



## APPLICATION FOR A REVIEW OF A PREMISES LICENCE OR CLUB PREMISES CERTIFICATE

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

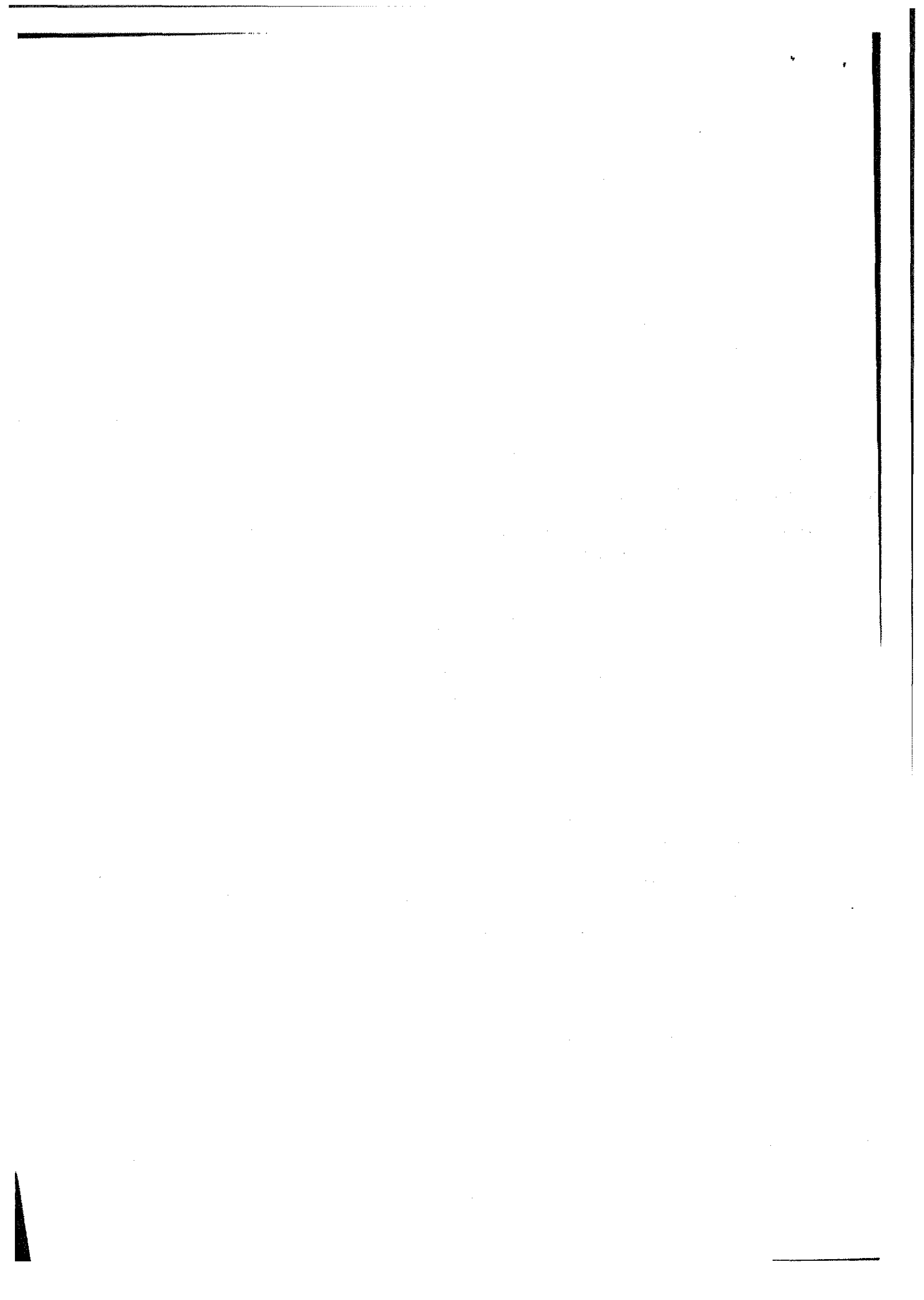
### PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

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, **Martin Wood**, apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable).

#### Part 1 – Premises or club premises details

<b>Name and postal address of premises or, if none, ordnance survey map reference or description</b>  <b>Sahrah Lounge, 5-7 Wembley Hill Road, Wembley, HA9 8AF</b>	
<b>Post Town: Wembley</b>	<b>Post Code: HA9 8AF</b>
<b>Name of premises licence holder or club holding club premises certificate (if known)</b>  <b>Hamida Moalin</b>	
<b>Number of premises licence or club premises certificate (if known)</b>  <b>223223095</b>	



**Part 2 - Applicant details**

I am

Please tick ✓ Yes

- 1) an interested party (please complete (A) or (B) below)
  - a) a person living in the vicinity of the premises
  - b) a body representing persons living in the vicinity of the premises
  - c) a person involved in business in the vicinity of the premises
  - d) a body representing persons involved in business in the vicinity of the premises
- 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

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

Surname

First names



Please tick ✓ Yes

I am 18 years old or over

Current postal address  
if different from premises address

Post Town

Postcode

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**

<b>Mr Martin Wood (EHO with Brent Council's Nuisance Control Team), Brent Civic Centre, Engineers Way, Wembley, HA9 0FJ</b>
Telephone number (if any) <b>020 8937 5561</b>
E-mail address (optional) <b>martin.wood@brent.gov.uk</b>

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

Please tick one or more boxes

- |   |                                     |
|---|-------------------------------------|
| 1) the prevention of crime and disorder | <input checked="" type="checkbox"/> |
| 2) public safety                        | <input checked="" type="checkbox"/> |
| 3) the prevention of public nuisance    | <input checked="" type="checkbox"/> |
| 4) the protection of children from harm | <input checked="" type="checkbox"/> |

**Please state the ground(s) for review (please read guidance note 1)**

**The Nuisance Control Team (NCT) believe the Licence Holder is failing under the Licensing Act 2003 to prevent public nuisance in and around the immediate vicinity at noise sensitive times with the present opening hours of the premises. The premises is licensed to open until 03:00hrs, Sunday to Thursday; and 05:00hrs Friday and Saturday.**

**This application is made on the basis and nature of complaints submitted to NCT by local residents living in close proximity to the premises. Residents report they are unreasonably disturbed by noise and unreasonable behaviour from patrons coming to the premises and from patrons leaving the premises and the area at noise sensitive times. It is understood that some customers to the venue park along Ecclestone Place. This is a residential road immediately to the rear of the premises. The impacts experienced by residents include: noise (talking loudly, shouting, slamming car doors, hooting car horns, playing car stereos; littering (laughing gas canisters, empty bottles); and, anti-social behaviour (urinating, confrontations with residents).**

**NCT – as a Responsible Authority – ask Licensing Committee to reduce the present terminal hours to the following: 23:00hrs, Sunday to Thursday; and, 00:00hrs (midnight) Friday and Saturday. We consider a reduction in the late hours of operation will help to reduce the impact of noise and anti-social behaviours experienced by local residents – especially at noise sensitive times.**



**Please provide as much information as possible to support the application (please read guidance note 2)**

NCT are providing:

- 17 separate e-mails from residents of neighbouring and nearby properties;
- Nuisance complaint from resident, received on 01 March 2016
- Nuisance complaint from resident, received on 16 September 2016
- Online complaint from resident, received on 19 September 2016
- Complaint by resident made to Brent Licensing Police, 24 July 2015
- Maps showing the location and proximity to Ecclestone Place
- Photographs of the premises and Ecclestone Place.

These e-mails, complaints, reports were made by at least seven individual residents. Some reports relate that families are being disturbed.

In outline, the problems raised relate to:

- Parking and double parking on Ecclestone Place / Wembley Hill Road.
- Verbal abuse and intimidation directed at residents by patrons of the premises.
- Noise (car doors slamming / car horns hooting / loud music from vehicles / vehicle engines idling / people talking loudly and shouting) at noise sensitive times.
- Littering
- Groups sitting in cars drinking
- Urinating / defecating

The Premises Licence (Annexe 2) stipulates a number of relevant Conditions Consistent with the Operating Schedule. These include:

(3) A suitable number of door supervisors of a suitable gender mix, shall be employed from 2100 hours on any day when the premises are open to the public past midnight.

(14) No entry or re-entry shall be permitted after 0000 hours.

(18) Notices asking customers to leave quietly shall be conspicuously displayed at all exits.

(28) When patrons leave the premises, door supervisors and/or stewards shall ensure that patrons behave in an acceptable manner and do not cause a disturbance to the local residents.

(29) Patrons shall be discouraged from congregating in large numbers outside the premises for extended periods and should either be ushered back inside the premises or asked to move on in order to prevent congestion, noise and anti-social behaviour.

The premises occupies the ground floor in a two-storey block comprising ground floor commercial units and upper-storey residential units. There is an alleyway to the left-hand-side of the block (when stood facing the front elevation) giving pedestrian access to Ecclestone Place. Ecclestone Place is a one-way road comprising twenty-nine residential units.

Have you made an application for review relating to this premises before?

Please tick ✓ Yes

If yes, please state the date of that application

Day		Month		Year			

**If you have made representations relating to this premises before, please state what they were and when you made them.**

An application was submitted on 18 March 2015 under the licensing objective of "preventing a public nuisance." The basis of the application was evidence that the premises were operating in breach of Condition 19 of their premises licence. Condition 19 states: "No noise or vibration arising from the live or recorded music played indoors, shall be detectable at any neighbouring noise sensitive premises." NCT requested the removal of regulated entertainment until such time as a scheme of satisfactory acoustic sound insulation works were installed at the premises. The decision of the Review Hearing held on 11 May 2015 was to give the premises a 3 month warning; recorded and live music remained on the licence with no additional restrictions but a recommendation that NCT work with the licensee to check suitability of the current sound insulation improvement works.

**Checklist**

Please tick ✓ Yes

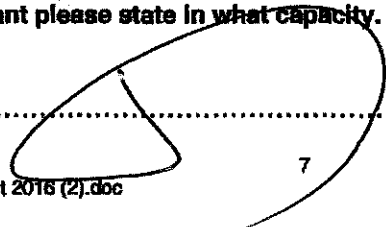
- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate ✓
- I understand that if I do not comply with the above requirements my application will be rejected ✓

**IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION**

**Part 3 – Signatures** (please read guidance note 3)

**Signature of applicant or applicant's solicitor or other duly authorised agent (see guidance note 4). If signing on behalf of the applicant please state in what capacity.**

Signature .....



Review of Premises Licence



Date 23. NOV. 2016  
Capacity OFFICER OF RESPONSIBLE AUTHORITY

<b>Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 5)</b>	
<b>Post town</b>	<b>Post code</b>
<b>Telephone number</b>	
<b>If you would prefer us to correspond with you by e-mail your e-mail address (optional)</b>	

**Data Protection:** The London Borough of Brent will use this information for the purposes of The Licensing Act 2003 and related purposes. Any member of the public may examine the application form on request. In addition, this information may be disclosed to the Police, The London Fire and Emergency Planning Authority, relevant ward Councillors and other Council departments.

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with law enforcement agencies and other bodies responsible for auditing or administering public funds for these purposes.

**Notes for Guidance**

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

**Please return the completed form and any accompanying documents to the following address with a copy to the premises licence holder / Club that the application relates to:-**

Safer Streets (Licensing)  
Brent Council  
Fifth Floor  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 0FJ

☎ 020 8937 5359

Email: [environmentandprotection@brent.gov.uk](mailto:environmentandprotection@brent.gov.uk)

Cheques should be crossed and made payable to London Borough of Brent.

