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Mr.Rajesh Rai PEACHES 177-179 Kenton Road Harrow HA3 0EY

Your ref: 176158

13th December 2013

Licensing Representation to the Application to review the Premises Licence for PEACHES 177-179 Kenton Road Harrow, HA3 0EY

I certify that I have considered the application shown above and I wish to make representations that the likely effect of the grant of the application is detrimental to the Licensing Objectives for the reasons indicated below.

Officer: Lavine Miller-Johnson - Licensing Inspector

An officer of the Licensing Authority, in whose area the premises are situated, who is authorised for the purposes of exercising its statutory function as a 'Responsible Authority' under the Licensing Act 2003.

The application has been made to review the premises licence under section 51 of the Act.

The Licensing Authority representations are primarily concerned with the following licensing objectives;

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





Dear Sir/Madam,

Below is a list of Licensing visits that have taken place at the premises taken directly from the Licensing system. Several visits are following complaints of disturbance from the local community.

30/07/2011 Service Esther Request Chan On Saturday 30th July 2011 at 1:41hrs, officer SF and I parked our vehicle on Nash Way by Sainsbury's monitoring the noise level at Peaches. Music was audible from th street, could hear the song Louder by DJ Fresh. At the same time, we could hear people talking and laughing from the beer/shisha garden. At 1:50hrs, we could hear song Last Friday Night TGIF by Katy Perry. No crowd at front entrance.	
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10/09/2011	Check Visit	Esther Chan	Night visit conducted with Natasha O'Donoghue. Issues related to disorder (see witness statement, which has been forwarded to Licensing Police Dept. on 14/09/11). <u>Witness Statement</u> see appendix 3 *
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21/12/2011 11:02	Email	From: Chan, Esther Sent: 20 December 2011 12:13 Subject: Peaches and Master Complaint - Kenton Road
		Hi all,
		I have received a call from complainant ***********************************
		He was adamant that the problems are caused by customers of Peaches because the patrons were coming from the street nearer to Peaches. However, he did later admit that he has seen people approaching Draycott Ave from side nearer to Masters.
		Ado, could you please contact the complainant 020 *********.
		Many Thanks
		Kind Regards
		Esther

07/01/2012 Che Visit	Master/Peaches, Kenton Road. Surveillance visit following complaints from residents of Draycott Ave instigating that customers from the venues are causing anti social behaviour nuisance on the street. Parked o/s No * Draycott Ave to monitor activity. At approx 1:30hrs, I saw four females (talking loud) heading from top of Draycott Ave walking towards end of the road and took a right turn on to Kenton Road. At approx 1:45hrs, a male walked up Draycott Ave to urinate
	by the wooden fence next a premise called Ashton Shah & Co (2b Draycott Ave). No other issues found. Left area at 2:15hrs to continue with duties.





Visit Chan Issues, residents complaint regarding fighting and nuisance Findings -Checked Sainsbury car park and Draycott Ave for nuisance, no issues found.	2	Findings -Checked Sainsbury car park and Draycott Ave for nuisance, no issues found. Saw a SIA wearing high vis vest walking up the road to patrol area. We then drove past Peaches and saw two Asian males leaving the premise and appeared to be fighting as they were walking down the street toward Masters.
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males outside the premises next to the railing opposite main entrance talking, while 1 male was seen vomiting over the railing. Another 6 males seen entering the premises at 01:03hrs, staff member in red jumper assisting the customers into the premises. No SIA visible outside the premises. 01:10hrs heard people talking / laughing in shisha lounge. Drove passed premises again and saw the 4 males we saw earlier + 1 female standing outside the premises.

26/01/2013	Check	Esther	Joint visit with NOD and AK.
	Visit	Chan	26/01/13 01:45hrs PEACHES 177-179 Kenton Road Harrow HA3 0EY
			Drove past premises ¿ a couple of people outside the premises and could hear people still in smoking area. EC to following up with Michael Wood in planning regarding planning enforcement notice.

