

Supply of Alcohol to Homes

Monday to Sunday 1200 to 2200

Late Night Refreshment

Sunday to Thursday 2300 to 0100

Friday to Saturday 2300 to 0200

Recorded Music

Monday to Thursday 1800 to 2300

Friday to Saturday 1800 to 0000

Sunday 1800 to 2200

The opening hours of the premises:

Sunday to Thursday 1000 to 0130

Friday to Saturday 1000 to 0230

New Years Eve Deregulation throughout the night Until 02.00 following Christmas Eve, Boxing Day, St. Patrick's Day and Sundays before Bank Holidays. A copy of the current licence can be found at Appendix 2.

- 1.5 These review proceedings are brought under the licensing objectives on the grounds of the Public nuisance and Prevention of Crime and disorder objective. A history of issues has been provided to the licence holder and can be found in Appendix 3.
- 1.6 The applicants have concerns with the management of the outside area and the noise nuisance as a result.
- 1.7 Representations
- 1.8 The Environmental Health Service, The Licensing Authority as responsible authorities supports the review application on both grounds. Please refer to Appendix 4 for further information.
- 1.9 9 residential representations have been received in relation to this application. 5 representations are in support of the premises. Please refer to Appendix 5 for further information.

2 Background

- 2.1 The premises were under the management of the previous licence holders Mr Hayes who occupied the premises under a contract with Enterprise Inns. The majority of the complaints received against the premises were made during his tenure and continued into the new management under a Ms M Brown. Ms Browns' tenure at the premises was short and the freeholders took back possession of the premises in July 2017. Since the Bermondsey Pub Company have taken back possession of the pub the premises has been closed and is being refurbished.

The applicant for the review was approached by the Licensing Authority when the

change of ownership took place and asked if she wished to reconsider the review application. The resident was very clear that it was not just a matter of change of management for her it was the constant noise nuisance that she was being affected by both from music taking place at the pub and people noise and the late hours of operation that permitted this to take place.

- 2.2 During the consultation period letters of representation were received from residents who have previously been affected by the operation of the premises. There is potential for the current hours to give rise to noise nuisance to nearby residents.
- 2.3 Under the Act representations can be received from responsible authorities or other persons. Representations must be relevant and, in the case of another person, must not be frivolous or vexatious.
- 2.4 The Licensing Authority considers that restrictions may be made to the proposed hours of use where, after receiving relevant representations, the council considers it appropriate for the promotion of the licensing objectives to do so. The council may take into account the existing pattern of licensed premises in an area when considering what is appropriate to promote the objectives.

3 Licensing Policy

The committee will also wish to be aware of the guidance issued under section 182 of the Licensing Act 2003. Licensing is about regulating the provision of licensable activities on licensed premises, by qualifying clubs and at temporary events within the terms of the Licensing Act 2003. The terms and conditions attached to various permissions are focused on matters which are within the control of individual licensees and others granted relevant permissions. Accordingly, these matters will centre on the premises and places being used for licensable activities and the vicinity of those premises and places.

The objective of the licensing process is to allow for the carrying on of retail sales of alcohol and the prevention of public nuisance, prevention of crime and disorder, public safety and protection of children from harm. It is the Licensing Authority's wish to facilitate well run and managed premises with licence holders displaying sensitivity to the impact of the premises on local residents.

In considering licence applications, where relevant representations are made, this Licensing Authority will consider the adequacy of measures proposed to deal with the potential for public nuisance and/or public disorder having regard to all the circumstances of the case.

Where relevant representations are made, this authority will demand stricter conditions with regard to noise control in areas that have denser residential accommodation, but this will not limit opening hours without regard for the individual merits of any application. This authority will consider each application and work with the parties concerned to ensure that adequate noise control measures are in place.

This Licensing Authority in determining what action to take will seek to establish the cause of concern and any action taken will be directed at these causes. Any action taken to promote the licensing objectives will be appropriate and proportionate.

3.1 Licensing hours

Where relevant representations are made, the Council will consider the proposed hours on their individual merits. Notwithstanding this, the Council may require stricter conditions in areas that have denser residential accommodation to prevent public nuisance. The Council will endeavour to work with all parties concerned in such instances to ensure that adequate conditions are in place. The Council may restrict the hours that certain premises can offer alcohol for sale for consumption off the premises for preventing crime, disorder and nuisance.

3.2 Powers of a Licensing Authority

3.3 The decision should be made with regard to the Secretary of the State's guidance and the Council's Statement of Licensing Policy under the Licensing Act 2003. Where the decision departs from either the Guidance or the Policy clear and cogent reasons must be given. Members should be aware that if such a departure is made the risk of appeal / challenge is increased.

3.4 Options:

3.5 The applicants are seeking changes to the current licence to stem the noise nuisance and control the outside area.

3.6 The Authority must, having regard to the application and the representations, take such steps (if any), as it considers appropriate for the promotion of the licensing objectives.

The steps are:

- (a) To modify the conditions of the licence.
- (b) To exclude a licensable activity from the scope of the licence;
- (c) To remove the designated premises supervisor;
- (d) To suspend the licence for a period not exceeding three months;
- (e) To revoke the licence;

and for this purpose the conditions of the licence are modified if any of them is altered or omitted or any new condition added.

3.7 In accordance with section 52(6) of the 2003 Act, if the authority takes measures to modify conditions or exclude licensable activities from the licence, it may stipulate that the modification or exclusion is to have effect for any such period (not exceeding three months) as it may specify.

3.8 The licensing authority's determination of this application does not have effect until the 21 day appeal period has expired or if the decision is appealed the date of the appeal is determined and /or disposed of.

4. Other considerations

Section 17 of the Crime and Disorder Act 1998 states:

"Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions, and the need to do all that it reasonably can to prevent crime and disorder in its area".

4.1 Human Rights

While all Convention Rights must be considered, those which are of particular relevance to the application are:

- o Article 8 – Right to respect for private and family life.

- Article 1 of the First Protocol – Protection of Property
- Article 6(1) – Right to a fair hearing.
- Article 10 – Freedom of Expression

5 Use of Appendices

Appendix 1 – Review application and supporting documents

Appendix 2 – Copy of current Premises Licence

Appendix 3 – Copy of noise complaints history

Appendix 4 – Responsible Authority representations

Appendix 5- Representations from residents.

Background papers: Section 82 Guidance

Haringey Statement of Licensing policy

Appendix 1– Review Application and Supporting Documents

HARINGEY COUNCIL
LICENSING
RECEIVED

28 JUN 2017

Haringey Council Level 6 Alexandra House, 10 Station Road, Wood Green, N22 7TR

Application for the review of a premises licence or club premises certificate under the
Licensing Act 2003

HK/386409

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure
that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.
You may wish to keep a copy of the completed form for your records.

I Molly Mae Keane

(Insert name of applicant)

apply for the review of a premises licence under section 51

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description The Harringay Arms 153 Crouch Hill	
Post town London	Post code (if known) N8 9QH

Name of premises licence holder or club holding club premises certificate (if known) Misha Adams

Number of premises licence or club premises certificate (if known) LN/000002895
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Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible
authority (please read guidance note 1, and complete (A)
or (B) below)

2) a responsible authority (please complete (C) below)

3) a member of the club to which this application relates
(please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr Mrs Miss Ms Other title
(for example, Rev)

Surname

Keane

First names

Molly Mae

I am 18 years old or over

Please tick ✓ yes

**Current postal
address if
different from
premises
address**

Post town

Post Code

Daytime contact telephone number

**E-mail address
(optional)**

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address
Telephone number (if any)
E-mail address (optional)

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

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please tick one or more boxes ✓

Please state the ground(s) for review (please read guidance note 2)

The primary ground for review is the prevention of public nuisance. The nuisance is the noise pollution from the pub, especially the beer garden, resulting in my property being inhabitable. The music and noise from the patrons of the pub mean I am unable to use my property during their opening hours (12pm-2am). This highlights that the nuisance substantially interferes with my use and enjoyment of my property, as required under the tort.

The secondary ground for review, in support of the first, is the prevention of crime and disorder. This is based on the intimidation I have experienced, as well as the fear I have for my own safety, specifically regarding retaliation.

Please provide as much information as possible to support the application (please read guidance note 3)

I have attempted to resolve this nuisance without the commencement of a formal review process. Shortly after moving into my property (), for which I have signed a year-long tenancy agreement, I began experiencing noise issues with The Harringay Arms. This included loud music being played through speakers, live music and bands at the weekends and most significantly patrons shouting and singing in the beer garden until the early hours.

My first response was to visit the pub itself and reason with the owner/bar staff. This was unsuccessful.

I visited the aforementioned premise on several occasions and initially the bar staff were somewhat compliant. Despite making it apparent that they did not care about my concerns at all, they did turn the music down marginally and speak to their patrons outside about keeping their voices down. Although I'd like it to be noted that I could still hear the music they were playing from my flat and the patrons were only quiet for a short period before becoming loud again. They did not remind them at any stage after their initial request to keep the noise down. After a couple of visits where this happened, a lady who worked behind the bar took my name and number and said the landlady would contact me the following week. By midweek I had still not heard anything and visited the premises to make another complaint. It was then that I first interacted with the lady who claimed to be the owner, unfortunately I do not know her name. She told me she had been planning to contact me to discuss a solution. This sounded promising but she did nothing about the noise occurring at that time. She did call me and leave a voicemail the next day but I was unable to answer as I was at work. I work very long hours and it is not always possible for me to answer the phone. I followed up with a text message that evening asking for her to speak with the patrons as it was very loud again and that I would ring her the following day. She said yes but from the level of noise, it was clear that she did not follow through with my request.

Despite some promising texts from her about ideas to keep the noise down, I have never been provided with even one suggestion as to how this can be achieved nor have they taken any action on their own accord.

Each time I visited the pub from then on, I was met with increasing hostility and less assistance. The last and final time I visited the property, I spoke with a man who claimed to be the owner who was very rude and aggressive. I visited the pub at some time between 1.00-1.30am and asked them to please be quiet. He was very aggressive telling me essentially that his profit margins were far more important than my inability to sleep and that he would continue to make as much noise as he liked while he held the licence. I spoke with him for around 15-20 minutes and he continued to act aggressively towards me. There were 5 men at the bar next to me in a group while this was continuing who kept pushing each other and bumping into me and verbally getting involved. They were saying how unreasonable I was and I should just deal with it and "where else would they get a pint in the early hours than the Harringay arms" (my point exactly). I told them I was not speaking to them and not to talk to me, but they continued saying things about me to each other and to me directly, this made it very difficult for me to talk to the owner as I felt very uncomfortable and unsafe. They were very intimidating and the bar owner allowed them to get involved and make me feel uneasy (much to his enjoyment). I am a young woman who was physically much smaller than all of them and on my own in a rowdy pub. I am now

too scared to go over there and have not been back since. I left the place in tears which angered my boyfriend (whom I do not live with)- who went around to speak to them. They continued to make noise for the rest of the evening until after they closed. The council didn't ring me back until long after this incident, when the pub had finally closed.

I am now scared and feel threatened in my own home. As they know I have been in contact with the council and they know where I live because I explained my flats proximity to them on multiple occasions about the disruption they were causing me. I am worried of retaliation especially due to the owners aggressive and dismissive behaviour on my last visit. I live alone and this makes me feel very uncomfortable. Therefore, I believe I have exhausted this option.

Throughout this time, I have made many complaints the council's noise team and they have visited my property and the pub on numerous occasions. On one occasion, they served a noise abatement notice (of which has had no effect on the level of noise) but have been unwilling to act on it since then. It seems they either have very limited power or are just unwilling to help. Several members of the team were very sympathetic and at least tried to help but a couple of them were unsympathetic and very unhelpful. In fact, the last time I called (and the reason I do not call anymore) the man who visited was quite abrupt and said that he would not do anything and the only option available to me was a review (which means I will be unable to sleep before 2am for the next 2 months, with only the prospect of a solution).

I found their responses inconsistent at best. Most of the time, albeit not all, they would phone back, but very rarely within the 30 minutes they aim for. Whereas other times they would not phone back at all. Although they visited my flat many times, I was in need of their presence far more than they could achieve. I was also left waiting for hours and on occasion they just wouldn't show up or would not be available until hours later when it was way after closing time. I do acknowledge they must have a high workload and no resident can be given priority but they missed out on a lot of evidence by not attending. I cannot think of one occasion where their presence helped reduce the noise at all, even on the day the noise abatement notice was served, the live music continued. Furthermore, this highlights that the noise team, for one reason or another, cannot assist me in resolving this issue. It is therefore also exhausted.

Even when they did attend and speak with the pub, I was always worried it would make matters worse. This is because on one occasion, it made the situation considerably worse, about 20 minutes after they left people came outside to the beer garden and sang "we shall, we shall not be moved" and continued shouting all night. Also, they deliberately spoke about their "moany neighbour" who is a "bitch" and used various other curse words in an effort to intimidate me. I am actually scared of retaliation, which has put me off submitting this review for a long time now. I feel intimidated in my own home. I am a young woman who lives alone and I do not feel safe. I saw the abusive bar man in the supermarket one day and he stared at me very intimidatingly and it made me so uncomfortable that I left the shop.

Therefore, it is clear that I have also exhausted this option.

I am in the process of asking the MP to contact them on my behalf and to support my application but I do not believe this will make a difference because not even a noise abatement notice has made a difference. The noise only seems to be getting more frequent- starting earlier and finishing later. I believe this is because of the good weather we are having. This also means I must keep my windows closed in an effort to keep out some of the noise but with the heat we are having it leaves my flat

unbelievably warm. This again greatly affects my ability to sleep which has had a significant impact on my health.

I also tried submitting an online form to the environmental health team but it just redirected it to the noise team that have not been able to help. I am today going to email them and ask them to support my application too. In addition, I will also ask the police to do the same due to the element of intimidation. I am prepared to do everything that is necessary to prove how unreasonable the nuisance is and have the solved, both for me and future tenants.

It is my understanding that there have been complaints made in the past, as evidenced in the emails from my landlord and their solicitor's letter. Also, the council have advised me that the same problem was occurring at the front of the property and the licensing team has since amended the license to prevent this disturbance. I am hopeful that I will be granted the same assistance.

My preference is for use of the garden for commercial purposes to be prevented entirely, as the problem is not limited to "out of hours" noise, especially at the weekends. If this is not possible, I think it would be reasonable to deny use of the garden after 9pm due to the residential nature of the surrounding area. To elaborate the garden is located in a "v" formed by a fork road (the roads are on either side with the pub garden located between two rows of houses), it is therefore surrounded by residential property in its entirety (360 degrees in fact). I would also like there to be a limitation on the live music, if it cannot be stopped entirely, the noise should be kept below a specified threshold and again end by 9pm at the latest. I do believe my requests are reasonable and supported greatly by the information contained within my application for review.

To summarise the harm is noise and it includes, but is not limited to, live music, recorded music, shouting, singing, laughing and constant talking from the early afternoon (around 1pm) until 1-2am. I live in a very small studio which runs the length of the garden, with my only windows being on the same side. Due to the locations and size of my property the noise is entirely unescapable. The most significant issue with this, is that I am unable to sleep during their opening hours. This is specifically a problem as I am up at 5.30am every morning for work. In addition to this, I am unable to use and enjoy my property at the weekends due to the live music. Therefore, I am unable to rest or attempt to catch up on missed sleep from the week. I cannot do something as simple as watching a film or listening to music, as I am unable to hear it over the noise. This has had a significant impact on my stress and anxiety levels, as I truly feel there is no escape. I have got a cab to my boyfriend's house in the early hours of the morning on multiple occasions when I just cannot take anymore. I have signed a 12-month tenancy agreement, I am only 3 months in and the thought of having to stay for the remainder whilst the noise is continuing is unbearable.

I cannot understand why they are permitted to be open so late, especially during the week, let alone why they can use the garden throughout opening hours, when they are surrounded by residential properties. No other pub in the area is permitted to be open as long. The other pubs in the area manage to thrive without the need to be open all night and without the use of a beer garden, therefore there would be no significant impact on the business. Furthermore, their patrons are loud, offensive and aggressive and tend to loiter around the surrounding streets in their drunken state for long after closing. This is particularly worrying and highlights the element of unsocial behaviour. As I have mentioned above, they have deliberately gone out of their way to be malicious and unreasonable (singing we shall not be moved after the council visit),

which just further highlights the unreasonableness. I do not believe anything short of a curfew will solve this problem, as they have made no effort to change or monitor the noise since my initial complaint months ago. This is a residential area and they should both acknowledge and abide by this.

Have you made an application for review relating to the premises before

Please tick ✓ yes

If yes please state the date of that application

Day Month Year

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If you have made representations before relating to the premises please state what they were and when you made them

N/A

Please tick ✓

yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 5). If signing on behalf of the applicant please state in what capacity.

Signature



Date 27/06/2017

Capacity N/A

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6) Moliv Mae Keane	
Post town London	Post Code
Telephone number (if any)	
If you would prefer us to correspond with you using an e-mail address your e-mail address (optional) :	

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

Our Ref : SPA.SP.SYND0001/0005
Your Ref :
Date : 21 June 2017

Licensing Team
Haringey Council
Level 6 Alexandra House
10 Station Road
Wood Green
N22 7TR

By Email: licensing@haringey.gov.uk

Dear Sirs

**Re. LN/000002895
Harringay Arms, 153 Crouch Hill, Hornsey, London, N8 9QH**

We act for Syndex (London) Limited, the freeholder of 3-5 Crouch End Hill, London N8 8DH. Our client's property comprises of commercial and residential units. Its property adjoins the rear and side of the Harringay Arms Public House.

Our client and its tenants have had difficulties with the licensee since at least 2015. Complaints have included nuisance and trespass. Our client's commercial tenant has had cause to instruct its own solicitors to try and resolve these issues with the Harringay Arms. We understand the trespass has ceased but the nuisance continues.

We enclose herewith an email from one of our client's residential tenants dated 25 May 2017. It will be seen that she complains that the Harringay Arms are using its rear yard as a beer garden until 1am during the week and until 2am on weekends. At weekends, there is complaint that very loud music is played.

We understand that the council has served a noise abatement notice on the Harringay Arms. Despite this, the problem persists.

As you will see our client's tenant has attempted to speak to the licensee to resolve the matter informally. This was met with aggression and hostility and she now feels unable to make any further effort with them.

In addition to the email referred to above, we attach hereto two videos and two photographs that our client's tenant has recorded.



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Please reply to our Head Office

www.yvasolicitors.com



Further action is clearly required given that the noise abatement notice appears not have been complied with.

We strongly request that the Harringay Arms' premises licence is reviewed to prevent use of its rear yard as a beer garden in circumstances where there are neighbouring residential premises in very close proximity.

Yours faithfully

YVA SOLICITORS LLP
Email:

Enclosures

Anderson Chanel

From: Molly Mae Keane []
Sent: 28 April 2017 10:48
To: Licensing
Subject: Review the licence of local pub

To whom it may concern,

I would like to have the licence of a local pub reviewed due to the nuisance it is causing me.

I live at [] The property causing the nuisance is The Harringay Arms, 153 Crouch Hill, London, N8 9QH.

I have made many complaints in the early hours about the Harringay Arms, as their garden is open until 2am every night of the week. The complaints have been in person at the pub, online and over the phone with the council.

The punters are very loud and continuously shout and make a lot of noise in the garden. They also often have live music or play loud music from speakers. This occurs every night of the week until 2.00am. This makes it impossible for me to sleep and to use my property. At weekends this begins in the afternoon and lasts until the early hours, which forces me to go out as I cannot use my property at all.

I have been informed by the council that they are permitted to operate until 2am every night, including allowing access to the garden.

This is entirely unacceptable as I am up for work at 5.30am every morning so have not got more than 3-4 hours of sleep since moving into the property a month ago.

The council out of hours team have visited the premise on a number of occasions and I also have video evidence of the disruption they are causing (available upon request). Many times however, the council have been too busy to act and I have been left to deal with the noise until it stops after the pub closes.

On multiple occasions I have not been able to stand the noise any longer and visited the pub to ask them to keep the noise down.

The first few times I visited, they were ill-mannered but did ask the punters to keep the noise down around 30 minutes after my visit. One of these times they took my phone number and said they would call me to resolve the issue and find a compromise. I thought we would be able to resolve this between us. They did not phone until nearly a week later but I was working and unable to answer. I have since text the number that phoned a couple of times asking them to keep the noise down to avoid having to visit or to call the council. However, this has never resolved the issue and I have never received a reply until the following day when it is of no use to me. On one occasion I received a reply the next day which was an attempt to guilt trip me, the lady said it was her night off and she was 4 months pregnant so I should not bother her. I do not wish to cause any upset or bother to anyone but this is the only phone number I have as the one on Google does not work). It seems ironic that one text at around 11pm caused her such distress when I have to deal with their noise until 2am every night of the week. But I have not text the phone number since, as I can see it is unhelpful.