**Please follow the instructions in the checklist on page 14 to submit the relevant copies to the responsible authorities. Contact details shown below:**

Chief Officer of Police  
Brent Licensing Department  
Fifth Floor  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 0FJ

Tel: 020 8733 3206

North West Area 1  
London Fire Brigade  
169 Union Street  
London  
SE1 0LL

Tel: 020 8555 1200 x38778

Trading Standards  
Fifth Floor  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 0FJ

Tel: 020 8937 5555

Environmental Health  
Fifth Floor  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 0FJ

Tel: 020 8937 5252

Children's Services  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 0FJ

Licensing Authority  
Fifth Floor  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 0FJ  
Tel: 020 8937 5359

Area Planning Service  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 0FJ

Tel: 020 8937 5210

Public Safety Team  
Fifth Floor  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 0FJ

Tel: 020 8937 5359

DAAT  
Public Health Directorate  
Wembley Centre for Health  
and Care  
116 Chaplin Road  
Wembley  
HA0 4UZ

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

From: [REDACTED]  
Sent: 03 May 2015 22:29  
To: BCSPU  
Subject: Late night nuisance from a premises

Ever since a shisha bar opened on Wembley Hill Road at Wembley triangle we have had constant issues with noise and parking every weekend. The shisha bar backs on to the bottom of my road ( Ecclestone Place) and the people that go there seem to get there no earlier than 11pm and park all up our road making a terrible noise and when it closes at 3.30am they make even more noise getting back into their cars. The shisha bar opened without a second thought of where the customers are going to park, it's not their concern.

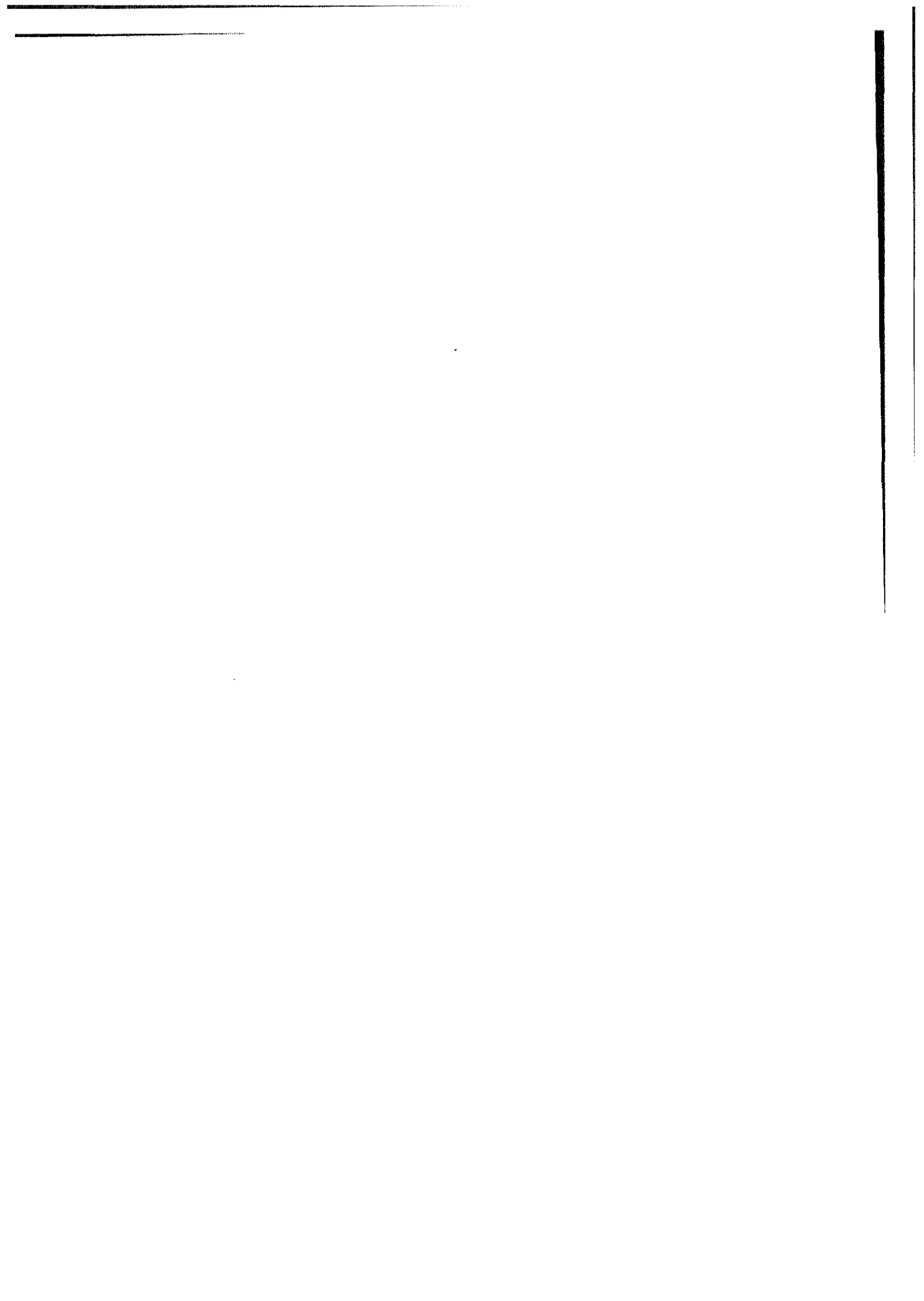
Ecclestone place is a small one way street so has very limited parking for even the people that live here let alone people just parking anywhere. Why I find reason to complain now is because on Saturday night (2nd May) a car parked up outside the garage that we rent, so I politely asked them to move as I knew my [REDACTED] would be home and [REDACTED] parks in the garage. I was then verbally abused by the male driver and the 8 women he was with. I do not expect this on my own doorstep at 12.30am. I asked them to move again and the women started hollering abuse and surrounded me. I threatened to call the police and they eventually got back into their car and sped off. I was really shaken up over this.

Every single weekend is the same, if it's not people making noise, they are littering. They double park at the bottom of the road so there is no way of getting out the bottom, you have to reverse to the top. I start work at 4am so I leave at 3.30am to come out of my house to groups of boys and girls hanging around in the street. This is very intimidating. Several times I've had to reverse back up because I can't get out the bottom. Something needs to be done about this. My neighbours are also being woken up and finding the noise a nuisance. Either they close earlier or the bar provide parking away from our street. I do not wish to be woken up and verbally abused again or the police will be called. The police most likely know about this place because they have been called on a few occasions for noise and general nuisance. Please can you email me back with something you may be able to do to resolve this problem.

Thank you

[REDACTED]  
Resident of Ecclestone Place, Wembley Ha98ab

>>> --



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

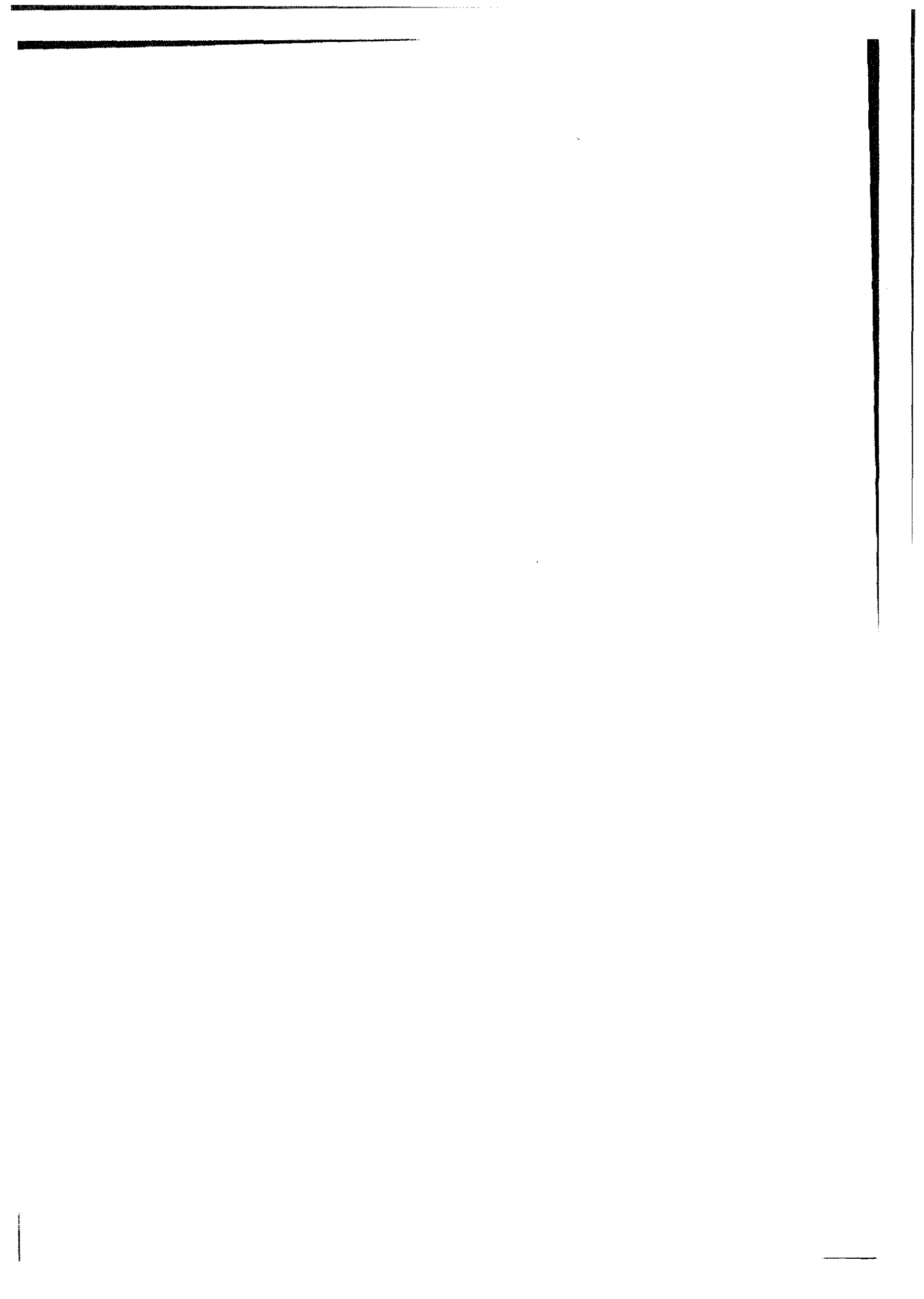
From: [REDACTED]  
Sent: 04 August 2015 17:32  
To: Wood, Martin  
Subject: Re: Late night nuisance from a premises - Shisha Bar Wembley Hill Road

>  
Hi Martin,

Previously we spoke about the shisha bar situated on Wembley Hill Road, which backs on to the end of my road. Since the last email, situations have got unbearable. The same problems occur Friday and Saturday now with a lot of disturbance. As soon as the bar closes at 3 o'clock the trouble starts. We get groups of people sitting in their cars drinking opposite our houses, they have no concept of noise as all you hear is screaming and shouting and no respect for us as they use our garages as a public toilet. Saturday and Sunday morning I have on a number of occasions gone out and picked up several gin bottles which they have thrown out, so for one they are clearly drinking then driving off and secondly they leave our street like a dump. We have come to the conclusion, myself and a couple of neighbours that the bar is used for more purposes than what it says on the door. The owner has been to speak to us after the last issues we had with them, after being very apologetic and promising things would change. It's actually got worse. She also mentioned that it was a non-alcoholic establishment which I am also 100% sure it is not. Unless shisha has that effect on people where they stumble up the road. After living here 40 years we have never had a place like this open. It's not really the type of street that they should be allowed to open somewhere like that as they have no parking facilities so they use our private garages to park, and I personally don't want to ask them to move as the last time I got a load of abuse. Please can someone check the property out because something needs to be done. It's not fair on us residents.

> Thank you very much

[REDACTED]



From: [REDACTED]

Sent: 19 September 2015 21:27

To: environmentalandprotection@brent.gov.uk

Cc: [REDACTED]; Butt, Councillor Muhammed; Stopp, Councillor Sam; Sheth, Councillor Krupa; [REDACTED]  
[REDACTED], Councillor Wilhelmina; [REDACTED]

Subject: Noise complaint on Ecclestone Place

Dear all,

I live on Ecclestone Place in Wembley and I have already emailed complaining about various things but I feel I need to email again as something needs to be done!

