

1A Grand Parade
Green Lanes
London
N4 1JX

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



06 May 2008

Dear Sirs

Review of Licence at Salonica Café, 1 Grand Parade, Green Lanes, London N4 1JX

Introduction

In response to the proposed Licence review mentioned above, I feel it is appropriate to advise you of the detrimental impact that the late night activities of the Salonica Café (located in the front half of the ground floor at 1 Grand Parade) has had on my life and how I feel that their ability to operate until early hours of the morning has contributed to this.

As you are aware, the premises holds a Licence to operate until 2:00am, however, since moving in to 1A Grand Parade, we have been consistently disturbed, on numerous occasions, in the hours leading up to 2:00am and then beyond 2:00am and have witnessed and recorded activities at the premises on a "24 hours a day, 7 days a week" basis.

For the reasons detailed below, I believe that the Council should seriously reconsider the Licence granted to this establishment.

I understand that other residents, living in and around 1 Grand Parade, have also been disturbed by the late night activities occurring at the premises, however, I feel that my partner and I have experienced the greatest and most consistent problems caused by the patrons of Salonica Café as our home is located directly above it.

In short, the negative effects on my life caused by the way in which the premises has and is being used, are as follows, and I feel they show a complete disregard for the Licence which is currently in place:

- 1 Sleep deprivation, at all hours of the night time without exception, caused by raised voices, shouting, live and recorded music, noise from a television, fighting, an armed robbery, doors slamming and tables and chairs scraping on a tiled floor

- all emanating from within the premises and audible from our 2 bedrooms, hallway and lounge.
- 2 Sleep deprivation, at all hours of the night time without exception caused by raised voices and shouting from patrons standing in the outdoor passage, by the backdoor of the premises, directly below the windows of our 2 bedrooms.
 - 3 Subsequent sleep deprivation caused by the visits of the Council's "Out of Hours" noise teams and Police Officers, whose assistance we have requested on many occasions when the noise has risen to extremely unacceptable levels and violent behaviour has been heard and witnessed from our home.
 - 4 Cigarette smoke rising through the floor resulting in a foul smell in our bedroom, hallway and lounge during the night time when the windows of the premises are covered by curtains or roller shutters.
 - 5 Cigarette smoke rising past both of our bedroom windows and bathroom window from patrons smoking in the outdoor passage at the rear of the premises, at all hours of the day and night time, without exception, forcing us to keep all windows and ventilation panels closed at all times. As the voices of the patrons smoking outside are often raised and can sometimes be classed as shouting, again, we must always keep our windows closed.
 - 6 Patrons of the premises smoking directly in front of the communal doorway to 1A, B and C, sheltered by an alcove and canopy resulting in discarded cigarettes collecting in our doorway and then blowing into our entrance hall and patrons often block the entrance to our home (often in small, all-male groups whose presence is often intimidating, especially to females entering our home).

A Brief History

As some background information for you, my partner and I purchased the Leasehold title of 1A Grand Parade, on the first floor of the building, on 28th September 2007 after much deliberation over the pros and cons of living directly next door to the busy and thriving public house that is the Salisbury Hotel.

Salisbury Hotel showing Salonica Café below 1A Grand Parade



Often hosting live music nights and holding a licence to serve alcohol until 2:00am Monday to Thursday and 3:00am Friday and Saturday, the possibility of experiencing noise problems was very much on our minds. After speaking to the Landlord of the Salisbury, who assured us that although the bands are audible from outside of the premises, if we felt it was excessive, we were welcome to let him know and he would take action. We learned that the pub hired a small security team on Friday and Saturday nights who ensured that anyone outside of the pub did not cause a disturbance to the local residents either when smoking or leaving. We agreed that although living next door to a pub such as the Salisbury would not be ideal, sufficient steps were being taken to reduce the impact on the local area as much as possible. Wall mounted ashtrays are in

place outside of the pub and the owners obviously take a lot of pride in the appearance and perception of their business. The pub was, and still is, a very well run establishment with a superb Gastro Pub menu and attracts a very nice mixture of people.

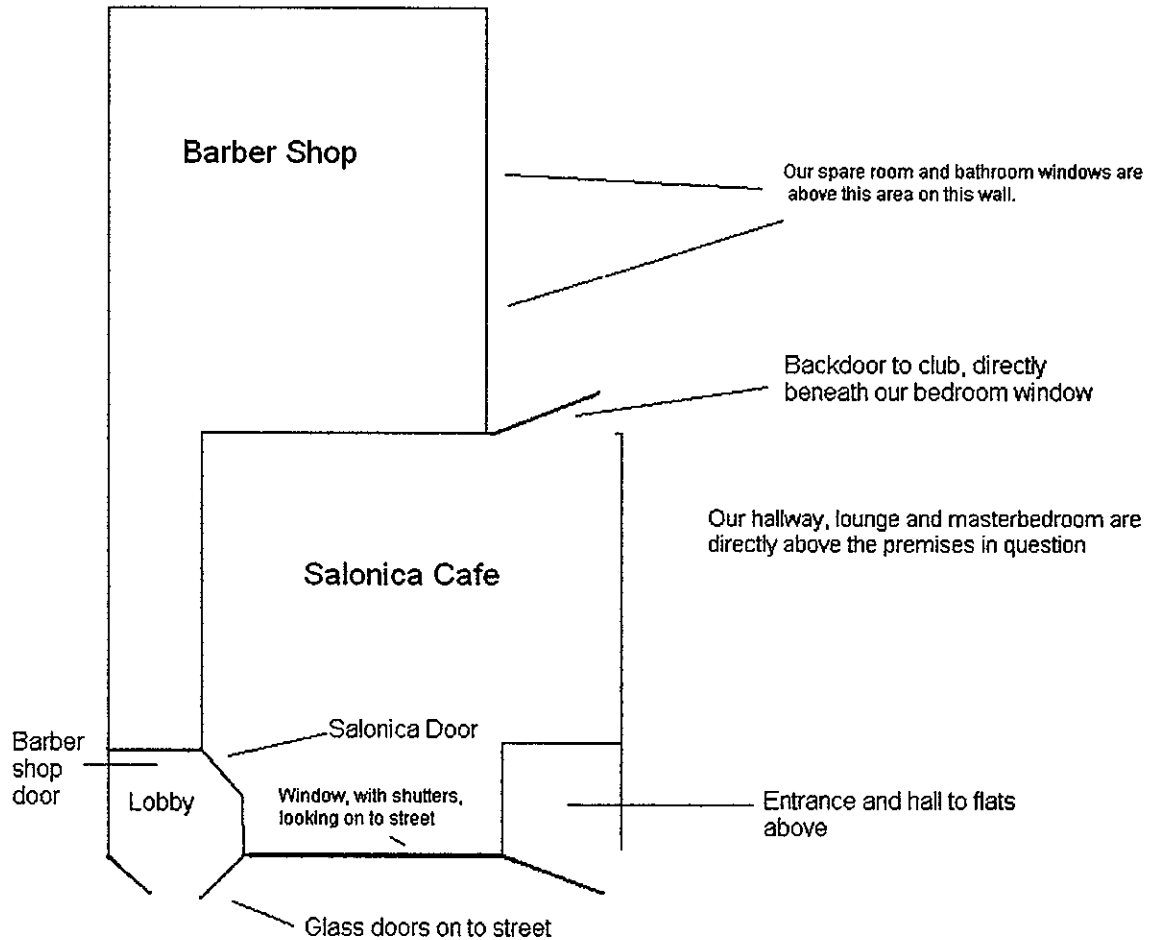
We were aware of the existence of the Salonica Café (although we were unaware of its name at the time as it does not have a sign of any kind) and the Estate Agent informed us that it was one of the many "Gentlemen's Social Clubs" that are found in the area, popular among the Greek and Turkish population. We were told that they served tea and coffee to their customers, who were almost always men and tended to be older gentlemen. From the outside, it appeared that this was correct and that most, if not all of the men inside were over 50 years of age.

There is also a Barber Shop in the rear of the property and this is owned and run by Mr. Stephanou who is also the Landlord and Proprietor of the Freehold Title of 1 Grand Parade.

Because of these reasons, we did not feel that the "Gentlemen's Club" at 1 Grand Parade would pose any threat to our peace.

After realising that no other property in the area within our budget could boast such a large floor space, we decided to purchase 1A Grand Parade and the purchase completed on 28th September 2007. This was our first property purchase after living in rented accommodation for two years.

Plan of 1 Grand Parade (Ground Floor)



Initial Disturbances

We did not move in straight away and spent the first week decorating – generally leaving the property at around 10:00pm.

During this time, we had our bedroom walls plastered and undertook the work of sanding, papering and painting ourselves. At no point during the day or night were we able to open our bedroom window without having the room filled with the smell of smoke and sound of raised voices from the men standing in the passageway below.

Although this was annoying at first, and meant that we could not ventilate the room properly, we felt that the recent “Smoking Ban” legislation would certainly be on our side if we did decide to lodge a complaint against exposure to cigarette smoke in our own home.

In addition to the smell of smoke, the smell of urine from the "out-house" at the rear of the property was also evident – and noticeable from our property with the windows open – especially on warmer days. Again, we were not particularly worried as this was something we felt that the Environmental Department at the local Council would be able to assist us with.

During this first week, we also heard the sound of men's voices, often shouting, coming up through our floor from the "Café" below. As we were busy decorating all day, until the moment we left to return to our previous flat to sleep, we did not really think anything of it.

The following Sunday (7th October 2007) we were able to move in our bed and spend our first night in our first home. As soon as we got into bed (at around 10:00pm, we noticed the loud and constant noise from the men below. As described above, this was a general noise of men talking in fairly raised voices, frequent and harsh shouting and arguments, banging/thudding and the scraping of table and chair legs on the floors. This was the first time we had been silent in the flat and when the noise was still present at 11:00pm, we assumed it was perhaps a special occasion and that perhaps a Birthday party was in progress.

Bearing in mind this was a Sunday night, we naturally assumed it would cease fairly soon.

At 1:00am, the noise was still there without any signs of peace.

It is important to point out that during this time, at frequent intervals, men would stand outside, directly below our bedroom window and talk, shout and smoke. This was also very loud and echoed around the passage. We saw that other residents, namely at number 2 Grand Parade, whose windows overlook the passage, were also being kept awake by the men outside as we heard people knocking on windows when the noise reached excessive levels.

At this point, we were obviously fairly annoyed at being kept awake and forced to listen to people shouting until the early hours of the morning, but, being new to the building, we were quite happy to let it go and assume it was a "one off".

Little did we know that these types of disturbances would occur every single night, with few exceptions, for the next 4 months.

The disturbances often continued through the entire night, until we both left for work in the morning - the shouting and banging etc. allowed us very few chances of sleeping undisturbed.

Behaviour and Activities Occurring at the Premises

After a few tiring weeks, often getting no more than 3 or 4 hours sleep, I decided to complain to the Council as I had noticed that the premises had been refused permission to operate as a social club, almost 10 years before. It was extremely obvious that this was how they were operating and we felt that the issue would be resolved fairly quickly.