The last time I visited the property, I spoke with a man who claimed to be the owner who was very rude and aggressive. I visited the pub at some time between 1.00-1.30am and asked them to please be quiet. He was very aggressive telling me essentially that his profit margins were far more important than my inability to sleep and that he would continue to make as much noise as he liked while he held the licence. I spoke with him for around 20 minutes and he continued to act aggressively towards me. There were 5 men at the bar next to me in a group while this was continuing who kept pushing each other and bumping into me and also verbally getting involved. They were saying how unreasonable I was and I should just deal with it and "where else would they get a pint in the early hours than the Harringay arms". I told them I was not speaking to them and not to talk to me, but they continued saying things about me to each other and to me directly, this made it very difficult for me to talk to the owner as I felt very uncomfortable and unsafe. They were very intimidating and the bar owner allowed them to get involved and make

me feel uneasy. I am a young women who was physically much smaller than all of them and on my own in a rowdy pub. I am now too scared to go over there and have not been back since. I left the place in tears which angered my boyfriend (whom I do not live with)- who went round to speak to them. They continued to make noise for the rest of the evening until after they closed. The council didn't ring me back until long after this incident, when the pub had finally closed.

I am now scared and feel threatened in my own home. As they know I have been in contact with the council and they know where I live because I explained my flats proximity to them on multiple occasions in reference to the disruption they were causing me. I am worried of retaliation especially due to the owners aggressive and dismissive behaviour on my last visit. I live alone and this makes me feel very uncomfortable.

I would like their licence for the use of the garden to be reviewed please. I ask that the licence should not permit the use of the garden after 10.30pm- ideally earlier. I know their punters would like an area to smoke but the owner himself said to me that they do not have the staff or resources to police the garden for those responsible for the noise. If they are not prepared to take responsibility for their punters, then they should not be allowed to use the space. I also think that 2am every night of the week is unreasonable- especially when this is clearly not the case for nearly every other pub in Crouch End.

I have signed a lease for a year with a very strict break clause, meaning I have to endure this for the next 12 months. This is unfortunate to say the least, as I love the flat and the area.

Kind regards,

Molly Mae Keane

Molly Mae Keane-

Performance of a Play	<u>Monday</u>	18:00	22:00	Indoors only
Live Music	<u>Tuesday</u>	18:00	22:00	
Performance of Dance	<u>Wednesday</u>	18:00	22:00	
	<u>Thursday</u>	18:00	22:00	
	<u>Friday</u>	18:00	22:00	
	<u>Saturday</u>	18:00	22:00	
	<u>Sunday</u>	18:00	22:00	

Recorded Music	<u>Monday</u>	18:00	22:00	Indoors only.
Similar to E,F or G	<u>Tuesday</u>	18:00	22:00	
Facilities for Making Music	<u>Wednesday</u>	18:00	22:00	
	<u>Thursday</u>	18:00	22:00	
Facilities for Dancing	<u>Friday</u>	12:00	22:00	
Facilities Similar to I, J	<u>Saturday</u>	12:00	22:00	
	<u>Sunday</u>	18:00	22:00	

Supply of Alcohol	<u>Monday</u>	12:00	22:00	Supply of alcohol ON the premises only.
Hours Open to Public	<u>Tuesday</u>	12:00	22:00	
	<u>Wednesday</u>	12:00	22:00	
	<u>Thursday</u>	12:00	22:00	
	<u>Friday</u>	12:00	22:00	
	<u>Saturday</u>	12:00	22:00	
	<u>Sunday</u>	12:00	22:00	

Harringay Arms, Harringay Arms, 153 Crouch Hill, Hornsey, London, N8 9QH
LN/000002895 Issued 24/11/2005 Crouch End

Supply of Alcohol	<u>Monday</u>	10:00	00:00	New Years Eve licensable activities from the start of permitted hours on 31 December until the start of permitted hours on 1 January. until 01.00 following Christmas eve, Boxing day, St. Patrick's Day and Sundays before Bank Holidays
	<u>Tuesday</u>	10:00	00:00	
	<u>Wednesday</u>	10:00	00:00	
	<u>Thursday</u>	10:00	00:00	
	<u>Friday</u>	10:00	01:00	
	<u>Saturday</u>	11:00	01:00	
	<u>Sunday</u>	12:00	00:00	

Harringay Foods, 475 Green Lanes, Hornsey, London, N4 1AJ
LN/000003042 Issued 24/11/2005 Harringay

Supply of Alcohol	<u>Monday</u>	00:00	00:00	No restrictions in regards to hours for the supply of alcohol.
	<u>Tuesday</u>	00:00	00:00	
	<u>Wednesday</u>	00:00	00:00	
	<u>Thursday</u>	00:00	00:00	
	<u>Friday</u>	00:00	00:00	
	<u>Saturday</u>	00:00	00:00	
	<u>Sunday</u>	00:00	00:00	

Anderson Chanel

From: Molly Mae Keane |
Sent: 23 June 2017 11:00
To: Molly Mae Keane
Subject: Fwd: Urgent

----- Forwarded message -----

From: Renos Booth >
Date: Fri, Jun 16, 2017 at 11:20 AM
Subject: Re: Urgent
To: Molly mae Keane <
Cc:

Hi Molly I have asked Foxtons to send through copies of the correspondence that they sent to Enterprise Inns which will also provide the address details. I will forward on the details as soon as I receive them and also ask our solicitor to write to Enterprise Inns to take action with the pub.

Will of course forward a copy to you.

Regards

On 13 Jun 2017, at 21:39, Molly mae Keane < > wrote:

Hi Renos,

I was not aware, i will refrain from contacting her in the future, my apologies.
I was simply seeking another means of contacting you, as I had not had a response to my email sent on June 1st.

Having looked over the the plan you have copied, I agree that this is in fact the neighbouring property. As such I understand that a case for trespass does not exist. I have also tried the link for anti-social behaviour that you have included below and as it is a noise complaint it just sends it to the noise team that haven't been able to help thus far. I have contacted this team around 30 times and they haven't been able to help me, so unfortunately that is not a route I can pursue.

Thank you for including the link for escalating this problem. I will look into this tomorrow and keep you informed of my progress.

I would appreciate it if you could ask your solicitor to write an email to the owners and I too can do this. May I ask you to supply me with their direct email address?

I have collect videos of the noise and the council has witnessed it on endless occasions, so we are not short of evidence. But I will now video it every day, as it occurs every single day from the afternoon to the early hours of the morning.

I appreciate your response but I also want to know what I can do in the short term as this noise is affecting my health. I am unable to sleep until 1-2am every morning of the week and I must get up at 5.30am for work. Living in a studio that runs the length of the noise source means I am unable to escape the noise when I am at home and it is truly unbearable.

Thank you for your assistance.
Kind regards,
Molly

On 12 Jun 2017, at 15:05, Renos Booth <_____> wrote:

Hi Molly, please note that Marie is my PA at my day job and as such is not connected with this property or the family company that owns the property in Crouch End.

From the latest photos you sent through it looks like this is happening in the neighbouring property and not on our land. I have copied below a plan of our ownership and from your photo it looks like it sits outside this. As such there is very little that Foxtons or we can do directly to stop this other than what you are doing already through the Council. Have you reported/recorded an anti-social behaviour complaint with Haringey? Below is a link to do this.

<http://www.haringey.gov.uk/community/community-safety-and-engagement/anti-social-behaviour>

<http://www.haringey.gov.uk/community/community-safety-and-engagement/anti-social-behaviour/escalating-anti-social-behaviour-complaint>

I have also attached a link to some further advice from the web as to how best to deal with noise nuisances particularly where the Council are not taking action. If you (or others) have reported an incident 3 or more times within a 6 month period and not received a satisfactory response, you can activate the Community Trigger (also known as ASB Case Review) through your Local Authority. This has been designed to give you, the victim, the right to demand that agencies deal with persistent anti-social behaviour. It is vital to keep a record of when it takes, what type of noise and how long it goes on for. This will help build up evidence. I have attached a link below for more advice on this.

<http://asbhelp.co.uk/community-trigger/?gclid=CPWMpci6uNQCFVRsGwodE5kMIw>

I am also happy to ask our solicitor to write to Enterprise Inns who own the pub. Again it would be helpful to have a record of when this is happening so we can detail this. I would also suggest that you do likewise to express your own frustration and I can provide details as soon as I can get them from Foxtons.

We do sympathise with your frustration and you will appreciate with it being outside our ownership our powers are more limited. If you can provide a record of the offences then we will make contact with Enterprise Inns and also the Council to support your claim.

Kind Regards

Renos

<image004.jpg>

<image003.png>

-----Original Message-----

From: Molly Mae Keane [_____]
Sent: 11 June 2017 22:11
To: Marie Verity
Cc: Renos Booth
Subject: Urgent

Dear Marie,

I am one of Renos' tenants and I cannot sleep a single night at the property I pay £900 a month for. Right now there is a live band with drums, guitar and keyboard, as well as patrons screaming, shouting and singing. I have to be up in 7 hours for work and this has been going on since this afternoon. Knowing the schedule of this pub, it will continue until 1am. Last night it was until 2am. I tried to resolve this with Renos over a week ago and he claimed they were trespassing. It seemed as if he may be able to resolve it but I have since had no reply. The reality is I specifically asked if this property was quiet, due to my long working hours. I also asked the estate agent what the garden area was, and was told it was residential. If I had know it was a pub garden, I never would have moved in.

This has caused my health, both mental and physical, to suffer since I have moved in. I cannot live here any longer without this problem being resolved. If I am not assisted with this soon, I will be forced to seek legal action. I'd much rather remain in the property and have this issue resolved but it is absolutely unbearable as it stands.

Look forward to hearing from you.

Kind regards,

Molly

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Anderson Chanel

From: Molly Mae Keane [mailto:]
Sent: 27 June 2017 13:26
To: Licensing
Cc: Molly Mae Keane (mailto:); Renos. Booth; SPatel@yvasolicitors.com
Subject: RE: Request for licence review of Haringey council
Attachments: 20170627132001992.pdf

Dear Licensing Team,

Further to my email below, I have attached the letter that will accompany the other documents I will provide the Haringey Arms license holder with.

I will hand over the documents in an envelope (of which I have photographic evidence of) in person later tonight when I arrive home from work, in compliance with the law.

Please confirm that you have received my application.

Kind regards,
Molly Mae Keane

From: Molly Mae Keane
Sent: 27 June 2017 12:57
To: 'licensing@haringey.gov.uk' <licensing@haringey.gov.uk>
Cc: Molly Mae Keane (mailto:); Renos. Booth; SPatel@yvasolicitors.com
Subject: Request for licence review of Haringey council

Dear Licensing Team,

I am writing to you to request the review of a license held by *The Haringey Arms, 153 Crouch Hill, London, N8 9QH.*

I have cc'd my personal email account, my landlord and his solicitor.

Please find attached the completed review form and the following evidential documents:

- Correspondence with my landlord, Renos Booth
- Letter from my landlord's solicitor
- Email I sent to yourselves, the licensing team, outlining the issues I have experienced
- A copy of the license taken from the council website, highlighting that the premises are selling alcohol beyond the hours permitted (*providing this licence is up to date*)

I also have extensive video footage and handwritten diary entries, which are available upon request.

Please advise the most suitable way for me to send this information to you.

Alternatively I can supply this at the hearing.

In addition to the provided documents, I am due to receive the following supportive documents:

- Correspondence with Haringey noise complaints team (*I have requested this information via email but have not received a response*)
- A medical letter from my GP describing the impact on my health
- A letter from the police highlighting the prevention of crime and disorder element to my claim

- A letter from environmental health
- A letter from the MP, Catherine West

As soon as I receive these documents I will forward them to you in support of this application. In compliance with the Licensing Act 2003 I will also send the documents to the premises in review, The Harringay Arms.

I would like it noted that although I am complying with the law by sending all documentations over to the offending premises, I am both uncomfortable and worried about potential retaliation.

Kind regards,
Molly Mae Keane

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Dear License Holder for the Harringay Arms,

Please accept the documents contained as notice of an application I have submitted for review of your license. I am required by law to deliver all documents sent in support of this application to you. Therefore, please do expect to receive further documentation (*per document F*) in support of this application.

Kind regards,

Molly Mae Keane

27/06/2017

Anderson Chanel

From: Molly Mae Keane |
Sent: 28 April 2017 10:48
To: Licensing
Subject: Review the licence of local pub

To whom it may concern,

I would like to have the licence of a local pub reviewed due to the nuisance it is causing me.

I live at The property causing the nuisance is The Harringay Arms, 153
Crouch Hill, London, N8 9QH.

I have made many complaints in the early hours about the Harringay Arms, as their garden is open until 2am every night of the week. The complaints have been in person at the pub, online and over the phone with the council.

The punters are very loud and continuously shout and make a lot of noise in the garden. They also often have live music or play loud music from speakers. This occurs every night of the week until 2.00am. This makes it impossible for me to sleep and to use my property. At weekends this begins in the afternoon and lasts until the early hours, which forces me to go out as I cannot use my property at all.

I have been informed by the council that they are permitted to operate until 2am every night, including allowing access to the garden.

This is entirely unacceptable as I am up for work at 5.30am every morning so have not got more than 3-4 hours of sleep since moving into the property a month ago.

The council out of hours team have visited the premise on a number of occasions and I also have video evidence of the disruption they are causing (available upon request). Many times however, the council have been too busy to act and I have been left to deal with the noise until it stops after the pub closes.

On multiple occasions I have not been able to stand the noise any longer and visited the pub to ask them to keep the noise down.

The first few times I visited, they were ill-mannered but did ask the punters to keep the noise down around 30 minutes after my visit. One of these times they took my phone number and said they would call me to resolve the issue and find a compromise. I thought we would be able to resolve this between us. They did not phone until nearly a week later but I was working and unable to answer. I have since text the number that phoned a couple of times asking them to keep the noise down to avoid having to visit or to call the council. However, this has never resolved the issue and I have never received a reply until the following day when it is of no use to me. On one occasion I received a reply the next day which was an attempt to guilt trip me, the lady said it was her night off and she was 4 months pregnant so I should not bother her. I do not wish to cause any upset or bother to anyone but this is the ~~only phone number I have as the one on Google does not work~~ - it seems ironic that one text at around 11pm caused her such distress when I have to deal with their noise until 2am every night of the week. But I have not text the phone number since, as I can see it is unhelpful.

The last time I visited the property, I spoke with a man who claimed to be the owner who was very rude and aggressive. I visited the pub at some time between 1.00-1.30am and asked them to please be quiet. He was very aggressive telling me essentially that his profit margins were far more important than my inability to sleep and that he would continue to make as much noise as he liked while he held the licence. I spoke with him for around 20 minutes and he continued to act aggressively towards me. There were 5 men at the bar next to me in a group while this was continuing who kept pushing each other and bumping into me and also verbally getting involved. They were saying how unreasonable I was and I should just deal with it and "where else would they get a pint in the early hours than the Harringay arms". I told them I was not speaking to them and not to talk to me, but they continued saying things about me to each other and to me directly, this made it very difficult for me to talk to the owner as I felt very uncomfortable and unsafe. They were very intimidating and the bar owner allowed them to get involved and make

me feel uneasy. I am a young women who was physlcallly much smaller than all of them and on my own in a rowdy pub. I am now too scared to go over there and have not been back since. I left the place in tears which angered my boyfriend (whom I do not live wth)- who went round to speak to them. They continued to make noise for the rest of the evening untill after they closed. The councll didn't ring me back untill long after this incident, when the pub had finally closed.

I am now scared and feel threatened in my own home. As they know I have been in contact with the council and they know where I live because I explained my flats proximlty to them on multiple occasions in reference to the disruption they were causing me. I am worried of retaliation especially due to the owners aggressive and dismissive behaviour on my last visit. I llve alone and this makes me feel very uncomfortable.

I would like their licence for the use of the garden to be revlewed please. I ask that the licence should not permit the use of the garden after 10.30pm- ideally earlier. I know their punters would like an area to smoke but the owner himself said to me that they do not have the staff or resources to police the garden for those responsible for the noise. If they are not prepared to take responsibility for their punters, then they should not be allowed to use the space. I also think that 2am every night of the week is unreasonable- especially when this is clearly not the case for nearly every other pub in Crouch End.

I have signed a lease for a year with a very strict break clause, meaning I have to endure this for the next 12 months. This is unfortunate to say the least, as I love the flat and the area.

Kind regards,

Molly Mae Keane

Anderson Chanel

From: Molly Mae Keane
Sent: 23 June 2017 11:00
To: Molly Mae Keane
Subject: Fwd: Urgent

----- Forwarded message -----

From:
Date: Fri, Jun 16, 2017 at 11:20 AM
Subject: Re: Urgent
To: Molly mae Keane
Cc:

Hi Molly I have asked Foxtons to send through copies of the correspondence that they sent to Enterprise Inns which will also provide the address details. I will forward on the details as soon as I receive them and also ask our solicitor to write to Enterprise Inns to take action with the pub.

Will of course forward a copy to you.

Regards

On 13 Jun 2017, at 21:39, Molly mae Keane

wrote:

Hi . ,

I was not aware, i will refrain from contacting her in the future, my apologies. I was simply seeking another means of contacting you, as I had not had a response to my email sent on June 1st.

Having looked over the the plan you have copied, I agree that this is in fact the neighbouring property. As such I understand that a case for trespass does not exist. I have also tried the link for anti-social behaviour that you have included below and as it is a noise complaint it just sends it to the noise team that haven't been able to help thus far. I have contacted this team around 30 times and they haven't been able to help me, so unfortunately that is not a route I can pursue.

Thank you for including the link for escalating this problem. I will look into this tomorrow and keep you informed of my progress.

I would appreciate it if you could ask your solicitor to write an email to the owners and I too can do this. May I ask you to supply me with their direct email address?

I have collect videos of the noise and the council has witnessed it on endless occasions, so we are not short of evidence. But I will now video it every day, as it occurs every single day from the afternoon to the early hours of the morning.

I appreciate your response but I also want to know what I can do in the short term as this noise is affecting my health. I am unable to sleep until 1-2am every morning of the week and I must get up at 5.30am for work. Living in a studio that runs the length of the noise source means I am unable to escape the noise when I am at home and it is truly unbearable.

Thank you for your assistance.
Kind regards,
Molly

On 12 Jun 2017, at 15:05,

wrote:

Hi Molly, please note that [redacted] is my PA at my day job and as such is not connected with this property or the family company that owns the property in Crouch End.

From the latest photos you sent through it looks like this is happening in the neighbouring property and not on our land. I have copied below a plan of our ownership and from your photo it looks like it sits outside this. As such there is very little that Foxtons or we can do directly to stop this other than what you are doing already through the Council. Have you reported/recorded an anti-social behaviour complaint with Haringey? Below is a link to do this.

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<http://www.haringey.gov.uk/community/community-safety-and-engagement/anti-social-behaviour/escalating-anti-social-behaviour-complaint>

I have also attached a link to some further advice from the web as to how best to deal with noise nuisances particularly where the Council are not taking action. If you (or others) have reported an incident 3 or more times within a 6 month period and not received a satisfactory response, you can activate the Community Trigger (also known as ASB Case Review) through your Local Authority. This has been designed to give you, the victim, the right to demand that agencies deal with persistent anti-social behaviour. It is vital to keep a record of when it takes, what type of noise and how long it goes on for. This will help build up evidence. I have attached a link below for more advice on this.

<http://asbhelp.co.uk/community-trigger/?gclid=CPWMpci6uNQCFVRsGwodE5kMIw>

I am also happy to ask our solicitor to write to Enterprise Inns who own the pub. Again it would be helpful to have a record of when this is happening so we can detail this. I would also suggest that you do likewise to express your own frustration and I can provide details as soon as I can get them from Foxtons.

We do sympathise with your frustration and you will appreciate with it being outside our ownership our powers are more limited. If you can provide a record of the offences then we will make contact with Enterprise Inns and also the Council to support your claim.