I was rudely awoken last night on numerous occasions from noisy people and their music from their cars! I asked them to keep the noise down as people on the street are trying to sleep, I got the following replies:

1. It's a Friday
2. Close your window
3. Come down here and say that to my face
4. A lot of back chat and them wanting a slanging match

Note: Think they had a few drinks and maybe some of them had taken something! I just hope the driver was sober!

This behaviour is unacceptable, I'm sure they wouldn't like that behaviour on their door step so why should we accept this behaviour. I have even thought about moving because of this! Something needs to be done about the Shisha bar as we have had nothing but trouble since it opened. I was woken up at midnight to 1am and then again from 3-4am. It's been a while since I have slept all the way through. Please don't fob me off with me having to ring the police etc or the fact you have no funds etc. If the police are busy when I call by the time they arrive to my road they would have gone.

We have families that live on our road with children also people who work shifts etc. I have actually come to stay with my dad this weekend just so I can get a good night's sleep!

Again I will say maybe the permit time should be extended on our road or make it 24 hours! If traffic wardens checked our road regularly and if a camera was put at the bottom of our road to catch the people driving up the wrong way you could have some money income that way!

Will look forward to hearing from you

[REDACTED]





From: [REDACTED]

Sent: 08 October 2015 17:01

To: Wood, Martin

Subject: Re: noise nuisance

Hi Martin,

It is disappointing. I thought that after recent visit of Brent officer, the Business will follow outlines for couple of weeks at least. They seem to have everything somewhere and they do whatever they want including ignoring the rights of others.

I don't know what time exactly the music become loud. I walk up suddenly and couldn't go back to sleep due to the sounds level. I called Brent, I believe around 1:30 am to report an issue with no luck - unable to log complain due to the back log and the amount of complaints received through the night. Therefore I sent email with all details to ENS Noise Team hoping to get a reply on the event.

Reference to my neighbours I hoped that someone else is also complaining about loud music but I'm not surprised they don't.

We experienced similar situation in past when moved to the flat. There was ongoing issue with lack of water at certain hours or no water at all in the taps on event days. Whenever reported to Three Valleys Water at that time we were always told that no one else complaint. It took about 2 years to sort this out till Customer Service Technician visited site and confirmed no pressure at the the main network.

I am fully aware that an application would have a greater resonance if someone else reported a problem but I cannot speak for my neighbours.

We really don't expect much. We just would like to keep music at the certain level so does not disrupt our rest.

I believe that we will find the way to solve this problem and the business will be keen to cooperate in this matter.

Regards,

[REDACTED]

On 6 Oct 2015, at 18:25, Wood, Martin <Martin.Wood@brent.gov.uk> wrote:

[REDACTED]

This is disappointing since my colleague set a noise level the week before.

Can you advise what time the music disturbed you? Also, I have to ask, do you know why none of your neighbours are making reports about loud music?

Please let me know.

Thanks

Martin

Martin Wood

Environmental Health Officer

Regeneration & Growth

Brent Council

020 8937 5561

[www.brent.gov.uk](http://www.brent.gov.uk)

From: [REDACTED]

Sent: 04 October 2015 01:53

To: ENS

Cc: Wood, Martin

Subject: Fwd: noise nuisance

Good Morning,

Could you please log my complaint for a noise nuisance and I would like someone to visit my flat to listen the music level.

Last Friday the level of the music that restaurant can play was set but unfortunately Sahrah Lounge keep music on high level today and we cannot sleep.

Thank you

Kind regards

[REDACTED]

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

From: [REDACTED]

Sent: 01 May 2016 20:01

To: Wood, Martin

Subject: Re: Late night nuisance from a premises - Shisha Bar Wembley Hill Road

Dear Martin,

Last August I emailed you about late night nuisance from a premises in Wembley. Since the email the premise got their licence taken away and we were told it had closed down. Since the new year it has re-opened to what seems like a local hang out. It's no longer a shisha bar but a place for young adults to hang about in. The premise doesn't even have a sign so god knows what it is. They are still hanging around in our street, opposite our houses causing noise and disturbance. They double park all along the end of Ecclestone Place and all along Wembley triangle, even on the traffic lights.

I start at 4am so I leave at 3am. This seems to be prime time for the trouble as every single week there are several police cars and also ambulances dealing with the incidences coming from that place. This Saturday ( 30/5/16) I could not get out of the end of the turning as cars were all parked in the street and ambulance and police there once again. That in itself is a joke as I'm sure they must realise the place is trouble and I'm pretty sure there are worse off people who need their services. A lady leaving for work on a Saturday morning should not feel intimidated and scared before I've left the house for what might meet me at the end. A couple of times grown boys have stood in front of my car and thought it was funny.

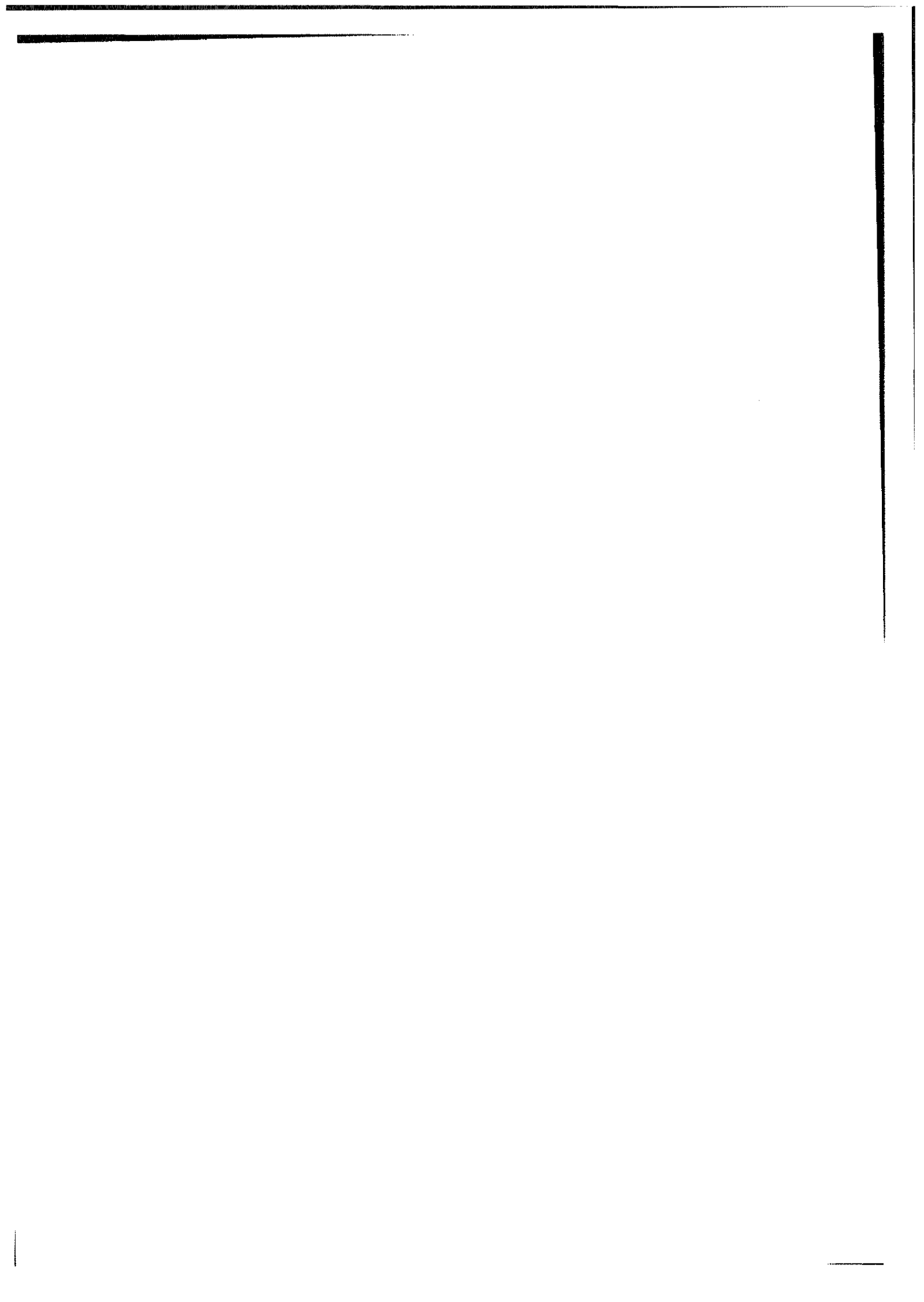
They still continue to use those small silver canisters of gas, whether they sniff it or inhale it I do not know, but we are left with the rubbish. They are all off their heads down there, falling all over the place. Yes, it may be a no alcohol premises but they do everything else which is far worse and pretty sad if you ask me!

Please get back to me.

[REDACTED]

Resident of Ecclestone Place

Sent from my iPad



---Original Message---

From: [REDACTED]

Sent: 10 May 2016 18:55

To: Wood, Martin

Subject: The shisha bar on Wembley triangle

>

>

Just wanted to draw your attention to the trouble we had at 3.30am on the 8th may They came from the bar down the road again, I asked them to move as they had their car stereo on really loud and they were doing them laughing gas balloons . I do not deserve this kind of abuse on my own doorstep they woke my two children up and my heavily pregnant sister. What annoys me most though is the fact my mum is scared to go outside to work at 3.30 every Sunday because she encounters trouble from there, Also what is the official name of this bar as I want to report it elsewhere . I know you have had complaints but you need to send somebody here between 3.30 and 4 Thank you [REDACTED] I have sent a video please let me know if you have it as I will sent it again I will sent the attachments separately

\_\_\_\_\_

\_\_\_\_\_

From: [REDACTED]

Sent: 29 June 2016 12:38

To: Barrett, Jennifer; martin.woods@brent.gov.uk; Pinnock, Jackie

Cc: Sheth, Councillor Krupa

Subject: Complaint - Ecclestone Place

Dear all,

I live at [REDACTED] and I love living here but recently not so much! Please read below and understand why and hopefully you will be able to help...

I have been woken up on the following dates/times:

1-13/04/16 - 12.24pm by a Veolia van

21-22/04/16 - 1.06am by a Veolia van

22/04/16 - 12pm by an Olympus truck

**29-30/05/16 - 4-4.30am by people visiting the Shisha bar down the road. They are heading home. Their cars are blaring loud music and shouting in the street. They are parking on road but also on the private parking outside the garages.**

31/05/16 - 12pm by a Veolia van

**3-4/06/16 - 3am again from people visiting the Shisha bar as above.**

4-5/06/16 - 1am a car driving up the wrong way with music blaring from car. It turns at the top of the road and then drives back down.

**3-3.30am - again from people visiting the Shisha bar as mentioned before.**

7.30am - a drunk man shouting in the street whilst he drinks he's beer! Nothing really can be done about this but I'm sure you get my point.

07/06/16 - 11.50pm by a Veolia van

10-11/06/16 - 11pm-1am people parking on street and visiting Stumpy's. Using my car as a bumper car when parking and leaving which is unacceptable. I'm sure he had a drink too. I also took a picture of his car just encase there is damage to my car. He didn't actually care that every time he reversed he hit my car! They were also urinating on the street by the garages.

21/06/16 - 11.2pm by a Veolia van

I do have pictures of the Veolia vans if you need them!

Also just to note that some of the residents on the street are staying with friends and family on a Saturday night just so they have a decent night's sleep. I have also done this in the past. This is unfair

and should not be happening at all. The behaviour we are experiencing is unacceptable and I'm sure they wouldn't like it if we did it on their road!

Event day issues:

28/05/16 - we have our bins located between [REDACTED] and we found humans remains that have been left there. This is unexceptional behaviour. I'm sure they wouldn't like it someone left that on their door step! Also people urinating by the bins.

I'm having a lot of trouble on event days with parking. We need more parking enforcement officers walking our street checking that everyone has permits etc. I wonder why I pay for a parking permit when it is so hard to park!

Car parking:

I pay for a permit to park on my own street as I've mentioned above and I'm finding it so hard, in general and on event days. Wardens need to walk the road more regularly as people think they can just park and no one really checks. We are in Wembley central and I feel our road is forgotten about unlike the other roads around the area. There is also a Wates van that parks on our road (Brent housing partnership) Reg EY16 OBP with an essential user permit in. Should this van be parking on our road? I also see it parked on Mostyn Avenue too.