17/04/2013	Other	Esther Chan	 From: Chan, Esther Sent: 17 April 2013 20:51 Subject: FW: peaches. Dear All, I spoke to Bobby this afternoon. He informed me that a resident of Draycott Avenue recently contacted him to complain of nuisance in the area at 3am. Bobby told the complainant that Peaches is closed by 2/2:30am and asked the complainant to check his premises at 3am, which the complainant allegedly did. Bobby raised concerns with Masters and stated they have started admitting customers in the premises after their permitted hour, although they did stop for a while. I have asked Bobby to log complaint in his incident book and put his concerns in writing and inform both the licensing authority and licensing police. He sounded reluctant! Kind Regards Esther
20/04/2013	Check Visit	Esther Chan	Joint visit with Sgt Adolphus and PC McDonald: See below notes from Police for Peaches and Masters:





	Observed Peaches Kenton Road 20/4/13 2.25 - 2.50hrs At 2.25 the premises were closing and customers leaving on mass. Looked like it had been a busy night. 27 customer's o's the front. There was between 2 and 3 door supervisors who remained standing in the doorway. The majority of the customers appeared drunk. There was one IC4 male slight build with bright white trainers I noticed in particular, he was a couple of shop lengths down from the entrance he was been restrained/prevented by his friend from returning to the entrance of peaches. His body language was forceful and aggressive shouting 'Fg Puy'. His friend who was a much larger build had a light t shirt and body warmer with hood over the top, he was telling him to calm down/leave it and ushering him down Kenton Road towards the direction of masters. There was two Asian females that were shouting at another group. The verbal noise level was high and for approx 5 mins a commotion. The door supervisors did not make any effort to clear people on or quieten them down, they were no wearing High Vis jackets. Numerous tax's arrived and people began distributing in to them. Approx 12 walked towards Masters. At 2.42hours the door supervisors went inside the venue and locked the entrance door from the inside, Door supervisors did not make any patrol of the vicinity. This left 6 customers still o/s the venue laughing and chatting. One of them went to the side of the venue and urinated in the street. Observed Masters 0235 - 3am 20/4/13 Many Peaches customers in the roped off smoking area, no drinks visible. Verbally loud, chatting laughing. One customer sitting on the bench in the pavement. One door supervisor on the bench in the pavement of a females and agroup of 5
28/04/2013 Special Initiative Inspec	on Esther Chan OPERATION CONDOR 5- 27th-28th APIL 2013 OFFICERS: EC, AK, QK16, QK 965, QK601, QK 156, QK306, QK601, QK476, QK436 177-179 KENTON ROAD @00:40HRS - Spoke with DPS Rajesh Rai - Premise Licence not displayed at entrance facing outside - 5 SIA present employed by Fortress - Rajesh Rai stated CCTV recordings are kept for 30-31 days. Manager was only able to show recordings for 22 days only. There are 4 CCTV machines, 2 were disconnected lying on the floor and the other two machines were recording of which one was showing only 9 cameras and the other was showing 16 camera. The CCTV hardrive is located in Flat 1





			 above premises. 19 in Shisha Garden. Shisha Garden close at 2am. Garden should be close by 11pm in accordance representation raised BY Noise Team, however not stipulated on licence. Rear fire exit not signage and locked Clientele 23-35 years old, young professionals. Last incident on 8/2/13 at 2am, drunk male Refusals not logged. Drug Test Results: NEGATIVE Licensing Police to review premises.
30/04/2013 Other	Esther Chan	Dear B As per conce ¿ Fire ¿ Inad ¿ Prer ¿ CCT ¿ Rec premis vicinity and w If you contac Kind F Esther Enford Safer Brent	ct: Peaches - Kenton Road Bobby, r our telephone conversation on 29th April 2013, the following rns require your immediate attention: exits were locked at the time of visit lequate fire exit signs and directional signs nise licence not displayed at the entrance facing outside 'V recordings not kept for 31 days ent observations indicate that patrons were leaving your ses intoxicated. Groups of patrons were loitering in the y. Door supervisors were not actively controlling the patrons ere not patrolling the area after the premises had closed. wish to discuss this matter further, please do not hesitate to ct me or the licensing police. Regards r Chan cement Officer Streets Council
15/06/2013 Check Vis	sit Esther Chan		Joint visit with officer NOD and Alpesh from Property Database team. 15/06/13 01:15hrs Peaches, Kenton Road Routine External Visual Check 6 Asian males standing premises (2 on phones and 4 socialising
25/10/2013 Other		Esther Chan	25/10/13 Sainsbury Nash Way Joint visit conducted with AK for fireworks & annual inspection for premise licence. Spoke with Duty Manager, and Customer Service Manager, I made enquiries in respect to Peaches using the car park. Ms ****** stated that customers and staff from





	there are no CCTV cameras in the car park and Sainsbury's are not liable for any issues. There is a fixed gate which closes at 10:30pm and gate reopens at 7am.
26/11/2013 Other Esther Chan	WARNING LETTER sent to Rajesh Rai of Peaches via recorded delivery on 26.11.13 (delivery ref BR770136698GB). <u>Warning Letter</u> see appendix 5*