Kind Regards

<image004.jpg>

<image003.png>

-----Original Message-----

From: Molly Mae Keane
Sent: 11 June 2017 22:11
To:
Cc:
Subject: Urgent

Dear

I am one of Renos' tenants and I cannot sleep a single night at the property I pay £900 a month for. Right now there is a live band with drums, guitar and keyboard, as well as patrons screaming, shouting and singing. I have to be up in 7 hours for work and this has been going on since this afternoon. Knowing the schedule of this pub, it will continue until 1am. Last night it was until 2am. I tried to resolve this with Renos over a week ago and he claimed they were trespassing. It seemed as if he may be able to resolve it but I have since had no reply. The reality is I specifically asked if this property was quiet, due to my long working hours. I also asked the estate agent what the garden area was, and was told it was residential. If I had known it was a pub garden, I never would have moved in.

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Look forward to hearing from you.

Kind regards,

Molly

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Anderson Chane!

From: Molly Mae Keane
Sent: 28 June 2017 12:19
To: Licensing
Cc: Molly Mae Keane (; Renos.Booth
SPatel@yvasolicitors.com
Subject: RE: Request for licence review of Haringey council
Attachments: 238165.pdf

Dear All,

Please find attached the complaints record I received today from the Noise Department. I would like it noted that some of the information contained, I believe to be incorrect. Especially the frequency of them visiting the pub and also the time at which they visited. Also, there is a claim that there is a restriction on the use of the garden after 11pm- either this is entirely false or they have failed to enforce it. Nonetheless, it highlights the number of times I have called the council. Recently I have not called as I have realised that there is nothing they can do to help me.

Kind regards,
Molly Mae Keane

From: Molly Mae Keane
Sent: 27 June 2017 13:26
To: 'licensing@haringey.gov.uk' <licensing@haringey.gov.uk>
Cc: Molly Mae Keane ();
'Renos.Booth' <Renos.Booth>; 'SPatel@yvasolicitors.com'
<SPatel@yvasolicitors.com>
Subject: RE: Request for licence review of Haringey council

Dear Licensing Team,

Further to my email below, I have attached the letter that will accompany the other documents I will provide the Harringay Arms license holder with. I will hand over the documents in an envelope (of which I have photographic evidence of) in person later tonight when I arrive home from work, in compliance with the law.

Please confirm that you have received my application.

Kind regards,
Molly Mae Keane

From: Molly Mae Keane
Sent: 27 June 2017 12:57
To: 'licensing@haringey.gov.uk' <licensing@haringey.gov.uk>
Cc: Molly Mae Keane
'Renos.Booth' ; 'SPatel@yvasolicitors.com'

<SPatel@yvasolicitors.com>

Subject: Request for licence review of Haringey council

Dear Licensing Team,

I am writing to you to request the review of a license held by *The Harringay Arms, 153 Crouch Hill, London, N8 9QH.*

I have cc'd my personal email account, my landlord and his solicitor.

Please find attached the completed review form and the following evidential documents:

- Correspondence with my landlord, Renos Booth
- Letter from my landlord's solicitor
- Email I sent to yourselves, the licensing team, outlining the issues I have experienced
- A copy of the license taken from the council website, highlighting that the premises are selling alcohol beyond the hours permitted (*providing this licence is up to date*)

I also have extensive video footage and handwritten diary entries, which are available upon request. Please advise the most suitable way for me to send this information to you.

Alternatively I can supply this at the hearing.

In addition to the provided documents, I am due to receive the following supportive documents:

- Correspondence with Haringey noise complaints team (*I have requested this information via email but have not received a response*)
- A medical letter from my GP describing the impact on my health
- A letter from the police highlighting the prevention of crime and disorder element to my claim
- A letter from environmental health
- A letter from the MP, Catherine West

As soon as I receive these documents I will forward them to you in support of this application.

In compliance with the Licensing Act 2003 I will also send the documents to the premises in review, The Harringay Arms.

I would like it noted that although I am complying with the law by sending all documentations over to the offending premises, I am both uncomfortable and worried about potential retaliation.

Kind regards,
Molly Mae Keane

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Complaint Details WK/000238165



Comment Visited, no music and no patron noise in front of comp's home and no noise coming from Harringay Arms. NFA			
NC16 - Licensing Warning Lett	DCP	17/02/2016 13:45	
Comment NS138 Pre Review Notification Letter			
9006 - E-Mail	GXN	05/05/2016 00:29	
Comment Incoming email			
NC02 - Phone Complainant	CYB	05/05/2016 21:59	2
Comment No answer			
NC02 - Phone Complainant	CYB	05/05/2016 22:15	2
Comment No answer, voice message.			
NC03 - Visit Premises	CYB	05/05/2016 22:59	5
Comment No noise heard from o/s PH			
9003 - WP Document	GXN	12/06/2016 10:31	
Comment NS3C Website Complaints			
NC02 - Phone Complainant	GYR	18/06/2016 22:02	
Comment Noise on - Comp requested we just log it for now			
NC02 - Phone Complainant	CYB	21/05/2016 01:02	5
Comment Visit			
NC03 - Visit Premises	CYB	21/05/2016 02:00	10
Comment AQOA premises closing.			
NC02 - Phone Complainant	CYB	31/07/2016 21:22	5
Comment Visit			
NC03 - Visit Premises	CYB	31/07/2016 21:57	10
Comment Stopped prior to attending, comp states music stopped at 21.30			
NC02 - Phone Complainant	KXE	10/09/2016 02:06	
NC03 - Visit Premises	KXE	10/09/2016 02:30	
Comment pub closed except for staff. DPS gerakline advise dof complaint. she said it was a very busy evening and she was trying her best to move on / control customers			
NC02 - Phone Complainant	GYR	02/04/2017 22:50	
Comment Message left on a/p			
NC02 - Phone Complainant	GYR	02/04/2017 23:33	
<hr/>			
NC03 - Visit Premises	CYB	08/04/2017 00:10	15
Comment No noise on visit.			
NC02 - Phone Complainant	CYB	08/04/2017 01:34	5
Comment Stopped prior to phoning.			
NS02 - Phone Complainant	CYB	08/04/2017 23:50	5
Comment Visit			
NC02 - Phone Complainant	CYB	09/04/2017 00:40	5
Comment Visit			
NC03 - Visit Premises	CYB	09/04/2017 01:46	10
Comment No noise, premises just closing			
NC02 - Phone Complainant	MXE	12/04/2017 00:31	5
Comment Noise on			
NC03 - Visit Premises	MXE	12/04/2017 00:59	15
Comment Stopped prior to attending.			
NC02 - Phone Complainant	CYB	14/04/2017 23:10	5
Comment Visit			
NC03 - Visit Premises	CYB	14/04/2017 23:40	15
Comment Music turned down prior to attending.			
NC02 - Phone Complainant	LXT	22/04/2017 00:19	
Comment Phone decomp, no reply. Visit			
NC03 - Visit Premises	LXT	22/04/2017 01:00	
Comment Visited comp, phoned her from outside. Noise stopped. NFA			
NC02 - Phone Complainant	MXE	30/04/2017 01:07	
Comment loud music reported.			
NC03 - Visit Premises	MXE	30/04/2017 01:48	
Comment visited, got to the complainants front street door. she told me on the intercome that the pub had closed 10 mins ago			
NC02 - Phone Complainant	MXE	30/04/2017 20:48	
Comment loud music and voices.			
NC03 - Visit Premises	MXE	30/04/2017 21:12	

Comment visited complainants flat to the rear of the pub garden. very loud rock music from the pub. live band playing. rest and relaxation impossible. went to the pub, it was packed with people possibly over crowded. loud music from a band at the rear of the pub. "eddie and the hotrods" I spoke to a misha adams who said she was the manager. tel 07834 588223. info from Noehaba at licensing Misha adams is the person with sole authority at the moment. serve notice on her.

9004 - File Attachment MXE 04/08/2017

Comment obs sheet for notice

NC02 - Phone Complainant GYR 06/05/2017 00:25

Comment Noise off

NC02 - Phone Complainant LXT 08/05/2017 22:43

Comment Visit

5

NC02 - Phone Complainant LXT 08/05/2017 22:43

Comment Phoned comp, noise on. Long delays explained

NC08 - Visit Premises LXT 07/05/2017 00:41

10

Comment Visited premises, there was no music and beer garden was shut. Only drinking and chitting inside the bar taking place. NFA

NC03 - Visit Premises LXT 07/05/2017 00:41

Comment Visited premises, there was no music and beer garden was shut. Only drinking and chitting inside the bar taking place. NFA

NC02 - Phone Complainant LXT 07/05/2017 23:23

Comment Phoned comp, noise on. Visit

NC08 - Visit Premises LXT 07/05/2017 23:49

Comment Visited comp, noise from voices observed but just normal conversation in the beer garden. No music. there was no shouting or cheering or singing. Went to bar and advised manager to get patrons indoors. NFA

NC02 - Phone Complainant MXE 12/05/2017 21:39

Comment loud music

NC03 - Visit Premises MXE 12/05/2017 21:53

Comment visited, noise of peoples voices were of an equal or greater level than music being played. noise got louder when rear door opened occasionally. noise is easily audible but the main part of the noise is voices. not a nuisance due to the nature of the noise. it would be unreasonable to expect a pub to hush the customers to such an extent that they were not audible. the use of the rear garden is curantly restricted after 11 pm. it may be that the complainant may wish to consider a review to curtail its use after an earlier time.

NC02 - Phone Complainant MXE 12/05/2017 23:33

Comment noise is now of voices only. compl said about 1 hr aftr i had left earlier the customers went to the garden and sang " we will not be moved" over and over. clear intimidation tactics, but have now stopped.

NC02 - Phone Complainant CYB 14/05/2017 21:35

5

Comment Music just stopped, call back in 20 min

NC02 - Phone Complainant CYB 14/05/2017 21:56

5

Comment Music has remained off.

NC02 - Phone Complainant CYB 15/05/2017 23:10

5

Comment Visit

NC03 - Visit Premises CYB 15/05/2017 23:40

10

Comment Moderate talking heard not a SN

NC02 - Phone Complainant GYR 04/08/2017 01:07

Comment Noise on

@0109 - Noise on - 5 people outside and pub door open

NC03 - Visit Premises GYR 04/08/2017 01:11

Comment Spoke to duty managers - Customers outside in road and noted some with drinks which was prolonging their stay outside - Only chatting noise observed - A doorman may have been able to enforce a low noise environment outside and prevented any drinks from being taken out - Also noted main door had been jammed open and signs ignored by those outside.

User Defined Codes

History Check
Complainant Tenure
Address Tenure

Potentially Violent
Alcohol related
Possible Lic HMO

Remarks

No remarks found.

Appendix 2- Copy of Current Premises Licence

PREMISES LICENCE

Receipt: AG 754419

Premises Licence Number: LN/00000723
LN/0000002895

This Premises Licence has been issued by:

*The Licensing Authority, London Borough of Haringey,
Alexandra House, Level 6, 10 Station Road.
Wood Green, London, N22 7TR*

Signature:

Date: 24th November 2005
Transfer 11th July 2017

Part 1 – PREMISES DETAILS

Postal Address of Premises or, if none, Ordnance Survey map reference or description:

**THE HARRINGAY ARMS
153 CROUCH HILL
CROUCH END
LONDON
N8 9PQ**

Telephone: 020 292 3624

Where the Licence is time limited, the dates:

Licensable activities authorised by the Licence:

Supply of Alcohol

Late Night Refreshment

Regulated Entertainment: Recorded Music

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

Supply of Alcohol

Monday to Thursday 1000 to 0100

Friday 1000 to 0200

Saturday 1100 to 0200

Sunday 1200 to 0100

New Years Eve licensable activities from the start of permitted hours on 31 December until the start of permitted hours on 1 January.

Until 01.00 following Christmas Eve, Boxing Day, St. Patrick's Day and Sundays before Bank Holidays.

Supply of Alcohol to Homes

Monday to Sunday 1200 to 2200

LICENSING ACT 2003

Sec 24

Late Night Refreshment

Sunday to Thursday 2300 to 0100

Friday to Saturday 2300 to 0200

Recorded Music

Monday to Thursday 1800 to 2300

Friday to Saturday 1800 to 0000

Sunday 1800 to 2200

The opening hours of the premises:

Sunday to Thursday 1000 to 0130

Friday to Saturday 1000 to 0230

New Years Eve Deregulation throughout the night Until 02.00 following Christmas Eve, Boxing Day, St. Patrick's Day and Sundays before Bank Holidays.

Where the Licence authorises supplies of alcohol whether these are on and/or off supplies:

Supply of alcohol for consumption **ON** and **OFF** the premises

Part 2

Name, (registered) address, telephone number and e-mail (where relevant) of holder of Premises Licence:

Bermondsey Pub Company Limited
3 Monkspath Hall Road
Solihull
West Midlands
B90 4SJ

Registered number of holder, for example company number, charity number (where applicable):

08836925

Name, address and telephone number of designated premises supervisor where the Premises Licence authorises the supply of alcohol:

Misha Lisa Adams

LICENSING ACT 2003
Sec 24

Personal Licence number and issuing authority of personal licence held by designated premises supervisor where the Premises Licence authorises for the supply of alcohol:

Personal Licence:

LN/000010741

Issued by:

London Borough of Haringey

Annex 1 –Mandatory Conditions

1. No supply of alcohol may be made under the Premises Licence –
 - (a) At a time when there is no Designated Premises Supervisor in respect of the Premises Licence; or
 - (b) At a time when the Designated Premises Supervisor does not hold a Personal Licence or his Personal Licence is suspended.
2. Every supply of alcohol under the Premises Licence must be made, or authorised by a person who holds a Personal Licence.
3.
 - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
 - (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises.
 - a) games or other activities which require or encourage, or are designed to require or encourage, individuals to –
 - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
 - b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
 - c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
 - d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.
 - e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
4. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
5.
 - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
 - (2) The designated premises supervisor in relation to the premises licences must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

Annex 1 –Mandatory Conditions

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either:-

- (a) a holographic mark or
- (b) an ultraviolet feature.

6. The responsible person shall ensure that –

- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures –
 - (i) beer or cider: ½ pint;
 - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - (iii) still wine in a glass: 125 ml; and
- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

Minimum Drinks Pricing

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
2. For the purposes of the condition set out in paragraph 1 –
 - (a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979
 - (b) “permitted price” is the price found by applying the formula –
$$P = D + (D \times V)$$
Where –
 - (i) P is the permitted price
 - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
 - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
 - (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence –
 - (i) The holder of the premises licence
 - (ii) The designated premises supervisor (if any) in respect of such a licence, or
 - (iii) The personal licence holder who makes or authorises a supply of alcohol under such a licence;

Annex 1 –Mandatory Conditions

- (d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
 - (e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.
3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from the paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
 4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Annex 2 – Conditions consistent with the Operating Schedule

Notices regarding noise when leaving the premises and Challenge 25 are clearly posted, including an evacuation plan.

THE PREVENTION OF CRIME AND DISORDER

A minimum of two members of staff will be present between 23.00 and the closing of the premises.

The licensee will regularly attend at Pub Watch meetings.

Outdoor areas will be well lit and frequently cleared of empty/broken glass.

There will be good access for emergency vehicles if required.

Alcohol will not be sold to intoxicated people.

PUBLIC SAFETY

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

There will be clear signage indicating emergency exits with an emergency strategy in place.

Appropriate first aid kits will be on site.

Empty bottles will be secured and out of harms way.

Fire safety certificate and extinguishers will be kept up to date.

Good lighting will be provided.

THE PREVENTION OF PUBLIC NUISANCE

Doors and windows will be closed at all times.

Staff will call taxis for customers.

Customers will be reminded to leave quietly.

THE PROTECTION OF CHILDREN

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

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

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

Persons under the age of 18 will not be permitted to use Gaming Machines.

- Challenge 25 practices will be in place.
- No minors will be allowed access after 6pm.

Annex 2 – Conditions consistent with the Operating Schedule

- Staff will be adequately trained to check ID.
- Clear signage will be displayed on the bar asking for proof of age.
- Plenty of seating for accompanied children during the day and a large selection of soft drinks will be on offer.

Customers will be asked to show photo ID before delivery of goods.

Annex 3 – Conditions attached after a hearing by the licensing authority

The Committee carefully considered the application, the Borough's Licensing Policy, Home Office guidance and all representations.

The Committee decided to grant the application, but only in part and with the imposition of a number of conditions which it considered appropriate and proportionate to promote the licensing objectives and, in fact, address concerns that have been raised.

The provision of live music was not considered on the basis that since 1 October 2012, no permission is required under the Live Music Act 2012 within specified restrictions. The provision of regulated entertainment in the form of recorded music and provision of Late Night Refreshment are granted as requested.

The extension of the hours for the supply of alcohol are granted. For clarity, the start times for such supply can remain in accordance with the previous licence.

An extension to the opening hours are granted as follows:

Sunday - Thursday to 0130

Friday – Saturday to 0230

For clarity, the opening times may commence in accordance with the previous licence.

All conditions in the operating schedule are imposed subject to the following amendments –

- Where there is inconsistency between such conditions with those attached to the previous licence, the new conditions apply.
- Reference to binge drinking, tap water, quality food and drug dealing are not included since they duplicate existing legislation.
- Reference to the winding down period is omitted due to their irrelevance, taking into account the times of the permitted licensable activities.

It was not considered proportionate to require an SIA door supervisor at the premises when balancing the cost of this requirement to the applicant and the ability of other conditions to address concerns that were raised.

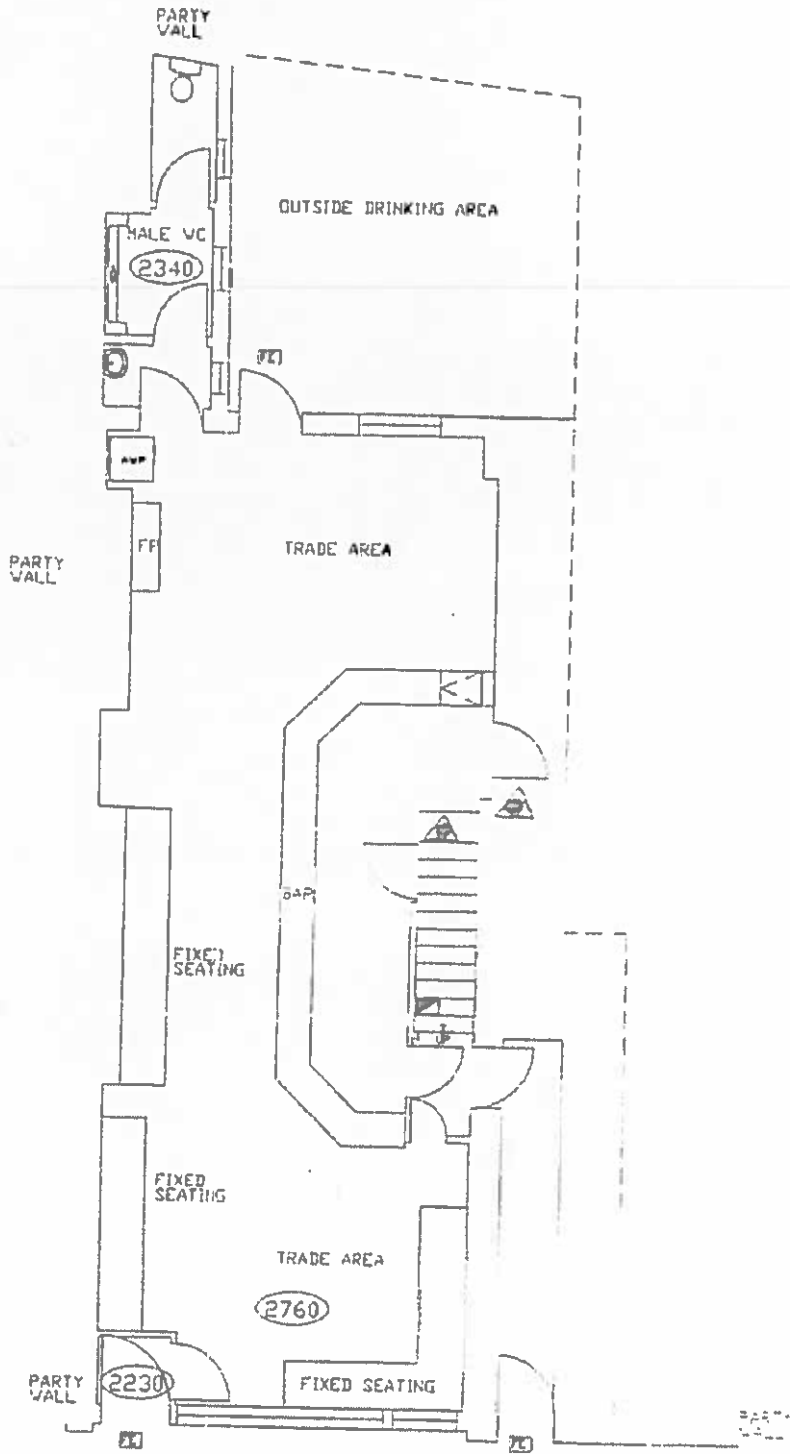
In order to encourage smokers to not cause a nuisance at the front of the premises, the applicant is required to display prominent signs within the premises identifying the existence of an external rear area where smoking is permitted and prominent signage at the front exit, clearly prohibiting drinks from being taken outside.