When I do see a warden walking our road they never seem to be looking at the cars! Just seem like they cut through are road to get to the High Road.

On another point for health and safety reasons maybe you should look into installing a mirror on the corner where the garage is as people can't see around the corner when they are turning and that could cause a serious accident.

Please can you look into these issues as I don't know how much more I can take or the neighbours for that matter.

Kind regards,

[REDACTED]



**From:** [REDACTED]  
**Sent:** 10 July 2016 13:07  
**To:** [REDACTED]  
**Cc:** Pinnock, Jackie; Sheth, Councillor Krupa; Barrett, Jennifer; [REDACTED] Stopp, Councillor Sam; [REDACTED], Councillor Wilhelmina; [SNTQK-WembleyCentral@met.pnn.police.uk](mailto:SNTQK-WembleyCentral@met.pnn.police.uk); [REDACTED]; [martin.woods@brent.gov.uk](mailto:martin.woods@brent.gov.uk)  
**Subject:** Re: Ecclestone Place noise nuisance - High importance - Please read

Dear All,

It comes as no surprise that all the disruption and noise has started again in the lower part of the street now Ramadan has finished. I did warn the neighbours that respite would be short-lived. As most of you are aware my neighbours and I do not experience this kind of anti-social behaviour but this is purely down to the fact my [REDACTED] alert us immediately to any strangers in the vicinity and are very vocal and a huge deterrent from them parking and carrying on with their nonsense as they are so loud. The one thing we do suffer from, is that these people they creeping around the side of the house in the early hours to use it as a public toilet, which is evident most Sunday mornings, as long as I have had dogs I have never managed to teach any of them to wipe their backsides!!!! with tissue. 😊

[REDACTED]

[REDACTED]

On Saturday evening I did see the Police drive down the street several times but this was prior to midnight, and as you all appreciate they are very busy and under resourced, not only in Brent but across London.

The following is directed at Brent Council Officers and Local Councillors.

These issues are predominantly the responsibility of the Local Authority and should be addressed by the ASB, Licensing and Noise Abatement Teams which are supposed to operate outside of normal hours. The out of hours service is not fit for purpose as it is forwarded to a call centre located in Liverpool, whom having spoke to many times, inform me that they are unable to log the call or forward to the relevant persons as they are not working or unable to answer the phone as they are in another part of the borough. They do not work at night, and there are only 2 persons for the whole borough.

On many occasions I have contacted the Police on 101, who kindly log the call but do not have the resources to send out a team of Officers (and even if they did, it is quite likely that the issues would not be progress when they attend) and in reality are not the type of incidents that the Police are there to deal with.

I feel sure that if Brent Council were to operate a Zero Tolerance approach, Enforcement action was taken and Enforcement Officers despatched to patrol this area on a regular basis at weekends during the hours mentioned by [REDACTED], this problem would soon be eradicated and we could all go back to being able sleep peacefully. (*Revenue generated from fines should be ring-fenced to fund these officers*)

Stumpy's has now closed, so the persons perpetrating are the sole patrons of Sahrah's Shisha Lounge.

Regards

On Sun, Jul 10, 2016 at 9:51 AM, [REDACTED] wrote:

Hi all,

Following on from my previous 2 emails, I really can't take any more of the noise that we are experiencing on our road and the lack of sleep!

I went to bed at 10pm last night (9th July) and I was awake from 12pm-3am and again at 4-6am. Something needs to be done asap as myself and a few of the neighbours are actually thinking of moving because of this! We are so tired and have jobs to go to but we just can't function. The weekend should be something to look forward to but with the shisha bar open at the bottom of the road this is not happening.

I was awake because:

1. Quite a lot of cars coming and going, parking on the street and outside the garages, the patrons then walked down to the Shisha bar
2. They talk to each other so loudly even though they are right beside each other
3. Car engine running, 3 guys in car, they knocked at [REDACTED] but no answer. Guy made a phone call and they were given another address to attend!
4. When patrons leave to go home they don't leave quietly at all, car doors slamming, loud voices, reversing up the road to get onto the high road.
5. A group of 5/6 people (male and female) decided to have a party in the middle of the road and didn't leave until 6am. They were all drinking and were very drunk. I just hope the person driving wasn't drinking because two of them were falling around the place and dropping phones/wallets etc. I would have popped my head out of the window and ask if they could keep the noise down but because they had so much to drink I decided against it.

This behaviour is acceptable and this needs to be addresses now. I know you pass onto the relevant departments but this need to be sorted asap.

As i said above a few of us residents on the road are thinking of moving because we can't take any more of this, but why should we move. We have been living on this road longer then this problem has been here but it feels like it's been going on for ages. We had a break from this when everyone was fasting but now it's over the nightmare begins again.

I would also like to report the following:

I have noticed quite a lot of men going in and out of number [REDACTED] Ecclestone Place. I noticed this because the men have been parking on the road outside the garages which are private property and are across from my property! Most only stay around 10-25 minutes and then leave! Please can you look into this as there are families that live on this street and god forbid they knock on the wrong door!

Please please please can you help us with these issues.

Kind regards,

[REDACTED]

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

From: [REDACTED]  
Date: Tue, Aug 9, 2016 at 6:30 PM +0100  
Subject: Weekend disturbances  
To: "[martin.woods@brent.gov.uk](mailto:martin.woods@brent.gov.uk)" <[martin.woods@brent.gov.uk](mailto:martin.woods@brent.gov.uk)>  
Cc: [REDACTED]

Hi Martin,

I've just spoke to [REDACTED] and [REDACTED] has asked me to send you the picture I took from my mothers bedroom window a couple of weeks ago. This picture is just one of many we have of the revellers coming out from the Shisha bar at the end of the road and using our garage spaces to park their vehicle and indulge in these drugs.

We don't have any recent pictures as me and mother no longer stay here on a Friday and Saturday night due to these disturbances. We are hoping with some help from you we will be able to stay in our house again very soon on a weekend.

Many thanks

[REDACTED]

-picture is attached-

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From: [REDACTED]

Sent: 26 September 2016 20:04

To: Wood, Martin; Barrett, Jennifer; Pinnock, Jackie

Cc: Sheth, Councillor Krupa; Stopp, Councillor Sam; Mitchell Murray, Councillor Wilhelmina

Subject: Shisha Bar 5-7 Wembley Hill Road,

Hi Martin, Jennifer and Jackie

I would like an update as to what is happening with regard to the disturbances we experience every Friday and Saturday night on Ecclestone Place. They have just recently now started using the back door as an entrance. It has been fitted with some sort of coded device for entrance and exit, along with a security guard which is about as much use as a "chocolate fire guard". Whatever he is being paid is too much. Useless doesn't cover it.

We want answers not lip service.

Surely the volume of complaints that have been submitted by local residents over the past year should have merited some action?

Why has the licence not been revoked?

Why is it taking so long?

One does not have to be a genius or collate hours and hours of evidence to know that the owner is breaching their licence conditions every time they open the door. It was a stupid idea in the first instance to licence such an establishment, in this location. Or is it that we are just ordinary residents of a little street and Brent Council is full of nimbys who don't give a shit because it's not happening outside their house.

In "Building a better Brent" surely we should expect a more pro-active response than a re-active one, from Brent Council's elected members and officers.

It has now gone beyond a joke and certainly is not funny.

And whilst this is not your department, it's not unrelated.

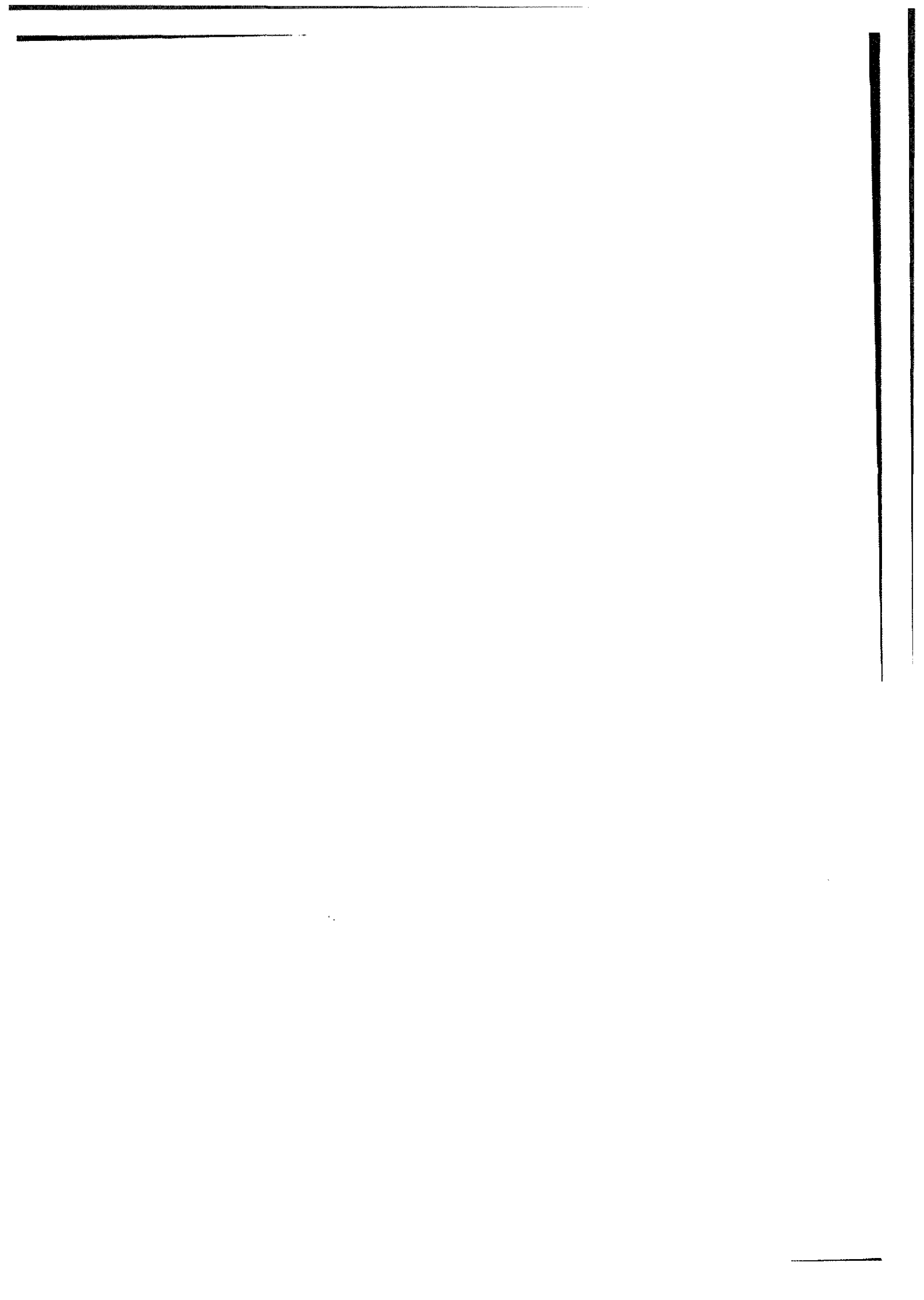
Why is Parking Enforcement or the Police not ticketing all the vehicles parked on double yellow lines from outside this bar all the way along Wembley Hill Road up to the Holiday Inn? Surely this is a win situation for the council in terms of getting in much needed revenue? Parking Enforcement seem to only ticket Residents of Ecclestone Place, parked on double yellows at 07.00 am in the morning, who unfortunately have permits but are unable to park on the street.

This is extremely unfair given the circumstances. Check your records I know of 3 personally who have permits that have been issued with tickets.

Rant over..... let's see some action!