I now draw your attention to **Appendix 1** which is a comprehensive diary of the disturbances we have been subjected to at the hands of the users of the premises in question. Beginning on the day we moved in and ending when a Temporary Stop Notice was served on them (for operating outside of their licensed hours) in late January 2008 when the very worst of the disturbances diminished. Please note the frequency of the disturbances along with the times at which they were occurring (ie. Both within and outside of the licenced hours)

Please now refer to **Appendix 2**, a copy of the Decision Notice, issued in response to the application for planning permission to operate as a Social Club in 1998. Please pay particular attention to the reasons for which permission was refused.

“The proposed development would have adverse effects on the surrounding residential neighbours by reasons of noise nuisance and general disturbance...”

“..and would also result in an unacceptable increase in disturbance from noise nuisance...”

I also note that the Licence held by the premises also seeks to prevent disturbance to the local population.

I think that the Council, local residents and myself would agree that the levels of noise nuisance and general disturbance from this establishment are unacceptable and a brief review of our evidence along with the Noise and Police Officers reports which I hope you will have access to, would certainly go some way to proving this to be the case.

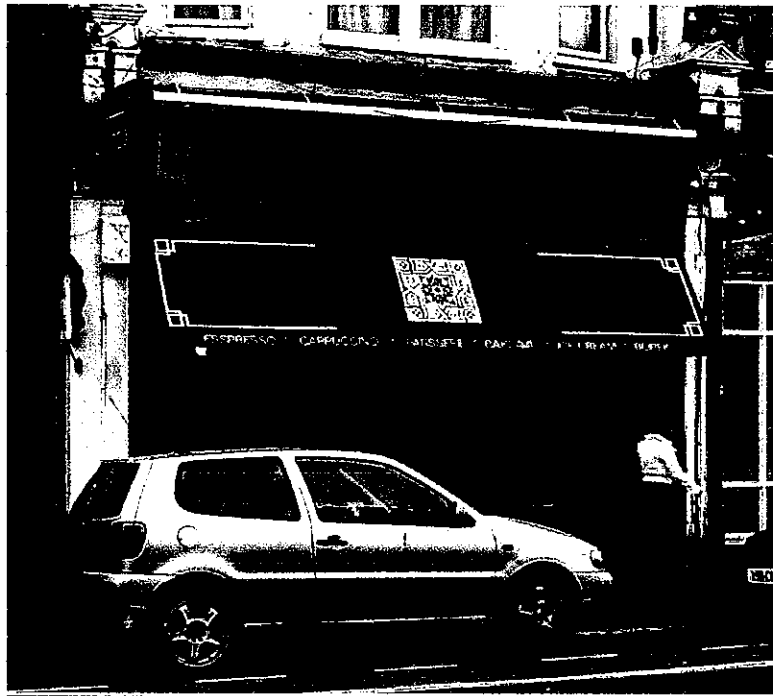
With no sign or obvious name and no menu or opening hours on display and then add to this the fact that curtains are pulled across the window at night and then later, when continuing to operate into the early morning, past their listed 2:00am closing time (as stated in their licence) roller shutters are pulled down over the door and window, I believe that this clandestine appearance has allowed their late night activities go on un noticed for many years, however, as the flats directly above are now owner occupied, it is simply not an option for us to move away, as we understand many occupiers at both 1 and 2 Grand Parade have done so in recent times.

To emphasise how, on appearance alone, these premises differ from any other “Café” in the area, I now attach images of several café type establishments, all well within half a mile of 1 Grand Parade, based on the same commercial street. When compared to the final images of Salonica Café, by day and by night, I think the differences are obvious.

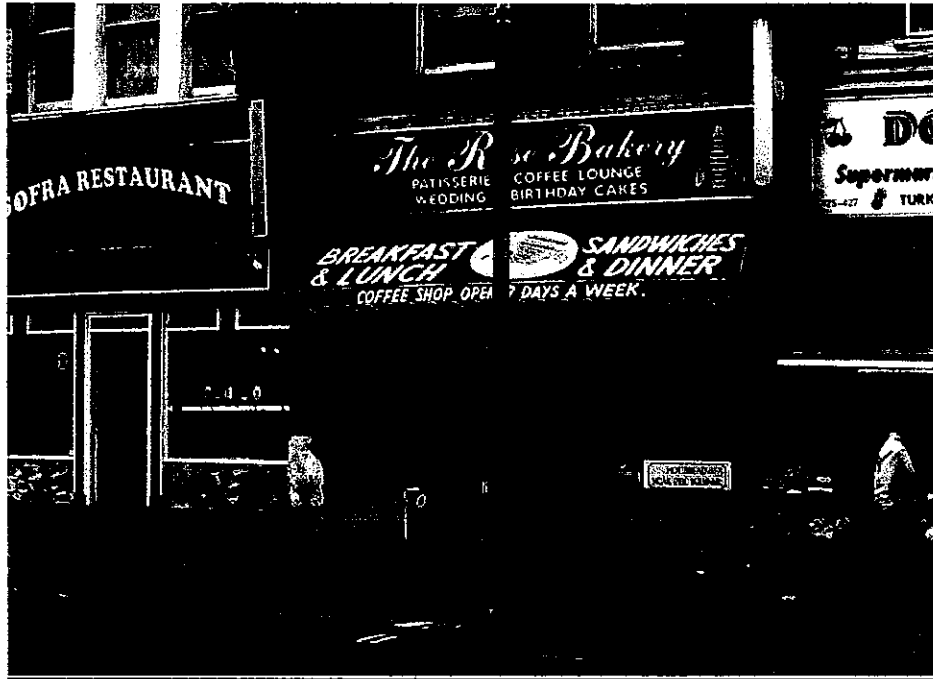
Mezzo, Green Lanes



Antepiler, Green Lanes



The Rose Café / Bakery, Green Lanes



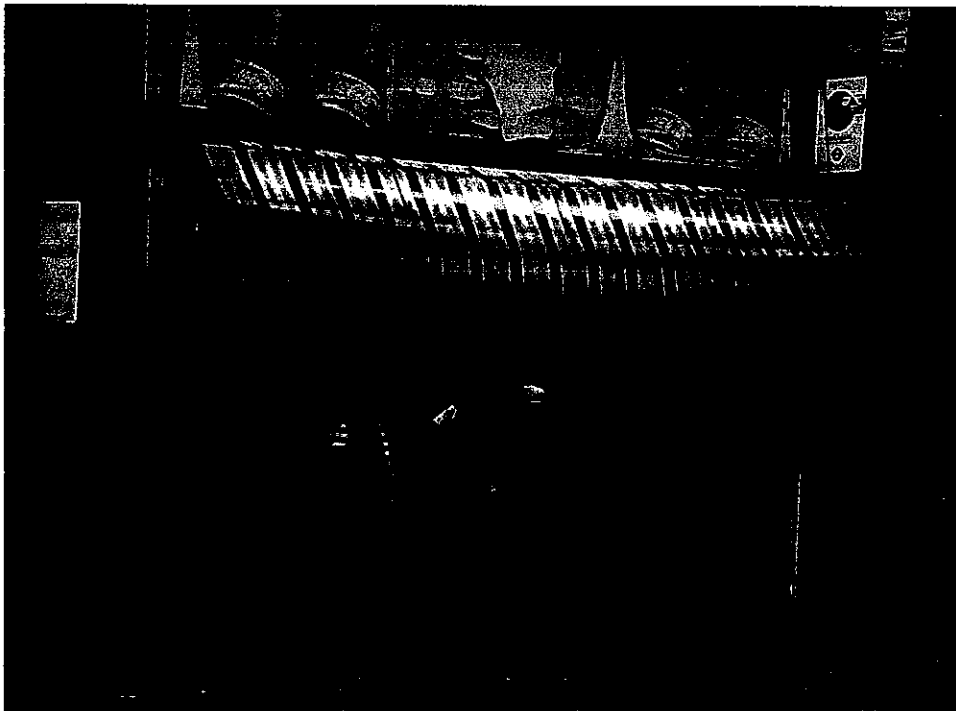
The Corner Café & Bistro, Green Lanes

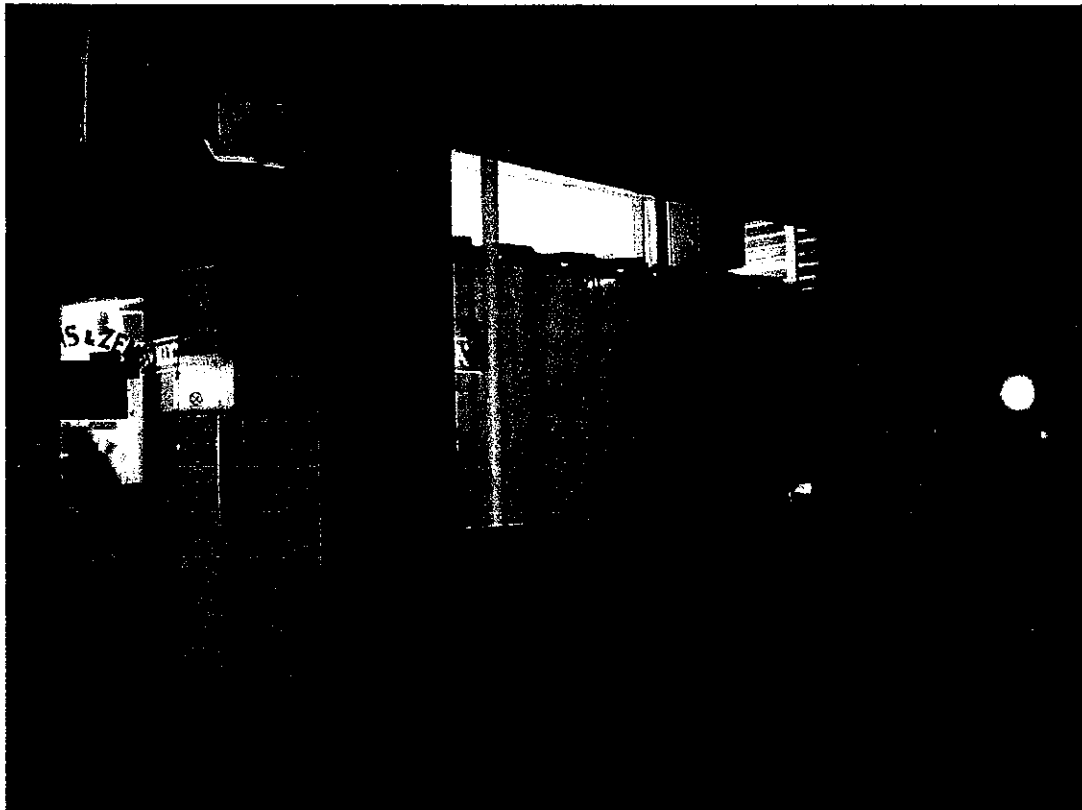


Café Lemon and Metro 29, Green Lanes



Salonica "Café", Green Lanes





As mentioned above, our diary provides a comprehensive log of all of the major disturbances we have witnessed. These have forced us to call upon the Council's noise team on numerous occasions, who on two occasions that we are aware of, had to call upon Police Officers to assist them.