The Committee particularly noted the lack of representations from the responsible authorities but did not consider there to be sufficient credible evidence to require the restriction on the opening hours, taking into account the proximity of residential dwellings, narrow nature of the road, but at the same time, the commercial nature of the broader location.

All parties are reminded that if problems persist or increase, clear procedures exist to have the licence reviewed.

As an informative, the applicant is invited to consider implementing his willingness to relocate the speakers and to ensure the jukebox is omitting music at an appropriate level. He is also invited to keep under review his apparent current restrictions of allowing patrons from smoking in the external rear area past a certain time. This is with a view to focus on reducing the likelihood of nuisance emanating from the front of the premises, as an important priority.

Annex 4 - Plans



11/17/2014
11/17/2014
11/17/2014

Appendix 3- Copy of noise complaints history

Property		
Address	Harringay Arms, Harringay Arms, 153 Crouch Hill, Hornsey, London, N8 9QH	
Telephone	Fax	Area CE - Crouch End

Worksheet		
Source		
Name		
Address		
Home Tel	Work Tel	Mobile
Fax	Email	

Department	NOIS - Enforcement Response	Date Recd	01/06/2017	Time	15:30
Application	CPEH - Complaints - EH	Method	CC - Call Centre		
Task Group	NNOS - Noise	Recd By	STZB - Thomas Bright		
Task	NC08 - People Noise	Source Type	AA01 - Member of the Public		

Details Customer is complaining about thr noise from the arms as the people leave around 2 or 3 in the morning , it always wake her up and she would like the pub to take responsibility for this

Message			
Officer	AANT - Enforcement Response	Target	Actual
Time Taken		First Response	01/06/2017 16:30 03/06/2017 00:29
Next Task	9002 - Completion	Completed	17/11/2017 15:30
Due	17/11/2017	Allocated	01/06/2017
		Outcome	

References
No references set up.

Complaints		
Subject Details		
Title	Initials	Telephone
First Name		Fax
Family Name		Email
Section		
Offence	Statute	
Purchase Date	Purchase Time	
OFT (Product)	FSA Type	
OFT (Condition)		

Previous Complaints (Last 10 not including this one)						
Reference	Received	Details	Status	Outcome	Officer	
WK/000386811	03/07/2017	Application for a Review of a Premises Licence: - The	Resp		CXO	
WK/000313553	10/03/2015	Visit requested re Licensing issue	Comp	DN08	AANT	
WK/000239102	24/12/2012	Please see remarks	Comp	NA02	EXK	
WK/000238165	09/12/2012	Loud live music	Resp		AANT	
WK/000119717	09/05/2009	I wish to email you about The Haringey Arms PUB, Cro	Comp	DD02	ASK	
WK/000118064	28/04/2009	Smoking in an enclosed area at the back of the premis	Comp	DD02	SPT	

Multiple Sources

Date Recd 03/06/2017 Time 00:25 Method CC - Call Centre
 Recorded By CYB - Charles Buckle Source Type AA01 - Member of the Public
 Source
 Notes People o/s Harringey Arms drinking.
 Outcome No Visit No Response Compla. Completed Date / Time 03/06/2017 00:29

Date Recd 14/06/2017 Time 01:15 Method CC - Call Centre
 Recorded By MXE - Mark Eastwood Source Type AA01 - Member of the Public
 Source
 Notes
 Outcome No Visit - Noise Stopped Completed Date / Time 14/06/2017

Date Recd 14/06/2017 Time 01:38 Method CC - Call Centre
 Recorded By MXE - Mark Eastwood Source Type AA01 - Member of the Public
 Source
 Notes
 Outcome Nuisance not Established Completed Date / Time 14/06/2017

Date Recd 14/06/2017 Time 02:25 Method CC - Call Centre
 Recorded By MXE - Mark Eastwood Source Type AA01 - Member of the Public
 Source
 Notes
 Outcome Nuisance not Established Completed Date / Time 14/06/2017

Date Recd 30/06/2017 Time 00:28 Method CC - Call Centre
 Recorded By MXE - Mark Eastwood Source Type AA01 - Member of the Public
 Source
 Notes
 Outcome No Visit - Other Completed Date / Time 30/06/2017

Date Recd 03/07/2017 Time 09:48 Method CC - Call Centre
 Recorded By SCWC - Carol Coriah Source Type AA01 - Member of the Public
 Source
 Notes Caller says that the manager of the pub was in the middle of the road screaming and shouting at the customers. This was at 1.30am, which went on for 30 minutes. At 2.15am ,there were druk customers talking very loudly outside the pub
 Outcome Completed Date / Time

Actions

Action	Officer	Actual	Target	Time	Value	Number
0000 - Procedure Started	AANT	01/06/2017				
NC02 - Phone Complainant	CYB	03/06/2017 00:29		2		
Comment No answer						
NC02 - Phone Complainant	MXE	14/06/2017 01:32				
Comment complaint about noise from several people outside the pub smoking and drinking on the pavement. call back made, a ll the people have either gone back into the pub or gone. no visit.						
NC02 - Phone Complainant	MXE	14/06/2017 01:43				
Comment complaint about noise from people outside the pub, smoking and drinking on the pavement.						
NC03 - Visit Premises	MXE	14/06/2017 01:57				
Comment visit madwe, pub now closed, no one outside and no customers inside. i did speak with the landlord..						

please read my report sent to licensing as below. :at 01:15 and 01:38 hrs I received complaints from a two different residents about noise from the pub, in particular noise from people standing outside on the pavement smoking, and allegedly drinking alcohol. One complainant said there was up to 15 people outside. I visited and got to the pub at 01:55 or thereabouts. The pub was closed and doors locked.

I spoke with the lady who has control of the licence at the moment. She did say that it had been extremely busy this evening and she had been trying to move people along but had very little success. She doesn't have any SIAs at the moment as they are not required for the licence .

as I was talking to her at about 02:05 i heard lots of loud commotion from people in the street coming towards us from the Broadway. Lots of raised voices and it appeared a fight was breaking out, so I called the Police to attend.

the landlady recognised one of these people as being a relative and went off to try to get things quietened down. She did return to the pub with a few people and took them inside the pub, probably for shelter and to get out of harm's way.

the police attended and the situation was diffused.

this incident had nothing to do with the pub other than that's where it ended up outside of.

i then received another complaint at 02:25 from another complainant about the disturbance at the pub and saying the pub was still open for business, which it wasn't. The complainant did say, as did the other two, that there were often problems involving the pub, and recently almost every single night there were noise issues.

I have advised all complainants to call us when noise and incidents occur, but to also call you to enquire about starting a review. We will also wish to comment on such a review if it is instigated. I will review our evidence in regards to a review hearing also.

NC03 - Visit Premises	MXE	14/06/2017 02:05				
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Comment i was allready in the area. please see report below. this incident had nothing to do with the pub

at 01:15 and 01:38 hrs I received complaints from a two different residents about noise from the pub, in particular noise from people standing outside on the pavement smoking, and allegedly drinking alcohol. One complainant said there was up to 15 people outside. I visited and got to the pub at 01:55 or thereabouts. The pub was closed and doors locked.

i spoke with the lady who has control of the licence at the moment. She did say that it had been extremely busy this evening and she had been trying to move people along but had very little success. She doesn't have any SIAs at the moment as they are not required for the licence .

as i was talking to her at about 02:05 i heard lots of loud commotion from people in the street coming towards us from the Broadway. Lots of raised voices and it appeared a fight was breaking out, so i called the Police to attend.

the landlady recognised one of these people as being a relative and went off to try to get things quietened down. She did return to the pub with a few people and took them inside the pub, probably for shelter and to get out of harm's way.

the police attended and the situation was diffused.

this incident had nothing to do with the pub other than that's where it ended up outside of.

I then received another complaint at 02:25 from another complainant about the disturbance at the pub and saying the pub was still open for business, which it wasn't. The complainant did say, as did the other two, that there were often problems involving the pub, and recently almost every single night there were noise issues.

i have advised all complainants to call us when noise and incidents occur, but to also call you to enquire about starting a review. We will also wish to comment on such a review if it is instigated. I will review our evidence in regards to a review hearing also.

NC02 - Phone Complainant MXE 14/06/2017 02:29

Comment noise from people shouting, fighting etc outside the pub.

NC02 - Phone Complainant MXE 30/06/2017 00:31

Comment compi says that the customers of the pub are screaming and shouting outside her window. Intimidating. unable to get there in time. advised compl that the pub will be closing soon.

NC02 - Phone Complainant AANT

NC03 - Visit Premises AANT

NC02 - Phone Complainant AANT

NC03 - Visit Premises AANT

User Defined Codes

History Check	Potentially Violent
Cplainant Tenure	Alcohol related
Address Tenure	Possible Lic HMO

Remarks

No remarks found.

Related Addresses

Address	Telephone	Type
No related addresses found.		

User Defined Addresses

No User Defined Addresses found.

User Defined Text

No User Defined Text found.

Property		
Address	Harringay Arms, Harringay Arms, 153 Crouch Hill, Hornsey, London, N8 9QH	
Telephone	Fax	Area CE - Crouch End

Worksheet			
Source			
Name			
Address			
Home Tel	Work Tel	Mobile	
Fax	Email		
Department	NOIS - Enforcement Response	Date Recd	09/12/2012 Time 23:32
Application	CPEH - Complaints - EH	Method	CC - Call Centre
Task Group	NNOS - Noise	Recd By	CYB - Charies Buckie
Task	NC09 - Music and Voices	Source Type	AA01 - Member of the Public
Details	Loud live music		
Message			
Officer	AANT - Enforcement Response	Target	Actual
Time Taken	First Response	10/12/2012 00:32	09/12/2012 23:38
Next Task	9002 - Completion	Completed	31/12/2017 23:32
Due	31/12/2017	Allocated	10/12/2012 Outcome

References
No references set up.

Complaints		
Subject Details		
Title	Initials	Telephone
First Name		Fax
Family Name		Email
Section		
Offence	Statute	
Purchase Date	Purchase Time	
OFT (Product)		FSA Type
OFT (Condition)		

Previous Complaints (Last 10 not including this one)					
Reference	Received	Details	Status	Outcome	Officer
WK/000386811	03/07/2017	Application for a Review of a Premises Licence: - The	Resp		CXO
WK/000384197	01/06/2017	Customer is complaining about thr noise from the arm	Resp		AANT
WK/000313553	10/03/2015	Visit requested re Licensing issue	Comp	DN08	AANT

Multiple Sources

Date Recd Time 23:32 Method CC - Call Centre
 Recorded By Source Type AA01 - Member of the Public
 Source
 Notes

Outcome No Visit - Noise Stopped Completed Date / Time 09/12/2012 23:38

Date Recd 06/01/2013 Time 22:49 Method CC - Call Centre
 Recorded By CYB - Charles Buckle Source Type AA01 - Member of the Public
 Source
 Notes Loud live music

Outcome No Visit - Other Completed Date / Time 06/01/2013 22:59

Date Recd 25/07/2013 Time 00:22 Method CC - Call Centre
 Recorded By MXE - Mark Eastwood Source Type AA01 - Member of the Public
 Source
 Notes

Outcome Nuisance not Established Completed Date / Time 25/07/2013 01:33

Date Recd 27/09/2013 Time 00:13 Method CC - Call Centre
 Recorded By DCP - Derek Pearce Source Type AA01 - Member of the Public
 Source
 Notes

Outcome Nuisance not Established Completed Date / Time 27/09/2013 02:16

Date Recd 27/09/2013 Time 00:06 Method CC - Call Centre
 Recorded By DCP - Derek Pearce Source Type AA01 - Member of the Public
 Source
 Notes

Outcome Nuisance not Established Completed Date / Time 27/09/2013 02:18

Date Recd 18/04/2014 Time 00:41 Method CC - Call Centre
 Recorded By LXT - Lamin Tamba Source Type AA01 - Member of the Public
 Source
 Notes Music

Outcome Nuisance not Established Completed Date / Time 18/04/2014 02:38

Date Recd 26/05/2014 Time 00:20 Method CC - Call Centre
 Recorded By LXT - Lamin Tamba Source Type AA01 - Member of the Public
 Source
 Notes Music and voices

Outcome Nuisance not Established Completed Date / Time 26/05/2014 22:38

Date Recd 18/07/2014 Time 23:44 Method CC - Call Centre
 Recorded By MXE - Mark Eastwood Source Type AA01 - Member of the Public
 Source
 Notes complainant lives at flat 4, 3 to 5 crouch end hill n8

Outcome No Visit No Response Compia. Completed Date / Time 19/07/2014 02:08

Date Recd 11/07/2014 Time 23:43 Method CC - Call Centre
 Recorded By GYR - George Roberts Source Type AA01 - Member of the Public
 Source

Notes	Loud music		
Outcome	No Visit - Other	Completed Date / Time	18/09/2014 19:09
Date Recd	08/11/2014 Time 00:14	Method	CC - Call Centre
Recorded By	MXE - Mark Eastwood	Source Type	AA01 - Member of the Public
Source			
Notes			
Outcome	Nuisance not Established	Completed Date / Time	08/11/2014 01:20
Date Recd	20/12/2014 Time 00:36	Method	CC - Call Centre
Recorded By	LXT - Lamin Tamba	Source Type	AA01 - Member of the Public
Source			
Notes	Music		
Outcome	Nuisance not Established	Completed Date / Time	21/12/2014 00:30
Date Recd	11/03/2015 Time 15:19	Method	CC - Call Centre
Recorded By	DCP - Derek Pearce	Source Type	AA01 - Member of the Public
Source			
Notes			
Outcome	Not on Now- Response Sent	Completed Date / Time	11/03/2015 15:24
Date Recd	23/04/2015 Time 21:46	Method	CC - Call Centre
Recorded By	LXT - Lamin Tamba	Source Type	AA01 - Member of the Public
Source			
Notes	Music		
Outcome	Nuisance not Established	Completed Date / Time	24/04/2015 03:01
Date Recd	24/04/2015 Time 21:02	Method	CC - Call Centre
Recorded By	LXT - Lamin Tamba	Source Type	AA01 - Member of the Public
Source			
Notes	Music		
Outcome	No Visit - Noise Stopped	Completed Date / Time	25/04/2015
Date Recd	04/05/2015 Time 23:03	Method	CC - Call Centre
Recorded By	LXT - Lamin Tamba	Source Type	AA01 - Member of the Public
Source			
Notes			
Outcome	Nuisance not Established	Completed Date / Time	05/05/2015 00:05
Date Recd	04/05/2015 Time 23:34	Method	CC - Call Centre
Recorded By	MXE - Mark Eastwood	Source Type	AA01 - Member of the Public
Source			
Notes			
Outcome	Nuisance not Established	Completed Date / Time	05/05/2015 00:05
Date Recd	14/05/2015 Time 21:42	Method	CC - Call Centre
Recorded By	GYR - George Roberts	Source Type	AA01 - Member of the Public
Source			
Notes	Loud music - Live band		
Outcome	Nuisance Confirmed - Abated	Completed Date / Time	14/05/2015 23:57

Date Recd **12/08/2015** Time **22:28** Method **CC - Call Centre**
 Recorded By **LXT - Lamin Tamba** Source Type **AA01 - Member of the Public**
 Source
 Notes **Music**
 Outcome **No Visit - Other** Completed Date / Time **13/06/2015 03:53**

Date Recd **16/05/2015** Time **00:16** Method **CC - Call Centre**
 Recorded By **GYR - George Roberts** Source Type **AA01 - Member of the Public**
 Source
 Notes **loud music**
 Outcome **No Visit - Noise Stopped** Completed Date / Time **16/06/2015 00:41**

Date Recd **18/06/2015** Time **21:02** Method **CC - Call Centre**
 Recorded By **MXE - Mark Eastwood** Source Type **AA01 - Member of the Public**
 Source
 Notes
 Outcome **Nuisance Confirmed - Reported** Completed Date / Time **18/06/2015 21:40**

Date Recd **27/06/2015** Time **20:54** Method **MP - Mobile Phones and Services**
 Recorded By **DMW - Donna Watson** Source Type **AA01 - Member of the Public**
 Source
 Notes **T-1015719-X0B6**
 Outcome **No Visit - Other** Completed Date / Time **27/08/2015 10:21**

Date Recd **04/07/2015** Time **21:41** Method **MP - Mobile Phones and Services**
 Recorded By **MAL - Marcia Lewis** Source Type **AA01 - Member of the Public**
 Source
 Notes **Reference: T-1021504 - D9X0**
Loud Music.
 Outcome **Nuisance Confirmed - Abated** Completed Date / Time **04/07/2015 23:18**

Date Recd **22/08/2015** Time **20:55** Method **MP - Mobile Phones and Services**
 Recorded By **MAL - Marcia Lewis** Source Type **AA01 - Member of the Public**
 Source
 Notes **Loud music getting louder.**
Reference Number: T - 1059152
 Outcome **Nuisance Confirmed - Reported** Completed Date / Time **22/08/2015 22:00**

Date Recd **22/08/2015** Time **21:06** Method **MP - Mobile Phones and Services**
 Recorded By **MAL - Marcia Lewis** Source Type **AA01 - Member of the Public**
 Source
 Notes **Very loud music and also bbq smoking coming through the windows stinking out the fiat.**
This caller lives at Reference Number: T - 1059168
 Outcome **Nuisance Confirmed - Reported** Completed Date / Time **22/08/2015 22:00**

Date Recd **22/08/2015** Time **01:12** Method **CC - Call Centre**
 Recorded By **MXE - Mark Eastwood** Source Type **AA01 - Member of the Public**
 Source
 Notes
 Outcome **No Visit - Noise Stopped** Completed Date / Time **22/08/2015 01:24**

Date Recd 28/08/2015 Time 17:59 Method CC - Call Centre
 Recorded By CYB - Charles Buckie Source Type AA01 - Member of the Public
 Source
 Notes Fumes
 Outcome Nuisance not Established Completed Date / Time 28/08/2015 19:00

Date Recd 29/08/2015 Time 01:03 Method CC - Call Centre
 Recorded By CYB - Charles Buckie Source Type AA01 - Member of the Public
 Source
 Notes People noise from PH garden area
 Outcome No Visit - Other Completed Date / Time 29/08/2015 01:25

Date Recd 03/09/2015 Time 12:01 Method CC - Call Centre
 Recorded By DCP - Derek Pearce Source Type AA01 - Member of the Public
 Source
 Notes
 Outcome Not on Now- Response Sent Completed Date / Time 03/09/2015 12:21

Date Recd 06/02/2016 Time 21:45 Method CC - Call Centre
 Recorded By LXT - Lamin Tamba Source Type AA01 - Member of the Public
 Source
 Notes Music
 Outcome Nuisance not Established Completed Date / Time 07/02/2016

Date Recd 07/02/2016 Time 00:29 Method CC - Call Centre
 Recorded By LXT - Lamin Tamba Source Type AA01 - Member of the Public
 Source
 Notes People noise
 Outcome Nuisance not Established Completed Date / Time 07/02/2016 03:55

Date Recd 05/05/2016 Time 21:45 Method EM - E-Mail
 Recorded By CYB - Charles Buckie Source Type AA01 - Member of the Public
 Source
 Notes Loud music
 Outcome No Visit No Response Compla. Completed Date / Time 05/05/2016 22:15

Date Recd 05/05/2016 Time 00:29 Method EM - E-Mail
 Recorded By GXN - George Nicolaou Source Type AA01 - Member of the Public
 Source
 Notes
 Outcome Not on Now- Response Sent Completed Date / Time 12/05/2016 10:24

Date Recd 15/05/2016 Time 21:55 Method CC - Call Centre
 Recorded By GYR - George Roberts Source Type AA01 - Member of the Public
 Source
 Notes Loud music
 Outcome No Visit - Other Completed Date / Time 05/06/2016 01:27