Regards

[REDACTED]





From: [REDACTED]  
Sent: 30 September 2016 10:29  
To: Wood, Martin  
Subject: Ecclestone Place disturbances

To whom it may concern,

Unfortunately I find myself having to send another email to what seems like no avail. On Saturday night at 1am I dropped my sister home to Ecclestone place before heading to my partners house. As I came to the end of the road I was approached by two men who stood in front of my car and refused to move. I was alone in the car so didn't want to make a huge scene, I sat there for around 3 minutes flashing my lights until they decided they would move. As they walked to the side of my car they started bashing on the window and tried to open my door. These people were the revellers from the same 'nameless' shisha bar we have been contacting you about for over a year now.

As I went round the corner to where the mechanics is there was roughly 6-7 cars parked all along that bit of road, then right at the end of the road a further 10-15 cars parked all along the bridge to the left hand side. As I got to the end of the road there was a car reversing into the road as I was trying to come out, I wasn't prepared to reverse so I sat there hoping they would move. Obviously they didn't move, instead they decided they would sit in the middle of the road and not let me pass. I was then confronted by roughly 6-7 males who was shouting at me telling me I need to reverse the car, I also had females bashing on my bonnet and calling me names. As a young female at 1am in the morning I felt extremely threatened, although I was in my vehicle and knew I was safe I still couldn't help but think they were going to smash my windows or stand in front of my car and refuse to let me move. In the end I had to turn right and go 5 minutes out of my way to reach my destination.

Now please tell me if you think this is acceptable, I was driving on my road and do not accept this anywhere I am, let alone where I live. These people are under the influence of 'laughing gas' as you are also aware so shouldn't even be driving as they can't even stand up straight. These scenes are still going on all through the night, my mother leaves for work at 3am and she is confronted with these awful people every single weekend. She has now resorted to leaving the house every Saturday night and staying at my sisters house in Watford just so she can get a decent nice sleep and not have to worry about what she will be faced with when she does leave for work on a Sunday morning.

Something needs to be done about this, the shisha bar put up a sign in the window telling their customers not to park in Ecclestone place which is great, but they have just moved there street party to the bottom of the road and threaten anyone trying to drive down there. These people are vile creatures and until something gets sorted I will continue to email you on a weekly basis. I'm sure you don't want to hear from me every week and I definitely do not want to sit here once a week writing a email to you all. Also could I please have a response from you as I haven't got one from the last emails I've sent.

I look forward to hearing from you.

Many thanks  
[REDACTED]

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

From: [REDACTED]

Sent: 29 October 2016 21:11

To: Pinnock, Jackie

Subject: Late night nuisance

Good evening.

Yet another Friday night with no sleep. It's really becoming ridiculous.

The local hangout club for Somalians on Wembley hill road is still up and running and in full swing at 3-5am on Friday and Saturday nights. This morning (Saturday 29th October) I was greeted by a group of boys literally sitting on my doorstep as I left for work at 3.30am. They do not move when you ask them to and stare blankly back at you because they are so high off these silver canisters they so sadly inhale. Some of them can barely stand so I don't understand how getting into their cars and driving off is allowed as driving under the influence of drink and drugs is not! I am [REDACTED] year old women and should not be met by these vile creatures when I'm just trying to get to work. I long for the day one of them drives into the brick wall at the bottom of the road, that would serve them right and something might actually be done. I came home to such a mess outside my house, bottles, canisters and cigarette packets so they do not even have the manners to clean up this rubbish.

I will continue to email until this place is closed and I can leave for work in peace and not worry about who is outside. It's gone on far too long and all we hear is your working on it. Your not, because in May we got told this and it's now October. We had an email from Brent saying they were cracking down on illegal shisha bars. This one clearly is getting missed because it's not even a shisha bar, it doesn't even have a sign. Maybe someone should also have a word with the newsagents next door because they seem to get their supplies from there!

I'll be waiting to hear back from you.

[REDACTED]  
Sent from my iPad

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On Sun, 30 Oct, 2016 at 22:02, [REDACTED]

[REDACTED] wrote:

Hello all,

I hope this email finds you well.

Im sorry to say I have yet another complaint regarding the patrons from the Shisha bar at the bottom of the road.

I was awoken yet again.....

Friday 28th Oct - 2.15am-4am

I woke up at 2.15am by two lots of people in two cars. I have attached a photo of one car who was parked outside my house. The other car decided to park outside of the private garages! The 4 guys that belonged to these cars were very noisy hence they woke me. The reason I have attached the photo of car reg LD62 SSV is he was selling something that was in his boot. The two guys from the other car gave him money and he gave them 5 white boxes they looked like the size of the box you get a new mobile (I'm sure they were not mobiles!). Not sure what was in it but once he had given the guys these boxes they got into their car and drove off. He however shut his boot and went back down to the Shisha bar. I then heard more people walking up the road and getting in their cars and going at 3.30am. The guy that was parked outside my house went about 3.50am and im sure sold more boxes of whatever to others leaving. He had quite a lot of these boxes in his boot. Outside my front door/near where are bins are kept were these small silver bottles when I left my house this morning. Im sure you know what I mean as we have complained about them using these on our road before and leave them lying around without even disposing of them. This maybe what is in the boxes he was selling. I can't say for sure as they didn't open them. Not sure if they are legal or not.

Saturday 29th Oct - 12.30-3am

Basically in a nutshell I was awake from 12.30am until 3am by patrons arriving and leaving the Shisha bar. Why do they think its ok to be so loud. Cars with loud music etc. They shout at each other when talking to each other and they are right beside each other! Also I noticed a lot of litter on the road today too. Why can't people put litter in the bin?

Please make this stop, I've had the worst weekend for sleep. I'm exhausted :(

I really wish this Shisha bar could be closed down so we can get our road back to normal as well as Wembley Hill Road. It looks manic down there on a Friday and Saturday from all their cars parked on the double yellow lines.

I know the Shisha bar is under investigation but is there any way you could speed this process up?

Will look forward to your reply.

Kind regards,

■

From: [REDACTED]

Sent: 31 October 2016 20:37

To: Pinnock, Jackie; Sheth, Councillor Krupa; Wood, Martin; Whyte, Chris; Barrett, Jennifer

Subject: Litter - Ecclestone Place

Hi,

It's me again !!

I was getting into my car this morning and noticed all these silver bottles on the road. See photos attached.

Why can't people just throw their rubbish in a bin? why do they seem to be doing these things on our road?

Our road is only a small one and we need to keep it as tidy as we can. We had an event day yesterday and there was litter on the street from that too. I get there might be litter on our road from that but not litter with regards to these silver bottles. There are young children that live on this street and god forbid that anything happens to them if they pick these up!

Just wanted to make you aware of this and hopefully you will be able to look into this to.

Kind regards,

[REDACTED]

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\_\_\_\_\_



**From:** [REDACTED]

**Sent:** 31 October 2016 20:37

**To:** Pinnock, Jackie; Sheth, Councillor Krupa; Wood, Martin; Whyte, Chris; Barrett, Jennifer

**Subject:** Litter - Ecclestone Place

Hi,

It's me again !!

I was getting into my car this morning and noticed all these silver bottles on the road. See photos attached.

Why can't people just throw their rubbish in a bin? why do they seem to be doing these things on our road?

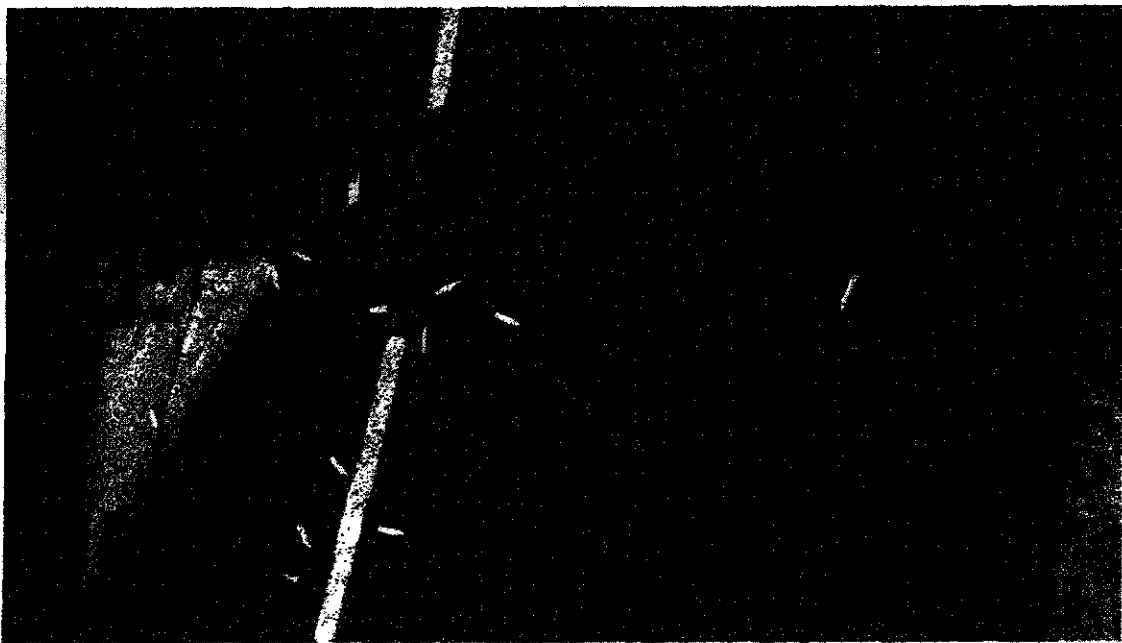
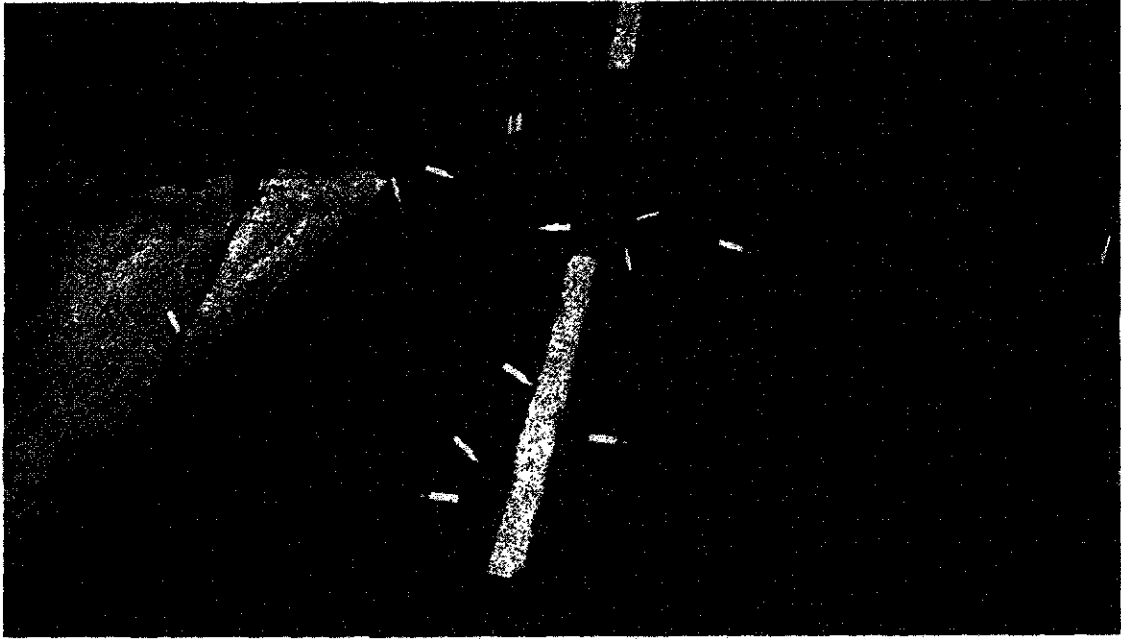
Our road is only a small one and we need to keep it as tidy as we can. We had an event day yesterday and there was litter on the street from that too. I get there might be litter on our road from that but not litter with regards to these silver bottles. There are young children that live on this street and god forbid that anything happens to them if they pick these up!

Just wanted to make you aware of this and hopefully you will be able to look into this to.