10/12/2013 Other	Esther Chan	As a result of the hearing outcome on 9.12.13, Peaches cannot operate beyond 2am. They are not permitted to play levy/jungle music. Nick Mortimer has contacted Leo (Peaches Legal Representative) to inform him of the below advertisement. Leo will inform his client.
		Subject: PEACHES BAR - XMAS EVE Importance: High
		THE EVENT IS ADVERTISED TO RUNNING UNTIL 5AM AND LOOKS LIKE A FULL ON JUNGLE RAVE SEE BELOW **CHRISTMAS EVE** 24th DECEMBER 2013 from 8pm-5am.
		General Levy, real veteran of the UK urban music scene, performing live @ Peaches Bar with resident Dj Stripes, Mc S.Campbell & Dj Apprentice.
		A night of festive delights and surprises, mixed with the hottest DJs, sexiest crowds and the coolest venue makes this the only night you need to celebrate and party the night away this Christmas Eve
		TICKET INFO £10 a ticket in advancemore atthe door We have a limited number of tickets so Call 020 8907 7518 to booknow!
		OUR VENUE We have played host to many DJ acts including Tim Westwood, Trevor Nelson and Luck & MC Neat¿ always picking the very best of musical legends to grace the decks of our stylish venue.
		THE SURPRISES Find a Christmas Cracker, rip it open to discover if you¿ve won a free drink, shot or glass of champagne! Just bring the purple ticket to the bar to receive your free drink. Don¿t forget to wear the party hat!
		 ** Peaches will also be awarding free glasses of champagne to the following: Most glamorous female -~Most glamorous male -~Best dressed couple -~Hottest dancers
		PEACHES ENTRY POLICY Guys over 23 and girls over 21. (VALID ID REQUIRED) No ALL Male Groups - Please note - The Promotion team are determined to sustain a professional standard on the night and encourage mixed groups to attend.
		DRESS CODE It¿s Christmas!!! So deck yourself out in your finest dresses and smartest looks! No





	sportswear, hoodies, caps and sports tops, obvs! Free drinks for best dressed!
	BE TREATED LIKE A VIP Our exclusive VIP area is available with a minimum spend condition. Here you can enjoy table service so you don't even need to get up to go to the bar! Be treated like a VIP!
	CONTACT INFO Peaches Bar 0208 907 7518





Please see appendix below for supporting emails and letters **Appendix 1- complaint email 23.08.2011**

23/08/2011 16:12	Email	From: Chan, Esther Sent: 23 August 2011 16:10
		Cc: ************* Subject: Complaint -Kenton Road
		Dear all,
		Just received a call from resident/complainant ***********************************
		On the 5/8/11 at approximately 22:30hrs-22:45hrs, approximately 7 youths were in Draycott Avenue causing a nuisance whereby they were having some sort competition fighting and doing press-ups against each other. At approx 4:00hrs, again a group of youths were loitering in the neighbourhood, fighting again for an hour.
		On 13/08/11 between 2:00hrs-4:00 hours, a group of people which *********** describes as aggressive were shouting, causing disturbance.
		On 22/08/11 at 23:55hrs, 2 vehicles were parked outside No *-* and No *. ******** saw people opening the boot of the vehicles and picked up some sort of tool and began ¿fighting¿ which went on for 45mins until more vehicles heading from the direction of Peaches/Sainsbury¿s turned up and approximately 10-15 people loitered with the crowd.
		Kind Regards
		Esther





Appendix 2- complaint email 05.09.2011

Sent:05 September 2011 11:46 Subject: Kenton Road Hello

Call received this morning regarding Peaches & Masters Kenton Road HA3

Caller reports Anti Social Behaviour 04/09/2011 at 04:00 Patrons leaving the premises, fighting, swearing and shouting along Upton Gardens HA3. Crates and objects from shops hurled at each other, residents are frightened and fed up. Police called REF CAD2125

