

- *OOH evening attendance to sign off levels with client – date TBC*

Please do not hesitate to contact me if you require any additional information.

Best regards

Darrel Olivier

Darrel Olivier
Middlesex Sound & Lighting Ltd



T: +44 20 8866 5500

M: +44 7950 380 007

E: darrel@middlesexsound.co.uk

W: www.middlesexsound.co.uk

Sarah Taylor

From: Davies, Karen (MAB)
Sent: 16 September 2015 10:39
To: enforcement.response@haringey.gov.uk
Subject: RE: NOISE ABATEMENT NOTICE O'Neill's Muswell Hill

Dear Mr Pearce

Please find below the actions taken in order to resolve the issue. A sound check is arranged for this Sunday 20 September between 8.30 – 10.30. Both Hepworth Acoustics and Middlesex will both attend to take readings and make any adjustments to the system. You or a member of your team are invited to attend to see the work that has been done and sit in on the sound check.

- Remove existing stud wall of party wall and replace with double skin acoustic insulated wall.
- Encasing extractor ducting with insulated acoustic lined wall.
- Install an additional acoustic skin to existing fire exit staircase wall.
- Move stage to a different position so sound projects in a different direction across pub.
- Build acoustic dissipating wall to side of stairs to mezzanine level (next to the location of the new stage).
- Install acoustic deadening curtain to walls behind the new drums position.
- Adjust speaker and setting of system in conjunction with Middlesex.
- The speakers on party walls to be separately zoned and turned off during music (live & background).

Please advise if you require any further information from us.

Kind regards

Karen Davies
Safety Support Manager

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In Primary Authority Partnership with Westminster City Council
m&b_pa@westminster.gov.uk

From: Davies, Karen (MAB)
Sent: 23 April 2015 11:15
To: 'enforcement.response@haringey.gov.uk'
Subject: NOISE ABATEMENT NOTICE - SM 846189 BUN 17796 O'Neill's Muswell Hill

Fao Enforcement Response Team

Your Ref:-ES/RS WK/000316704

With regard to your letter dated 18.04.15 , please find below procedures that have been put in place since the original complaint was received.

The area manager for O'Neill's has emailed Ms Ripo to apologise for delay in resolving the noise issue. He has assured her we have not ignored the issue and are very keen to resolve the situation.

Please find outlined what we have done since the point of the original complaint:

- Cancelled some of the music events we had booked & rearranging more subdued acts
- Turned down PA and fully briefed acts to minimise sound output.
- Commissioned an audit by a sound engineer to measure level of sound and offer solutions
- Adjusted limiter and have relocated it so there is better visibility to the acts.
- Turned of all speakers on back wall adjacent to your apartments during live music
- Have moved the finishing times of acts to 11.30 from midnight.
- Removed entertainment on Thursday and Sunday, also we have cancelled proposed music festival for the may bank holiday.

A lot of the changes we have already put in place were the suggestions from the audit our sound engineer completed, but unfortunately we have failed to completely eradicate the situation. The area manager was on site with our building manager & a building contractor on Tuesday to see what can be done further to minimise the sound, unfortunately due to the nature of the building (it is a stone church) a straight forward proofing solution may take some time due to its complexity. To assist us, our building manager will be revisiting the site with an acoustics consultant to get their guidance on a successful permanent solution.

In conversation with your EHO inspector during their visit at the weekend, Donagh the general manager was informed that the audible sound in the apartment was the bass and drums, and with that in mind we have cancelled the bands booked for the weekend and plan to have a duet instead with no bass or backline. We have asked Ms Ripo if she is going to be home and would agree to give us feedback about Friday's sound levels, if they are still too high we will cancel the music for Saturday night!

Kind regards

Karen Davies
Safety Support Manager

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SILVER

Award

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Primary Authority Westminster City Council

Sarah Taylor

From: Garvey, Liam (MAB)
Sent: 02 September 2015 18:34
To: Read, Darren (MAB); Davies, Karen (MAB)
Subject: FW: O'Neill's Muswell Hill

Darren/Karen,

Below is my email to the complainant about the improvements we were planning, all the work is now complete. Derek Pearce (EHO) has also seen this!

cheers

Liam

Liam Garvey
RBM - London & South East



☎ 07808094616
✉ liam.garvey@mbplc.com

From: Garvey, Liam (MAB)
Sent: 16 July 2015 12:37
To: 'alyson ripo' <alyson_ripo@hotmail.com>
Cc: #2190'Neill's, Muswel Hil (MAB) <muswellhill@oneills.co.uk>
Subject: O'Neill's Muswell Hill

Alyson,

Hope you are well! Donagh & myself were in Muswell Hill earlier today to have a site meeting with all contractors, the architect & building manage who are involved in the works to reduce the sound transfer to your flat. We now have confirmed works & timings. Below is an outline of the work included:

- Remove existing stud wall of party wall & replace with double skin acoustic insulated wall.
- Encasing extractor ducting with insulated acoustic lined wall.
- Install an additional acoustic skin to existing fire exit staircase wall.
- Move stage to a different position so sound projects in a different direction across pub.
- Build acoustic dissipating wall to side of stairs to mezzanine level (next to the location of the new stage).
- Install acoustic deadening curtain to walls behind the new drums position.
- Adjust speaker & setting off system in conjunction with Middlesex.
- The Speakers on party walls to be separately zoned & turned off during music (live & background)

All the above works will be completed by the 11/8!

With your agreement, we would like to schedule a band for 14/8 so Middlesex sound can attend to check sound levels in your flat & make any adjusts to the settings of the equipment.

The timings would be similar to when Graham attended, if you could please let me know if this works for you I will schedule this.