Until the Council recently issued Noise, Licence and Planning Notices upon the owner of the establishment, it was not unusual for us to spend 3 or 4 hours lying awake listening to the noise from below, to then be granted 20 minutes of peace, to then be woken by yet more shouting.

I would ask you to pay particular attention to the following entries, (along with my comments in **bold print**), which I would class as the worst and most widespread disturbance and noise nuisance to us and the local residents:

10/10/2007 – *Noise from men smoking in passage plus shouting, laughing and banging from within. Approximately 2:30am, noise from a TV is clearly audible in our bedroom. Sounds like sports commentary and then adverts and music. Added to noise of shouting and banging, we were awake until 4:40am. Eventually found earplugs.*

17/10/2007 – *10:20pm. Loud shouting from within, scraping of chairs and tables and banging. Back door left open and men inside and out shouting at each other. Heard a window above being opened. Ladies voice from above: "Shh, please close your door". "CLOSE YOUR WINDOW" shouted back with laughter.*

"I'm going to call the council" ladies voice says

"CALL WHOEVER YOU LIKE!" shouted back, laughter again.

Door eventually closed and the noise from within is even louder. Sounds like an argument.

10:30 – called emergency out of hours number

10:45 – called back by Derek Pearce and he agreed to visit

10:50 – 11:15, shouting and noise extremely loud – Rosie in bed scared – sounded like a fight – sound from a TV clearly audible, sounds like football

11:15 – Derek Pearce arrives with colleague and stays for 20 minutes. Noise has calmed slightly but is still audible. Showed him the passage and the ashtrays and took him to balcony to smell the urine although it was not as bad as it has been.

11:35 – Derek Pearce leaves

11:45 – TV turned back on, very loud – can hear voices of commentators

12:15 – managed to fall asleep with pillows on our heads

2:45am – woken by television from below, listened for 15 mins then fitted earplugs – woke up with ear ache – not a solution as we can miss alarm clock and more worryingly, would not hear a smoke alarm.

6:30am – woke up for work, can still hear them below and outside, unable to open bathroom window after showers at 7:00am due to men smoking outside below.

20/10/2007 – *Saturday morning, 5:15am. Woken up and listened to general shouting and banging for 1 and a half hours – heard an argument, male and female raised voices and a woman call out "Get off you're hurting me!" Called out of hours number, no officers on duty – called local police, they do not deal with noise – called safer neighbourhoods, no answer so left a message on answer phone (they called back around 3-4 days later) so what are we supposed to do?*

Later we heard the television again then Greek style music very loud with shouting and singing

The sound files on the accompanying CD were made on this date between 4:30 and 5:30am and highlight the violence of this noise nuisance. Bear in mind that this was recorded on my telephone with a microphone of no more than a centimetre in diameter and remember that this was at 5:00am on a Saturday morning and recorded from within our bedroom with the double glazed windows closed.

29/10/2007 (Monday night – Tuesday morning)

2:00am – suddenly woken by hysterical shouting from inside and then outside in passageway – lots of voices. Jumped to window to witness men being chased down the passageway and then jumping over the fence (assumed it was another fight) Heard the words “Call the Police”

2:15am (approx) Police arrive (2 cars) and we see the men from the club showing them the passageway and various items (including a shoe and a hammer) scattered on the ground. Heard an officer say (into radio) “4 men with knives and hammers, chased into alley at rear of Grand Parade”

Talking shouting and Police radios crackling in passage until around 4:00am.

Spoke to Mr Stephanou (Snr) the following evening – says it was an attempted robbery with knives. We ask him what happens in the club “All illegal” he says. Says they should close at 1:00 but they stay open all night – they drink, they smoke, they gamble – “all illegal” he keeps saying. Also mentions that they sometimes have “Romanian dancing girls”

This was perhaps the most frightening disturbance of all – an armed robbery occurring below us in the middle of the night, followed by a rather unsettling account from Mr. Stephanou Senior (The Landlord’s Father) of what goes on in the premises below us. – It certainly explained what these groups of men were doing in the middle of the night.

15/11/2007 –

10:00pm (approx) heading to bed and hear group of men outside smoking. Noise from them and within the club. Foul and sexually aggressive language clearly audible underneath our bedroom window. Also heard pornographic / sexual sounds from sound/movie clips on their mobile phones.

2:00am (morning of 16/11) awoken by noise. Called out of hours number and then visited by Mark Eastwood at 2:20am. He stayed for 15-20 mins and heard the noises from below. He went downstairs to visit them on his way out. Again, the noise reduced for around 10 mins and then shouting and banging begins again for around 1 hour with loud intermittent thudding. Fell asleep at around 3:30am.

8/12/2007 – woken at around 4:00am by the noise of a party (music, singing, shouting etc.) Noise continued – did not call out of hours as it was past 5:00am and no one is on duty.

6:30am, got up to do xmas shopping online.

7:30am, very loud shouting from inside and then moves outside into passage. Men shouting and swearing ("I'm gonna f***ing kill him" etc.) sounded like a fight had broken out. Men outside shouting at men inside. Men then moved back inside. Heard glass smashing and sounded like a door had been kicked in. Called the police and described what was going on. Assumed they did not visit as the party carried on into the day. Another horrible start to the weekend.

22/12/2007 – 9:30pm, observed an unusually large amount of people in the club. Witnessed alcohol being carried in.

11:00pm, went to bed and the noise from inside was already very loud. Accompanied by sporadic bursts of shouting from the people smoking in the passage.

11:30pm, live "Greek style" guitar music and singing begins.

11:45pm, called council to complain.

12:00am, call from Mr Buckle (Noise Officer), says he was in the area and has spoken to the people in the club. He said they would be playing for another hour and will then be quiet. Informed him of the history of the noise and planning problems with the club and that I was certain they would in no way be quiet at 1:00am. He then decided to go back inside and ordered them to stop the music. Which they did.

12:30am, music starts again (made some video recordings to document the level of noise) Called again to complain.

1:15am, Mr Buckle called back and we arranged for him to approach on foot (he previously arrived in a Police van) so they would not see him.

1:30am, Mr Buckle called back and informed me that although they saw him coming, he heard the music before they could stop. He informed me that with the help of the Police officers he was with, they entered the club, forced the band to leave and cautioned several people for smoking inside. He also issued them with a Notice in respect of the live music.

We saw several people from the club (including the band) on the street and observed the police officers speaking (quite sternly) to several men who seemed to be under the influence of alcohol. They had blocked most of the pavement and we saw many people getting into cars and leaving.

We then managed to get to sleep.

4:00am, woken by more shouting.

4:30am, spoke to Mr. Buckle again to complain.

4:50am, Mr Buckle called back to say he had visited the club and saw just 3 or 4 people inside with very little noise. He said he could not do anything about it unless they play music too. NOTE FOR LICENCE DEPARTMENT – is this not proof of them operating outside of their permitted hours?

5:01am (exactly) Music (from a stereo) begins, very loud and kept us awake – noise officers no longer on duty.

Please now see the videos on the attached disc in the folder "22nd and 23rd Dec 2007" which clearly show the level of noise and the times at which we recorded it.

This Party with live music was perhaps the peak of the disturbances, which quickly declined (although have not disappeared) from this date as a Live Music Notice was served upon them, several people were warned about smoking and the Police removed the band. A Temporary Stop Notice was served upon them in January as the Council had proof that they were operating outside of their licensed hours (8:00am to 2:00am) and the Planning Enforcement Notice took

effect in February. Several warnings and cautions have also been issued by the Environmental Department regarding illegal smoking within the premises.

Shortly after the Temporary Stop Notice was served, the establishment closed completely for three days and nights in a row – this was over the weekend of January 26th 2008. Until this time, we had not had a single night of uninterrupted peace since moving to the property. It made us realise how bad the situation was and how unacceptable it was to be forced to live as we had been.

Even with the issue of the Temporary Stop Notice, they continued to operate, as the following entry proves:

1/02/2008 – 2:30am, woken by a noise – although went silent straight away. As they have been served temporary stop notice, I leaned out of our 2nd bedroom window to see if I could confirm whether they were indeed operating. Light was clearly visible through gap in door and the sound of coins could be heard from within. Could also smell smoke coming from vent above their door.

3:00am, called out of hours number and subsequently called back by Mr. Eastwood.

*3:30am (approx) Mr. Eastwood (Noise Officer) visited and I showed him the light from the backdoor. He noted that the front doors (glass outer doors) were chained and padlocked **FROM THE INSIDE**. The shutter over the inner door was half way down, just covering the window. He then went down and knocked on the shutters for about 5 minutes without an answer. He commented that he was certain they were in there, but without police, he could not force entry. This was very frustrating as they were clearly ignoring him as they could see him on the CCTV they have installed. He could do nothing else other than to report on what he had witnessed. We returned to bed.*

4:25am, woken suddenly by the noise of banging on the shutters. Saw from our front room that Mr Eastwood had returned with 2 Police officers. I went down to our front door and saw that they had gained access and saw the 3 men who were inside. As they were leaving, I asked what they had found – “they say they were cleaning” Mr. Eastwood tells me.

Again, these entries represent the worst of the disturbances. Although they now appear to be closing at 2:00am, we are still kept awake until this time by the usual noises which escalate from around 1:30am as people leave, and I am forced to continue to wear earplugs on a nightly basis before 2:00am.

As the diary entry on 01/02/2008 shows, every effort had been made to make the premises appear to be closed and empty. When Mr. Eastwood finally gained access, after much banging on their shutters and then enlisting the help of Police Officers, he found several men inside who claimed that they were cleaning. At 4:30am, would you agree, it is a little odd? I then subsequently saw the same men inside, looking very tired, as the shutters were being raised as I left for work at 8:00am. I therefore suspect that this is continuing to happen, and although we are not being disturbed past 2:00am, it is extremely likely that people are still inside. In fact, we recently heard from Mr. Stephanou that he suspected someone was sleeping in the premises as they were awoken, and managed to foil a recent break-in attempt, whereby someone had forced entry to the lobby area and began trying to break through the partition wall into the

premises. Obviously, it would be very hard to prove this, but I would hope that there are certain rules about using commercial premises as a dwelling house.

They are no longer smoking in the passage way at night, although they still use it during the day. We understand from our neighbours that this "laying low" approach was observed when a previous unsuccessful Planning Enforcement Notice was served (I understand that a clerical error led to the Notice being deemed unlawful) and that the usual behaviour started again when the Council's attention moved elsewhere.

Please refer to the videos on the attached CD which show men smoking, talking and shouting below our bedroom window at night and during the day. The dates and times are shown in the file name.

Looking at the main diary attached at **Appendix 1**, you will see that "Parties" on Saturday and Sunday mornings (around 4:00 and 5:00am) were fairly common. Often involving music, singing, shouting and on one occasion, plate smashing – these were all going on behind the metal roller shutters covering the front door and windows. You will see that we saw and heard at least one fight taking place inside and in the rear passage, and heard the cries of a young girl in obvious distress. At the time, the Council's Noise Team did not operate after 5:00am at weekends, and were generally unable to visit therefore. Again, clear evidence of activities outside of their permitted opening times.