Date Recd 21/05/2016 Time 00:56 Method EM - E-Mail
 Recorded By CYB - Charles Buckie Source Type AA01 - Member of the Public
 Source
 Notes Loud music

Outcome	Nuisance not Established	Completed Date / Time	21/05/2016 02:00
Date Recd	31/07/2016 Time 21:06	Method	CC - Call Centre
Recorded By	CYB - Charles Buckle	Source Type	AA01 - Member of the Public
Source			
Notes	Loud music		
Outcome	Nuisance not Established	Completed Date / Time	31/07/2016 21:57
Date Recd	10/09/2016 Time 01:45	Method	CC - Call Centre
Recorded By	DCP - Derek Pearce	Source Type	AA01 - Member of the Public
Source			
Notes	Opposite callers property, caller is reporting about 10 people stood outside the pub shouting and screaming		
Outcome	Nuisance not Established	Completed Date / Time	13/09/2016 15:56
Date Recd	08/04/2017 Time 01:19	Method	CC - Call Centre
Recorded By	CYB - Charles Buckle	Source Type	AA01 - Member of the Public
Source			
Notes	Loud voice from rear garden		
Outcome	No Visit - Noise Stopped	Completed Date / Time	08/04/2017 01:34
Date Recd	08/04/2017 Time 23:42	Method	CC - Call Centre
Recorded By	CYB - Charles Buckle	Source Type	AA01 - Member of the Public
Source			
Notes	People noise from rear garden area		
Outcome	Nuisance not Established	Completed Date / Time	09/04/2017 00:10
Date Recd	09/04/2017 Time 00:37	Method	CC - Call Centre
Recorded By	CYB - Charles Buckle	Source Type	AA01 - Member of the Public
Source			
Notes	People noise from rear garden		
Outcome	Nuisance not Established	Completed Date / Time	09/04/2017 01:45
Date Recd	14/04/2017 Time 23:00	Method	EM - E-Mail
Recorded By	CYB - Charles Buckle	Source Type	AA01 - Member of the Public
Source			
Notes	Loud music		
Outcome	Nuisance not Established	Completed Date / Time	14/04/2017 23:40
Date Recd	12/04/2017 Time 00:24	Method	CC - Call Centre
Recorded By	CYB - Charles Buckle	Source Type	AA01 - Member of the Public
Source			
Notes	Loud voices from garden		
Outcome	Nuisance not Established	Completed Date / Time	12/04/2017 00:59
Date Recd	21/04/2017 Time 23:53	Method	CC - Call Centre
Recorded By	LXT - Lamin Tamba	Source Type	AA01 - Member of the Public
Source			
Notes	Music		
Outcome	Nuisance not Established	Completed Date / Time	24/04/2017

Date Recd 30/04/2017 Time 23:20 Method EM - E-Mail
 Recorded By CYB - Charles Buckle Source Type AA01 - Member of the Public
 Source
 Notes Loud people noise
 Outcome No Officer on Duty Completed Date / Time 01/05/2017 17:07

Date Recd 02/04/2017 Time 22:24 Method CC - Call Centre
 Recorded By GYR - George Roberts Source Type AA01 - Member of the Public
 Source
 Notes Loud music & Shouting
 Outcome No Visit No Response Compla. Completed Date / Time 01/05/2017 22:20

Date Recd 02/04/2017 Time 23:09 Method CC - Call Centre
 Recorded By GYR - George Roberts Source Type AA01 - Member of the Public
 Source
 Notes Shouting & Screaming
 Outcome No Visit - Noise Stopped Completed Date / Time 01/05/2017 22:23

Date Recd 30/04/2017 Time 01:01 Method CC - Call Centre
 Recorded By MXE - Mark Eastwood Source Type AA01 - Member of the Public
 Source
 Notes
 Outcome Nuisance not Established Completed Date / Time 03/05/2017

Date Recd 30/04/2017 Time 20:31 Method CC - Call Centre
 Recorded By MXE - Mark Eastwood Source Type AA01 - Member of the Public
 Source
 Notes
 Outcome Nuisance Confirmed - Reported Completed Date / Time 03/05/2017

Date Recd 06/05/2017 Time 22:31 Method CC - Call Centre
 Recorded By CYB - Charles Buckle Source Type AA01 - Member of the Public
 Source
 Notes People noise, loud voices
 Outcome Nuisance not Established Completed Date / Time 07/05/2017 00:41

Date Recd 07/05/2017 Time 01:10 Method CC - Call Centre
 Recorded By CYB - Charles Buckle Source Type AA01 - Member of the Public
 Source
 Notes Requested call back
 Outcome Nuisance not Established Completed Date / Time 07/05/2017 17:38

Date Recd 07/05/2017 Time 23:08 Method CC - Call Centre
 Recorded By LXT - Lamin Tamba Source Type AA01 - Member of the Public
 Source
 Notes Music and voices
 Outcome Nuisance not Established Completed Date / Time 08/05/2017 01:51

Date Recd 06/05/2017 Time 00:02 Method CC - Call Centre
 Recorded By GYR - George Roberts Source Type AA01 - Member of the Public
 Source
 Notes Loud voices and music

Outcome	No Visit - Noise Stopped	Completed Date / Time	09/05/2017 14:54
Date Recd	12/05/2017 Time 21:34	Method	CC - Call Centre
Recorded By	MXE - Mark Eastwood	Source Type	AA01 - Member of the Public
Source			
Notes			
Outcome	Nuisance not Established	Completed Date / Time	14/05/2017
Date Recd	12/05/2017 Time 23:19	Method	CC - Call Centre
Recorded By	MXE - Mark Eastwood	Source Type	AA01 - Member of the Public
Source			
Notes			
Outcome	No Visit - Noise Stopped	Completed Date / Time	14/05/2017
Date Recd	14/05/2017 Time 21:22	Method	CC - Call Centre
Recorded By	CYB - Charles Buckle	Source Type	AA01 - Member of the Public
Source			
Notes	Loud music		
Outcome	No Visit - Noise Stopped	Completed Date / Time	14/05/2017 21:56
Date Recd	15/05/2017 Time 23:01	Method	CC - Call Centre
Recorded By	CYB - Charles Buckle	Source Type	AA01 - Member of the Public
Source			
Notes	Loud talking in garden area of PH		
Outcome	Nuisance not Established	Completed Date / Time	15/05/2017 23:40
Date Recd	04/06/2017 Time 00:59	Method	CC - Call Centre
Recorded By	GYR - George Roberts	Source Type	AA01 - Member of the Public
Source			
Notes	Loud voices		
Outcome	Nuisance not Established	Completed Date / Time	09/06/2017 22:15

Actions

Action	Officer	Actual	Target	Time	Value	Number
				5		
NC02 - Phone Complainant	CYB	06/01/2013 22:59		5		
Comment Still on when phoned, comp, by comp states pub will shut soon. Pro-actives arranged.						
9006 - E-Mail	DCP	08/01/2013				
Comment FW WK238165 Re Noise from Harringay Arms 153 Crouch Hill N8.oft						
NC03 - Visit Premises	CYB	08/01/2013 00:50	07/01/2013	5		
Comment Pro-active visit after 23.00 -01.00 to check noise, and social activity o/s front of premises. Premise quiet, empty. CYB						
NC03 - Visit Premises	CYB	08/01/2013 00:50	08/01/2013	5		
Comment Pro-active visit after 23.00 -01.00 to check noise, and social activity o/s front of premises. Premise quiet. CYB						
9003 - WP Document	CYB	08/01/2013 02:03		2		
Comment NS51.DOC						
9006 - E-Mail	CYB	08/01/2013 02:04		2		
Comment e-mail from Cilir Winskill						
9006 - E-Mail	CYB	08/01/2013 02:20		2		
Comment e-mail sent to Cilir Winskill						
NC25 - Licensing Enforcement	CYB	09/01/2013 23:00	09/01/2013	5		
Comment Pro-active visit after 23.00 -01.00 to check noise, and social activity o/s front of premises. All quiet.						
NC25 - Licensing Enforcement	CYB	10/01/2013	10/01/2013	1		
Comment Pro-active visit after 23.00 -01.00 to check noise, and social activity o/s front of premises. No time to visit						
NC25 - Licensing Enforcement	CYB	12/01/2013 23:30	12/01/2013	5		
Comment Pro-active visit after 23.00 -01.00 to check noise, and social activity o/s front of premises. All quite 23.30 CYB						
NC25 - Licensing Enforcement	MXE	13/01/2013	13/01/2013			
Comment Pro-active visit after 22.00 -23.00 on Sunday to check noise, and social activity o/s front of premises. They have a regulated entertainment license for recorded music till 22.00, but on Sundays they have a live band playing.						
Visit not made, i did not see the proactive,. apologies. i will rearrange for sunday 27th January night shift. mde						
NC25 - Licensing Enforcement	LXT	20/01/2013	20/01/2013			
Comment Pro-active visit after 22.00 -23.00 on Sunday to check noise, and social activity o/s front of premises. They have a regulated entertainment license for recorded music till 22.00, but on Sundays they have a live band playing.						
20/01/2013 - Service was reduced due to heavy snowfall and proactive wasn't possible. Will arrange for another night when a live band is on.						
NC25 - Licensing Enforcement	MXE	27/01/2013	27/01/2013			
Comment Pro-active visit after 22.00 -23.00 on Sunday to check noise, and social activity o/s front of premises. They have a regulated entertainment license for recorded music till 22.00, but on Sundays they have a live band playing.						
I visited a little early than requested, (21:20hrs) but there was no music, no band and only a few customers. no noise heard , not likely to be a problem when the pub closes. nfa						
9006 - E-Mail	MXE	28/01/2013				
Comment email to licencing .						
NC03 - Visit Premises	CYB	10/02/2013 23:00		5		
Comment AQOA, no activity.						

9006 - E-Mail CYB 11/02/2013 01:09

Comment E-Mail Sent: 11th February 2013

NC03 - Visit Premises GYR 11/02/2013 01:10 16/02/2013

Comment Pro-active visit after 22.00 -23.00 on Sunday to check noise, and social activity o/s front of premises.

They have a regulated entertainment license for recorded music till 22.00, but on Sundays they have a live band playing.

Rescheduled from 3/2/13 for 16/2/13 due to workload

9002 - Completion CYB 11/02/2013 01:11 08/02/2013

1

Comment Review pro-active visit, for any actions.

Pro-active visits reviewed, e-mail sent to'

NC02 - Phone Complainant MXE 25/07/2013 00:25

Comment message received said not to call the complainant., so i didnt .

NC03 - Visit Premises MXE 25/07/2013 01:30

Comment area around the harringay arms walked. no noise nfa

9006 - E-Mail DCP 27/09/2013

Comment Harringay Arms 153 Crouch Hill London N8 9QH.htm

NC02 - Phone Complainant DCP 27/09/2013 00:11

NC02 - Phone Complainant DCP 27/09/2013 00:15

NC03 - Visit Premises DCP 27/09/2013 00:55

Comment No noise at time of visit - there had been a pop-up restaurant using the side part of the premises and they had been playing loud music with the doors open.

NC03 - Visit Premises DCP 27/09/2013 00:55

Comment No noise at time of visit - there had been a pop-up restaurant using the side part of the premises and they had been playing loud music with the doors open.

9003 - WP Document DCP 27/09/2013 14:23

Comment NS4A.DOC

9003 - WP Document DCP 27/09/2013 14:27

Comment NS4A.DOC

NC15 - Noise Advice Letter DCP 27/09/2013 14:27

Comment NS51.DOC

NC16 - Licensing Warning Lett DCP 27/09/2013 14:51

Comment NS133.DOC

NC02 - Phone Complainant LXT 18/04/2014 00:49

Comment Phoned comp, no reply. Visit

NC03 - Visit Premises LXT 18/04/2014 01:10

Comment No noise occurred all through the visit. Phoned comp again and left him a message. NFA

NC41 - Proactive Visit 1 CYB 25/04/2014 25/04/2014

Comment Visit at 23.00 to check no live entertainment

No time to visit CYB

NC02 - Phone Complainant LXT 26/05/2014 00:35

Comment Phoned comp, noise on. Visit

NC03 - Visit Premises LXT 26/05/2014 02:41

Comment Premises closed upon arrival. No noise

NC02 - Phone Complainant GYR 12/07/2014 00:03

Comment Noise on - But finishing within the hour - Pre arranged a visit for tomorrow at midnight

9017 - Telephone GYR 13/07/2014 01:17

Comment Message left on a/p - Advised I will call tomorrow

9017 - Telephone GYR 13/07/2014 16:44

Comment Discussed problem - Comp to call if further problem

NC02 - Phone Complainant MXE 18/07/2014 02:08

Comment loud music and voices from the pub. called comp back at 02:08 hrs message left delay due to work load. send ns 51

9003 - WP Document MXE 28/07/2014 15:19

Comment NS4A.DOC

NC15 - Noise Advice Letter MXE 28/07/2014 15:19

Comment NS51.DOC

NC03 - Visit Premises MXE 08/11/2014 01:07

Comment there was no phone number given for the complainant. loud music reported at 00:14hrs. i visited the area at 01:07 hrs. I heard some music from the pub when i stood over the road from it, but not able to confirm that it was a nuisance. advice given to the licensee to turn down the base music... complied.

NC02 - Phone Complainant LXT 20/12/2014 00:52

Comment Phoned comp, noise on. Visit agreed but delays explained

NC03 - Visit Premises LXT 21/12/2014 01:22

Comment Visited comp, noise from bar was barely audible. Appears premise was emptying and readying to close. NFA

NC99 - Additional Information DCP 11/03/2015

Comment Premises Licence

Recorded Music

Monday to Thursday 1800 to 2300

Friday to Saturday 1800 to 0000

Sunday 1800 to 2200

NC02 - Phone Complainant DCP 11/03/2015 15:24

9003 - WP Document DCP 11/03/2015 15:27

Comment NS3.DOC

NC02 - Phone Complainant LXT 23/04/2015 21:57

Comment Phoned comp, noise on. Visit

NC03 - Visit Premises LXT 23/04/2015 22:48

Comment Visited comp, during the visit noise became clearly audible especially the base but only when the noise broke out when the rear door to the beer garden was opened. Noise fluctuated but sometimes loud and intrusive and then goes down after few seconds.

Went down to the pub and had a word with the manager, Geraldine Archer. Explained noise break out, volume and opened doors and windows. It's her mum's birthday but she agreed to immediately shut doors plus reduce volume of music. NFA

9017 - Telephone LXT 24/04/2015 21:13

Comment Phone domp, noise not on now. He just wanted an update. Gave him advice. NFA

NC02 - Phone Complainant MXE 04/05/2015 23:17

Comment loud music from the pub nearby. compl says he has just moved to the area and didnt know there was a music pub nearby (I)

NC03 - Visit Premises MXE 04/05/2015 23:40

Comment i visited another complainant first and didnt witness a nuisance and by the time i got to the pub the noise was going off. didnt get the time to visit this complainant at this time. nfa

NC03 - Visit Premises MXE 04/05/2015 23:40

Comment visited the complainant , stood in his living room opposite the pub. some noise ehard not a nuisance. however, compl thinkas there is no licence for live music after 11 pm. i said i will check. i went to the pub and live music was being played. i asked at the bar to see the licence as it wasnt on display. i was shown the front page but not the entire licence. landlord not present. i chcked back at the office and they do not have a licence for live msic after 2300, only for recorded music. details given to licensing who will send a WL. i spoke to the licensee the following day and informed him of this fact. send WL

NC02 - Phone Complainant MXE 04/05/2015 23:42

Comment loud music from the pub opposite.

9003 - WP Document MXE 11/05/2015 15:42

Comment NS133.DOC

9003 - WP Document MXE 11/05/2015 15:42

Comment NS134.DOC

NC02 - Phone Complainant GYR 14/05/2015 22:10

Comment Noise on

NC03 - Visit Premises GYR 14/05/2015 22:40

Comment See attached Obs Sheet for visit info

NC04 - Noise Warning Letter GYR 14/05/2015 22:41

Comment Obs Sheet + Warning Letter (LMV)

9003 - WP Document GYR 14/05/2015 23:59

Comment NS4.DOC

NC02 - Phone Complainant GYR 16/05/2015 00:29

Comment Noise off

NC02 - Phone Complainant LXT 12/06/2015 22:44

Comment Phoned comp, noise on. Loud delays explained. He explained that noise ceases at 00:00 so no point visiting but if it continues past midnight he will call back.

Phoned comp at 00:12 anyway but he said noise has stopped. NFA

NC02 - Phone Complainant MXE 18/06/2015 21:15

Comment loud music from the pub.

NC03 - Visit Premises MXE 18/06/2015 21:23

Comment visited, extremely loud music in the compis small studio flat overlooking the rear of the pub. rear doors open in the pub and loud music from there . nuisance witnessed, rest or study or watching tv or listening to radio not possible. serve notice .

9004 - File Attachment MXE 23/06/2015

Comment obs sheet for notice

NC02 - Phone Complainant DMW 27/06/2015 21:11

Comment Noise still on.

NC02 - Phone Complainant MAL 04/07/2015 21:47

Comment Noise still on.

Loud Music started at 21:30 pm.

Visit required.

NC03 - Visit Premises MXE 04/07/2015 22:33

Comment visited the complainant, loud music clearly audible and a nuisance in the complainants flat. music also going on past licenced hours. i went to the pub and sop[oke of the licenceee who agreed to stop the music. serve FPN and licence action.

NC02 - Phone Complainant MXE 22/08/2015 01:24

Comment loud music and voices reported. call back made, noise off nfa

NC02 - Phone Complainant MAL 22/08/2015 21:01

Comment No reply

NC02 - Phone Complainant MAL 22/08/2015 21:03

Comment Telephoned the complainant - loud music which is getting louder. Visit required.

NC02 - Phone Complainant MAL 22/08/2015 21:10

Comment Telephoned the complainant, her partner answered the phone and advised me the music was very loud and also the bbq smoke was coming through the windows.

The beer garden is just below their window.

NC03 - Visit Premises CYB 22/08/2015 22:00 10

Comment Report

NC03 - Visit Premises CYB 22/08/2015 22:00 10

Comment See Report

9004 - File Attachment CYB 22/08/2015 22:00 2

Comment Report

NC02 - Phone Complainant CYB 28/08/2015 18:18 2

Comment No answer

NC03 - Visit Premises CYB 28/08/2015 19:00 10

Comment No smell smelt on visiting comp, however did notice perps having a BBQ.

Visited PH spoke to barman, who informed me they do BBQ on Fridays, Saturdays and Sunday, they usually light up about 16.00hrs, advised comp of this.

NC02 - Phone Complainant CYB 29/08/2015 01:25 5

Comment Spoke to comp who states she can hear people talking from pubs garden area, visit not requested as by time I would attend PH would be closed.