Kind regards

[REDACTED]

Liam

Liam Garvey
RBM - London & South East

oneill's

☎ 07808094616

✉ liam.garvey@mbplc.com

[REDACTED]

Sarah Taylor

From: alyson ripo [REDACTED]
Sent: 22 August 2015 13:20
To: Donagh Wyley
Cc: #219O'Neill's, Muswel Hil (MAB); Pearce Derek; Garvey, Liam (MAB); Enforcement Response
Subject: Re: Cancelling of bands a until sound issues resolved O Neil's church Muswell Hill

Dear Donagh

They are advertised as a band. They look like a band and they seem to have Mics, PA system and back up.

However if you say they are not and then there should be very limited sound coming through.

Thank you for confirming

Alyson

On 22 Aug 2015, at 13:08, Donagh Wyley <donaghw7@gmail.com> wrote:

Good afternoon Alyson,

They are not a band, they don't have any instruments, they are 2 professional dancers that do 50s vintage hair, dress, dance.

Sent from my iPhone

On 22 Aug 2015, at 12:59, alyson ripo [REDACTED] wrote:

Dear Donagh

Further to your response below regarding the noise abatement order and your response that *all* bands have been cancelled until noise pollution resolved, I believe this not to be the case.

You have advertised a band to be performing at the church tonight starting at 9pm

see below for links:

On stage @TheChurchPubN10 tonight from 9pm! #London #MuswellHill#vintage #music #singing #sisters... <https://t.co/rWbrngdDc>

<https://www.facebook.com/vintagegirlact>

<https://www.facebook.com/pages/ONEills-Muswell-Hill-The-Church-Pub/341255169269236?fref=photo>

If this band goes ahead you have reneged on your agreement as per the email below and in line with the noise abatement order and I will call out the council .

Please confirm that this will not be necessary?

I look forward to your prompt response

Kind regards

Alyson

Sent from my iPhone

Begin forwarded message:

Resent-From: mmscadm@mms.three.co.uk
From: +447447448277
<447447448277@plmn.mms.three.co.uk>
Date: 21 August 2015 16:57:41 BST
Resent-To: [REDACTED]
To: alyson_rip@hotmail.com
Subject: You have received a new message
Reply-To:
05149416845626111.fb2915cd661519572056@mms.three.co.uk

<tmn.jpeg>

You've received this message from mobile number [REDACTED]

Subject: You have received a new message

Good afternoon alyson, Yes I have cancelled all bands over last few months. & going forward until resolved. Awaiting confirmation from all band members along with Middlesex, & hopefully eho regarding next Sunday. Kind regards Donagh

You can reply to this message once for free...
Just click on 'reply', type in your message (you've got a maximum of 500 characters) and click 'send'. It'll go straight to the sender's mobile phone, so they don't need to be on their PC to receive it. You can only reply once to each MMS you receive, so make sure it's a good'n!

You've got a chance to reply until 27/08/2015.

If you're a 3 customer you can get more information about sending and receiving picture, video and voice messages on your mobile at three.co.uk

Sarah Taylor

From: Read, Darren (MAB)
Sent: 21 October 2016 11:34
To: Thomas, Emma (MAB)
Subject: FW: NOISE ABATEMENT NOTICE - SM 846189 BUN 17796 O'Neill's Muswell Hill

From: Pearce Derek [<mailto:Derek.Pearce@haringey.gov.uk>] **On Behalf Of** Enforcement Response
Sent: 23 April 2015 14:37
To: Davies, Karen (MAB)
Cc: Enforcement Response
Subject: RE: NOISE ABATEMENT NOTICE - SM 846189 BUN 17796 O'Neill's Muswell Hill

Thanks you for your email

We trust that your actions have now (or will) resolve the noise nuisance

Derek Pearce
Team Leader Enforcement Response
Tel 020 8489 5264
derek.pearce@haringey.gov.uk

From: Karen.Davies@mbplc.com [<mailto:Karen.Davies@mbplc.com>]
Sent: 23 April 2015 11:15
To: Enforcement Response
Subject: NOISE ABATEMENT NOTICE - SM 846189 BUN 17796 O'Neill's Muswell Hill

Fao Enforcement Response Team

Your Ref:-ES/RS WK/000316704

With regard to [REDACTED] 18.04.15, please find below procedures that have been put in place since the original complaint was received.

The area manager for O'Neill's has emailed Ms Ripo to apologise for delay in resolving the noise issue. He has assured her we have not ignored the issue and are very keen to resolve the situation.

Please find outlined what we have done since the point of the original complaint:

- Cancelled some of the music events we had booked & rearranging more subdued acts
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- Commissioned an audit by a sound engineer to measure level of sound and offer solutions
- Adjusted limiter and have relocated it so there is better visibility to the acts.
- Turned off all speakers on back wall adjacent to your apartments during live music
- Have moved the finishing times of acts to 11.30 from midnight.
- Removed entertainment on Thursday and Sunday, also we have cancelled proposed music festival for the may bank holiday.

A lot of the changes we have already put in place were the suggestions from the audit our sound engineer completed, but unfortunately we have failed to completely eradicate the situation. The area manager was on site with our building manager & a building contractor on Tuesday to see what can be done further to minimise the sound, unfortunately due to the nature of the building (it is a stone church) a straight forward proofing solution may take some time due to its complexity. To assist us, our building manager will be revisiting the site with an acoustics consultant to get their guidance on a successful permanent solution.

In conversation with your EHO inspector during their visit at the weekend, Donagh the general manager was informed that the audible sound in the apartment was the bass and drums, and with that in mind we have cancelled the bands booked for the weekend and plan to have a duet instead with no bass or backline. We have asked Ms Ripo if she is going to be home and would agree to give us feedback about Friday's sound levels, if they are still too high [REDACTED] for Saturday night!