Since living here and speaking to other residents and the Landlord, Mr. Stephanou, it is widely understood that this "club" is built upon the income generated by illegal gambling over card games and we understand from Mr. Stephanou that although the games machines (clearly visible from the outside) are "Amusement only" in the Council's eyes, they do in fact dispense tokens, which are later exchanged for cash.

The gambling allegedly begins when the curtains / shutters are down and that the owner takes a share of whatever is being played. Alcohol is often consumed, purchased from one of the many nearby late night off licences, and games can continue well into the night and early morning. The curtains and shutters are there to keep prying eyes out, and the illegal activities in.

This would certainly explain the violent outbursts we have heard from inside and outside of the premises at ludicrous hours of the night and early mornings and ultimately, would you agree, explains what it is that attracts these men to the premises at the times of day mentioned herein?

Furthermore, although their licence was generally ignored and they continued to operate on a more or less "24/7" basis, I do not feel that a "normal" Café would want (or need) to be able to remain open until 2:00am and more so, that the Council should certainly seek to amend their licence, given the ways in which Salonica Cafe has abused it after 2:00am and the disturbances and nuisance they have caused before and after 2:00am.

Conclusion

In conclusion, I would urge the Council to review and amend the licence held by the Salonica Café, both in terms of the hours it allows them to operate, and the activities which they are allowed to engage in, for the following reasons:

- 1 The patrons of the establishment have disturbed and affected the lives of those living the nearby area, both during the day and throughout the night, with little regard to the limitations outlined in their licence.
- 2 Their activities are clandestine – curtains and shutters are used to hide what goes on inside from the general public, the Police and Council Officers. A CCTV camera has been installed in the lobby area, so they may see who is at the door when the shutters are down and activities are continuing inside.
- 3 The premises has been used on a 24 hour, 7 days a week basis, as a meeting place for these men to argue (often over, we believe, gambling) smoke, drink, watch television, play on the “fruit machines”, listen to music, sing and generally “socialise”, often spending many hours there. Because of the frequency of these behaviours and the resulting disturbances, it is clear that the provision of hot & cold drinks does not seem to be the primary objective of the establishment, or the primary attraction.
- 4 Late night / early morning parties often occurred with music and singing – always accompanied by the loud voices and shouting and often accompanied by fighting and violent outbursts. Again, something one would associate with a pub or club.
** I use the past tense as these types of Party-like activities have ceased, although only, I feel, because of the amount of attention that is currently on the premises, from the Licensing Department, the Planning Department, the Environmental Department (following several warnings about smoking inside the premises) and the Noise Team at Haringey Council.*
- 5 The reasons given for denying permission to operate as a Social Club in 1998 match the very problems myself, my partner and our neighbours have been subjected to because of the activities occurring at the premises.
- 6 The activities inside and outside of the premises have often resulted in the requirement of Police or Noise Officer presence – The Council’s planning department are currently pursuing a Planning Enforcement Notice, the Environmental Team has issued several warnings regarding illegal smoking inside the premises.
- 7 We feel that an amendment to their Licence, preventing them from operating for as many hours as they are presently, would have a beneficial effect on our lives, and reduce the sorts of behaviour we have witnessed in the past.

I would urge you to consider this matter with seriousness, as the activities at Salonica “Café” since moving to 1A Grand Parade have affected –

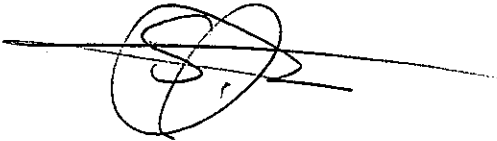
- **my relationship with my partner** - *try creating a romantic atmosphere in the bedroom with a dozen Greek men arguing in the room below and then proceeding to argue outside of your bedroom window.*
- **my work life** - *try going to work after having no more than 3 broken hours of sleep.*
- **my social life** - *I feel like a broken record as it has affected my life so much, it’s all I can talk and think about (If I am not too tired to go out).*
- **my health in general** – *after spending 5 days at work, every evening and weekend decorating, and not getting sufficient sleep, at the peak of the problems, I felt physically and mentally exhausted and emotionally weakened.*

- *the overall enjoyment of my home life and peace – moving into one's first home should be a joyous event, however, the first 8 months of living here have been marred by the illegal, inconsiderate and anti-social behaviour of the men in the premises below us.*

I accept that I live on a busy commercial street and directly adjacent to one of the largest public houses in the area and can honestly say that I have not lost a single minute of sleep due to the activities of other people or establishments on the street, which include, as mentioned, the Salisbury pub (open until 3:00am weekends) late night off licences, restaurants, bars, cafés, late night take-away's and a range of late night supermarkets. Finally, I attach **Appendix 3** which shows some of the correspondence sent to the Council following and during the disturbances which I hope shows my feelings at the time.

I sincerely hope that you make the correct decision so we can make a positive step towards eventually being granted the right to enjoy our home in peace, as everyone should have the right to.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Simon Stanley', is written over a horizontal line. The signature is somewhat stylized and loops back.

Simon Stanley

Attachments:

- 1 Appendix 1
- 2 Appendix 2
- 3 Appendix 3
- 4 CD of video, image and sound files

Appendix 1 – Diary of Noise Nuisance and Other Disturbances as Witnessed by Simon Stanley and Rosellen Walsh of 1A Grand Parade

28/09/2007 – Moved in to flat, immediately noticed smell from passageway of smoke & urine and seemingly constant noise of men shouting and talking in passage as they smoked. Unable to open windows in bathroom, and both bedrooms due to noise and smell. This was very difficult during decorating and painting.

7/10/2007 – First night sleeping in flat – kept awake until 1:30am by shouting from noise through floor and from passageway. Also disturbed by neighbours above banging on windows to try and make them be quiet.

8/10/2007 – Very similar to previous night, kept awake until around 2:00am. Banging, shouting, laughter and scraping of tables and chairs coming up through the bedroom floor. Also noise of men smoking in passage and from neighbours banging.

9/10/2007 – Similar to previous night, kept awake until around 3:00am.

10/10/2007 – Noise from men smoking in passage plus shouting, laughing and banging from within. Approximately 2:30am, noise from a TV is clearly audible in our bedroom. Sounds like sports commentary and then adverts and music. Added to noise of shouting and banging, we were awake until 4:40am. Eventually found earplugs.

11/10/2007 – Woken at 11:10pm, men in passage shouting. Banging on windows from a window above us.

12/10/2007 – Woken at 4:45am, men shouting inside, shutters up and down and woken by more noise at 6:00am from men inside and outside.

13/10 to 16/10/2007 – noise every night at 1, 2 and 3:00am – cannot sleep without earplugs.

17/10/2007 – 10:20pm. Loud shouting from within, scraping of chairs and tables and banging. Back door left open and men inside and out shouting at each other. Heard a window above being opened. Ladies voice from above: "Shh, please close your door". "CLOSE YOUR WINDOW" shouted back with laughter.

"I'm going to call the council" ladies voice says

"CALL WHOEVER YOU LIKE!" shouted back, laughter again.

Door eventually closed and the noise from within is even louder. Sounds like an argument.

10:30 – called emergency out of hours number

10:45 – called back by Derek Pearce and he agreed to visit

10:50 – 11:15, shouting and noise extremely loud – Rosie in bed scared – sounded like a fight – sound from a TV clearly audible, sounds like football

11:15 – Derek Pearce arrives with colleague and stays for 20 minutes. Noise has calmed slightly but is still audible. Showed him the passage and the ashtrays and took him to balcony to smell the urine although it was not as bad as it has been.

11:35 – Derek Pearce leaves

11:45 – TV turned back on, very loud – can hear voices of commentators

12:15 – managed to fall asleep with pillows on our heads

2:45am – woken by television from below, listened for 15 mins then fitted earplugs – woke up with ear ache – not a solution as we can miss alarm clock and more worryingly, would not hear a smoke alarm.

6:30am – woke up for work, can still hear them below and outside, unable to open bathroom window after showers at 7:00am due to men smoking outside below.

18/10 and 19/10/2007 – very similar to previous nights, disturbed between 1:30am and 2:30am

20/10/2007 – Saturday morning, 5:15am. Woken up and listened to general shouting and banging for 1 and a half hours – heard an argument, male and female raised voices and a woman call out “Get off you’re hurting me!” Called out of hours number, no officers on duty – called local police, they do not deal with noise – called safer neighbourhoods, no answer so left a message on answerphone (they called back around 3-4 days later) so what are we supposed to do?
Later we heard the television again then Greek style music very loud with shouting and singing. Made a recording of the sound on mobile phone.

20/10/2007 (PM) – Went to bed at 11:30 and slept for around 1 hour until 1:00am. Woken by noise from within the club. Called out of hours number at around 3:00am. Spoke to Ash and he visited at approx 3:30am. He did not need to come in to flat as he was aware of the issues and said he would look in the window and listen to them. 10 minutes of quiet followed – assumed he told them to be quiet. Noise from within started again, banging, very loud thudding (intermittent) shutters going up and down 10-15 times – no idea when we got to sleep but it had started to get light.

21/10/2007 – started smelling strong smell of smoke in our hallway – less noise from passageway as it is getting colder. Saw them smoking inside (through window in door) when returning late one night.

24/10/2007 – in correspondence with the council, I made a point of mentioning that Rosie was now ill, tired and generally run down which has started affecting her work. Caused by late nights, disturbed sleep and stress.

24/10 – 28/10/2007 – Various disturbances on most nights. Bedroom and hallway smelling of smoke and very little sign of men smoking in passageway at night.

29/10/2007 (Monday night – Tuesday morning)

2:00am – suddenly woken by hysterical shouting from inside and then outside in passageway – lots of voices. Jumped to window to witness men being chased down the passageway and then jumping over the fence (assumed it was another fight) Heard the words “Call the Police”

2:15am (approx) Police arrive (2 cars) and we see the men from the club showing them the passageway and various items (including a shoe and a hammer) scattered on the ground. Hear an officer say (into radio) “4 men with knives and hammers, chased into alley at rear of Grand Parade”

Talking shouting and Police radios crackling in passage until around 4:00am.

Spoke to Mr Stephanou (Snr) the following evening – says it was an attempted robbery with knives. We ask him what happens in the club “All illegal” he says. Says they should close at 1:00 but they stay open all night – they drink, they smoke, they gamble –

"all illegal" he keeps saying. Also mentions that they sometimes have "Romanian dancing girls"

In the 2 nights after the robbery we assume they are closed as we sleep without any disturbances at all. Realised how bad the problem was when it was quiet like that.

31/10/2007 – Spoke to Andrew Dickson at Haringey Planning Department to inform him of the robbery and to enquire as to whether this can be used as evidence for late night opening.

1/11/2007 – woken at 3:00am and kept awake for around an hour by noise through floor.

12/11/2007 – 4:00am, called out of hours number, shouting and banging from within the club – spoke to Lamin (?) at 4:20am – advised him to visit premises, look in window and listen and report to Derek that they were operating (as Ash had done previously).