9006 - E-Mail DCP 07/09/2015

Comment LBH4552715 stage 1 Complaint .htm

NC03 - Visit Premises MXE 12/11/2015

Comment i visited the pub as requested by derek, to ascertain who was there.

i spoke to the barmaid. she said the owner was Benjamin hayes who lived on site. she was aware of a "rambling rose enterprises, but didnt know address or if it was a limited company.

pubs phone number is 0208 2923624

NC02 - Phone Complainant LXT 06/02/2016 22:00

Comment Phoned comp, noise stopped but may soon start. Visit

NC03 - Visit Premises LXT 06/02/2016 22:40

Comment Visited comp, noise audible but not excessive and only lasted a couple of minutes. Went down to the pub and gave them advice. A charity fund-raiser was in progress. NFA

NC02 - Phone Complainant LXT 07/02/2016 00:40

Comment Phoned comp, noise on and off. Visit

NC03 - Visit Premises LXT 07/02/2016 00:55

Comment Visited, no music and no patron noise in front of comp's home and no noise coming from Harringay Arms. NFA			
NC16 - Licensing Warning Lett	DCP	17/02/2016 13:45	
Comment NS135 Pre Review Notification Letter			
9006 - E-Mail	GXN	05/05/2016 00:29	
Comment incoming email			
NC02 - Phone Complainant	CYB	05/05/2016 21:59	2
Comment No answer			
NC02 - Phone Complainant	CYB	05/05/2016 22:15	2
Comment No answer, voice message.			
NC03 - Visit Premises	CYB	05/05/2016 22:59	5
Comment No noise heard from o/s PH			
9003 - WP Document	GXN	12/05/2016 10:31	
Comment NS3C Websites Complaints			
NC02 - Phone Complainant	GYR	15/05/2016 22:02	
Comment Noise on - Comp requested we just log it for now			
NC02 - Phone Complainant	CYB	21/05/2016 01:02	5
Comment Visit			
NC03 - Visit Premises	CYB	21/05/2016 02:00	10
Comment AQOA premises closing.			
NC02 - Phone Complainant	CYB	31/07/2016 21:22	5
Comment Visit			
NC03 - Visit Premises	CYB	31/07/2016 21:57	10
Comment Stopped prior to attending, comp states music stopped at 21.30			
NC02 - Phone Complainant	KXE	10/09/2016 02:06	
NC03 - Visit Premises	KXE	10/09/2016 02:30	
Comment pub closed except for staff. DPS geraldine advise dof complaint. she said it was a very busy evening and she was trying her best to move on / control customers			
NC02 - Phone Complainant	GYR	02/04/2017 22:50	
Comment Message left on a/p			
NC02 - Phone Complainant	GYR	02/04/2017 23:33	
Comment Comp requested we just log it for now as it has calmed down a bit			
NC03 - Visit Premises	CYB	08/04/2017 00:10	15
Comment No noise on visit.			
NC02 - Phone Complainant	CYB	08/04/2017 01:34	5
Comment Stopped prior to phoning.			
NC02 - Phone Complainant	CYB	08/04/2017 23:50	5
Comment Visit			
NC02 - Phone Complainant	CYB	09/04/2017 00:40	5
Comment Visit			
NC03 - Visit Premises	CYB	09/04/2017 01:45	10
Comment No noise, premises just closing			
NC02 - Phone Complainant	MXE	12/04/2017 00:31	5
Comment Noise on			
NC03 - Visit Premises	MXE	12/04/2017 00:59	15
Comment Stopped prior to attending.			
NC02 - Phone Complainant	CYB	14/04/2017 23:10	5
Comment Visit			
NC03 - Visit Premises	CYB	14/04/2017 23:40	15
Comment Music turned down prior to attending.			
NC02 - Phone Complainant	LXT	22/04/2017 00:19	
Comment Phone dcomp, no reply. Visit			
NC03 - Visit Premises	LXT	22/04/2017 01:00	
Comment Visited comp, phoned her from outside. Noise stopped. NFA			
NC02 - Phone Complainant	MXE	30/04/2017 01:07	
Comment loud music rpeorted.			
NC03 - Visit Premises	MXE	30/04/2017 01:48	
Comment visited, got to the complainants front street door. she told me on the intercome that the pub had closed 10 mins ago			
NC02 - Phone Complainant	MXE	30/04/2017 20:48	
Comment loud music and voices.			
NC03 - Visit Premises	MXE	30/04/2017 21:12	

Comment visited complainants flat to the rear of the pub garden. very loud rock music from the pub. live band playing. rest and relaxation impossible. went to the pub, it was packed with people possibly over crowded. loud music from a band at the rear of the pub. "eddie and the hotrods" i spoke to a misha adams who said she was the manager. tel 07834 586223. info from Noshaba at licensing Misha adams is the person with sole authority at the moment . serve notice on her.

9004 - File Attachment MXE 04/05/2017

Comment obs sheet for notice

NC02 - Phone Complainant GYR 06/05/2017 00:25

Comment Noise off

NC02 - Phone Complainant LXT 06/05/2017 22:43

5

Comment Visit

NC02 - Phone Complainant LXT 06/05/2017 22:43

Comment Phoned comp, noise on. Long delays explained

NC03 - Visit Premises LXT 07/05/2017 00:41

10

Comment Visited premises, there was no music and beer garden was shut. Only drinking and chitting inside the bar taking place. NFA

NC03 - Visit Premises LXT 07/05/2017 00:41

Comment Visited premises, there was no music and beer garden was shut. Only drinking and chitting inside the bar taking place. NFA

NC02 - Phone Complainant LXT 07/05/2017 23:23

Comment Phoned comp, noise on. Visit

NC03 - Visit Premises LXT 07/05/2017 23:49

Comment Visited comp, noise from voices observed but just normal conversation in the beer garden. No music. there was no shouting or cheering or singing. Went to bar and advised manager to get patrons indoors. NFA

NC02 - Phone Complainant MXE 12/05/2017 21:39

Comment loud music

NC03 - Visit Premises MXE 12/05/2017 21:53

Comment visited, noise of peoples voices were of an equal or greater level than music being played. noise got louder when rear door opened occasionally. noise is easily audible but the main part of the noise is voices. not a nuisance due to the nature of the noise. it would be unreasonable to expect a pub to hush the customers to such an extent that they were not audible. the use of the rear garden is curantly restricted after 11 pm. it may be that the complainant may wish to consider a review to curtail its use after an earlier time .

NC02 - Phone Complainant MXE 12/05/2017 23:33

Comment noise is now of voices only. compl said about 1 hr aftr i had left earlier the customers went to the garden and sang " we will not be moved" over and over . clear intimidation tactics, but have now stopped.

NC02 - Phone Complainant CYB 14/05/2017 21:35

5

Comment Music just stopped, call back in 20 min

NC02 - Phone Complainant CYB 14/05/2017 21:56

5

Comment Music has remained off.

NC02 - Phone Complainant CYB 15/05/2017 23:10

5

Comment Visit

NC03 - Visit Premises CYB 15/05/2017 23:40

10

Comment Moderate talking heard not a SN

NC02 - Phone Complainant GYR 04/06/2017 01:07

Comment Noise on

@0109 - Noise on - 5 people outside and pub door open

NC03 - Visit Premises GYR 04/06/2017 01:11

Comment Spoke to duty manageress - Customers outside in road and noted some with drinks which was prolonging their stay outside - Only chatting noise observed - A doorman may have been able to enforce a low noise environment outside and prevented any drinks from beig taken out - Also noted main door had been jammed open and signs ignored by those outside.

User Defined Codes

History Check	Potentially Violent
Cplainant Tenure	Alcohol related
Address Tenure	Possible Lic HMO

Remarks

No remarks found.

Related Addresses		
Address	Telephone	Type
No related addresses found.		

User Defined Addresses		
No User Defined Addresses found.		

User Defined Text		
No User Defined Text found.		

Property			
Address Harringay Arms, Harringay Arms, 153 Crouch Hill, Hornsey, London, N8 9QH			
Telephone	Fax	Area	CE - Crouch End

Worksheet			
Source			
Name	Mr Benjamin Hayes		
Address	Harringay Arms, Harringay Arms, 153 Crouch Hill, Hornsey, London, N8 9QH		
Home Tel	Work Tel	Mobile	07849 388970
Fax	Email		
Department	NOIS - Enforcement Response	Date	22/08/2015 Time 22:00
Application	PS - Prosecutions	Method	OT - Other
Task Group	NOIP - Noise Prosecution	Recd By	CYB - Charles Buckle
Task	NO09 - Music	Source Type	AA01 - Member of the Public

Details	Loud music
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Message			
Officer	CYB - Charles Buckle	Target	Actual
Time Taken	First Response	23/08/2015	22/08/2015 22:00
Next Task	Completed	31/03/2016	10/02/2016
Due	Allocated	23/12/2015	Outcome RP01 - Convicted

References			
No references set up.			

Prosecution Details			
Statute	EH - Environment Protection Act 1990		
Section	section 80	Notice Ref	WK/000323921
Regulation	Multiples	Secondary False	
Defendant D.O.B	Age		
Defendant Notes			

Progress Details			
Offence	22/08/2015	Statutory Notice	19/06/2015
Date of Discovery		OFT:	
Target		Enquiry Sent	
Last Date for Informations Laid		Returned	
Informations Laid		Notice - Intended Proceedings	
Report Sent to Legal Dept		Form Returned	
First Hearing Date	10/02/2016	OFT Reference	
Next Hearing Date		Reg. Company	

Court and Judgement Details		
Decision Date	Court	
Plea	Result	Outcome OFT Notified

Offences and Outcomes			
Offence	Outcome	Fine	Compensation
Number of Informations Laid		Totals	

Costs		
Costs	Requested	Awarded
		Total Awarded

RTA Details		
Operators Licence	Vehicle Reg. No	Prohibition
Comments		
ENQUIRY	Sent to	Returned
COMPLETION	LACOTS	Traffic Commissioner
RTA Outcome		

RTA Offences			
Component	Fine	% Overload	Outcome

Actions						
Action	Officer	Actual	Target	Time	Value	Number
0000 - Procedure Started	AANT	22/08/2015				
9004 - File Attachment	CYB	22/08/2015 22:00		2		
Comment Report						
9003 - WP Document	CYB	23/12/2015 09:26		15		
Comment NS01 Blank Witness Statement draft						
9004 - File Attachment	CYB	23/12/2015 09:32		2		
Comment signed statement, sent to Derek via e-mail						
9003 - WP Document	DCP	23/12/2015 10:27				
Comment NS100 ED2 Noise						
9004 - File Attachment	DCP	24/12/2015				
Comment Memo to Legal						
9004 - File Attachment	DCP	24/12/2015				
Comment ED2 Harringay Arms						
9004 - File Attachment	DCP	17/02/2016				
Comment Hearing report						

User Defined Codes	
Section	Section
Section	Section

Remarks
No Remarks found.

Related Addresses
No Related Addresses found.

User Defined Addresses
No User Defined Addresses found.

User Defined Text
No User Defined Text found.

Local Government [Miscellaneous Provisions] Act 1976

Section 16

To: Mr Benjamin Hayes

of: Harringay Arms, 153 Crouch Hill, London, N8 9QH

TAKE NOTICE that pursuant to the provisions of the Local Government [Miscellaneous Provisions] Act 1976 you are hereby required to state in writing the nature of your interest in the land and premises situated at and known as:

Harringay Arms, 153 Crouch Hill, London, N8 9QH

and further to state in writing the name and address of any other person known to you as having an interest in the said land and premises whether as an occupier, freeholder, mortgagee, lessee, direct or indirect recipient of rent for the land and premises and any person who, in pursuance of an agreement between himself and a person interested in the land and premises is authorised to manage the land and premises, or to arrange for the letting of the said land and premises.

Such information should be forwarded, preferably on the enclosed form, to Regulatory Services, Level 6, Alexandra House, Station Road, London N22 within the next fourteen days from the date of receipt by you of this Notice.

The information required by this Notice is for the purpose of enabling the Council to exercise their powers in accordance with the provisions of the

Environmental Protection Act 1990 section 80

AND FURTHER TAKE NOTICE that in the event of your failing to give the information requested within the time specified or knowingly making any mis-statement in respect of such information, you will be liable on summary conviction to a Fine not exceeding £5,000 as amended by Criminal Justice Act 1982, Sections 38 and 46.

Dated: 4th November 2015

Our Ref: ES/RS WK323921

ADDRESS (To which any communication regarding this Notice may be sent):-

Regulatory Services
Chief Operating Officer
Level 6, Alexandra House,
Station Road,
London N22

.....
for Eubert Malcolm, being the Officer appointed for this purpose.

This matter is being dealt with by:
Enforcement Response

Telephone: 020 8489 1335

Statement of Interested Persons Required by Notice

Reference: ES/RS WK323921

Dated: 4th November 2015

Served on: Mr Benjamin Hayes

Address of Premises: Harringay Arms, 153 Crouch Hill, Hornsey, London, N8 9QH

NOTE: In the case of an incorporated or limited company or body, please give the address of the REGISTERED OFFICE. In the case of a Partnership, please state FULL name of Partner to whom any Notice should be sent.

<p>FREEHOLDER(s)</p> <p>Name(s)</p> <p>Address(es)</p>	<p>FREEHOLDER'S AGENT</p> <p>Name</p> <p>Address</p>
<p>LEASEHOLDER(s)</p> <p>Name(s)</p> <p>Address(es)</p>	<p>LEASEHOLDER'S AGENT</p> <p>Name</p> <p>Address</p>
<p>RECEIVER OF RENT</p> <p>Name</p> <p>Address</p>	<p>MORTGAGEE</p> <p>Name</p> <p>Address</p> <p>Account No.</p>
<p>ANY OTHERS WITH INTEREST IN PREMISES OR ANY BUILDING WITHIN CURTILAGE OF PREMISES (e.g. second mortgagee, intending purchaser, etc.)</p>	
<p>Name</p> <p>Address</p> <p>Nature of Interest</p>	<p>Name</p> <p>Address</p> <p>Nature of Interest</p>
<p>PARTICULARS OF ANY TRUSTEES (continue on separate sheet if necessary)</p>	
<p>Name</p> <p>Address</p>	<p>Name</p> <p>Address</p>
<p>Name</p> <p>Address</p>	<p>Name</p> <p>Address</p>

Haringey Council – Enforcement Response team		Observation Record 1008234
Date: 18/6/15 Time rec'd: 2102	Prosecution ref: WK FPN ref: WK	Complaint ref: WK 38165 Notice ref: WK 333921
Noise from	Address: <u>Harringay Arms</u> <u>153 Crouch Hill</u> <u>1890.H</u> single family house / flat	HfH PSL O/Occ Priv Rent RSL Non-domestic
Type of Noise: <u>Music</u> / Voices / Alarm / Dog / Banging / Ventilation / Other		
Complainant's Details		HfH PSL O/Occ Priv Rent RSL Non-domestic
Name:		
Address:		
Tel no:		
History Check (Complete this before visit)		
i) On Action List? Yes <u>No</u> <u>WL</u> / S 80 / S 60 / Prosecution / Caution / SWL / FPN and date <u>14/5/15</u>		
ii) On potentially violent (PV) List? Yes No		
Instructions if on PV list:		
Telephone Calls to Complainant: Time: <u>2115</u> Result of Call: <u>on</u>		
Time: Result of Call:		
Time: Result of Call:		
Visit to Complainant / Area: Arrival Time: <u>2123</u> Departure Time: <u>2140</u>		
Occupier Name Tenancy commenced Date:		
Source of Information: Council Tax / NNDR HfH OHMS RSL name		
If HfH or RSL: name of TMO or Housing Manager		
NS21 May 2015		

Observations

I entered the complainant's small studio flat which overlooks the rear of the pub - loud music very intrusive into the couple's flat with all windows closed tight - organ and at a nuisance volume preventing complainant from relaxing or watching TV / listening to radio ~~at 10.0~~

Advice given to the Pub licensee - to turn music down and close rear doors when music is on.

Serve Notice

M3 multi source outcome codes

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

Action: 1st Advisory letter / EPA - WL / EPA S80 notice / CoPA letter / CoPA S60 notice

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

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

Signed: MDE Name: Date: 15/11/15

Action list updated:

London Borough of Haringey
Chief Operating Officer
Enforcement Response

Ref: ES/RS WK/000323921

Re: Premises: Harringay Arms,
Harringay Arms, 153
Crouch Hill, Hornsey,
London, N8 9QH

Prosecution Witness Statement
(Criminal Procedure Rules Part 27);
Criminal Justice Act 1967 s9; M.C. Act 1980 s5B

Statement of: : Charles Buckle
Age of Witness: : Over 18 years
Occupation of Witness: : Enforcement Officer
Address: : Alexandra House, Station Road, London, N22 7TR

This Statement, consisting of 1 page signed by me, is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated: 19th June 2015

Signed:.....

1) I am employed by the London Borough of Haringey as an Enforcement Officer.

My duties include service of notices and other correspondence by hand.

2) On Friday 19th June 2015 I served a document dated 19th June 2015 and addressed to Ramblin Rose Enterprises Ltd, Harringay Arms, 153 Crouch Hill, London, N8 9QH by delivering it and handing it to a member of staff at 20.05 hrs.

3) I produce a true copy of the document marked CIB / 1 and signed / dated by me.

Signed:

Haringey Council

EPA90.Sec.80 LMV

Rev: April 2015

Environmental Protection Act 1990 - Part III

Statutory nuisance - Abatement notice

Exhibit C13/1

To: Ramblin Rose Enterprises Ltd
Harringay Arms, 153 Crouch Hill, London, N8 9QH

Responsible for a statutory nuisance at the premises in the Borough of Haringey known as Harringay Arms, 153 Crouch Hill, London, N8 9QH

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

Noise arising from music and voices

THE COUNCIL DO HEREBY PROHIBIT FORTHWITH a recurrence of the nuisance and for that purpose requires you to:

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

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

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

Dated: 19th June 2015

Our Ref: ES/RS WK323921

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

.....
for Eubert Malcolm, being the Officer appointed for this purpose

Assistant Director,
Environmental Services and Community Safety
Regulatory Services
Level 6, Alexandra House,
10 Station Road, Wood Green, London N22 7TR

Telephone: 020 8489 1335

This matter is being dealt with by:
Enforcement Response Team

Statutory Nuisance (Appeals) Regulations 1995 (S.I. 1995 No. 2644)

Dated November 8, 1995, made by the Secretary of State for the Environment, as respects England, and the Secretary of State for Wales, as respects Wales, in exercise of the powers conferred upon them by paragraph 1(4) of Schedule 3 to the Environmental Protection Act 1990 and of all other powers enabling them in that behalf.

Citation, commencement and Interpretation

1. (1) These Regulations may be cited as the Statutory Nuisance (Appeals) Regulations 1995 and shall come into force on 8th November 1995.
(2) In these Regulations

'the 1974 Act' means the Control of Pollution Act 1974;
'the 1990 Act' means the Environmental Protection Act 1990, and
'the 1993 Act' means the Noise and Statutory Nuisance Act 1993.

Appeals under Section 80(3) or the 1990 Act

2. (1) The provisions of this regulation apply in relation to an appeal brought by any person under Section 80(3) of the 1990 Act (appeals to Magistrates) against an Abatement Notice served upon him by a Local Authority.
- (2) The grounds on which a person served with such a Notice may appeal under Section 80(3) are any one or more of the following grounds that are appropriate in the circumstances of the particular case
- (a) that the Abatement Notice is not justified by Section 80 of the 1990 Act (summary proceedings for statutory nuisances);
 - (b) that there has been some informality, defect or error in, or in connection with, the Abatement Notice, or in, or in connection with, any copy of the Abatement Notice served under Section 80A(3) (certain Notices in respect of vehicles, machinery or equipment);
 - (c) that the Authority have refused unreasonably to accept compliance with alternative requirements, or that the requirements of the Abatement Notice are otherwise unreasonable in character or extent, or are unnecessary;
 - (d) that the time, or where more than one time is specified, any of the times, within which the requirements of the Abatement Notice are to be complied with is not reasonably sufficient for the purpose,
 - (e) where the nuisance to which the Notice relates
 - (i) is a nuisance falling within section 79(1)(a),(d),(e),(f) or (g) of the 1990 Act and arises on industrial, trade, or business premises, OR
 - (ii) is a nuisance falling within Section 79(1)(b) of the 1990 Act and the smoke is emitted from a chimney, OR
 - (iii) is a nuisance falling within Section 78(1)(ga) of the 1990 Act and is noise emitted from or caused by a vehicle, machinery or equipment being used for industrial, trade or business purposes.
 - (f) that the best practicable means were used to prevent, or to counteract the effects of, the nuisance;
that, in the case of a nuisance under Section 79(1)(g) or (ga) of the 1990 Act (noise emitted from premises), the requirements imposed by the Abatement Notice by virtue of Section 80(1)(a) of the Act are more onerous than the requirements for the time being in force, in relation to the noise to which the Notice relates, of
 - (i) any Notice served under Section 60 or 68 of the 1974 Act (Control of Noise on Construction Sites and from Certain Premises) OR
 - (ii) any consent given under Section 61 or 65 of the 1974 Act (consent for work on Construction Sites and consent for noise to exceed registered level in a noise abatement zone), OR
 - (iii) any determination made under Section 67 of the 1974 Act (Noise Control of New Buildings);
 - (g) that, in the case of a nuisance under Section 79(1)(ga) of the 1990 Act (noise emitted from or caused by vehicles, machinery or equipment), the requirements imposed by the Abatement Notice by virtue of Section 80(1)(a) of the Act are more onerous than the requirements for the time being in force, in relation to the noise to which the Notice relates, of any condition of a consent given under paragraph 1 of Schedule 2 to the 1993 Act (loudspeakers in streets or roads);
 - (h) that the Abatement Notice should have been served on some person instead of the appellant, being
 - (i) the person responsible for the nuisance, OR
 - (ii) the person responsible for the vehicle, machinery or equipment, OR
 - (iii) in the case of nuisance arising from any defect of a structural character, the owner of the premises, OR
 - (iv) in the case where the person responsible for the nuisance cannot be found or the nuisance has not yet occurred, the owner or occupier of the premises;
 - (i) that the Abatement Notice might lawfully have been served on some person instead of the appellant being
 - (i) in the case where the appellant is the owner of the premises, the occupier of the premises, OR
 - (ii) in the case where the appellant is the occupier of the premises, the owner of the premises;and that it would have been equitable for it to have been so served
 - (j) that the Abatement Notice might lawfully have been served on some person in addition to the appellant, being
 - (i) a person also responsible for the nuisance, OR
 - (ii) a person who is also owner of the premises, OR
 - (iii) a person who is also an occupier of the premises, OR
 - (iv) a person who is also the person responsible for the vehicle, machinery or equipment,and that it would have been equitable for it to have been so served.
- (3) If and so far as appeal is based on the ground of some informality, defect or error in, or in connection with, the Abatement Notice, or in, or in connection with, any copy of the Notice served under Section 80A(3), the Court shall dismiss the appeal if it is satisfied that the informality, defect or error was not a material one.
- (4) Where the grounds upon which an Appeal is brought include a ground specified in paragraph (2)(i) or (j) above, the appellant shall serve a copy of his Notice of Appeal on any other person referred to, and in the case of any Appeal to which these Regulations apply he may serve a copy of his Notice of Appeal on any other person having an estate or interest in the premises, vehicle, machinery or equipment in question.
- (5) On the Hearing of the appeal the Court may
 - (a) quash the Abatement Notice to which the Appeal relates, OR
 - (b) vary the Abatement Notice in favour of the appellant in such manner as it thinks fit, OR
 - (c) dismiss the Appeal;and an Abatement Notice that is varied under sub-paragraph (b) above shall be final and shall otherwise have effect, as so varied, as if it had been so made by the Local Authority.
- (6) Subject to paragraph (7) below on the Hearing of Appeal the Court may make such order as it thinks fit
 - (a) with respect to the person by whom any work is to be executed and the contribution to be made by any person towards the cost of the work, OR
 - (b) as to the proportions in which any expenses which may become recoverable by the Authority under Part III of the 1990 Act are to be borne by the appellant and by any other person.
- (7) In exercising its powers under paragraph (6) above the Court
 - (a) shall have regard, as between an owner and an occupier, to the terms and conditions, whether contractual or statutory, of any relevant tenancy and to the nature of the works required, and
 - (b) shall be satisfied before it imposes any requirement thereunder on any person other than the appellant, that that person has received a copy of the Notice of Appeal in pursuance of paragraph (4) above.