Regards Dennis Viechweg Business Support Officer





Appendix 3–Witness statement from Esther Chan 10.09.2011



Witness Statement

CJ Act 1967, s9;

MC Act 1980, ss5A(a) and 5B;

MC Rules 1981, r70;

UPRN:

Statement of:ESTHER CHAN					
Age of if under 18over 18					
Occupation:	Occupation:LICENSING ENFORCEMENT OFFICER				
	page(s) each signed by me) is true to the best of my knowledge and belief s tendered in evidence, I shall be liable to prosecution if I have wilfully stated or do not believe to be true.				
Dated the:	12/09/11				
Signature:					
the Licensing Act 2003. I was on duty 10 th September 2011 driving an unma- vehicle on Willowcourt Avenue, Kente time of my observation, I could see a and genders standing outside Master socialising/smoking and there were a the venue. The front entrance door of the venue. At approximately 2:13 hou hours I saw three males leaving the v approximately 2:20 hours, two Asian Masters. There appeared to be two S the entrance of the venue, however t outside the venue, some of which ha I saw two males leaving a mini cab to who were already standing outside th trousers wearing glasses walked into females screaming along the paveme in grey top and light brown boots wer	gh of Brent as a Licensing Enforcement Officer. My duties include enforcing with my colleague Licensing Enforcement Officer Natasha O'Donaghue on arked vehicle carrying out licensing visits. At 02:04 hours, we parked our on to observe the crowd outside Masters, 217 Kenton Road, Harrow. At the pproximately 14 people of mixed races (prodiminately Black and Asian origin) rs and neighbouring shops (Kai and L'u Hairdresser, 219 Kenton Road) also people sitting on the bench and loitering by the phone box directly outside f Master's was opened and I could hear a slight music bass emanating from ars, the music emanating from the venue grew louder. At approximately 2:13 venue walking towards Upton Gardens talking out loud to each other. At females were seen walking from Williowcourt Avenue heading towards SIA staff (one female & one male) dressed in black clothing standing outside he SIA staff did not seem to was controlling the crowd that were standing d not departed since the time of my observation. At approximately 2:25 hours, ogether and one of them crossed the road and approached a group of people he venue to talk whilst the other male dressed in red and white jacket, dark of the Chicken shop opposite the venue. At the same time, we heard four ent near the venue. Two males dressed in dark clothing and a female dressed re seen walking from Upton Gardens heading towards a group of he bench outside Kasturi, 231 Kenton Road,				

Signature:

Signature Witnessed by:







Witness Statement

CJ Act 1967, s9;

MC Act 1980, ss5A(a) and 5B;

MC Rules 1981, r70;

Continuation of Statement of	Page No:	of
Harrow to socialise and smoke. At 2:42 hours we departed the area and droved toward Peach Road, Harrow to observe the patrons leaving the venue. A large group of patrons were dispe walking along pavement talking and shouting. I could seen the SIA staff from the venue dire leave the area. At approximately 2:46 hours, a group of people were standing on the road outside Northwick House, 191-193 Kenton Road for over 5 minutes talking and laughing. At the of four Asian males including a male dressed in the red and white jacket, dark trousers and identified at 2:25 hours) were arguing and swearing next to the venue. The SIA staff shortly at and separated the crowd. Shortly after the four males came head to head again and would no again the SIA staff from Peaches came out to deal with problem . The SIA staff where trying to but the four males were not having responding to SIA staff members and continued shoting at approximately 2:50 two of the four males were seen walking away from the venue toward Ke direction). The male dressed in the red and white jacket, dark trousers and glasses (previous hours) was then seen calling somebody as backup (to start a big fight with the two males see approximately 2:52 hours, we drove past Draycott Avenue and observed a crowd of seven Peaches fighting physically. At approximately 2:54 hours, the male dressed in the red and white jacket, dark trousers and glasses (as identified at 2:25 hours) was seen loatering by the rear of a premis Avenue along with three other males shouting and one male smashed his fist into a pr approximaly 3:00 hours two Asian females were seen leaving Peaches walking along the pasisilver vehicle. One of the female appeared to be quite drunk and upset and walked away for started shouting and crying. Soon after the other female shouted for friend's attention and vehicle. We left the scene at 3:05 hours to continue with our duties.	es, 177-179 K hsing from Pe cting the patro by parked ve same time, a glasses (prev tended the sit leave the are o break up the each other. The nton Road (M sly identified a n walking awa males/females white jacket tes next to Dr emises windo vement to get om the vehicl	Kenton eaches ons to ehicles group viously tuation ea and e fight hen at asters at 2:25 ay). At s from s, dark raycott ow. At into a le and le and
SignatureSignature Witnessed by:		