15/11/2007 –

3:00am, woken by obvious activity below, shouting, scraping and banging and shutters going up and down – continues for 30-40 mins.

5:15pm, Rosie returns from work to meet 2 males directly outside our door. Feels threatened by them and their advances to other young females passing who also look equally distressed.

10:00pm (approx) heading to bed and hear group of men outside smoking. Noise from them and within the club. Foul and sexually aggressive language clearly audible underneath our bedroom window. Also heard pornographic / sexual sounds from sound/movie clips on their mobile phones.

2:00am (morning of 16/11) awoken by noise. Called out of hours number and then visited by Mark Eastwood at 2:20am. He stayed for 15-20 mins and heard the noises from below. He went downstairs to visit them on his way out. Again, the noise reduced for around 10 mins and then shouting and banging begins again for around 1 hour with loud intermittent thudding. Fell asleep at around 3:30am.

17/11/2007 – Lots of noise during day from within and from passageway and frequent use of abusive language.

22/11/2007 – Midnight, shouting inside for around 30 minutes. 1:30am, woken by shouting from within and kept awake for around 1 hour. 2:50am, woken again by shouting from within.

25/11/2007 – 4:00am to 5:00am, Loud music and shouting – called out of hours number, no noise officers on duty.

28/11/2007 – Shouting from outside woke us up at 11:25pm. Woken again at 3:00am and kept awake for 2 hours by shouting.

1/12/2007 – 4:15am, woken by music, singing, shouting and smashing plates. Called out of hours number, no one on duty. Did not sleep anymore, noise continued into the day.

2/12/2007 – woken by shouting and banging at 2:30am and kept awake for 45 minutes then quiet. Woken again at 4:00am then again at 5:00am – did not sleep again and decided to get up for work at 6:00am instead of 7:00am.

8/12/2007 – woken at around 4:00am by the noise of a party (music, singing, shouting etc.) Noise continued – did not call out of hours as it was past 5:00am and no one is on duty.

6:30am, got up to do xmas shopping online.

7:30am, very loud shouting from inside and then moves outside into passage. Men shouting and swearing (“I’m gonna f***ing kill him” etc.) sounded like a fight had broken out. Men outside shouting at men inside. Men then moved back inside. Heard glass smashing and sounded like a door had been kicked in. Called the police and described what was going on. Assumed they did not visit as the party carried on into the day. Another horrible start to the weekend.

10/12/2007 – 2:30am, woken by shouting and kept awake for 45 minutes.

11:00pm to 12:00am, shouting outside with swearing, on and off.

11/12/2007 – 4:00am, woken by shouting from within and eventually put in ear plugs after 45 minutes of noise.

14/12/2007 – 10:45pm, shouting outside and again at 11:30pm, 12:00 (midnight) and 12:45am.

16/12/2007 (Sunday night), continuous shouting inside and outside until around 1:30am.

19/12/2007 – 5:30am, woken by very loud shouting. Called to make complaint – no officer could visit as no one on duty. Called “Safer Neighbourhoods” and had to leave message as no answer (they called back 3 or 4 days later). Then called police as noise was still continuing with music. Told to speak to the council as “they don’t do noise” So what do we do?

7:00am, decided to get up as shouting and music was still going on. Rosie suffering from a chest infection and generally run down from nights of broken sleep and the inability to “lie in” at weekends.

22/12/2007 – 9:30pm, observed an unusually large amount of people in the club. Witnessed alcohol being carried in.

11:00pm, went to bed and the noise from inside was already very loud. Accompanied by sporadic bursts of shouting from the people smoking in the passage.

11:30pm, live “Greek style” guitar music and singing begins.

11:45pm, called council to complain.

12:00am, call from Mr Buckle (Noise Officer), says he was in the area and has spoken to the people in the club. He said they would be playing for another hour and will then be quiet. Informed him of the history of the noise and planning problems with the club and that I was certain they would in no way be quiet at 1:00am. He then decided to go back inside and ordered them to stop the music. Which they did.

12:30am, music starts again (made some video recordings to document the level of noise) Called again to complain.

1:15am, Mr Buckle called back and we arranged for him to approach on foot (he previously arrived in a Police van) so they would not see him.

1:30am, Mr Buckle called back and informed me that although they saw him coming, he heard the music before they could stop. He informed me that with the help of the Police officers he was with, they entered the club, forced the band to leave and cautioned several people for smoking inside. He also issued them with a Notice in respect of the live music.

We saw several people from the club (including the band) on the street and observed the police officers speaking (quite sternly) to several men who seemed to be under the influence of alcohol. They had blocked most of the pavement and we saw many people getting into cars and leaving.

We then managed to get to sleep.

4:00am, woken by more shouting.

4:30am, spoke to Mr. Buckle again to complain.

4:50am, Mr Buckle called back to say he had visited the club and saw just 3 or 4 people inside with very little noise. He said he could not do anything about it unless they play music too. NOTE FOR LICENCE DEPARTMENT -- is this not proof of them operating outside of their permitted hours?

5:01am (exactly) Music (from a stereo) begins, very loud and kept us awake -- noise officers no longer on duty.

7/01/2008 -- 2:30am woken by shouting and kept awake for 1 hour approx. Woken again at 5:00am and did not sleep again.

8/01/2008 -- 4:30am, woken by shouting and banging from inside club, kept awake and not able to sleep before having to get up for work.

9/01/2008 and 10/01/2008 -- intermittent shouting throughout both nights until the morning.

11/01/2008 -- 11:45pm, loud shouting begins. Managed to get to sleep at around 12:30am.

1:40am, woken by shouting from inside and this continues until 2:10am when we decided to call the out of hours number.

2:30am, Lanin (?) a Noise Officer, calls. Men are still shouting but he advises that he cannot get to us for 2 to 2 and half hours. Fairly confident that they will still be making noise then so I ask him to visit.

Due to noise, we do not sleep again -- we heard several violent outbursts of shouting.

5:00am, Officer has not yet arrived so call out of hours number again. Operator advises that officers now work after 5:00am on weekends and that they will be here soon.

Sat and sent emails and did more xmas shopping online.

5:45am, music starts, along with the continued shouting.

7:00am (approx) finally fell asleep exhausted.

9:00am, a noise officer (Lamin again?) calls us back to apologise for not visiting.

We do not sleep again. Calculate that we had around 3 hours of broken sleep. We had to attend a family meal and we just wanted to sleep.

15/01/2008 -- Simon slept with earplugs all night as still exhausted from previous nights of broken sleep. Rosie woken at 3:30am and kept awake for around 2 hours then light sleep for 45 minutes until she had to get up for work.

The following night we went to bed at 9:30pm as we were SO tired, but had to try and get to sleep with the sound of men shouting outside.

16/01/2008 – 5:20am, woken by shouting from inside club, do not sleep again.
11:10pm, loud shouting from inside and also smell of smoke noticeable.

17/01/2008 – 11:50pm, shouting from inside wakes us up and again at 2:40am.

20/01/2008 – woken at 1:30am for 20 minutes. 2:50am, woken again by shouting for 30 minutes. Woken again at 3:40am for 10 minutes then again at 5:00am. 5:30am it is still noisy so put in earplugs.

22/01/2008 – intermittent shouting between 2:00am and 2:30am.

23/01/2008 – Woken at 3:05am by shouting on and off for 25 minutes. Rosie is now very ill with chest infection and general exhaustion.

Temporary Stop Notice issued around the 25th Jan – club closed for around 3 nights over the following weekend. 3 very good, full nights sleep.

1/02/2008 – 2:30am, woken by a noise – although went silent straight away. As they have been served temporary stop notice, I leaned out of our 2nd bedroom window to see if I could confirm whether they were indeed operating. Light was clearly visible through gap in door and the sound of coins could be heard from within. Could also smell smoke coming from vent above their door.

3:00am, called out of hours number and subsequently called back by Mr. Eastwood.

3:30am (approx) Mr. Eastwood visited and I showed him the light from the backdoor. He noted that the front doors (glass outer doors) were chained and padlocked FROM THE INSIDE. The shutter over the inner door was half way down, just covering the window. He then went down and knocked on the shutters for about 5 minutes without an answer. He commented that he was certain they were in there, but without police, he could not force entry. This was very frustrating as they were clearly ignoring him as they could see him on the CCTV they have installed. He could do nothing else other than to report on what he had witnessed. We returned to bed.

4:25am, woken suddenly by the noise of banging on the shutters. Saw from our front room that Mr Eastwood had returned with 2 Police officers. I went down to our front door and saw that they had gained access and saw the 3 men who were inside. As they were leaving, I asked what they had found – “they say they were cleaning” Mr. Eastwood tells me.

11/02/2008 – 12:15am, woken by shouting and again at 1:30am

12/02/2008 – 2:00am, woken by shouting

13/02/2008 – Loud shouting at 11:15pm to 12:45am.

1:30am, woken by more shouting.

1:50am, heard the shutters going up and down several times and the sound of voices dropped significantly – assumed they had closed.

7:50am, left the building and saw the doors were chained and locked from the inside again.

8:00am, returned to see man opening the door from the inside and another man who appeared to be asleep on the table. Think it was the same 2 men who were in there when Mr. Eastwood visited with the Police recently.

Since the issue of the Temporary Stop Notice and the effect/compliance dates of the Planning Enforcement Notice, the disturbances between 2:00am and 8:00am have reduced although before 2:00am, we are often subjected to loud outbursts of shouting as we are trying to get to sleep. They have also made an effort to reduce the noise in the passage although there are often men shouting at each other as they leave the club via the back door.

Men are still smoking in the passageway during the day and generally we are subjected to loud shouting and laughing around once an hour throughout the day. We are therefore still unable to open any of our windows.
END.

Appendix 2 – Decision Notice HGY/1998/1513

To

Pepi & Co Solicitors
549A Green Lanes London N8 0RQ

On behalf of

Andreas Nicou & Constantinos Viastilopoulos
1 Grand Parade Green Lanes
London N4

Planning Application Reference No. **HGY/1998/1513**

TOWN AND COUNTRY PLANNING ACT 1990

TOWN AND COUNTRY PLANNING GENERAL DEVELOPMENT ORDER 1995 (AS AMENDED)

NOTICE OF REFUSAL OF PLANNING PERMISSION

Location: **1 Grand Parade, Green Lanes N4 1JX**

Proposal: **Change of use of part of ground floor shop to social club.**

In pursuance of their powers under the above Act, the London Borough of Haringey as local planning authority hereby **REFUSE** for the above development in accordance with the application dated 12/11/1998 and drawings nos. 1403/A1

SEE SCHEDULE OF REASONS

Anne Doherty

Borough Planning Officer 29/12/1998

NOTE: 1. Attention is particularly drawn to the schedule AP1 attached to the notice which sets out the rights of Applicants who are aggrieved by the decisions of the Local Planning Authority.

2. This decision does not purport to convey any approval or consent which may be required under the Building Regulations 1991, any byelaws or any enactment other than the Town and Country Planning Act 1990.