Suspension Of Notice

3. (1) Where
 - (a) an Appeal is brought against an Abatement Notice served under Section 80 or Section 80A of the 1990 Act, and
 - (b) either
 - (i) compliance with the Abatement Notice would involve any person in expenditure on the carrying out of the works before the Hearing of the Appeal, OR
 - (ii) in the case of a nuisance under Section 79(1)(g) or (ga) of the 1990 Act, the noise to which the Abatement Notice relates is noise necessarily caused in the course of the performance of some duty imposed by law on the appellant, and
 - (c) either paragraph (2) does not apply, or it does apply but the requirements of paragraph (3) have not been met,the Abatement Notice shall be suspended until the Appeal has been abandoned or decided by the Court.
- (2) This paragraph applies where
 - (a) the nuisance to which the Abatement Notice relates
 - (i) is injurious to health, OR
 - (ii) is likely to be of a limited duration such that suspension of the Notice would render it of no practical effect, OR
 - (b) the expenditure which would be incurred by any person in the carrying out of works in compliance with the Abatement Notice before any Appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.
- (3) Where paragraph (2) applies the Abatement Notice
 - (a) shall include a statement that paragraph (2) applies, and that as a consequence it shall have effect notwithstanding any Appeal to a Magistrates' Court which has not been decided by the Court and
 - (b) shall include a statement as to which of the grounds set out in paragraph (2) apply

Revocations

4. The Statutory Nuisance (Appeals) Regulations 1990 and the Statutory Nuisance (Appeals) Amendment Regulations 1990 are hereby revoked.

3/5/17 - 1512 HRS HANDON TO
STAFF "ELIZABETH"

Haringey Council

EPA90.Sec.80 LMV

Rev: March 2017

Environmental Protection Act 1990 - Part III

Statutory nuisance - Abatement notice

To: Misha Adams

at: Harringay Arms, 153 Crouch Hill, Homsey, London, N8 9QH

The Person Responsible for a statutory nuisance at the premises in the Borough of Haringey known as Harringay Arms, 153 Crouch Hill, Homsey, London, N8 9QH

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

Noise arising from music and voices

THE COUNCIL DO HEREBY PROHIBIT FORTHWITH a recurrence of the nuisance and for that purpose requires you to:

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

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

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

Dated: 3rd May 2017

Our Ref: C&O/RS WK/000382015

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

.....
being the Officer appointed for this purpose

Assistant Director,
Commercial & Operations
Regulatory Services
Level 6, Alexandra House,
10 Station Road, Wood Green, London N22 7TR

Telephone: 020 8489 1335

This matter is being dealt with by:
Enforcement Response Team

Statutory Nuisance (Appeals) Regulations 1995 (S.I. 1995 No. 2644)

Dated November 8, 1995, made by the Secretary of State for the Environment, as respects England, and the Secretary of State for Wales, as respects Wales, in exercise of the powers conferred upon them by paragraph 1(4) of Schedule 3 to the Environmental Protection Act 1990 and of all other powers enabling them in that behalf.

Citation, commencement and interpretation

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'the 1974 Act' means the Control of Pollution Act 1974;
'the 1990 Act' means the Environmental Protection Act 1990; and
'the 1993 Act' means the Noise and Statutory Nuisance Act 1993.

Appeals under Section 80(3) of the 1990 Act

2. (1) The provisions of this regulation apply in relation to an appeal brought by any person under Section 80(3) of the 1990 Act (appeals to Magistrates) against an Abatement Notice served upon him by a Local Authority.
(2) The grounds on which a person served with such a Notice may appeal under Section 80(3) are any one or more of the following grounds that are appropriate in the circumstances of the particular case
- (a) that the Abatement Notice is not justified by Section 80 of the 1990 Act (summary proceedings for statutory nuisances);
 - (b) that there has been some informality, defect or error in, or in connection with, the Abatement Notice, or in, or in connection with, any copy of the Abatement Notice served under Section 80A(3) (certain Notices in respect of vehicles, machinery or equipment);
 - (c) that the Authority have refused unreasonably to accept compliance with alternative requirements, or that the requirements of the Abatement Notice are otherwise unreasonable in character or extent, or are unnecessary;
 - (d) that the time, or where more than one time is specified, any of the times, within which the requirements of the Abatement Notice are to be complied with is not reasonably sufficient for the purpose;
 - (e) where the nuisance to which the Notice relates
 - (i) is a nuisance falling within section 79(1)(a),(d),(e),(f) or (g) of the 1990 Act and arises on industrial, trade, or business premises, OR
 - (ii) is a nuisance falling within Section 79(1)(b) of the 1990 Act and the smoke is emitted from a chimney, OR
 - (iii) is a nuisance falling within Section 79(1)(ga) of the 1990 Act and is noise emitted from or caused by a vehicle, machinery or equipment being used for industrial, trade or business purposes.
 - (f) that the best practicable means were used to prevent, or to counteract the effects of, the nuisance:
 - (i) that, in the case of a nuisance under Section 79(1)(g) or (ga) of the 1990 Act (noise emitted from premises), the requirements imposed by the Abatement Notice by virtue of Section 80(1)(a) of the Act are more onerous than the requirements for the time being in force, in relation to the noise to which the Notice relates, of
 - (i) any Notice served under Section 80 or 88 of the 1974 Act (Control of Noise on Construction Sites and from Certain Premises) OR
 - (ii) any consent given under Section 61 or 65 of the 1974 Act (consent for work on Construction Sites and consent for noise to exceed registered level in a noise abatement zone), OR
 - (iii) any determination made under Section 67 of the 1974 Act (Noise Control of New Buildings);
 - (g) that, in the case of a nuisance under Section 79(1)(ga) of the 1990 Act (noise emitted from or caused by vehicles, machinery or equipment), the requirements imposed by the Abatement Notice by virtue of Section 80(1)(a) of the Act are more onerous than the requirements for the time being in force, in relation to the noise to which the Notice relates, of any condition of a consent given under paragraph 1 of Schedule 2 to the 1993 Act (loudspeakers in streets or roads);
 - (h) that the Abatement Notice should have been served on some person instead of the appellant, being
 - (i) the person responsible for the nuisance, OR
 - (ii) the person responsible for the vehicle, machinery or equipment, OR
 - (iii) in the case of nuisance arising from any defect of a structural character, the owner of the premises, OR
 - (iv) in the case where the person responsible for the nuisance cannot be found or the nuisance has not yet occurred, the owner or occupier of the premises;
 - (i) that the Abatement Notice might lawfully have been served on some person instead of the appellant being
 - (i) in the case where the appellant is the owner of the premises, the occupier of the premises, OR
 - (ii) in the case where the appellant is the occupier of the premises, the owner of the premises;and that it would have been equitable for it to have been so served;
 - (j) that the Abatement Notice might lawfully have been served on some person in addition to the appellant, being
 - (i) a person also responsible for the nuisance, OR
 - (ii) a person who is also owner of the premises, OR
 - (iii) a person who is also an occupier of the premises, OR
 - (iv) a person who is also the person responsible for the vehicle, machinery or equipment,and that it would have been equitable for it to have been so served.
- (3) If and so far as appeal is based on the ground of some informality, defect or error in, or in connection with, the Abatement Notice, or in, or in connection with, any copy of the Notice served under Section 80A(3), the Court shall dismiss the appeal if it is satisfied that the informality, defect or error was not a material one.
- (4) Where the grounds upon which an Appeal is brought include a ground specified in paragraph (2)(i) or (j) above, the appellant shall serve a copy of his Notice of Appeal on any other person referred to, and in the case of any Appeal to which these Regulations apply he may serve a copy of his Notice of Appeal on any other person having an estate or interest in the premises, vehicle, machinery or equipment in question.
- (5) On the Hearing of the appeal the Court may
- (a) quash the Abatement Notice to which the Appeal relates, OR
 - (b) vary the Abatement Notice in favour of the appellant in such manner as it thinks fit, OR
 - (c) dismiss the Appeal;
- and an Abatement Notice that is varied under sub-paragraph (b) above shall be final and shall otherwise have effect, as so varied, as if it had been so made by the Local Authority.
- (6) Subject to paragraph (7) below on the Hearing of Appeal the Court may make such order as it thinks fit
- (a) with respect to the person by whom any work is to be executed and the contribution to be made by any person towards the cost of the work, OR
 - (b) as to the proportions in which any expenses which may become recoverable by the Authority under Part III of the 1990 Act are to be borne by the appellant and by any other person.
- (7) In exercising its powers under paragraph (6) above the Court
- (a) shall have regard, as between an owner and an occupier, to the terms and conditions, whether contractual or statutory, of any relevant tenancy and to the nature of the works required, and
 - (b) shall be satisfied before it imposes any requirement thereunder on any person other than the appellant, that that person has received a copy of the Notice of Appeal in pursuance of paragraph (4) above.

Suspension Of Notice

3. (1) Where
- (a) an Appeal is brought against an Abatement Notice served under Section 80 or Section 80A of the 1990 Act, and
 - (b) either
 - (i) compliance with the Abatement Notice would involve any person in expenditure on the carrying out of the works before the Hearing of the Appeal, OR
 - (ii) in the case of a nuisance under Section 79(1)(g) or (ga) of the 1990 Act, the noise to which the Abatement Notice relates is noise necessarily caused in the course of the performance of some duty imposed by law on the appellant, and
 - (c) either paragraph (2) does not apply, or it does apply but the requirements of paragraph (3) have not been met,
- the Abatement Notice shall be suspended until the Appeal has been abandoned or decided by the Court.
- (2) This paragraph applies where
- (a) the nuisance to which the Abatement Notice relates
 - (i) is injurious to health, OR
 - (ii) is likely to be of a limited duration such that suspension of the Notice would render it of no practical effect, OR
 - (b) the expenditure which would be incurred by any person in the carrying out of works in compliance with the Abatement Notice before any Appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.
- (3) Where paragraph (2) applies the Abatement Notice
- (a) shall include a statement that paragraph (2) applies, and that as a consequence it shall have effect notwithstanding any Appeal to a Magistrates' Court which has not been decided by the Court and
 - (b) shall include a statement as to which of the grounds set out in paragraph (2) apply

Revocations

4. The Statutory Nuisance (Appeals) Regulations 1990 and the Statutory Nuisance (Appeals) Amendment) Regulations 1990 are hereby revoked.

London Borough of Haringey
Commercial and Operations
Enforcement Response
Haringay Arms, 153 Crouch Hill, Homsey, London, N8 9QH

Ref: C&O/RS WK/000382015

Re: Premises: Haringay Arms,

**Prosecution Witness Statement
(Criminal Procedure Rules Part 27);
Criminal Justice Act 1967 s9; M.C. Act 1980 s5B**

Statement of: : Mark Eastwood

Age of Witness: : Over 18 years

Occupation of Witness: : Enforcement Officer

Address: : Alexandra House, Station Road, London, N22 7TR

This Statement, consisting of 1 page signed by me, is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated: 4th May 2017

Signed:.....

- 1) I am employed by the London Borough of Haringey as an Enforcement Officer.
My duties include service of notices and other correspondence by hand.
- 2) On 3 May 2017 I served a document dated 3rd May 2017 and addressed to Misha Adams, Haringay Arms, 153 Crouch Hill, London N8 9QH by delivering it to Haringay Arms, 153 Crouch Hill, Homsey N8 9QH and handing it to a member of staff behind the bar named Elizabeth at 15:12 hours
- 3) I produce a true copy of the document marked MDE / 1 and signed / dated by me.

Signed:

Appendix 4– Responsible Authority Representations

Licensing Consultation

To: Licensing Officer

From: Enforcement Response Officer (Noise)

Name of Officer preparing representation: Charles Buckle

Our Reference: WK/000386409

Date: 25th July 2017

Premises: Harringay Arms, Harringay Arms, 153 Crouch Hill, Hornsey, London, N8 9QH

Type of application: Review

I would like to confirm that I have considered the above proposal with regard to the prevention of public nuisance on behalf of the Enforcement Response (Noise) Team & would like to make representations to the Application

Supporting Information

The Harringay Arms is a small public house on the Crouch Hill nestled between other buildings to the side and back. The frontage of the premises leads straight out to the footpath, which is about 3 feet wide. To the rear is a small paved over garden area 20 to 30 foot square. This garden area is surrounded by other building, of which most are flats, causing a chimney effect with their rear windows over looking the Harringay Arms garden area. Any noise generated from the public house premises or people noise in the garden is therefore echoed straight up between the surrounding buildings. This has caused noise nuisance complaint being generated by local residents. Resulting in formal warnings, legal action, FPN and court for noise and a licensing review (Listed below where action has been taken). The number of complaint are to numerous to list going back to 2012. From 16th February 2016 to 24th July 2017, we have received 20 noise complaints from 7 different complainants.

I have made representation for consideration of the committee, which may resolve the issues.

Date reported & time	Subject	Observations & time	Outcome	Our Ref
06/02/16 22.40	Noise	Fund raiser, loud people noise	Pre- Review letter	238165
30/04/17 21.12	Noise	Loud music and people noise	S.80 EPA noise notice	382015
07/05/17 23.49	Noise	Loud talking	Advice given only	238165
12/05/17 21.53	Noise	Loud music, up & down when garden door is opened.	Advice given only	238165
04/06/17 01.11	Noise	People noise front of premises, talking and drinking	No action	238165

This representation recommends that the following alterations/conditions to the operating schedule:

Operating hours

That any regulated entertainment, whether live or recorded sound stop at 23.00hrs, and when playing should be monitored so as not to cause a nuisance to local residents.

Reason: In order that local residents can get some rest and sleep. The reduction in hours will enable the premises to continue operating whilst reducing the length of time in which residents will be impacted on. The complaints received over the years have varied and some of the noise has been from people noise and fights taking place at the venue. A change in management of the venue may assist in pushing through a more active management team at the venue going forward.

Outside Areas

Rear garden area closed at 23.00hrs.

After 23.00 hrs, frontage used for smokers only, no alcohol and limited to a maximum of 6 patrons. Staff member made responsible to ensure that patrons don't cause a nuisance (from loud talking etc).

Anderson Chanel

From: Barrett Daliah
Sent: 25 July 2017 14:49
To: Anderson Chanel
Subject: FW: LICENSING AUTHORITY REPRESENTATION- Application for a New Premises Licence: - Harringay Arms

Review representation

From: Barrett Daliah
Sent: 25 July 2017 14:39
To: Barrett Daliah
Subject: FW: LICENSING AUTHORITY REPRESENTATION- Application for a New Premises Licence: - Harringay Arms

The Licensing Authority is making representation in support of the Review called against the Harringay Arms 153 Crouch HILL london N8

The premises has had a history of complaints under the previous management that have been sporadic in nature but serious enough for the Noise Enforcement Team to have considered applying for the review themselves. The premise has had a number of different households make contact to make complain about ongoing noise issues at the premises. Noise from customers arriving and making use of the rear garden as well as their dispersal seems to have been an ongoing concerns that has affected residents living in close proximity to the premises.

The premises has the current hours of operation:

Supply of Alcohol

Monday to Thursday	1000 to 0100
Friday	1000 to 0200
Saturday	1100 to 0200
Sunday	1200 to 0100

New Years Eve licensable activities from the start of permitted hours on 31 December until the start of permitted hours on 1 January.

Until 01.00 following Christmas Eve, Boxing Day, St. Patrick's Day and Sundays before Bank Holidays.

Supply of Alcohol to Homes

Monday to Sunday	1200 to 2200
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Late Night Refreshment

Sunday to Thursday	2300 to 0100
Friday to Saturday	2300 to 0200

Recorded Music

Monday to Thursday	1800 to 2300
Friday to Saturday	1800 to 0000

Sunday

1800 to 2200

The opening hours of the premises:

Sunday to Thursday 1000 to 0130

Friday to Saturday 1000 to 0230

New Years Eve Deregulation throughout the night Until 02.00 following Christmas Eve, Boxing Day, St. Patrick's Day and Sundays before Bank Holidays.

A reduction in the hours of operation should be considered in order to address the noise nuisance concerns that have been raised in this review application. current new application seeks a 24 hours operation. The Council Statement of Licensing Policy advises the following in this instance:

53 LICENSING HOURS

The Council will generally deal with the issue of licensing hours having due regard to the individual merits of each application, considering the potential for nuisance associated with the style, characteristics and activities of the business and type of premises, examining any steps that might reduce the risk of nuisance. However, although the Council will treat each case on its individual merits, generally it will not grant permission for licensable activities beyond 2330 hours on Sundays to Thursdays and Midnight on Fridays and Saturdays in respect of public houses situated in areas having denser residential accommodation. The Council would expect good reasons to be given to support any application for extensions beyond these hours, including addressing possible disturbance to residents and local parking. Additionally, in these areas, consideration will be given to imposing stricter conditions in respect of noise control.

80 THE PREVENTION OF PUBLIC NUISANCE

Licensed premises, especially those that operate late at night or in the early hours of the morning, can give rise to a range of nuisances that may potentially impact on people living, working or sleeping in the vicinity of the premises. Principal concerns relate to noise nuisance, light pollution and noxious smells.

This authority expects applicants for premises licences and club premises certificates to have made relevant enquiries about the local area and prepare their operating schedule on the basis of a risk assessment of the potential sources of nuisance posed to the local community by their intended operation. The operating schedule should demonstrate an understanding of the level of risk of nuisance and include positive proposals to manage any potential risks.

Reviews represent a key protection for the community where premises present problems associated with the licensing objectives, the residents in this case has felt it necessary to take this step once she had exhausted all other avenues with the licence holder. Enterprise Inn has taken back control of the premises but for the residents the very real possibility that the premises will have further poor management in the future and thereby continue to cause noise nuisance is a matter that needs to be discussed and addressed under this review

Daliah Barrett
Licensing Team Leader

Haringey
LONDON

Appendix 5– Representations from Residents

24TH July 2017

Dear Sir / Madam

Re: Licensed Representation: The Harringay Arms, 153 Crouch Hill

I wish to add my own thoughts to the forthcoming premises licence review into The Harringay Arms which I understand has been brought about due to its failure to uphold the licensing conditions and the objective of the prevention of crime and disorder and the prevention of public nuisance.