Appendix -4 complaints received

13.08.2013

Complaint Details	
Please give details of your complaint	
Complaint Details	I am" writing to writing to complain in the strongest possible way about the antisocial behaviour that has been taking place in Carlton Avenue over the last couple of years. Every weekend people leaving this venue at between 3.30 and 4.00 am are causing trouble by being extremely loud and noisy, shouting, swearing and slamming car doors shut. Last Sunday morning 4 August at approximately 3.35 I was woken by people shouting outside my flat, I looked out and 3 people were actually on my property sitting on the wall, I told them in no uncertain terms to get off my property or I would call the Police. They swore at me but did cross the road to the house opposite which caused that property's security lights to come on and also the security lights of the house next to mine. This is not the first time I have had to shout at people outside in the road, who are often drunk and abusive. I have talked to neighbours about this particular incident and they agree that something has to be done about Peaches. Obviously I would like to see it closed down, but I doubt if that is going to happen but I think the Licence issued to the owners should be reduced so that the place closes at 12 midnight This is a residential area and I am extremely annoyed about getting woken up in the early hours every weekend. This venue should be situated somewhere away from a residential area

Complaint Details

Please give details of your complaint Complaint Details

The use of the side garden causes alot of noise nuisance. The garden is used till 3/4 in the morning. Regulated entertainment, the watching TV/sports takes place in the garden along with the smoke from the shisha travelling into the complainant flat.

Mr ******* would like a call from the licensing inspector on





Complaint Details

Please give details of your complaint

Complaint Details

Loud music being played at Peaches bar till the early hours of the morning

4.10.2013

Complaint Details

Please give details of your complaint Complaint Details

Further to the visit by Juhaina and Martin of the environment team on 3rd October and their request to notify them of any noise nuisance, we visited the premises on Friday 4th October 2013.

I witnessed loud music, patrons shouting, singing and generally talking very loud. We were situated in Fat 3 and clearly heard the nuisance coming from the side Shisha lounge located at Peaches of 177-179 Kenton Road, Harrow, HA3 0EY.

The conversation between the patrons was clearly audible not to mention the singing, shouting and giggling going on. The noise was not tolerable and was coming into the bedroom and reception of the flat. It was not possible for a person to get sleep and after some time became very annoying.

I phoned the Brent noise nuisance line at 1.10am to contact the noise team to witness the nuisance for themselves, but was told by the operator that she had been informed not to log any more calls.

I stressed the importance of the matter to the phone operator that I had been notified by the visiting environment officers that the site was under supervision and that she should contact the noise team. The operator asked for the name and address of the site and replied that as she was not aware of the site and was not known of to her, and she could do nothing.

I felt very disappointed and let down, that the operator even refused to note the compliant down, let along contact the noise team. The phone operator gave a reference for my communication to you as ¿Jean- log in operator 7348;

This is the same information we have also been advised by some frustrated tenants that on many occasions the complaints are not being logged in by the operator for the reason they have had too many other complaints to follow up on and have been instructed not to log in any more complaints for the day.

Kindly look into this nuisance as it is persisting, even after the environmental officer¿s visits. Thank you