HGY/1998/1513

The following conditions have been applied to this consent and these conditions must be complied with

The proposed development would have adverse effects on the surrounding residential neighbours by reason of noise nuisance and general

disturbance contrary to Policy RIM 4.2 "Pollution & Nuisance From New Development" of the Haringey Unitary Development Plan.

The proposed development would result in an over-concentration of similar uses which would give rise to a loss of vitality and viability in relation to the predominantly retail function of the centre and would also result in an unacceptable increase in disturbance from noise nuisance and general disturbance in a Primary Shopping Frontage and is therefore contrary to Policy STC 1.3 "Town Centre Primary Frontages" of the Haringey Unitary Development Plan.

Please complete and sign point 6 and Certificate A and return to Mrs F McGeever at the above address.

Anne Doherty

Borough Planning Officer 29/12/1998

Planning, Environmental Policy and Performance

Appendix 3 – Correspondence to the Council

From: Simon Stanley (simonstanley1983@msn.com)

Sent: 08 December 2007 07:18:59

To: andrew.dickson@haringey.gov.uk

Cc: training@cameoplanning.co.uk; derek.pearce@haringey.gov.uk

Good morning Andrew,

We would be grateful for an update on the current situation with the enforcement notice. We are now up and about, at 7:00am on a Saturday morning, after lying away for 2 hours. Saturday morning from between 4 and 5:00am to, well, the following evening, seems to be party time! Music, shouting (men and women) singing, banging, arguments, lovely. And this has happened for the past 4 weekends in a row, sometimes saturday, sometimes sunday, sometimes both. It has also happened on many previous weekends, but we are now just noticing the trend.

People keep staggering (quite obviously drunk) up the passageway to the toilets and shouting at each other on their way. Last weekend, Sunday I think, they were smashing plates. Oh, and our flat STINKS of smoke. (I even have a scented candle on the go next to me) We work all week, looking forward to a lie in on at the weekend, and we're being forced to get up even earlier than we would do on a week day!

The most frustrating thing is that the emergency team are not on duty until 10:00am! So we can do nothing to stop the noise (although Rosie is getting fed up with struggling to stop me from going down there or simply calling the police)

It seems ridiculous that in 2007 we still have to go through so much red tape, too-ing and fro-ing to stop people engaging in illegal, anti-social and totally inconsiderate behaviour.

I am tempted to go through our diary to count up the amount of hours sleep we have lost to these idiots, but to be honest, I think that may further prevent me from sleeping!

We have family staying over at xmas, coming down from Rosie's hometown to see us and see our new flat for the first time. How embarrassing do you think it will be to have to apologise to them for the terrible nights sleep they have had at the hands of our extremely unthoughtful neighbours? "Merry Christmas, welcome to our flat... it is hell"

We desperately look forward to hearing from you and enjoying a peaceful life again.

Simon and Rosie.

From: simonstanley1983@msn.com

To: andrew.dickson@haringey.gov.uk

CC: derek.pearce@haringey.gov.uk

Subject: Enforcement Complaint, 1 Grand Parade (Planning ref: HGY/1998/1513.

Complaint Ref: DEP/2007/00666)
Date: Wed, 24 Oct 2007 13:46:50 +0000

Dear Andrew,

Following your telephone conversation with my partner, Rosellen Walsh this morning, I have now spoken to Derek Pearce in the out of hours noise team.

I understand that you require surveillance to be carried out on the social club at 1 Grand Parade, to show that they are indeed operating "out of hours". Derek has asked that you contact him directly (derek.pearce@haringey.gov.uk / 0208 489 5264) with your requirements, so a visit can be arranged, and the necessary evidence obtained.

We would certainly be fully co-operative should they wish to visit our flat and stay for as long as they needed.

As you will see from my previous emails below, the noise is consistent, in that it is occurring every single night. Whether that be at 11:30pm, or 3:30am, or indeed, as was the case on Saturday morning (20th October) at 5:15, when the noise became so loud that I managed to record it on my telephone. Music was being played very loud and the sound of 3 or 4 mens' voices, with a ladies voice was very clear.

They were having a very intense argument, in which we heard the woman shouting "get off me, you're hurting me!" among other things. We called the out of hours number twice, to be told that no one could visit us at that time. We also called the local police station, to be told that only the council could deal with noise matters, and also left a message on the "safer neighbourhoods" voicemail. After the argument had settled, they then began singing along to the music.

On Saturday evening, I slept from 12:00 to 1:00am Sunday morning and was then awake until around 4:30. I spoke to an out of hours officer, who visited the premises, and he apparently told them to be quiet. They were quiet for around 10 minutes until the shouting and scraping of chairs began again, along with an intermittent thudding of the walls/floors. The shutters at the front were rolled up and down several times as people left and my entire day on Sunday was spent feeling extremely fatigued.

We have taken to wearing earplugs, which I do not believe is a solution and is of course a hazard, should the smoke alarm go off in the night.

Even last night, we heard noise coming from the side passageway and then the noise of someone above us banging on their window. "SHUT UP!" was their response. And then at 4:00, more noise and shouting coming from below.

Also, I have seen them smoking inside the premises, which then filters up through our floor and makes our rooms smell of smoke, even when the windows are closed. Please also consider the possibility that gambling and the consumption of alcohol could take place on these premises

Please can you see that this issue is resolved as quickly as possible. From our perspective, they are operating illegally, they are affecting the lives, sleep, peace and health of the residents around them, and need to have restrictions imposed as a matter of urgency.

My girlfriend is now ill which we believe may be from the constant nights of broken sleep and stress and we feel that our relationship and physical relationship are being affected too. Our lives at home are accompanied by the sound of men shouting at each other, all day and all night. We are unable to relax and enjoy each others company in peace.

I look forward to hearing from you as soon as possible and would be grateful if you could forward a copy of your email to Derek to myself.

Kind regards,

Simon Stanley,
1A Grand Parade
N4 1JX

From: Simon Stanley (simonstanley1983@msn.com)
Sent:
02 November 2007 15:35:58
To:
enforcement@haringey.gov.uk

Dear Sirs,

I live at 1A Grand Parade (N4 1JX), above a barber shop in the rear of the ground floor, and a "social club" in the front. (Not to be confused with the Salisbury Hotel!) The address of the club on the ground floor is "1 Grand Parade" and does not have a name as far as we know.

The club causes noise nuisance at all times of day, from the sound of the men talking below. They normally shout and argue and this comes up through our floors. They also stand in the passage at the rear of the premises, by their back door and under our bedroom windows. The noise from the passage also disturbs other residents in the area, as they often bang on windows and shout at them to be quiet.

It is not unusual for us to lay awake at 2am, 3am, 4am and right until we normally get up during the week at 7:00am, listening to them shouting, singing or the sound of their television. As you can imagine, this is making our lives miserable. They have a license to open until 1:30 (according to your planning department) however, this is not being followed.

Also, the landlord's father brought some post up to us on Tuesday and told us how during the previous night, at 2:00am, 4 or 5 armed men entered the club and attempted a robbery. We heard this going on and were kept awake until around 4am, with the comings and goings of the police.

He described what goes on at the club (as I think he goes in there from time to time) and told me "it's illegal, all illegal, we should close at around 1:00am but we stay open all the time, we drink, we smoke, we gamble, all illegal" He then mentioned, in a heavy Greek accent with broken English, "and they have Romanian dancing girls"

During daylight hours, they have their curtains open and smoke outside in the street, or in the passage at the rear. Again, with regards to them doing this at the rear, this means more noise from their voices and also means we are unable to open our bedroom or bathroom

windows during the day and night. When we do, our rooms end up smelling of smoke.

However - we don't know what to do now, as, now it is getting colder and darker (and they close their curtains / shutters at night) they have started smoking inside the premises. We have seen this through the small window in their front door, and more worryingly, we can smell the smoke through our floor. In all rooms, including our hall way. We were overjoyed when the smoking ban was introduced this year as we were finally able to enjoy public spaces without smelling of an ashtray - now we are having other peoples habits inflicted upon us in our own home.

On another point, they have an out house directly beneath our balcony in which they have a toilet. Before we saw this, we assumed they were urinating against the fence at the back of the yard, as the smell of urine is very strong. We cannot use our balcony for any period of time, as the smell is disgusting - again, all day and all night. The balcony is accessible from our kitchen, and we cannot even have the door or window open, as our kitchen begins to smell of urine.

Not the type of establishment we want to live above, I think you would agree? And, as it is all illegal and off the record, it was not something we would have known about during the purchase of our property.

We have lodged a complaint with the planning enforcement team, and they are working with the out of hours emergency team to investigate the late night opening, from a planning point of view, and also to the licensing department, and would now like you to address any issues that fall within your powers, so we may resolve the issues as soon as possible, with as much evidence as possible to bring about some form of action.

We do not feel safe in our own home and have no idea what dealings are going on below us. We have not had a full nights sleep in the month since we moved in and are unable to open our doors and windows. We would like the law to be on our side to ensure our safety and peace, as it is designed to do!

I think with the level of disturbance this "club" is causing, and the fact that their activities are completely un regulated, something needs to be done to ensure the wellbeing, and safety of the local majority.

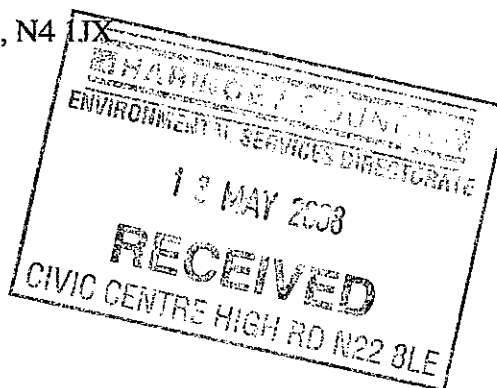
I look forward to hearing from you with your comments / ideas / proposed action.

Many thanks and kind regards,

Simon Stanley.

2b Grand Parade, Green Lanes, Harringay, N4 1JX

8th May 2008



Re: Café / Social Club at 1 Grand Parade, Green Lanes, N4 1JX / review of license application.

We wish to make a representation about this license review.

We live at 2 Grand Parade, above the shops, and have done so for many years. Our bedrooms are onto the rear lightwell that provides rear outdoor access for the cafe.

When the licensing committee met on 3rd October 2006, the late premises license was objected to by residents because of disturbance from night-time noise, in particular emanating from the rear of the property. The committee granted a 2am license, drawing parity with the Salisbury pub next door.

The council's noise team officer supplying information for the previous application stated 'The noise caused by patrons exiting the premises and utilising the external area, including the lightwell is likely to be detrimental to the residential amenity.'

The cafe has not kept to its license conditions re. hours and noise nuisance. The council's noise team can confirm the details of this, as they were frequently called throughout much of 2007, between the hours of midnight & 5am.

Residents have visited councillors requesting help with issues of night-time disturbance.