Kind regards

Karen Davies
Safety Support Manager

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Primary Authority Westminster City Council

Sarah Taylor

From: alyson ripo <[REDACTED]>
Sent: 06 July 2015 09:36
To: Garvey, Liam (MAB)
Cc: Pearce Derek
Subject: Re: O'Neill's Muswell Hill

Follow Up Flag: Follow up
Flag Status: Flagged

Liam

Thanks for getting back to me.

Unfortunately I am extremely busy at the moment and I don't really have time to come and visit the site. Thank you for the offer.

Could you please just send me a outline of the scheduled works and a timeline to completion?

many thanks

Alyson

On 30 Jun 2015, at 12:14, Garvey, Liam (MAB) <Liam.Garvey@mbplc.com> wrote:

Alyson,

Hope you are well & enjoying the sun!

I just wanted to give you an update of where we are regarding the works @ Muswell Hill. We have had all the quotes back & works have been approved, we are just now waiting for start dates from the contractors. Donagh is away on holiday at the moment, but I was just wondering if you would like to meet me & I can walk you around the site to explain the works we are doing to improve the sound barrier & transfer? If you would like to, please let me know when it would be convenient for you.

Thank you again for your patience.

Liam

Liam Garvey
RBM - London & South East
<image001.jpg> <image002.jpg> <image003.jpg>

☎ 07808094616
✉ liam.garvey@mbplc.com

From: Garvey, Liam (MAB)
Sent: 15 June 2015 17:00
To: 'alyson ripo'

Cc: Pearce Derek; #219O'Neill's, Muswel Hil (MAB); Jones, David (MAB)
Subject: RE: O'Neill's Muswell Hill

Alyson,

Sorry I have not been back with an update, I was waiting to give you a clear understanding of the scope of works & time line before giving you an update. As mentioned in my previous update we had a site meeting 2 weeks ago & have commissioned architectural plans for sound insulation & solutions suggested on Graham's report. The plans have been produced & we are waiting to get back quotes form a number of contractors for the outlined works. These quotes should have been back last Friday, but due to the complex nature of the work this has been delayed. I have been insured we should have them back by next Monday! Once they have arrived I will be in a position to update you on full works & timings.

I am sorry for the continued delay & thank you for your patience! I want to assure you I am pushing to get this resolved asap as a further delay benefits no one!

Kind regards

Liam

Liam Garvey
RBM - London & South East

<image001.jpg>

📞 07808094616

✉ liam.garvey@mbplc.com

From: alyson ripo [mailto:alyson_ripo@hotmail.com]

Sent: 15 June 2015 14:16

To: Garvey, Liam (MAB)

Cc: Pearce Derek

Subject: Re: O'Neill's Muswell Hill

Hi Liam - Hope you are well?

Just following up with what is happening re; sound proofing ? Would be good to know exactly what work you are undertaking as obviously still experiencing disturbance from the sound system. Albeit a lot less than with the live bands.

Graham told me that until sound proofing was undertaken I would still hear the music at quite a volume. However I am tolerating this, for now, as I know you are working towards reducing the issue completely.

Be great to get a copy of Graham's report and a timeline scheduling the work in progress through to completion?

kind regards

Alyson

On 22 May 2015, at 15:19, Garvey, Liam (MAB) <Liam.Garvey@mbplc.com> wrote:

Alyson,

Sorry I have not been in touch, we have just been waiting for Graham's report & a clear understating of the works that he has recommended. Graham suggestions should work, but due to the architecture of the building they are not straight forward.

At present we have an architect drawing plans of the additions Graham has proposed which essentially will form a structure around the stairs down to the fire exit & our joining walls. We have a site meeting next Thursday with Hepworth's, our building manager & contractors at which time the plans should be done to get a clear understanding of timings & next steps.

To confirm, all live music is still suspended!

Once I have a further update I will you know.

Hope you have a great bank holiday!

regards

Liam

Liam Garvey
RBM - London & South East

<image001.jpg>

☎ 07808094616

✉ liam.garvey@mbplc.com

From: alyson ripo [REDACTED]
Sent: 22 May 2015 14:52
To: Garvey, Liam (MAB)
Cc: Pearce Derek
Subject: Fwd: O'Neill's Muswell Hill

Hi Liam - hope you are well.

I haven't heard anything since Graham - your acoustic engineer came on Sat 8th May. It would be good to know what the outcome was?

regards
Alyson

Begin forwarded message:

From: "Garvey, Liam (MAB)" <Liam.Garvey@mbplc.com>
Subject: RE: O'Neill's Muswell Hill
Date: 7 May 2015 21:08:22 BST
To: alyson ripo [REDACTED]
Cc: Pearce Derek <Derek.Pearce@haringey.gov.uk>, O'Neill's Muswell Hill <muswellhill@oneills.co.uk>, "graham.bowland@hepworth-acoustics.co.uk"

<graham.bowland@hepworth-acoustics.co.uk>, "Jones, David (MAB)"
<David.Jones@mbplc.com>

Aly,

Excellent! Thank you.

Kind regards

Liam

Liam Garvey
RBM - London & South East

<image001.jpg>

☎ 07808094616

✉ liam.garvey@mbplc.com

From: alyson ripo [mailto:alyson.ripo@mbplc.com]
Sent: 07 May 2015 18:51
To: Garvey, Liam (MAB)
Cc: Pearce Derek; #2190'Neill's, Muswel Hil (MAB); graham.bowland@hepworth-acoustics.co.uk; Jones, David (MAB)
Subject: Re: O'Neill's Muswell Hill

Liam - I am sorry haven't responded before now . In the middle of shoot and as always everything outside ceases to exist.