As a resident in the immediate vicinity of the Harringay Arms for many years the issue of noise disturbance has been a continual factor since a change in tenant at the public house in 2012. The noise can take the form of loud music, shouting, swearing, fighting, singing, smashing glass, smoking and drinking alcohol directly outside the premises on the street.

Numerous complaints have been raised by myself and other residents with both the Noise Enforcement team at Haringey Council and The Police, but this never seems to relate to a change in behaviour on behalf of the public house. The most recent incident took place during the early hours (12.30am to 1.30am) on the 14th June and involved a fight between a group of men outside of the pub who had been drinking in the Harringay Arms that evening. Calls were logged with Haringey Council and a call was put in with the Police who attended the scene to deal with the situation

An application for a variation in the existing premises licence in order to extend the hours of the supply and alcohol and opening times was granted by Special Licensing Sub Committee in November 2012 despite a number of objections from surrounding residents and local councillors.

These changes have resulted in the Harringay Arms being able to operate as follows:

Supply of Alcohol

Sunday to Thursday: 12pm to 1am

Friday to Saturday: 12pm to 2am

Opening Hours

Sunday to Thursday: 12pm to 1.30am

Friday to Saturday: 12pm to 2.30am

Despite assurances given at this committee meeting by the tenant Landlord that the pub would be managed properly the evidence would suggest otherwise.

If the Harringay Arms is to continue operating as a public house I would request that the following changes be made to the existing licence. This establishment has been poorly managed for many years now and I believe it needs to show that it can remedy the outstanding issues that exist and to work with the surrounding community rather than ignore its genuine concerns.

Supply of Alcohol

A reduction in time by 2 hours

Sunday to Thursday: 12pm to 11pm

Friday to Saturday: 12pm to 12am

Opening Times

A reduction in time by 2 hours

Sunday to Thursday: 12pm to 11.30pm

Friday to Saturday: 12pm to 12.30am

In addition I believe that a door supervisor should be in place, maybe not at all times but certainly on Friday and Saturday nights. This would hopefully aid in the dispersal of patrons from the establishment once they leave.

Best Regards

Anderson Chanel

From:
Sent: 24 July 2017 15:09
To: Barrett Daliah
Cc: Licensing
Subject: HARINGEY ARMS LICENCE REVIEW
Categories: Purple Category

Dear Daliah,

My husband and myself live at _____, I am writing to urge you to reduce the licensing hours of the Haringey Arms Pub on Crouch Hill. The late night opening hours means the entrance to my house feels unsafe as on many occasions there are drunk people loitering, people urinating in our entrance alley, loud noise and smashed glasses. The current licensing hours (plus the extra hour drinking up time) I believe is far too late for such a tiny street with plenty of residential above shops etc.

Please consider us residents when granting new licensing hours.

Kind Regards

Sent from my iPhone

Anderson Chanel

From: Barrett Daliah
Sent: 25 July 2017 08:53
To: Anderson Chanel
Subject: FW: Licence Review - Harringay Arms, Crouch Hill
Attachments: Examples HA post midnight 2.pdf; Examples HA post midnight.pdf

From: ~~Anderson Chanel~~
Sent: 24 July 2017 20:05
To: Barrett Daliah
Subject: Licence Review - Harringay Arms, Crouch Hill

Dear Sir/Madam

I have been a resident at [redacted] since 2005/6 and issues with the pub have only been a problem since the proprietor change/licence review in 2012.

There are a significant number of issues that I would like to highlight.

Background:

The Harringay Arms (under its 'new' management from 2012) was a pub that was known to stay open later than any other establishment in Crouch End, and as such it was a magnet for patrons from other pubs after they had closed. The location of the pub has a large number of adjacent residential properties and Crouch Hill is a relatively quiet road after the main evening rush hour. Even with a change of Management last year, there was no change in behaviour or running of the pub. None of the recommendations regarding late night noise and customer management made at the original licence review were implemented.

Issue:

There has been an ongoing and increasingly significant problem with noise nuisance. This most significant noise nuisance was occurring most evenings from 11pm-1am. Particular problems around 1-2am due to the complete lack of dispersal policy and inability of the proprietor to control the very drunk patrons. Also, the rear garden was deemed off-limits for smoking (apparently since this caused disturbance to the residents at the rear of the building) and so groups of smokers would congregate outside the pub at all hours with no consideration for local residents (living at the front of the building). Since Crouch Hill at this location is both a narrow and quiet road after the evening rush hour, it was as if these people were having the conversation in my living room and bedroom. Also, the groups of smokers would often be lingering with their drinks outside, causing even more noise and anti-social behaviour. I have many pictures of these groups, always after midnight, usually around 1am. Often on a Sunday. I have attached a few photos of the typical post midnight groups that were allowed to create as much noise without any control/management, and without care for residents who had to get up for work the next morning.

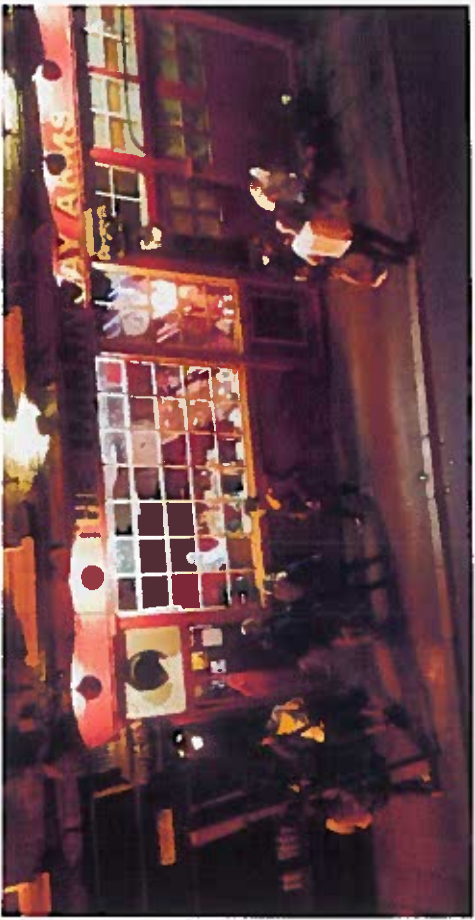
As a late-opening pub, even if the Harringay Arms refused entry for very drunken individuals, they would often linger and display anti-social behaviour, often shouting, swearing and generally being abusive. The most significant event was when a drunken individual became so aggressive after being refused entry they threw a bottle which smashed my living room window. I have the police reference for this if necessary.

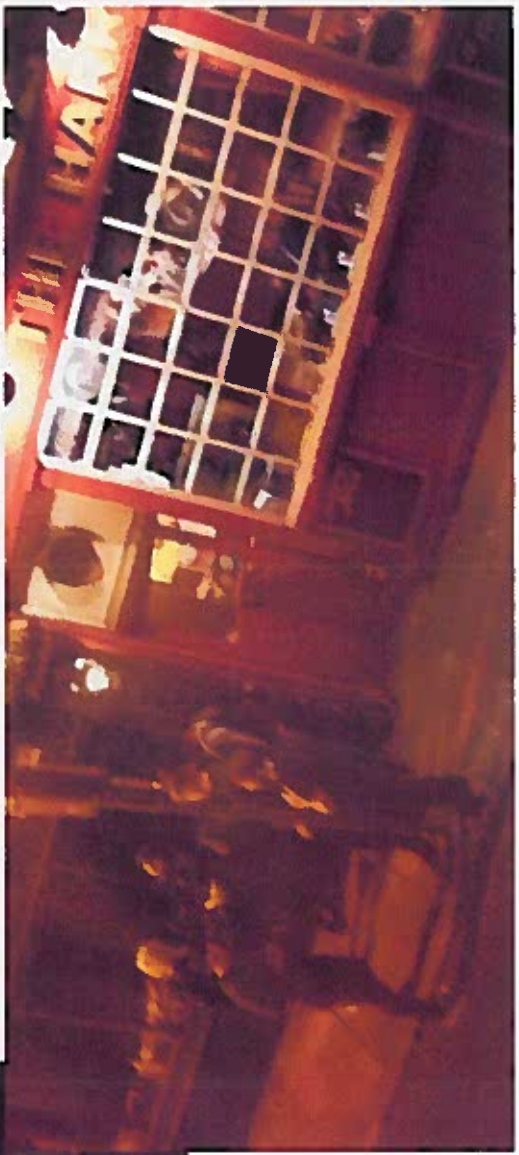
Also, since the pub was attracting late-night patrons, there has been an ongoing issue with some of the people leaving the pub using the adjacent alley near my property as both shelter to pursue less than desirable activities or as a toilet. Since the pub has closed, this has not been an issue and there has not been further disruption outside near the bin store as there was when the pub was staying open so late.

Given that the late licence was causing such anti-social issues, which can't be good for central Crouch End in general, I would like to request that if the pub re-opens, the hours are more restricted, particularly on Sundays and early week-days. Also, that there is a full review and management plan in place to control loitering, anti-social behaviour

and dispersal before any new proprietors take over – and these plans would need to be enforced. I would also like to highlight that a number of these more significant incidents have been reported to both the police and noise enforcement team, as a matter of record.

With regards,





Anderson Chanel

From:
Sent: 25 July 2017 15:55
To: Licensing
Cc: Barrett Daliah
Subject: Harringay Arms

I would like to to express my extreme displeasure of the late night opening hours of the Harringay Arms, 153 Crouch Hill, N8 9QH and would ask that they be completely revised.

The management/license holders of the pub have completely failed in their responsibilities.

Noise

There is a constant barrage of noise from about 11 PM by customers who stand in the main road outside the pub to Smoke. Needless to say this nuisance multiplies at closing time. The management have made no effort to control this situation or to mitigate it by dispersing the crowd. When you add the one hour drinking-up time to the official closure times and then add another hour for crowd dispersal – and more at weekends - then the timespan involved is totally unacceptable. Then there are the arguments, confrontations and fights... These rows happen far more often than is acceptable and often in the middle of the week when one wouldn't expect this behaviour. The noise from the fighting alone should cause you to seriously question the validity of the licencing hours.

Anti-social behaviour

The noise; the littering; the rows; the fighting; the public urination in shopfronts or the alleyway that some local residents use for access to their properties.

The costs

The numerous times I have had occasion to call the Haringey Council's noise pollution department.

The council officers costs.

The calls I have made to the police when the fights become serious.

The policing costs.

The hours and hours of sleepless nights.

The final straw

Deliveries from the brewery at 5:30 AM with barrels bounced from the deck of the lorry onto the pavement. That's just the early morning alarm-call that sleep-deprived residents deserve!

Conclusion

I seriously question the validity of granting this license in the first instance. Despite being one of main thoroughfares of Crouch End, Crouch Hill itself is effectively a residential street. It is certainly not the hub of social life in the area. There are many other drinking establishments in the area that could accommodate late-nights and are located more 'suitably' - but these premises close long before the Harringay Arms.

I believe that the case for rescinding the extended licensing hours for this establishment is compelling and I urge you to act accordingly.

Regards,

Anderson Chanel

From: [REDACTED]
Sent: 25 July 2017 00:10
To: Licensing; Barrett Daliah
Subject: RE: License Review - Haringay Arms, 153 Crouch Hill, N8 9QH

Dear Sir/Madam,

I am writing in connection to the late licence of the premises (153 Crouch Hill, N8 9QH) and would like to register my objection to the late hour licence, as it will not promote the licensing objectives, particularly the prevention of crime, disorder and antisocial behaviour.

I am a resident at [REDACTED] since 2014. The pub (former Haringey Arms) is located just opposite my home.

In the past, Haringay arms (Pub) constantly caused disorder, public nuisance and reached problem levels for the local police and residents.

Several complaints have been made to the pub management and the Noise control dept of Haringey. Though, there was a change of management last year, there was still no change in behaviour or the managing of the nuisance, especially caused between 10 pm - 2am.

The late hours, were mainly an attraction for already drunk individuals coming from other pubs, after they had closed. These customers turned into very drunk individuals and the management was clearly unable to control the fights and anti-social behaviour occurring at the main street, mainly shouting, swearing and abusive behaviour.

I have a couple of video recordings, where the management was involved and was the root of violent and argumentative fights. There have been several fights, reported to the noise enforcement team and police.

The pub also caused a group of smokers to gather outside (approx 11-20 individuals loitering with their drinks), at the main street (Crouch Hill), causing further noise nuisance and anti social behaviour. They simply had no consideration for the local residents who had to be at work in the morning.

The drunk pub members also used to visit the patio (by gaining entrance via the alleyway) and cause further disturbance and damage at the rear of the buildings.

Since the pub(Haringay Arms) has closed, there has not been an issue and no late night disturbances, that cause the residents to wake up in the middle of the night. It has been very peaceful.

Residents in the area endured anti-social issues and inconvenience at late hours at night due to the late hours licence, which cant be good for crouch end and I would also urge to consider the health impact on the local residents.

I would like to request that if the pub reopens, the hours be more restricted, specially for the weekdays and Sundays.

If you would require any further information or would like to view the video recordings of the anti-social behaviour, please do let me know.

Yours faithfully,

Anderson Chanel

From:
Sent: 25 July 2017 16:33
To: Licensing
Cc: Barrett Daliah
Subject: The Harringay Arms on Crouch Hill, N8

I believe in small, local businesses and their positive effect on local communities. I also believe that it is incumbent on local authorities to cherish & promote such businesses. We are very fortunate that Crouch End has a number of such businesses. When the Harringay Arms was well-run and had 'normal' licencing hours it was deserving of a status that matched the best that Crouch End had to offer!

The granting of an extended license coincided with a descent into chaos.

It is quite obvious from the terms of the review of the license that the authorities - the police & the noise pollution section of Haringey council - have had enough of this chaos. The local residents at the bottom of Crouch Hill would heartily agree.

There is little point in listing the failings of good governance by the holders of the license or the numerous examples of outrageous behaviour perpetrated by their customers. However I do believe that it is YOUR 'duty' to establish a license that is fitting for the size of the business; one that is comparable with the other licensed premises in the area, and finally one that acknowledges its location with regard to 'Crouch End Central' (i.e. on the periphery and in a residential location).

If you accept this challenge you will as a by-product please many sleep-deprived local residents.

Best regards,

Anderson Chanel

From: Barrett Daliah
Sent: 25 July 2017 08:53
To: Anderson Chanel
Subject: FW: Harringay Arms

From: _____
Sent: 25 July 2017 08:53
To: Barrett Daliah
Subject: RE: Harringay Arms

Dear Daliah,

I am the owner and resident of _____ directly opposite The Harringay Arms.

Whilst I am not usually one to complain about things such as this establishment, I feel it worth mentioning that I feel given the style and current clientele of the pub, some serious action needs to be taken to rein in the noise created after 12.00am.

Quite often I have come home from a work trip to be shouted at in the early hours by stumbling and drunk residents leaving the pub around 1.30am. Other times I merely hear glasses or bottles smashing which is always accompanied by the yells and screams.

The pub is also not shy of quite a few locks in or after parties which would be fine if they didn't keep creating noise. Ideally, I think it's important to remember just how residential this area is alongside and above the existing business's.

Many thanks.

Kind regards,

Anderson Chanel

From: [REDACTED]
Sent: 08 July 2017 16:31
To: Licensing
Subject: The Harringay Arms - Licence Renewal

From: [REDACTED]

Re: The Harringay Arms, 153 Crouch Hill N8 9QH

The Harringay Arms has been my local pub since 1974, and I am horrified to learn that the Harringay licensing panel may be considering not renewing its licence due to "complaints".

This pub is a massively important part of the local community. It's the only remaining hostelry in Crouch End that hasn't been turned into a family-friendly gastro pub, so it is absolutely invaluable to customers who do not want their quiet drink disturbed by children running riot, and their route to the bar blocked by a baby buggy. Which is a very large number of people in this area.

Since the door slammed shut on customers on 4 July there has been a huge outpouring of grief on social media, as Crouchenders young and old bemoan the loss of their favourite drinking hole. There is tremendous love for this place in this neighbourhood. It signifies, perhaps more than any other business, Crouch End how it used to be.

Please do not close this pub. It is part of the beating heart of Crouch End.

Your sincerely

Anderson Chanel

From:
Sent: 17 July 2017 21:46
To: Licensing
Cc: David Parry
Subject: Closure of The Harringay Arms, 153 Crouch Hill N8 9QH

Dear Sir/Madam,

It appears that the process used to close the above public house did not include any of the customers who used this establishment. I have lived in Crouch End since 1968 when I arrived in London to study for my degree and have used this pub down the years. With other Crouch End pubs apparently deliberately narrowing their customer profile The Harringay proved to be a beacon of light in appealing to a customer base ranging in age from 18 to 85 (verified). The most recent licensee and staff were very welcoming with this "old fashioned attitude", and made it clear that all were welcome.

As a regular customer of the pub at the higher end of the age profile (68 years) I find it unbelievable that they have "failed to prevent crime and disorder" or similarly "failed to prevent a public nuisance". I have never seen the police in attendance at the pub. I would like to know who, and how many people have accused the former licensee of failing the licensing objectives listed in the public notice.

It is my contention that this Public House is an important community asset and the community it serves have been ignored in this process.

Please forward my comments To:

Lead Officer – Licensing, Haringey Council, Alexandra House, Level 6, 10 Station Road, Wood Green, London N22 7TR

Anderson Chanel

From:
Sent: 18 July 2017 21:10
To: Licensing
Subject: Harringay Arms

Dear Sir/Madam,

Up until very recently I have been a regular visitor to the wonderful Harringay Arms pub. I've lived in Crouch End for 16 years, and this has been far and away my favourite pub in Crouch End, if not anywhere in the world. It was exactly what every pub should be. Friendly, lively, unpretentious, and a place where people from all walks of life, could go for a drink and always feel welcome. It was more than just a pub, it was a centre of the community. It was the last real proper pub left in Crouch End and it's closing was enormously sad. It holds a special place in the hearts of many crouch enders who are no doubt feeling a great loss.

I am unsure of where the licensing process is right now, but I would please urge you to give it your utmost consideration. Crouch End does have a large number of smart beautiful pubs, but they are not for everyone and the importance of retaining a good quality down to earth pub that caters to more than one demographic cannot be understated.

Please let the Harringay Arms live on.

Kind and best regards,

Sent from my iPhone

Anderson Chanel

From: [REDACTED]
Sent: 23 July 2017 16:31
To: Licensing
Subject: The Harringay Arms pub, 153 Crouch Hill N8 9QH.

Dear Sir/Madam

I am writing in support of the continued licensing of the above premises.

The Harringay Arms has enjoyed a unique place in Crouch End for many decades. A truly local pub, it is one of a diminishing number of such places in the area.

Over its history it has maintained good relationships with nearby businesses and residents and any recent issues should be set against this long period of happy co-existence.

As a regular customer I would be very disappointed were it not to continue and feel that the loss of such a long-established and much-loved pub would be detrimental to Crouch End in general..

LICENSING ACT 2003 - REPRESENTATION FORM

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

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

Personal Details	
Name.....
Address.....
.....
.....
Postcode.....

Licence application you wish to make a representation on
<i>You do not need to answer all of the questions in this section, but please give as much information as you can:</i>
Application Number.....Review of Premises Licence.....
Name of Licensee.....n/a.....
Name of Premises (if applicable).....Haringay Arms.....
Premises Address (where the Licence will take effect) 153 Crouch Hill
Postcode: N8 9QH

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

Fill in reason/s for your representation in the space provided under each Licensing Objective it relates to.

The Prevention of Crime and Disorder .

I would like to support the premises in its review of licence
I am aged 59 and have been a regular user of the premises for 25 years.
I have rarely ever felt at risk in its premises. I may have rarely witnessed any issues of disorder in the premises.

Public Safety

I have always considered the Harringay Arms as a community asset where all ages/sections of the community feel safe. There are few pubs where people from the ages of 18-70 feel comfortable in each other's company,
In Feb 2017, I fainted in the premises and temporarily lost consciousness.
(I was not under the influence it was a circulatory problem). The staff could not have been more helpful, calling an ambulance, administering first aid being very understanding when I vomited. I do not think many premises have the same relationship with its customers

The Prevention of Public Nuisance

The pub has tried to cater for a local demand for music. This has meant on occasion that in good spirits, i.e. charity events when the noise may have been excessive. However, this has never been with the attention of causing a public nuisance. I would like to think a licence can be given that allows the occasional event to take place whilst bearing in mind the concerns of residents.

The Protection of Children from Harm

No comments

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

Signed: _____

Date: 20/07/17

Please send completed form to:

Haringey Council Licensing Team
Alexandra House,
Level 6,
10 Station Road,
Wood Green
London, N22 7TR