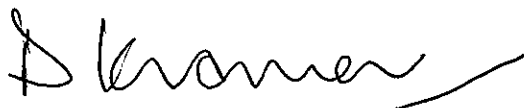

So far the council has been unable to deal with the problem affecting the residents. Brian Ellick from Haringey's Planning Enforcement Team wrote 'This is because the occupants are now concealing their activities even more, making it difficult for officers to obtain admissible evidence. As you are aware the individuals operating the premises at 1 Grand Parade have and are going to great lengths to conceal their activities. Pulling down the shutter, attempting to conceal noise, installing cctv, refusing to open the door, once the door is open some of the evidence has been concealed.'

Attached is some of the correspondence to council officials from residents of 2 Grand Parade over this period.

We would also request that the original license application documentation is consulted re. the council's noise team officer's previous license application information, and Licensing sub committee's minutes resolution.

Night-time noise at the rear of the flats makes for an increasingly difficult home environment, with loss of sleep, having to keep windows closed to cut down noise, and a general sense of night-time disturbance.

Yours sincerely

Mr. D. Kramer

Miss. M. Tham

c.c. Councillor Canver, D. Pearce, noise team leader

1 & 2 Grand Parade, Green Lanes, N4

Dear Councillor Canver



18 March 2008

Rather than a series of separate letters from all the residents of 1 & 2 Grand Parade we decided it might be simpler to send one letter from all of us.

During much of 2007 we have suffered from night-time noise coming from the rear of Salonica Cafe, 1 Grand Parade, N4 1JX. This has occurred at various times throughout the night, until morning, and disturbed our sleep.

We would really appreciate the council doing whatever is necessary so that we are not disturbed at night.

Yours sincerely

- 1a  SIMON STANLEY } Tenants since 28/09/07
Edward Rosellen Walsh }
- 1b  Peter Nunn } Tenants
JANE FURLEST TAN } Since 06/09/07
- 1c LEE WILLOCKP
~~Lee Willockp~~
- 2a Roberto Silva, Roberto Gley
Madel Jacobs
- 2b DKramer MR. D. KRAMER
Ms M. THAM
- 2c MDoyle MR. M. Whippy
Maddie Doyle

Mr. D. Kramer
2b Grand Parade, Green Lanes,
London N4 1JX.

31st March 2008

Re. Appeal / 1 Grand Parade, Green Lanes, London N4 1JX
APP/Y5420/C/08/2066307 - DEP/2007/00666

Dear Ms Hallett

We have been asked to make our views known on the above appeal.

The café at 1 Grand Parade, in the evenings and during the night, seems to operate as a private club / social club for men to play cards/gamble. Residents above & adjacent to the premises have frequently complained to the council about evening & night-time noise disturbing them, from the activities carried on. Enclosed is a copy of a recent letter from all the residents to the local councillor regarding the noise.

Throughout much of 2007, residents would be disturbed by noise coming from the premises, or the rear outdoor space, immediately under the six flats bedrooms, at any time from evening through to 6 or 7am in the morning.

We presume gambling takes place because of the loud arguments about cheating. At 7am the cashing-up could be heard. If alcohol is not served, then patrons arrive with alcohol, or have already consumed alcohol. Men, and occasionally women, have continued drunken conversations, or loud arguments, under our bedroom windows at night.

We understand from council officers that the premises has a license to act as a snack bar. Our experience is that it operates as a private social club, mainly for men. It does not ply it's snack bar trade publicly, to any person wanting a snack. There is no signage advertising 'snacks'; no signage naming the snack bar; there are no snacks on display for the public to see, no priceboard or pictures of food.

In the late afternoon/early evening the curtains are drawn, so that it is not possible to see into the premises. Later still, roller shutters are lowered, but the premises remain open.

The council has a record of reports from the enforcement service of the activities occurring at the premises. And the police reports from call-outs by residents, and accompanied visits with council noise enforcement officers must all detail the unauthorised change of use.

The residents are very fed up with the disturbances caused by the activities of the premises /social club to our quiet enjoyment of our flats.

I am happy to answer more specific questions if the above needs clarification.

Please could I be sent a copy of the decision letter.

Yours sincerely



From: "Jacqueline Shannon" <jacqui@thelondongathering.com>
Subject: The Cafe at 1and 2 Grand Parade
Date: 3 March 2008 11:11:25 GMT
To: <nilgun.canver@haringey.gov.uk>
Cc: <eubert.malcolm@haringey.gov.uk>, <derek.pearce@haringey.gov.uk>, <dasos.maliotis@haringey.gov.uk>, <dk-material@pobox.com>

Dear Mr. Canver,

I understand the council is seeking evidence of a noise problem affecting 1 & 2 Grand Parade, N4.

Throughout much of October 2005 through October 2006 we had problems with being disturbed at night by the activities of the café at 1 Grand Parade.

The occupants of the address in question were less than considerate of their upstairs neighbours. I am a fairly tolerant woman, and far from confrontational. I even established a friendly relationship of "hellos" with one of the older men who was often seated outside during the daytime.

The primary reason for my departure from the apartment (which I loved) was the nighttime hours of this same establishment. I work in events and sometimes only have a few hours at home to sleep. On one occasion when the noise was exceptionally intrusive (at 3am) I went down to ask them kindly to be quieter. My housemates and I decided that a female going down may elicit a more sympathetic response. Being a men's club, they were quite shocked at my entrance. In fact when I entered it was like time froze. This surprise did not however translate to them keeping the back door to their venue closed as I had asked; at least not for longer than half an hour.

Having lived there for 12 months I can say they frequently cause noise after 11pm during the week. I believe this is primarily due to in an external toilet. They often leave the back door to the premises open which subjects the upstairs apartments, who's windows over look their back area, to quite loud music. Further it is common for them to take telephone calls in the back enclosure of the property, speaking extremely loudly when doing so.

On at least two occasions I was awoken by what sounded like an escalated argument. I say "sounded like" because this aggressive transaction was not carried out in English. I do know that the police arrived on the premises during one of these episodes although I was not the one who called them.

In my experience the noise issues occurred primarily between 11pm and 4am. They are one of three sorts; loud telephone calls, loud music and occasionally arguments and door slamming between two or more men.

I do hope that the council will act upon the complaints received regarding this premises. If you have any questions, my contact details are below.

Kind Regards,

Jacqui

Jacqui Shannon
The London Gathering
1 Angel Court
5th Floor
London
EC2R 7HU

T +44 (0)207 710 6915
M +44 (0)78 2484 8900
F +44 (0)207 710 6901
jacqui@thelondongathering.com

<http://www.thelondongathering.com>

Make The London Gathering your friend on MySpace here:

<http://www.myspace.com/thelondongathering>

From: "Paulo Roberto Lima de Andrade" <papitoboco@ig.com.br>
Subject: Trouble 1/2 Grand parade
Date: 29 February 2008 19:56:08 GMT
To: Nilgun.Canver@haringey.gov.uk
Cc: eubert.malcolm@haringey.gov.uk, derek.pearce@haringey.gov.uk, dasos.malotis@haringey.gov.uk, dk-material@pobox.com

Hi,

I was actually living in 2a Grand Parade, Green Lanes between 11/06 and 12/07, and honestly, the work-time from the cafe on 1, Grand Parade could just be resumed in 2 parts: a joke or a horror movie.

Joke because what has been seen that was, you know, just impossible to happen, I'd know how to react to many different situations: noise to get crazy, being disturbed by chatting during almost all night (in the week-days, they get near to 3/5 o'clock in the morning!!!), I'm not sure, but probably drug consumption and some fights, which in one of those, themselves felt completely necessary to call the police, biggest was a confusion, and on this date, I'd hear something about "back to shoot", so we can see how kind of person we're talking about.

Horror because I felt completely unprotected, not just about myself, but also about my wife, persons which have always paid their taxes and done the correct to live on the area without affecting anyone and with peace. Unfortunately, this was affecting my life in all senses, professionally and personally, so my only option was to get moved, and that's what I'd.

But there is a question: that was correct??????

There is my complaint, with, on my concern, there's over necessary evidences.

If there's any further questions just call me on 07505009638 or 02088150960 on evening-time
Thanks for the space.

Paulo Andrade

From: D Kramer <dk-material@pobox.com>
Subject: **Noise nuisance / Salonica cafe, 1 Grand Parade, N4**
Date: 31 October 2007 09:05:49 GMT
To: Nilgun.Canver@haringey.gov.uk

4 Attachments, 299 KB  

Dear Councillor Canver

I visited St. Ann's library for your surgery, along with neighbours from adjacent flats, and ended up speaking to you on the telephone from the library. (I also visited you at your surgery there a year ago (July 2006), with the same continuing problem of night-time noise from Salonica cafe at 1 Grand Parade, Green Lanes, N4). The length of the information & photographs below hopefully will give you a clear understanding of the problem. (which on the face of it, it should be a simple problem to resolve).

The background:

Residents have ongoing & continual noise problems, day & night, from Salonica cafe at 1 Grand Parade, Green Lanes, N4.

The ground floor cafe has access onto the lightwell and yard at the rear, containing an outside toilet. There are 6 flats affected by nighttime noise (12 bedrooms) at 1 & 2 Grand Parade.

(When planning permission was previously sought for change of use to a social club, it was refused because 'The proposed development would have adverse effects on the surrounding residential neighbours by reason of noise nuisance and general disturbance.'

The problem:

Speaking to Daliah Barrett (LBH Licensing) I understood her to say she cannot do anything about the problem of the door being left open / men talking loudly underneath our bedroom windows / the cafe never actually closing, and therefore the passage being used as access for the outside toilet 24 hours a day. She needed Noise Control to indicate that there was a problem to her.

Speaking to Mark Eastwood (LBH Noise Control) I understood him to say that the door being left open, and there being no door-closer or acoustic seals (as Derek Pierce's recommendation to the Licensing Committee had indicated) was a matter for Licensing.

I have talked to both departments a number of times over the last year. Between the two departments nothing satisfactory is happening, and the problem for residents continues.

At the time of granting a license to operate until 2am, Councillor Peacock (chairing the meeting) clearly believed the cafe would be closed for the rest of the night, and that residents should not be disturbed by any noise from this business, day or night.

Can you please help us with this.

D. Kramer & M. Tham

2b Grand Parade, N4 1JX

Copy of email sent to Daliah Barrett / LBH Licensing / 13 September 2007

Re. Salonica cafe, 1 Grand Parade, Green Lanes N4 1JX / Licensing sub-committee B 3 October 2006

Dear Daliah - further to the call earlier:

The licence was granted subject to the closing time being 2am.

We understood this to mean the premises would be empty & silent.

The reality is that the premises are open around the clock, albeit with the street façade shutters being closed. At 5am it may be only 2 people, or it may be 10. Whichever, the passageway to the outside toilet is used, and residents are consistently woken up.

Talk emanating from the rear is nearly always audible, from quiet to raised voices. During the daytime, men talking in the rear passageway continues to disturb residents peace.

There are 12 bedrooms immediately above this area.

The sub-committee declared that this door must be kept closed except for access purposes.

This door has no door-closer so is left open for considerable amounts of the day & night. Also, since the smoking ban, the rear passageway is used by smokers, causing disturbance by talking under bedroom windows. Derek Pearce who was present at the meeting, as part of the licensing consultation memos, recommended that:

Work Conditions

Prevention of nuisance from noise/vibration

All doors to be fitted with acoustic seals to minimise noise from the premises.