Yes that is fine. I will be home to provide access.

cheers

Aly

On 7 May 2015, at 18:38, Garvey, Liam (MAB) <Liam.Garvey@mbplc.com> wrote:

Alyson,

Hope you are Well! Can you please confirm we are ok to go ahead with 9.30pm on Saturday, we have it all arranged & just want to confirm it is still convenient with you.

Thank you

Liam

Liam Garvey
RBM - London & South East

<image001.jpg>

☎ 07808094616

✉ liam.garvey@mbplc.com

From: Garvey, Liam (MAB)
Sent: 05 May 2015 11:26
To: 'alyson ripo'
Cc: Pearce Derek; #2190'Neill's, Muswel Hil (MAB); 'Antonio.Meireles@hepworth-acoustics.co.uk'; 'graham.bowland@hepworth-acoustics.co.uk'; Jones, David (MAB)
Subject: FW: O'Neill's Muswell Hill

Alyson,

Hope you had a great weekend & that the measures we put in place were successful!

I have spoken to Hepworth Acoustics & have arranged for them to attend at 9.30pm on Saturday 9th May. The Engineer who is attending is Graham Bowland (I have copied him in), I believe it will take up to an hour.

We are currently arranging a band to play so accurate reading can be taken, but to confirm we will not have live music on Friday.

I have phone Derek (Haringey EHO) this morning to update him & let him know this will be happening.

Can you please confirm you are happy to proceed? 

Thank you.


Liam

Liam Garvey
RBM - London & South East

<image001.jpg>

☎ 07808094616

✉ liam.garvey@mbplc.com

From: alyson ripo ()
Sent: 02 May 2015 21:11
To: Garvey, Liam (MAB)
Subject: Re: O'Neill's Muswell Hill

Thank you Liam for responding and for your apologies

I am really surprised you say there was no band but it's highly possible it was just the music as I never went into the venue. It does however really highlight the sound issues overall suggesting its not just the PA system. Hoping we will find a solution through the acoustic expert and some testing.

I do appreciate you taking this onboard and taking steps to turn the sound system down this weekend and for the duration of this interim period.

I am very much looking forward to sleeping before 12pm tonight as it has been a very long working week for me.

Saturday may the 9th will be fine for me. I will try and have my friend Elliot here who did the initial report and installed the sound the system for Middlesex Sound.

What time will they want access?

regards

Alyson

On 1 May 2015, at 17:12, Garvey, Liam (MAB) <Liam.Garvey@mbplc.com> wrote:

Alyson,

I would like to assure you, my agenda is to address this issue, not to ignore it! I would like to confirm we did cancel all bands last weekend. I am sorry & very disappointed this did not stop the issue! I can confirm the bands are also cancelled for the weekend ahead.

Regarding last weekend, the pub was open till 12 on Saturday, the music that was playing was the background music system which is what we use every day we do not have live music. The levels are limited & were no higher than during the week which we have never had a complaint about. For the weekend ahead we will reduce the music system sound levels further & we have unplugged the speaker on the adjacent wall!

We had an audit by a acoustics expert from Hepworth Acoustics to assess the issue & what solutions can be implemented. Their proposed next steps are a site visit during a weekend evening when a live band performance can be arranged and when the venue is expected to be busy to undertake noise measurements inside the venue and within the your flat in order to assess the noise transfer and investigate reducing the sound transmission.

You mentioned a technician could access your flat for the weekend of 9/10 May, could you confirm if the evenings of Friday 8 or Saturday 9 May would be agreeable? If you are in agreement I will schedule Hepworth's to attend & a band to play, I have also cc Derek Pearce for EHO as they may wish to attend the audit!

Sorry this has caused you distress & I would again like to assure you that we are committed to find a permanent solution.

Regards

Liam

Liam Garvey
RBM - London & South East
<image001.jpg>

☎ 07808094616

✉ liam.garvey@mbplc.com

From: alyson ripo [mailto:alyson.ripo@hotmail.com]
Sent: 26 April 2015 19:45
To: Garvey, Liam (MAB)
Cc: Pearce Derek; Enforcement Response
Subject: Re: O'Neill's Muswell Hill

Liam -

I doubt very much you understand my frustration or indeed the noise abatement order you were issued.

You did not cancel your bands as stated in previous email and inline with the councils requests.

On saturday night I returned home at 11.00pm to hear the 'cancelled' band loud and clear in my bedroom. Over the course of 20 mins the volume went up and down. At 11.20pm I called the council.

Since we believed it was too late to get officers out - as you stated in your last email bands play till 11.30pm I settled for a logging of the breach of order and hope that the band would end. Nope - it went on till after 12am.

Wow, they must have some serious vocals if they can recreate that kind of bass reverberations without a baseline or backing? Why did you lie in your previous email?

It appears you are busy pushing your own agenda and have no regard for the council or the community?

To say I am fed up is an understatement. I had to stay at a friends friday night because I needed to sleep before 12pm so I could get up at 6.00am to go to work. I don't know if you had a band friday but after experiencing saturday disturbance it's highly likely you did.

This situation seriously impacts on my wellbeing. It's not some trumped up gripe with live music venues. The noise pollution is a big problem otherwise the council would not have had to be involved. None of your actions to date demonstrate you understand that.

Please explain to me why you see fit to disregard the law, the council and Michael & Butler '... duty to ensure the responsible operation of all our businesses for our guests, employees and the wider community'?"

Your sound expert can access my flat weekend of 9/10 May. I expect 24 hours notice to make that happen.

Alyson

On 24 Apr 2015, at 20:29, Garvey, Liam (MAB) <Liam.Garvey@nirp.ie> wrote:

Alyson,

Thank you for your reply to my email! I completely understand your frustration & I want to assure you I have not been ignoring you or this situation.