Kind regards,

[REDACTED]





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

From: [REDACTED]

Date: 5 Nov 2016 18:03

Subject: Anti social and noise issue

To: <[Cllr.krupa.sheth@brent.gov.uk](mailto:Cllr.krupa.sheth@brent.gov.uk)>

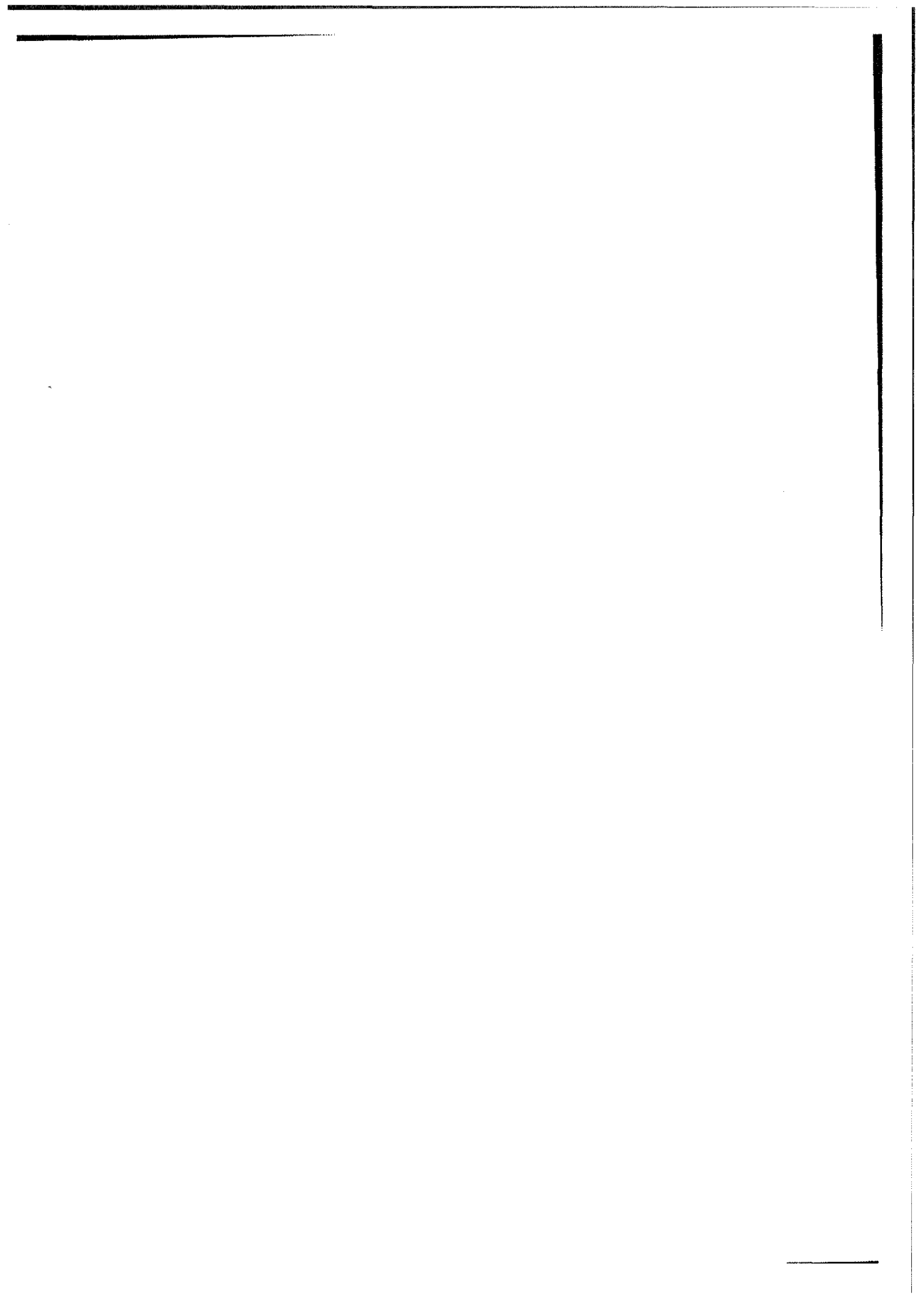
Cc:

Hello I have emailed you a few times over the past few months about a big issue we have on Ecclestone place about the customer of the shisha club based on Wembley hill road I am very frustrated as this seems to be going and on this problem has been going on for over a year why is it taking so long for Brent council to look into it. Every weekend there is issue with people hanging around drunk or high shouting playing loud music in their cars and double parking, the club opens until 4am example last night Friday group of people screaming and arguing outside my house I am very tempted to speak to these people but why should i put myself at risk if i called the police I would be calling every weekend this a noise issue we have never had this problem until this club opened and i am sure my neighbours will tell you the same I don't know what is happening because no one is responding to my email my be I am talking to myself this place is attracting very unreasonable people who have no consideration for others as I have said before we have no cctv in this road so nothing can be seen I really hope you can help with this issue.

Thank you

[REDACTED]

[REDACTED]



**From:** [REDACTED]

**Sent:** 07 November 2016 20:41

**To:** Wood, Martin; Barrett, Jennifer; Pinnock, Jackie; Whyte, Chris; Sheth, Councillor Krupa

**Subject:** Noise - Ecclestone Place

Hi,

Just wanted to email you so you have this email to use against the Shisha bar.

I was woken up on Friday into Saturday at 1.30am and again at 3.30am. I heard when this girl arrived on the road and heard her all the way down until she reached the bar as she was shouting all the way there. When she left I heard her get in her car and leave. She was so loud!

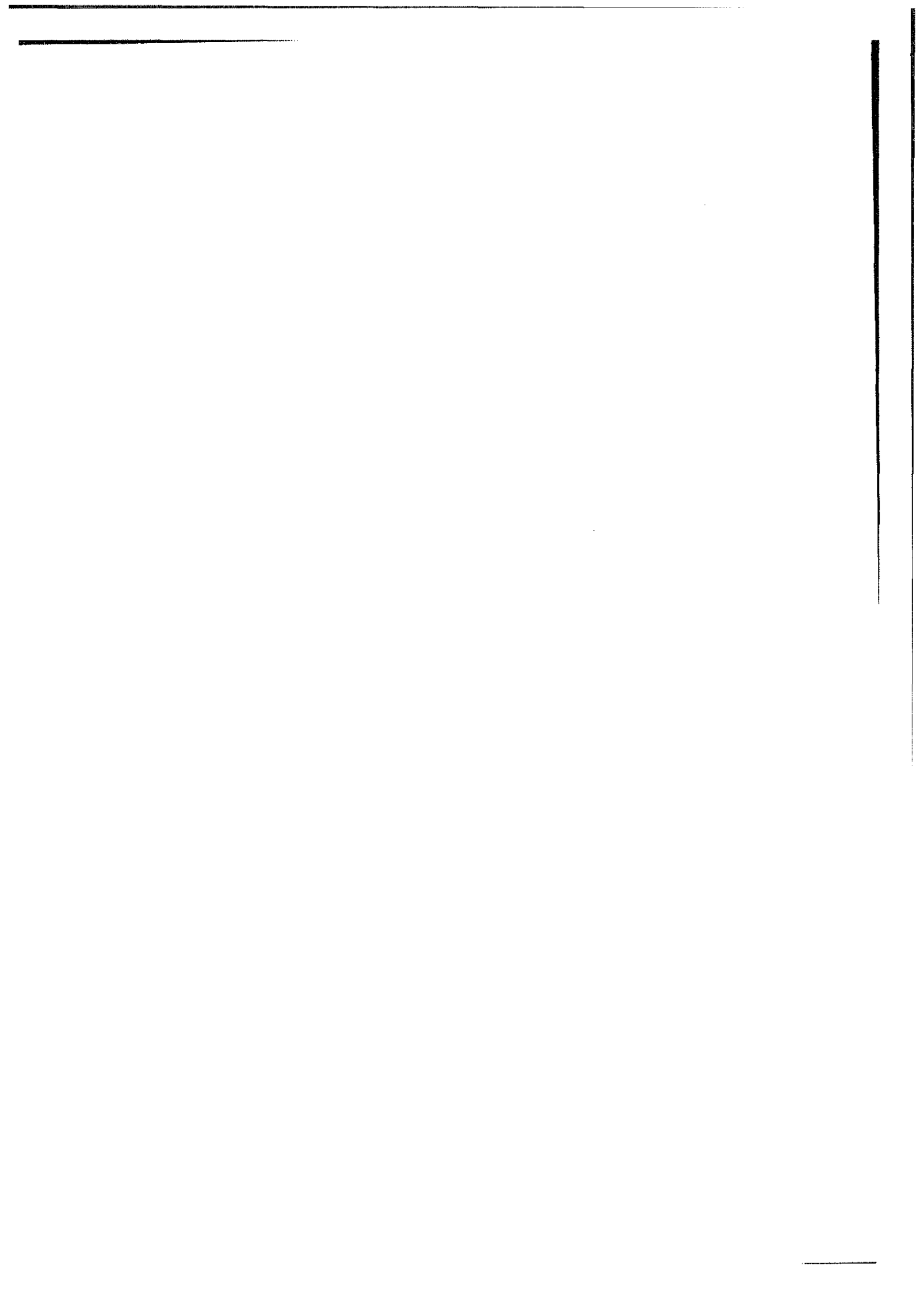
I stayed at my dad's house on Saturday night as I needed a decent nights sleep!

I will give you as much evidence I can so this bar is eventually closed, but cutting their hours is a good start.

Thanks,

[REDACTED]

Sent from Yahoo Mail on Android



**01/03/2016 21:19:00**

**NUIS - Nuisance-on notification**

01/03/2016 20:31:37

Caller: [REDACTED]  
Company: SAHRAH LOUNGE LTD  
Address: 5-7 WEMBLEY HILL ROAD HA9 8AF

ADDRESS OF NOISE/NUISANCE: THE MAIN PROPERTY BELOW, SAHRAH LOUNGE  
HA9 8AF

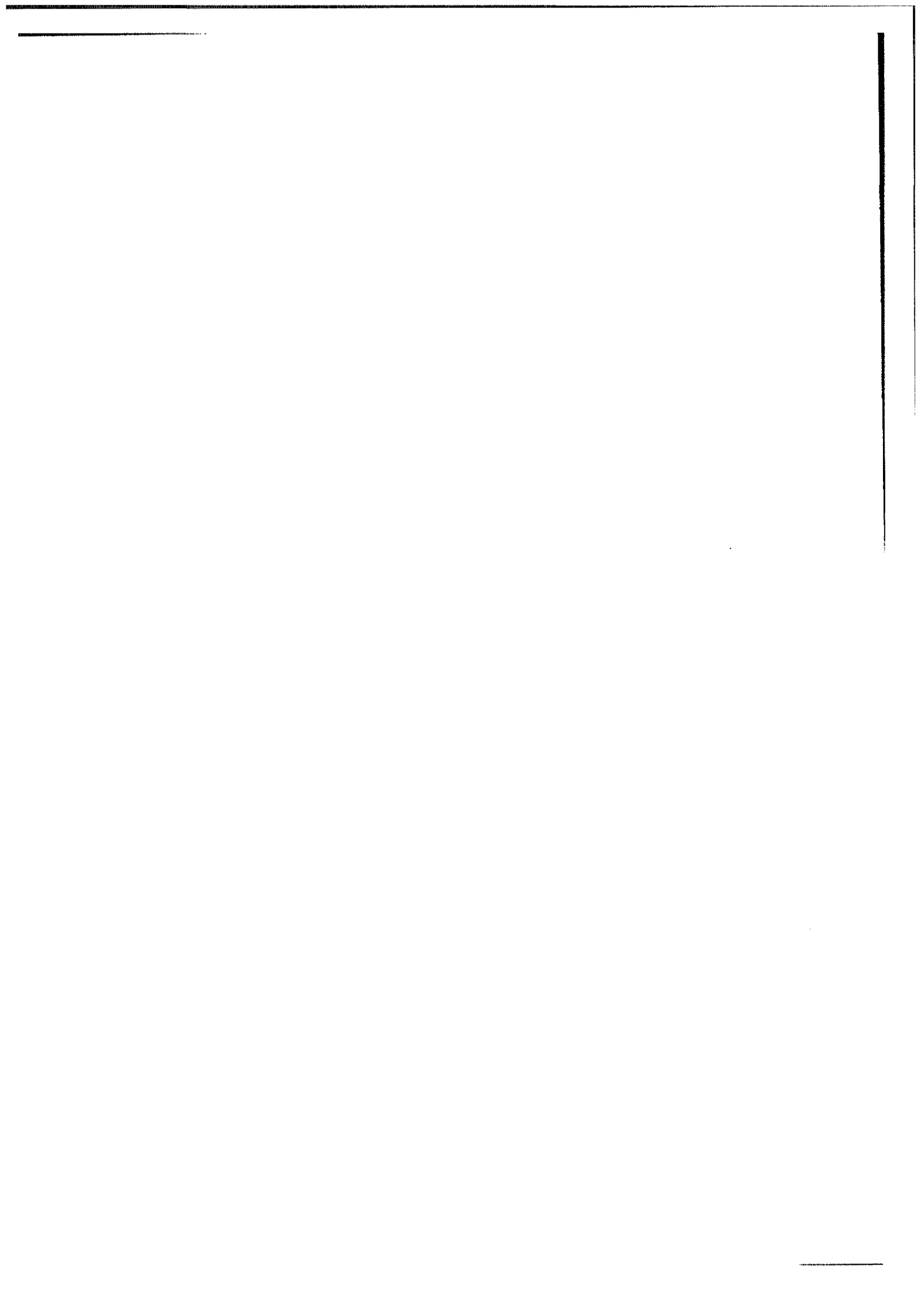
HAS THIS BEEN PREVIOUSLY REPORTED? NO

LATEST TIME TO BE CALLED BACK: 8PM

EVENING TEL NO: [REDACTED]