Rear access doors to be fitted with self-closing devices (in accordance with BS6458 Part 1 1984)

Management conditions

Prevention of nuisance from noise/vibration

All doors and windows will remain closed during the licensed activities. Where a door is used for patrons to enter or leave, the door will be fitted with a self-closing device and staff told to ensure that it is not propped open.

Management conditions

Outside Areas

Signs shall be displayed instructing patrons to recognise the residential nature of the area and conduct their behaviour accordingly.

We are not aware of these being observed or enforced.

Could you get back to us and tell us what can be done.

Yours sincerely, D. Kramer, M. Tham.

Below is a partial list of noise incidents, & contact with Noise Control & Licensing in the last 3 months. Other neighbours have also made numerous calls to Noise Control.

July 31st Tuesday 12 noon:

Loud disturbance at rear from Larnaca café customers. Neighbour indicates they will call police.

Sept 7th Friday / 8th Saturday:

Woken numerous times. 6am had to ask customers (drunk) to go inside & shut door. Went inside, but came back out again soon after, creating a lot of noise.

Sept 9th Sunday 23.35:

Phoned noise team about loud talking under bedroom windows. 00.23 noise team phoned back to ask if persisting. Quiet.

Sept 13th 3.40am

2c Grand Parade call police. Disturbance on Grand Parade with M/F/F (violent argument) originating from Larnaca café.

Sept 13th

Spoke to Daliah Barrett (LBH Licensing). She asked for details to be emailed to her.

Oct 8th Monday 23.17:

Phoned noise team about loud talking under bedroom windows. When neighbour requested quiet, told to "Shut up".

Oct 13th Saturday 6am:

Reported noise problem to noise team. Loud talking under bedroom windows.

Later during the day, spoke to (Mr) Lamin(?) - noise officer - he said he or another noise team officer would drop by the café that evening to tell the café they must keep the rear door closed at all times.

Oct 18th

Spoke to Mark Eastwood - noise officer - he said the requirement for the café to keep the door closed at all times & fit a door closer was the licensing dept's responsibility.

Oct 19th

Spoke to Daliah Barrett (LBH Licensing). She says she can only respond to the noise team witnessing a nuisance. She cannot enforce the door being kept closed(?). We as residents can initiate a review of the license, based on a failure to comply with the conditions.

Oct 20th Saturday 5.25am:

Phoned noise team about loud talking under bedroom windows from Larnaca café customers. Call logged.

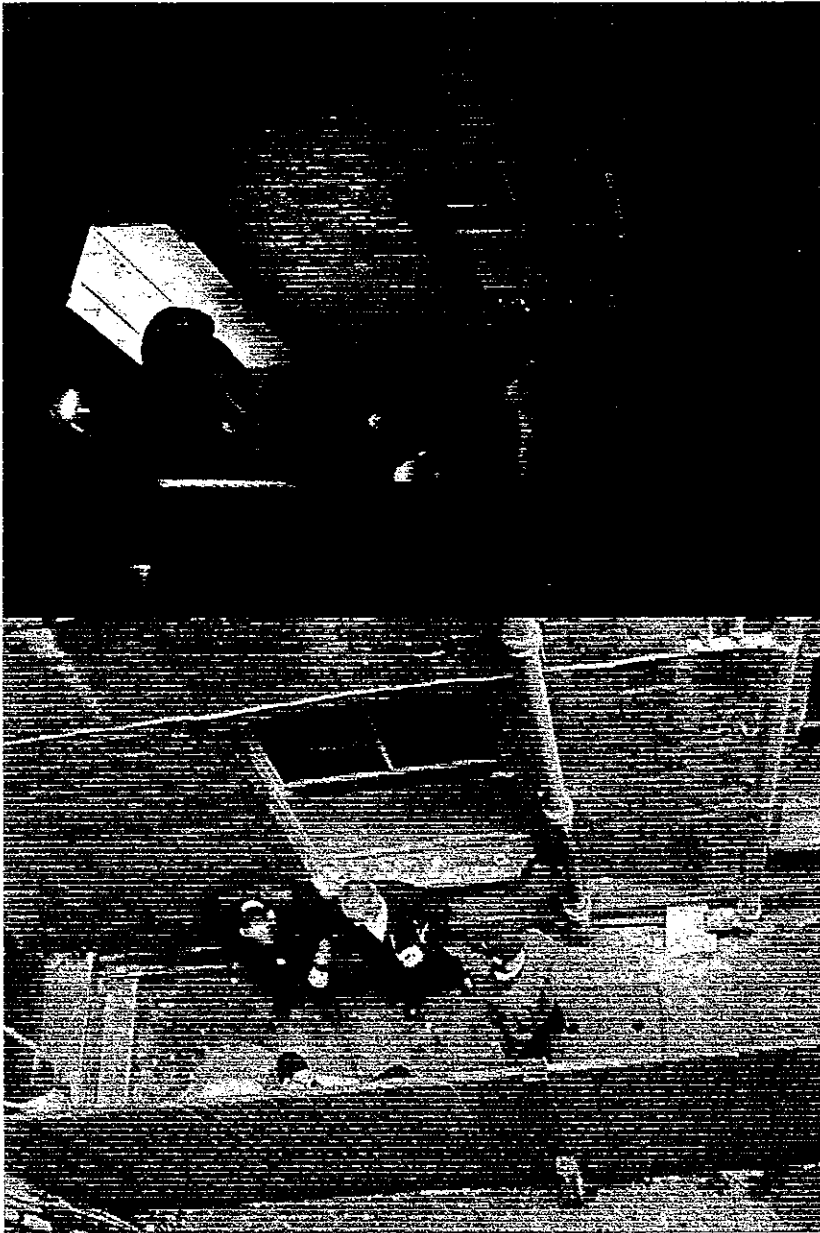
Oct 30th Tues 2am:

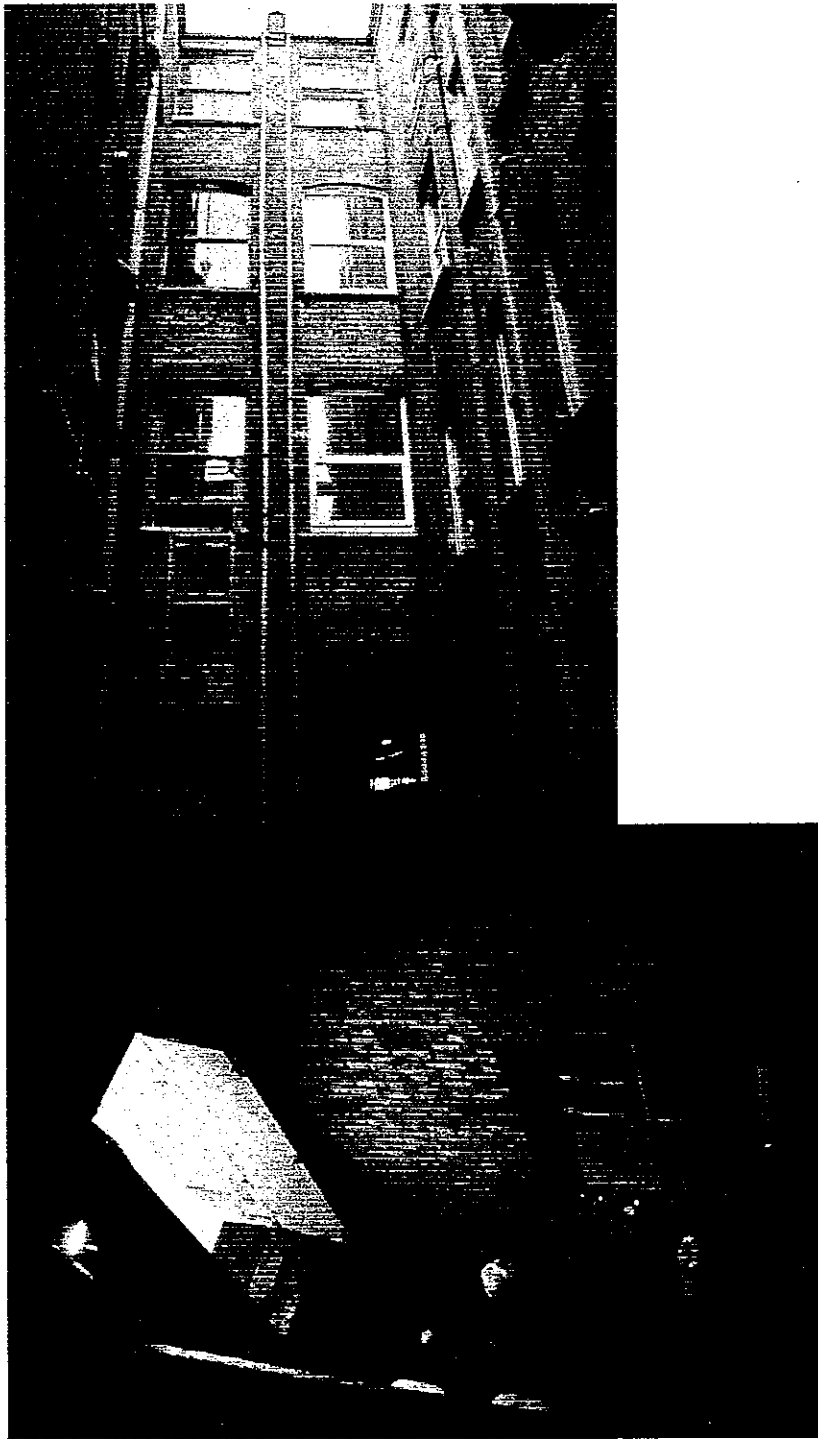
Loud disturbance at rear of cafe. Police called & attend. Men shouting & man/men chased/climbing over fence into yard of 2 Grand Parade. Police attend (for some time).

Photos showing:

Rear of 1 & 2 Grand Parade (Salonica cafe on Ground Floor; 12 bedrooms immediately above lightwell).

Cafe customers under bedroom windows; nighttime & daytime.





APPENDIX 3

**COPY OF REPRESENTATION SUBMITTED BY
NOISE TEAM**

Licensing Review Salonica Café

The service received a total 15 noise complaints in 2007 against Salonica Café out of the 15 the service substantiated a Statutory Nuisance in two occasions on the 22nd December 2007 and 23rd December 2007 as the result an abatement notice was served on the establishment on 23rd December 2007 (Wk 59123)

The service received a total of 9 noise complaint in 2008 out of the 9 complaints 4 were responded by visiting the premises/customer's however nuisance was not established, 2 was recorded as No Visit No Response from the Customer, 1 as Noise Not On Now while 2 was recorded as Noise Stopped.

The noise team carried out a total of 28 pro-active from the 13th January to the 25th March 2008 however no noise nuisance was witnessed.

As a result of the above mentioned evidenced gathered by the Noise team, the noise team supports the review and are able to document the occasions when the noise team witnessed nuisance from the premises.

Also the noise team recommends no smoking to be carried out at the rear of the premises.