To update you where we are with finding a solution, I have our building manager attending site at 11am on Tuesday with an acoustic specialist to look at solutions we can put in place. I have also cancelled the acts tonight & tomorrow so you should not be disturbed this weekend.

Regarding someone accessing your flat, can you please let me know days & times convention to do this, so I can arrange for a band to play & a sound expert to hear the noise in your flat.

Regards

Liam

Liam Garvey
RBM - London & South East

<image001.jpg>

☎ 07808094616

✉ liam.garvey@mbplc.com

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Aly Ripo

The Last Panthers

UK Panthers Ltd
Stage 5 South
Room 201
3 Mills Studios
Sugar House Lane
London E15 2QS

e: alyson_ripo@hotmail.com

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Mitchells
& Butlers

Safety Team
Safety Assurance Department
Tel: 0121-498-7099
Fax: 0121-233-0396
Email: safetyteam@mbplc.com

Mr Derek Pearce
Haringey Council
Level 6 Alexandra House
10 Station Road
Wood Green, London
N22 7TR

04/02/2015

Our Ref: 808645
Your Ref: P&S/RS WK 186994

Re: ONEILLS MUSWELL HILL LONDON

Dear Mr Pearce

Thank you for your letter dated 26/01/2015 following your inspection of the above business on 17/01/2015. I will write to you again in due course to confirm actions taken as a result of the issues raised.

- Site has been in contact with neighbour and is waiting for a mutual meeting along with a sound engineer for advice.
- Since the complaint they are monitoring their decibel metres and have reduced the output accordingly.
- Neighbour has noticed a reduction in the noise levels, and advice for soundproofing was noted during their conversation.

I hope the above is to your satisfaction, please contact me should you require any further information.

