suspension of the Licence is more appropriate, we would request that additional conditions be attached to the licence once the suspension is served as detailed below to further promote the licensing objectives once any suspension period expires, and/or to be applied in any case.

### **Dealing with complaints**

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

Regular liaison meetings will be held where specifically requested by residents to enable neighbours to raise concerns about any aspect of the licensed activities.

### **Plant and machinery**

All plant and machinery is correctly maintained and regularly serviced to ensure that it is operating efficiently and with minimal disturbance to neighbours arising from noise.

### **Patrons entering/exiting premises.**

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