ACTION - TAKEN - Date Time: 01/03/2016 20:16:18

Comments: CALLER IS FROM [REDACTED], WHICH IS ABOVE THE SAHRAH LOUNGE. HE ONLY MOVED THERE A FEW WEEKS AGO AND HAS A YOUNG CHILD. THERE IS A LOT OF LOUD NOISE COMING FROM THE SAHRAH LOUNGE OF AN EVENING, ESPECIALLY AT WEEKENDS AND HE IS HAVING TROUBLE SLEEPING BECAUSE OF IT. HE ALSO SAID THAT THEY ARE SMOKING 'SHISHA' PIPES IN THE SAHRAH LOUNGE AND THAT QUITE A LOT OF FUMES AND SMOKE ARE COMING UP THROUGH THE FLOOR OF HIS PROPERTY. HE HAS NOT REPORTED THE PROBLEM BEFORE BUT IS AWARE THAT HIS NEIGHBOURS HAVE REPORTED SIMILAR PROBLEMS IN THE PAST AND THE POLICE HAVE BEEN INVOLVED.





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**16/09/2016 19:27:00**

**NUIS - Nuisance-on notification**

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16/09/2016 18:30:00

Caller: [REDACTED] Tel Number: [REDACTED]

Company: N/A

Address: [REDACTED]  
[REDACTED]

TYPE OF NOISE/NUISANCE? NOISE ISSUE

ADDRESS OF NOISE/NUISANCE: 5 - 7 SAHARA LOUNGE WEMBLEY HILL ROAD

POSTCODE OF NOISE/NUISANCE: GIVEN

HAS THIS BEEN PREVIOUSLY REPORTED? YES

LATEST TIME TO BE CALLED BACK: 11 PM

ACTION - TAKEN - Date Time: 16/09/2016 18:23:42

Comments: SHISHA SHOP HAVE OPENED ILLEGALLY AND THERE IS A LOT OF NOISE AND LOUD MUSIC THROUGH THE NIGHT. IT IS AFFECTED HIS SLEEP. STRONG ODOURS OF SHISHA ALSO

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**19/09/2016      A - Correspondence received**

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Action officer: Lorna Alder

Result of action: **No Result Entered**

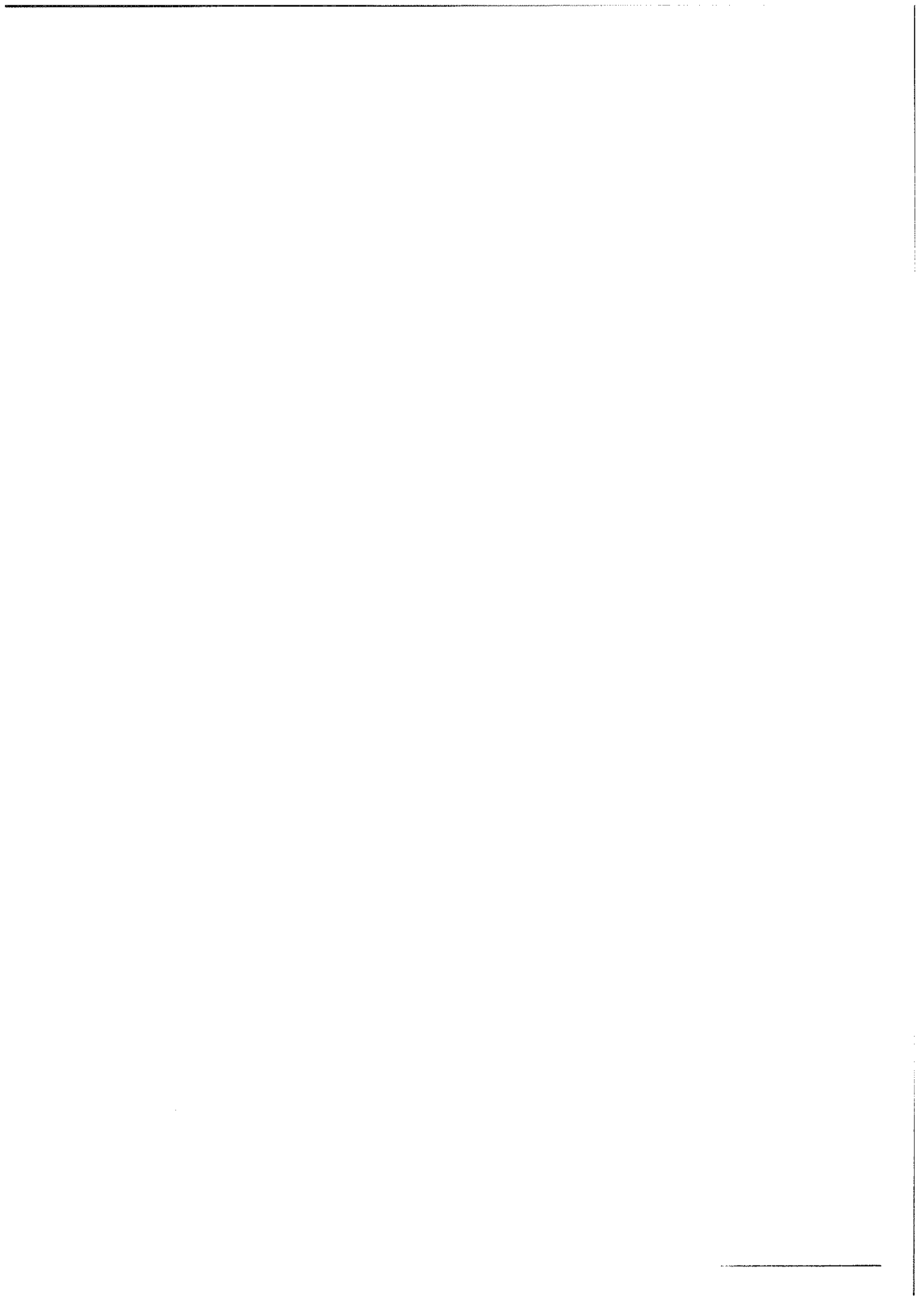
Action completed: **19/09/2016**

**Action details:**

**Please give the address of location of the noise nuisance.:** 7 Wembley Hill Rd, Wembley, HA9 8AF

**Please state the nature of the nuisance (e.g. music, barking dog, etc):** Shouting and screaming. Unnecessary hooting from cars.

**Any further details:** Every Saturday and Sunday morning between 2 and 5 people can be heard shouting and screaming. It seems there is a night club at the given address and these people that are making the noise have come from the club. They seem to loiter my side of the bridge on Wembley Hill Rd. Loud music can be heard from their cars and they seem to be using their hooters unnecessarily.