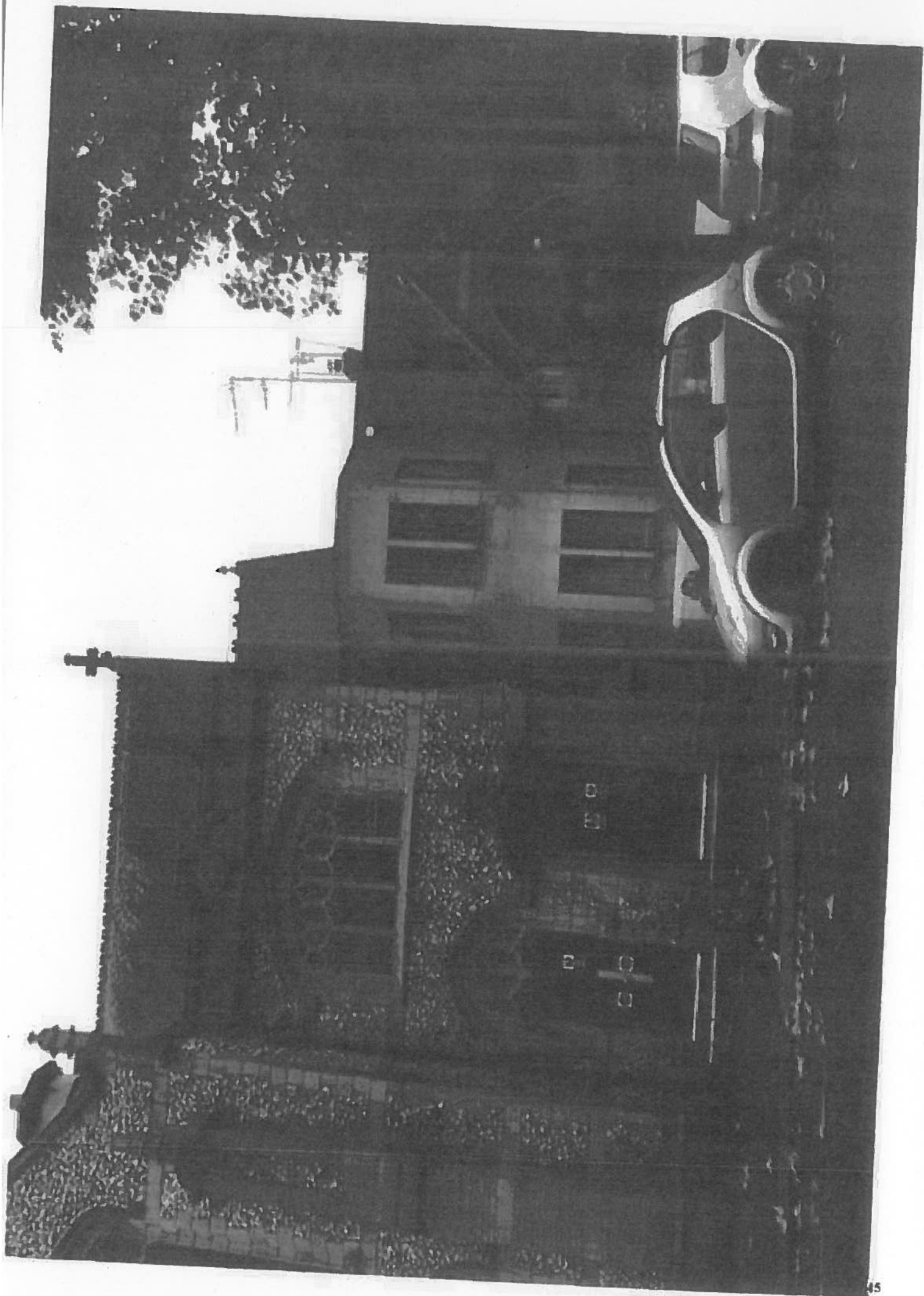
Yours sincerely



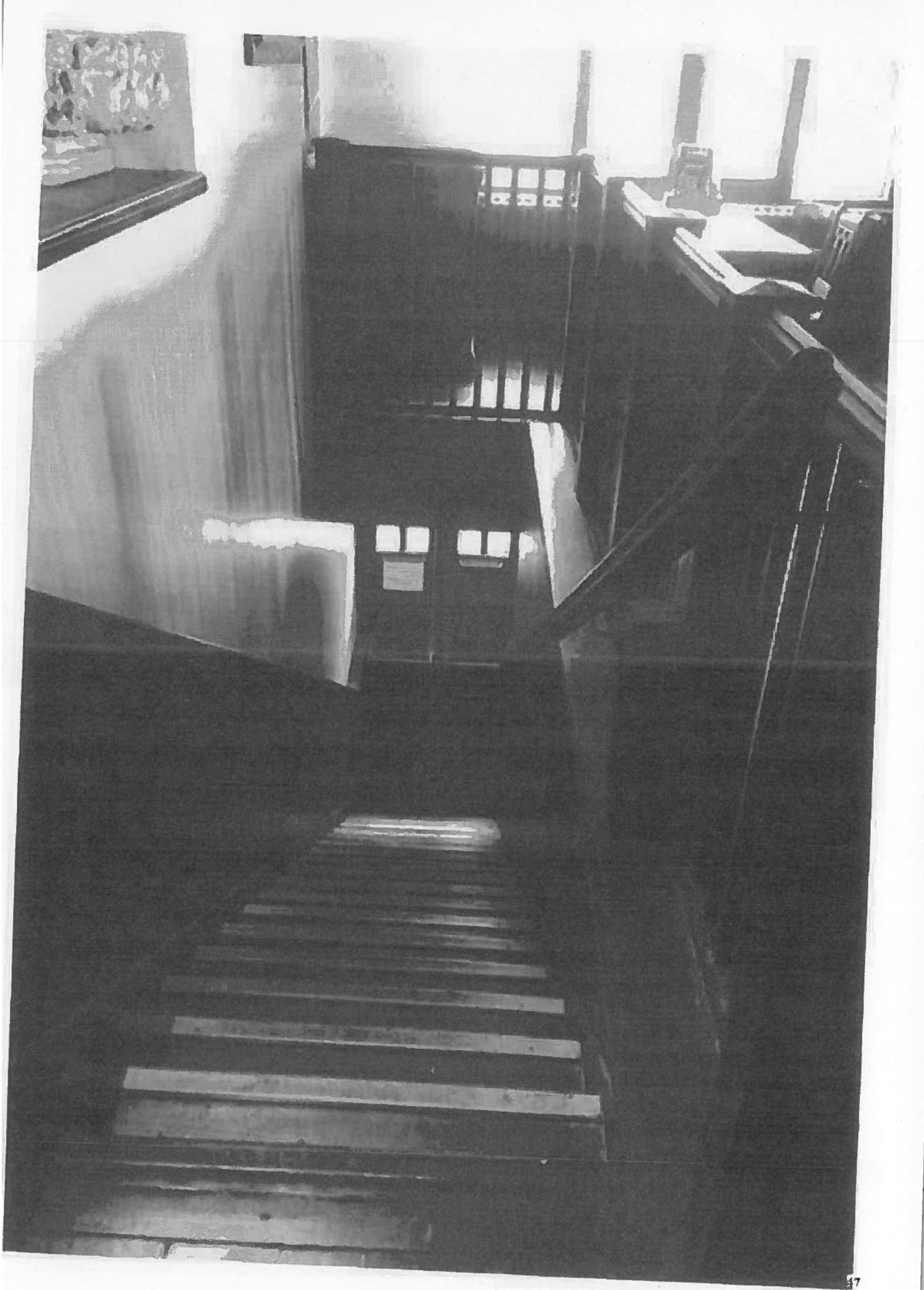
Karen Davies
Safety Support Manager