Complaint Details	
Please give details of your complaint	
Complaint Details	Att. Brent Environment Dept.
	Dear Sir/Madam
	I am currently a tenant in No. Evergreen Court, Kenton, HA3 0AW.
	I have been constantly complaining to the landlord and their managing agent regarding the noise pollution from the Peaches Bar & Restaurant, which is based in front of our building (177-179 Kenton Road, Harrow). I have been asked by the managing agent to file a complaint to your department. We are facing constant nuisance from the goers of the Peaches Bar & Restaurant, in terms of noise and disturbance to us, and the immediate area.
	There are constant fights, and on some occasions even police appearances, on Friday and Saturday nights, which cause a great deal of hassle to us. We have trouble sleeping due to drunkards who enter into our car park and cause noise. The customers of the Bar leave at roughly 3-4 am every Friday and Saturday which adds to our troubles, due to their cars constantly starting and revving. They show no care or respect for us residents. Following their activities from the Bar, the screaming and shouting adds to the commotion as they proceed to the scores of cabs which wait directly in front of the building. It takes us a very long time on the weekend to fall asleep due to this.
	The constant noise is ear-ache to us, and we feel that immediate action must be taken to put a definite end to these troubles.
	Thank you.







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Appendix 5–Warning letter

Rajesh Rai Peaches Bar and Restaurant 177-179 Kenton Road Harrow HA3 0EY

26th November 2013 Our Ref: 176158 Your Ref

Dear Mr Rai,

Licensing Act 2003 – Complaints

Re: Peaches Bar & Restaurant, 177-179 Kenton Road, Harrow, HA3 0EY

I am writing to inform that we have continued to receive complaints from local residents about noise and anti social behaviour during both the opening hours and dispersal of customers from your premise. In addition, there have been seven incidents this year where violence has been used and in several cases, both the suspect and the victim were said to be intoxicated.

We have also noticed that the external area is being used for the consumption of shisha and alcohol after 00:00 hours, which is a breach of conditions 24 and 25 of the existing licence.

With Christmas coming and the party season about to begin, it is extremely important that there is no repetition of either the behaviour or the breaches shown above. Both London Borough of Brent and Metropolitan Police Licensing Departments will be monitoring your premise over the holiday period in the hope that there are no further issues.

Please take this opportunity to remind your staff regarding the Licensing Act 2003 and in particular the sale of alcohol to underage persons, proxy purchases and sale to drunken people.

I must stress that any breaches to the licensing legislation by you or your staff may result in a review of your premises licence.

Please do not hesitate to contact me quoting the above reference should you require any further advice or information.

Yours faithfully, Esther Chan Licensing Inspector Safer Streets





Following the Expedited review on 9.12.13 the following condition was set : Peaches must not operate beyond 2am. They are not permitted to play General levy/jungle music.

I have analysed the above visits carried out since the year 2011. Each condition that has been breeched from the Premise Licence are discussed below;

1. Condition 24 - No shisha to be served after 00:00 hrs. Mon -Sun

Not satisfied – external area being used for the consumption of shisha and alcohol after 00:00 hours (appendix 5 warning letter 26.11.2013)

Objectives not satisfied - Prevention of Public Nuisance

2. Condition 25- A maxium of 20 people will be allowed to smoke cigarettes without a drink in the beer garden up to 00:00 hrs Mon-sun

Objectives not satisfied - Prevention of Public Nuisance

The Licensing Authority require the following points to be included in the operating schedule or added as conditions on the premises licence

- **3.** Due to the catologue of compliants from residents regarding noise and violent distrubance from patron of your premise, I propose the following to be amended:
 - Opening hours to be reduced from 07:00-04:30 Friday Saturday to 07:00-01:00 Friday –Saturday

Objective satisfied - Prevention of Public Nuisance

Public Safety

• No shisha to be served after- from 00:00 hr Mon-Sun to 22:00 Mon-Sun

Objective satisfied – Prevention of Public Nuisance

• Customers in the beer garden are to be supervised by an SIA approved door supervisor at all times

Objective satisfied – Prevention of Public Nuisance

• SIA staff should be clearly identified wearing high visibility jackets

Objective satisfied - Prevention of Crime and Disorder

Prevention of Public Nuisance

Public Safety



• A maximum of 15 people at any one time shall be permitted to smoke in the beer garden without drinks after the permitted time of 22:00

Objective satisfied - Prevention of Public Nuisance

• No entry re-entry- from 02:00 to 22:00

Objective satisfied – Prevention of Public Nuisance

Public Safety

The Licensing Authority has no further representations to make.

In order for the Licensing Team to withdraw this representation, it will be necceassry for you to confirm in writing that you are willing to accept the above conditions and carry out any neccesary works.

Yours sincerely

1 Hule Job

Lavine Miller-Johnson Licensing Inspector Safer Streets Environment and Neighbourhood Services