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**24/07/2015**

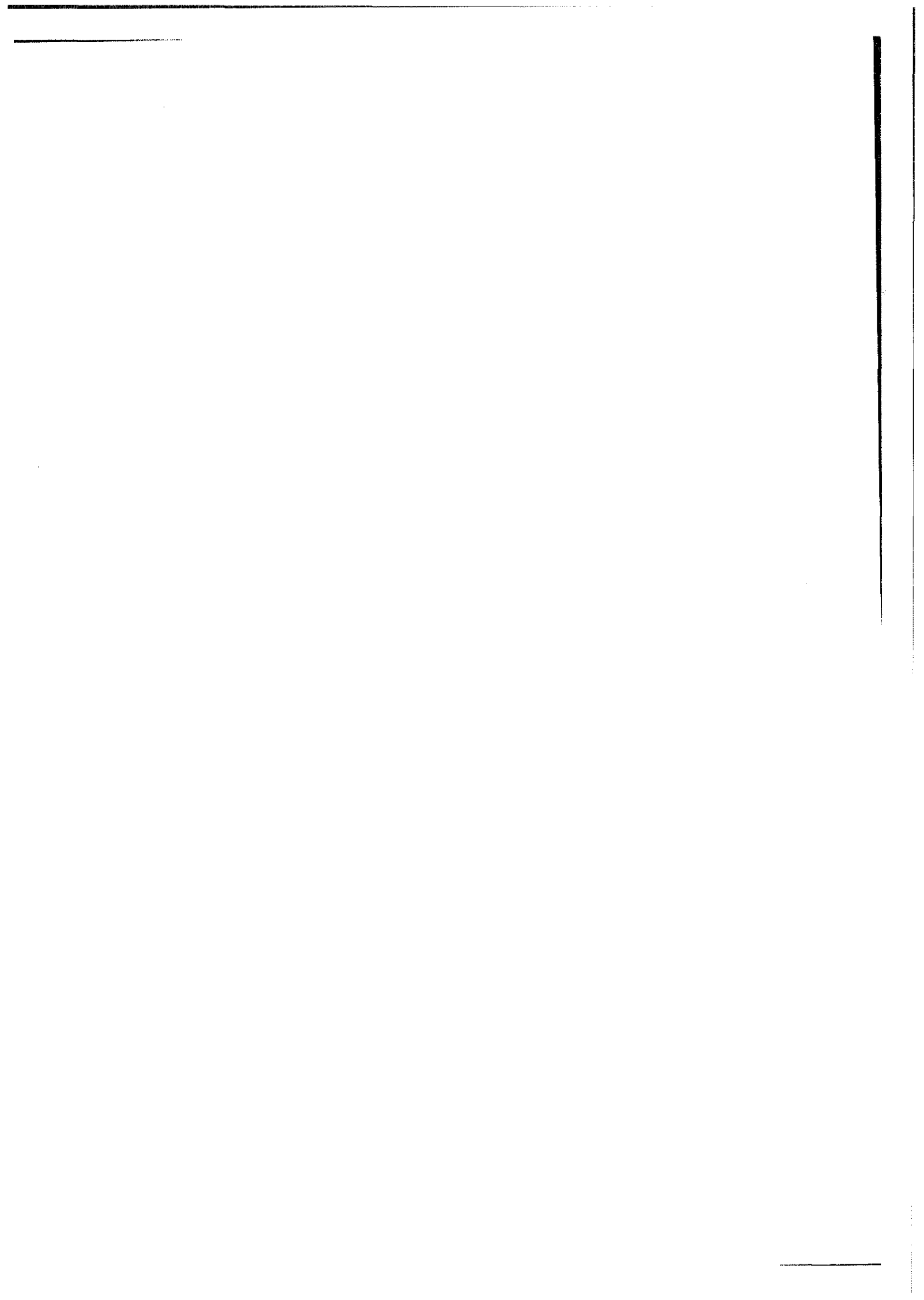
**A - Correspondence received**

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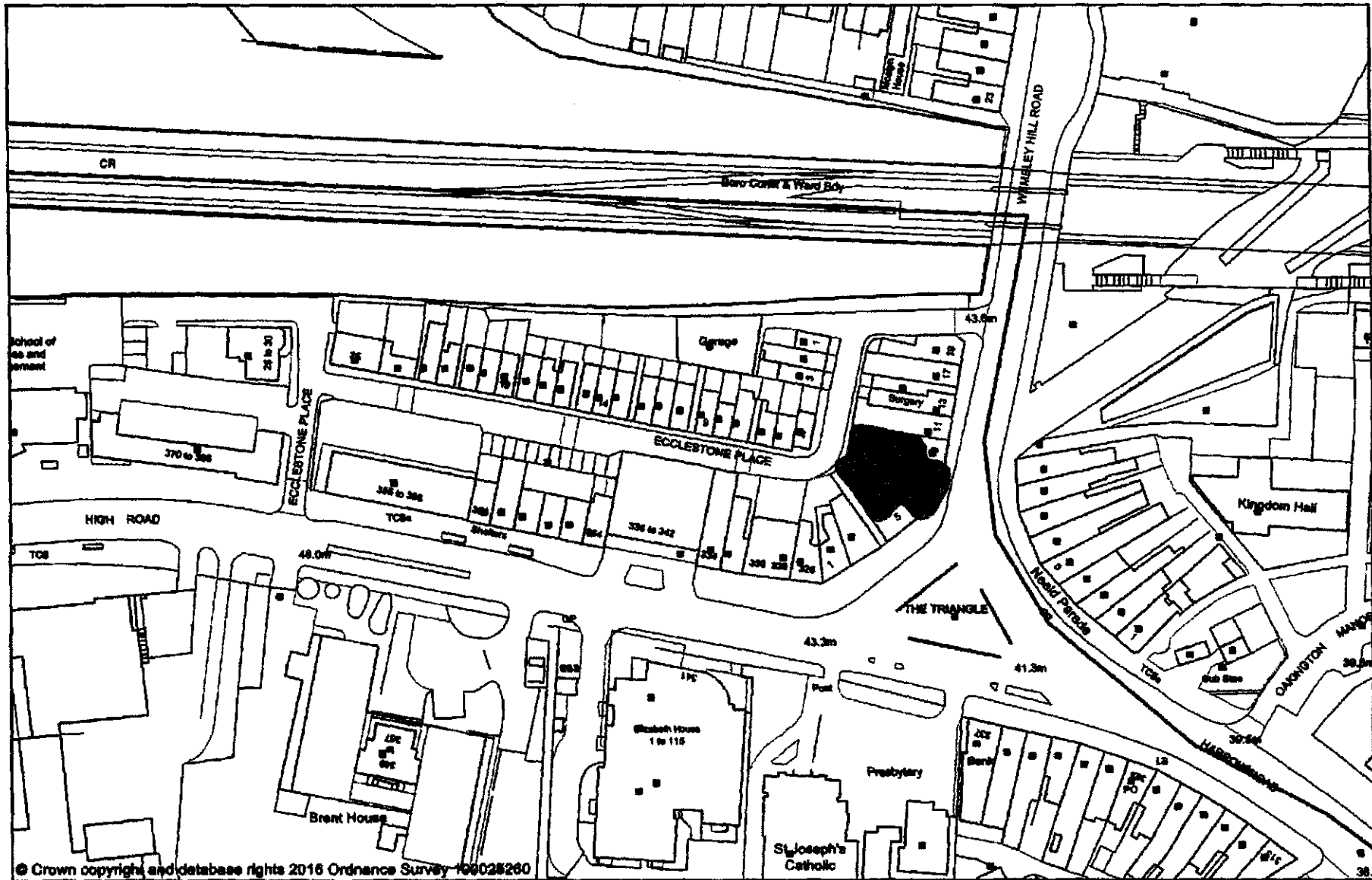
**From:** Mortimer Nick - QK

In addition I have received the below email, attention requested to the venue by Night Duty please. This refers to Sahrah Lounge, Wembley Triangle on the left as you turn from High Rd towards Wembley Park

Recently, I experienced a crowd of people making noises late in the night and mornings. A crowd of people goes in and out of the above mentioned Shisha Bar. The way people shout sounds like a group fight and the noise affects me a lot as they woke me up number of times for the last few weekends. People come in front of the closed shops and drink and smoke drugs and I found out that the business is the biggest Shisha and Music centre in our area. I went there yesterday and collected above mentioned flyers including a big event that is going to happen this Friday and Saturday nights and until late in the mornings (Please check the flyers for your information) and as an evidence that not smoking is happening but club music is the reason why people come there. I wish the local Authority including the police to check this business and help the neighbourhood safe as from this weekend. Thanks



Sahrah Lounge - local map



1:1250

10  
November  
2016

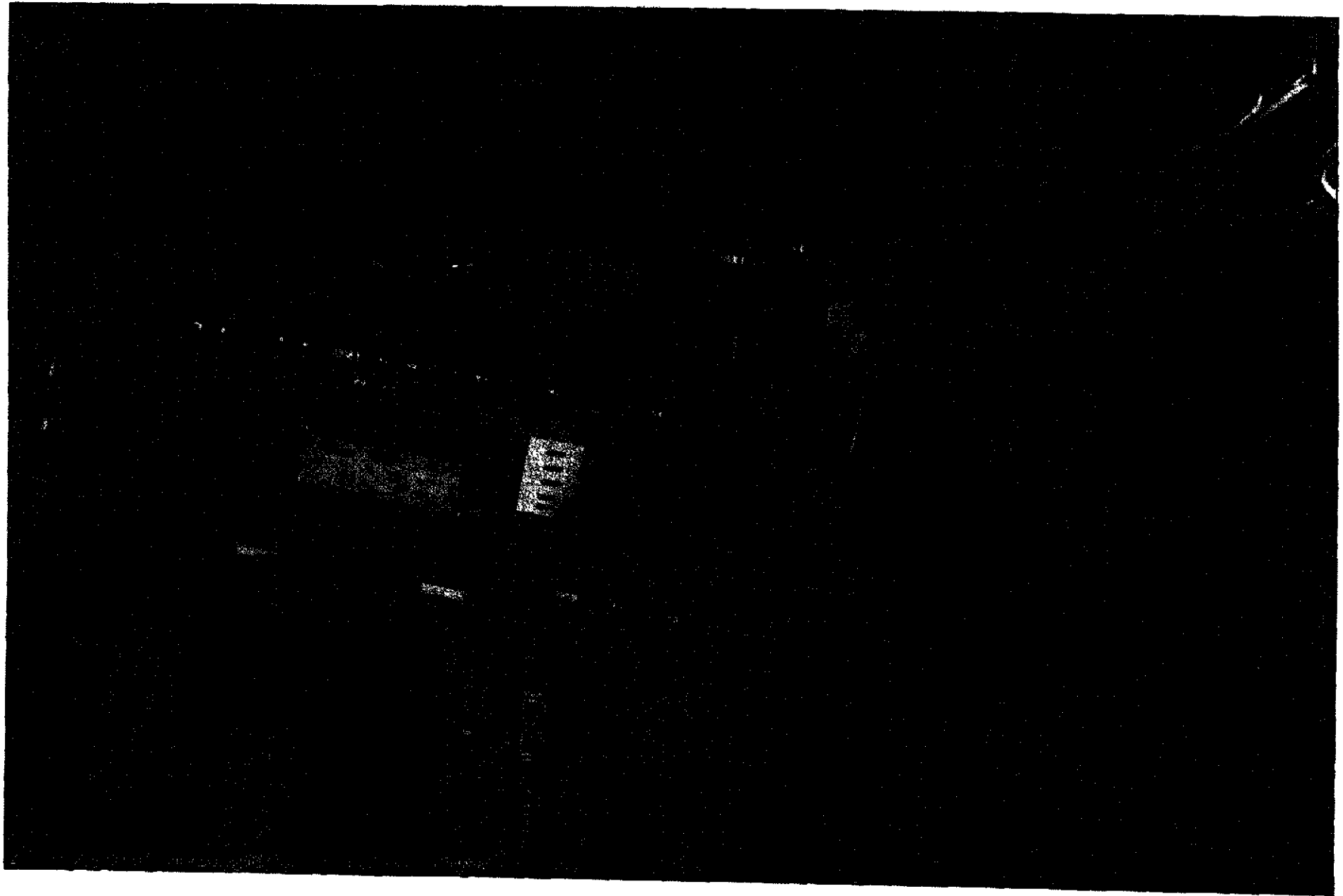
0 0.025 0.05 kilometres







# Sahrah Lounge (Shisha Lounge & Restaurant)



16 November  
2016

1:1000

0 10 20 metres



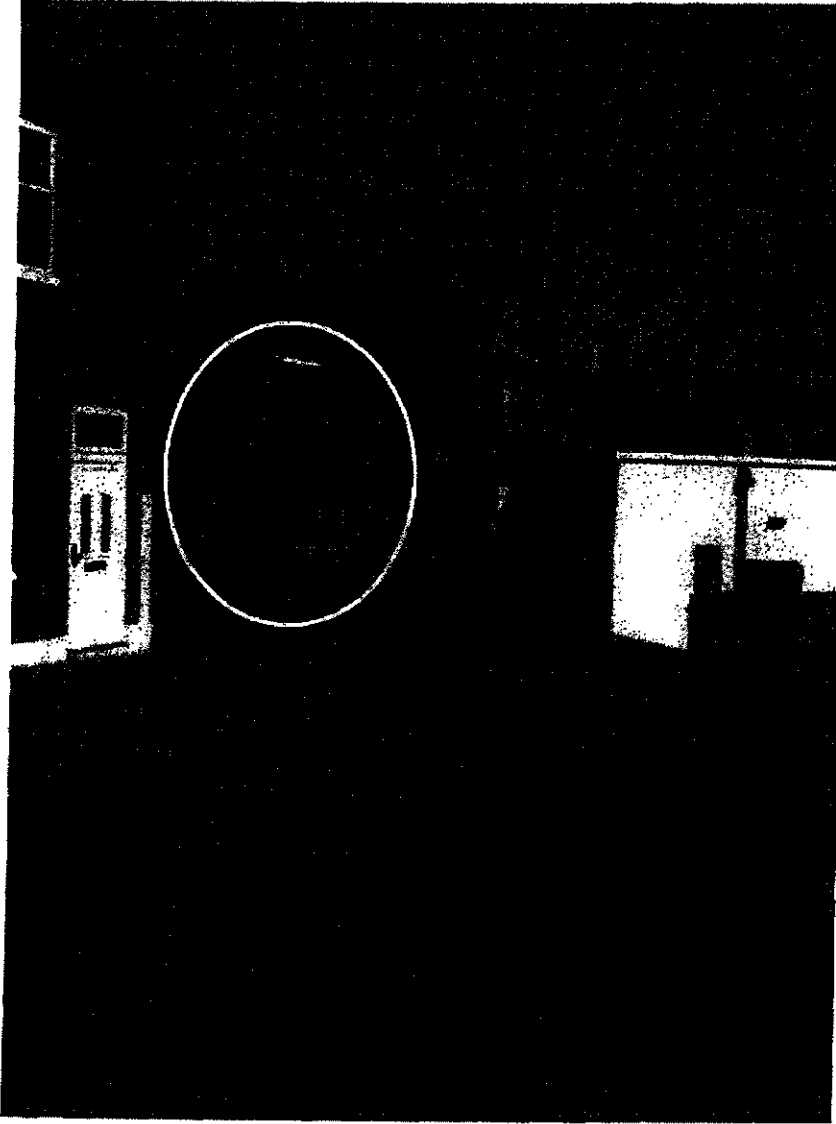
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**Sahrah Lounge, 5-7 Wembley Hill Road, Wembley, HA9 8AF**



**Image 1. View of rear of premises from Ecclestone Place**



**Image 2. View of front of premises from Wembley Hill Road**