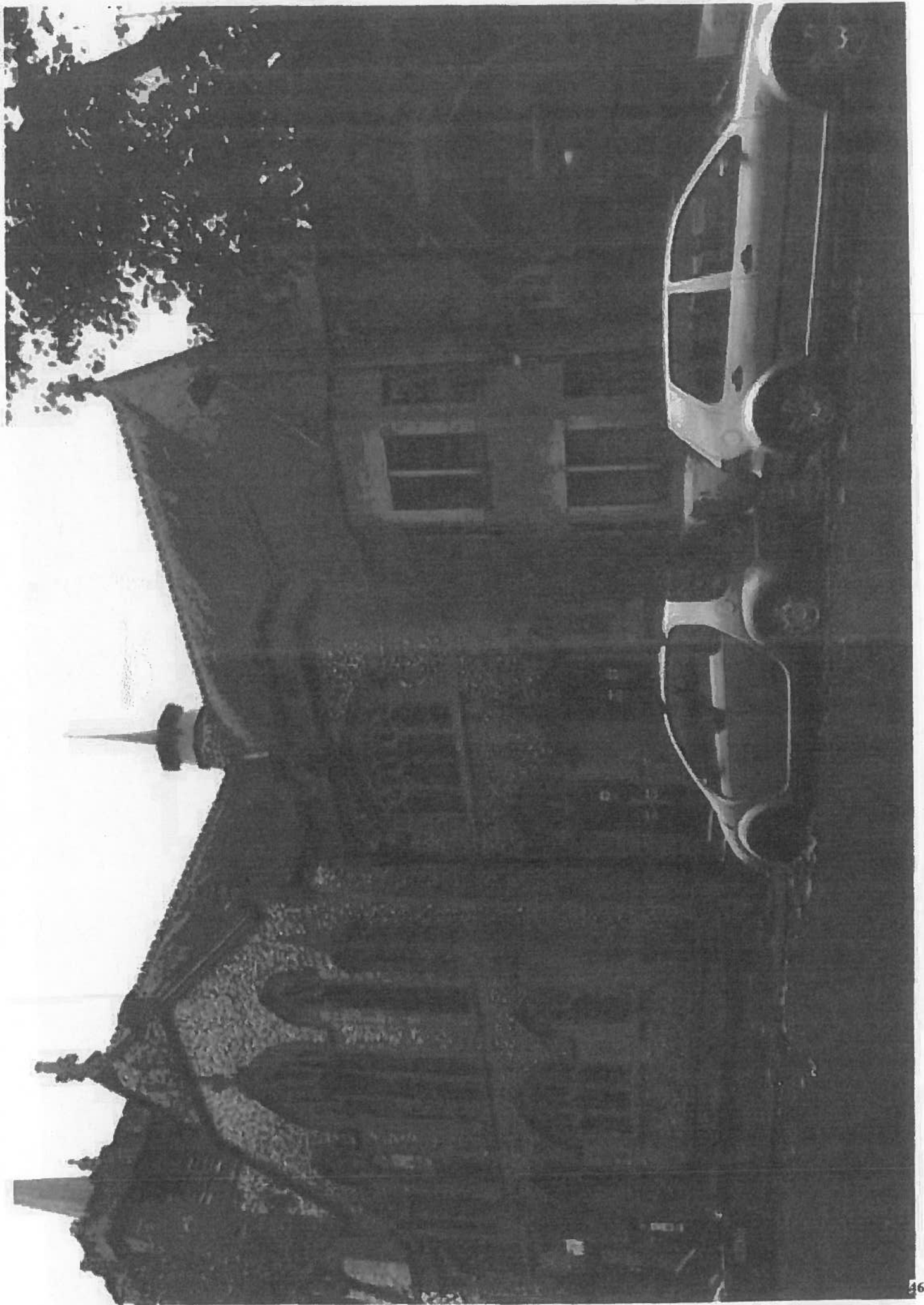
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www.mbplc.com
Switchboard +44(0) 121 498 4000
General Fax +44(0) 121 233 2246

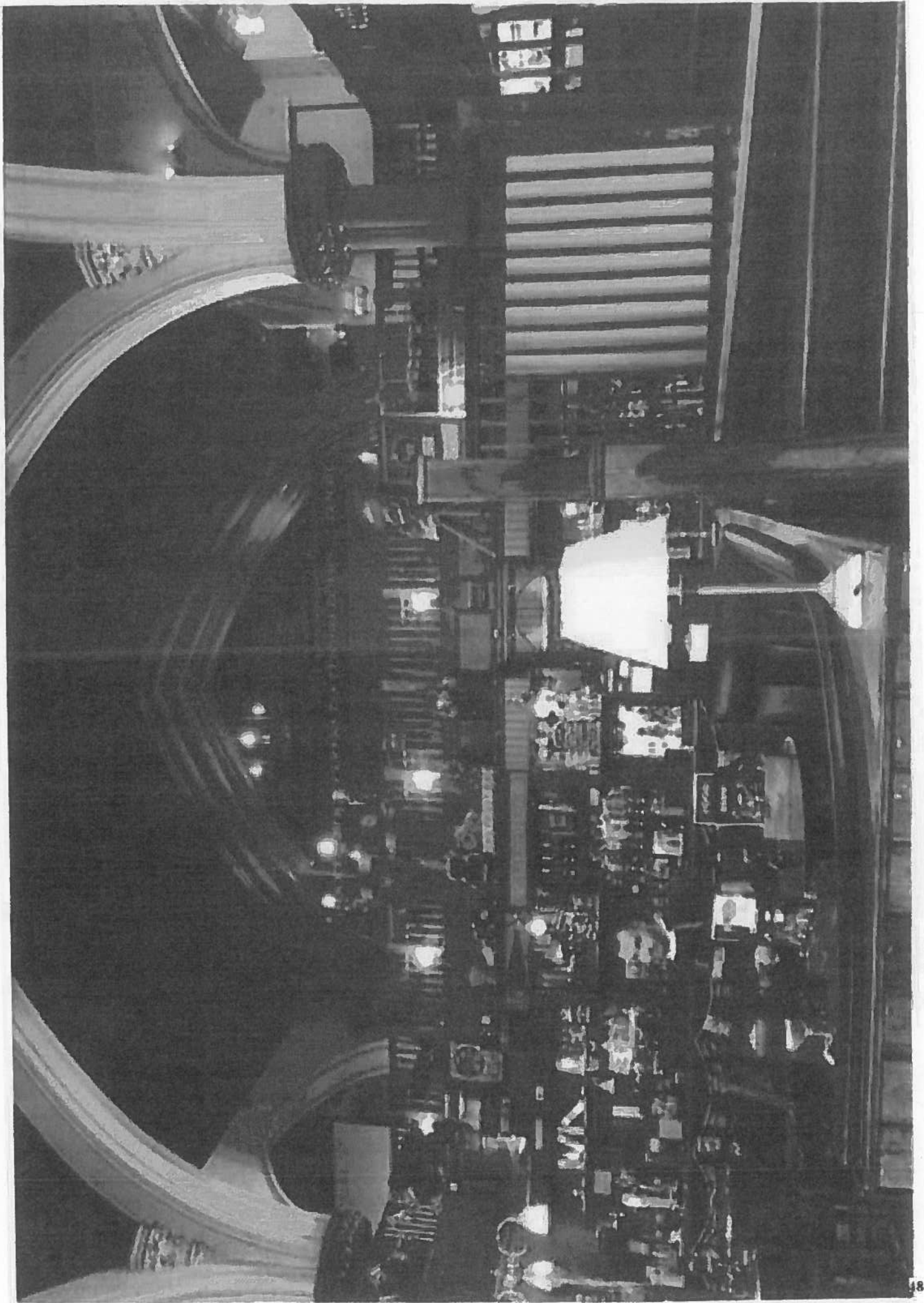


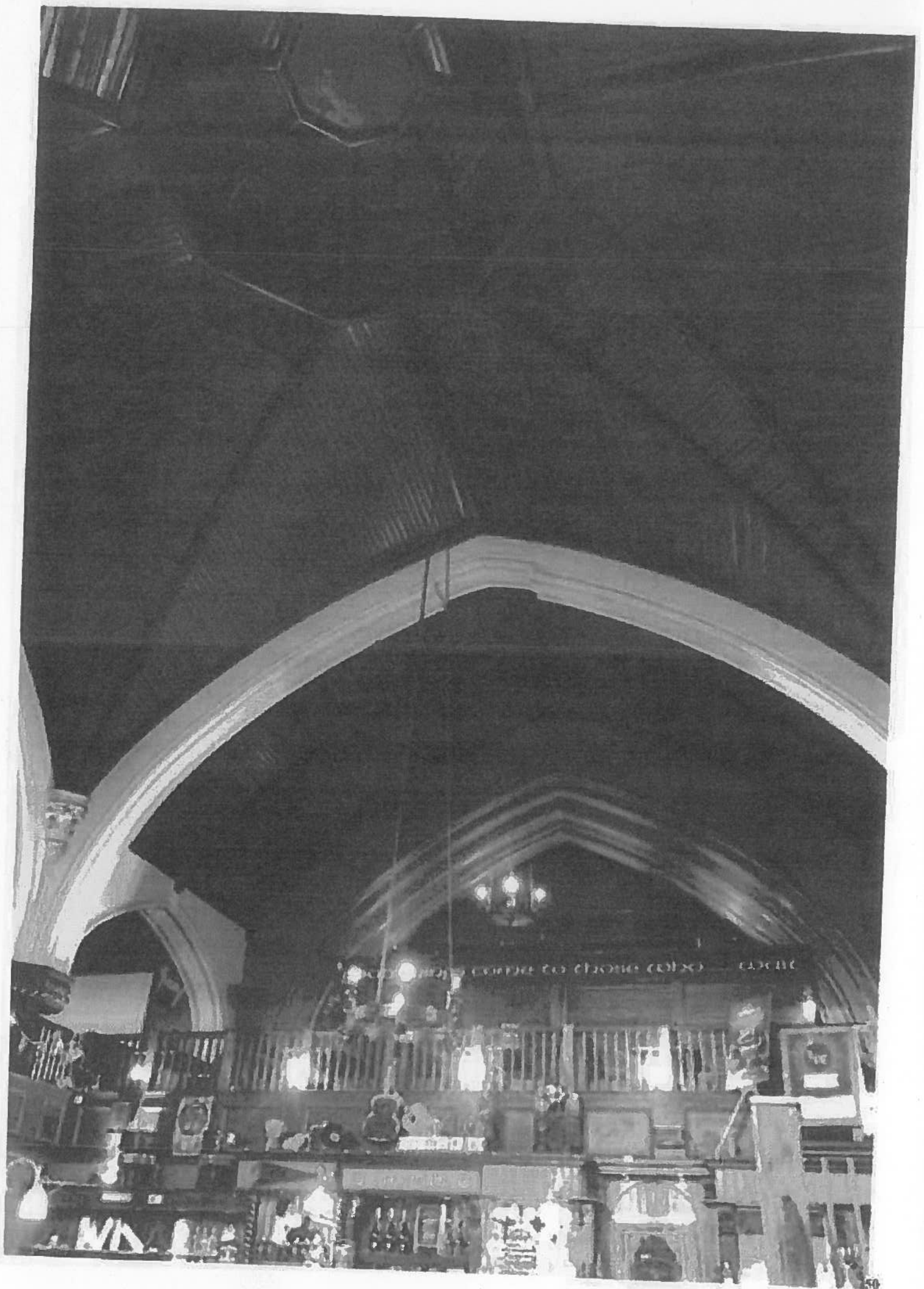
Tab 7











Tab 8

Sarah Taylor

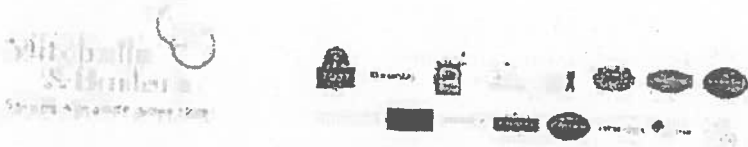
From: Thomas, Emma (Security and Licensing) (MAB)
<Emma.Thomas@mbplc.com>
Sent: 16 November 2016 10:00
To: [REDACTED]
Subject: O'Neill's Muswell Hill - Premises Licence Review
DOCID: 2145690886

Ms. Ripo,

I work for Mitchells & Butlers as a Licensing Manager, and am in receipt of the licence review papers, submitted for our premises O'Neill's Muswell Hill. I am currently reviewing all the points of concern which you have raised. With regards to your comments about the staff leaving via the fire exit door next door to your bedroom, I can confirm that I have now dealt with this matter. We have made changes to our intruder alarm system, so that staff will no longer use this door to leave by at close of business, in order to help prevent any disturbance to you.

Regards,

Emma Thomas
Security & Licensing Manager
Mitchells & Butlers
07808094118



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