



## Alcohol and Entertainment Licensing Sub-Committee

**Tuesday 5 July 2022 at 10.00 am**

Conference Hall, 3rd Floor, Brent Civic Centre

Please note this will be held as an in person meeting

**The meeting will be open for the press and public to attend or alternatively can be followed via the live webcast. The link to follow proceedings via the live webcast is available [HERE](#)**

### Membership:

#### Members

Councillors:

Ahmed (Chair)  
Collymore  
Georgiou

#### Substitute Members

Councillors:

Bajwa, Chohan, Chappell, Ethapemi, Long, Mahmood,  
Rubin

**For further information contact:** Devbai Bhanji, Governance Assistant  
Tel: 020 8937 6841; Email: [devbai.bhanji@brent.gov.uk](mailto:devbai.bhanji@brent.gov.uk)

For electronic copies of minutes, reports and agendas, and to be alerted when the minutes of this meeting have been published visit:  
**[www.brent.gov.uk/committees](http://www.brent.gov.uk/committees)**

### **Notes for Members - Declarations of Interest:**

If a Member is aware they have a Disclosable Pecuniary Interest\* in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent and must leave the room without participating in discussion of the item.

If a Member is aware they have a Personal Interest\*\* in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent.

If the Personal Interest is also significant enough to affect your judgement of a public interest and either it affects a financial position or relates to a regulatory matter then after disclosing the interest to the meeting the Member must leave the room without participating in discussion of the item, except that they may first make representations, answer questions or give evidence relating to the matter, provided that the public are allowed to attend the meeting for those purposes.

### **\*Disclosable Pecuniary Interests:**

- (a) **Employment, etc.** - Any employment, office, trade, profession or vocation carried on for profit gain.
- (b) **Sponsorship** - Any payment or other financial benefit in respect of expenses in carrying out duties as a member, or of election; including from a trade union.
- (c) **Contracts** - Any current contract for goods, services or works, between the Councillors or their partner (or a body in which one has a beneficial interest) and the council.
- (d) **Land** - Any beneficial interest in land which is within the council's area.
- (e) **Licences**- Any licence to occupy land in the council's area for a month or longer.
- (f) **Corporate tenancies** - Any tenancy between the council and a body in which the Councillor or their partner have a beneficial interest.
- (g) **Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

### **\*\*Personal Interests:**

The business relates to or affects:

- (a) Anybody of which you are a member or in a position of general control or management, and:
  - To which you are appointed by the council;
  - which exercises functions of a public nature;
  - which is directed is to charitable purposes;
  - whose principal purposes include the influence of public opinion or policy (including a political party or trade union).
- (b) The interests a of a person from whom you have received gifts or hospitality of at least £50 as a member in the municipal year;

or

A decision in relation to that business might reasonably be regarded as affecting the well-being or financial position of:

- You yourself;
- a member of your family or your friend or any person with whom you have a close association or any person or body who is the subject of a registrable personal interest.

# Agenda

Introductions, if appropriate.

**Item** **Page**

**1 Apologies for absence and clarification of alternate members**

**2 Declarations of Interests**

Members are invited to declare at this stage of the meeting, the nature and existence of any relevant disclosable pecuniary or personal interests in the items on this agenda and to specify the item(s) to which they relate.

**3 Application for the Review a Premises Licence by Martin Wood - Principal Nuisance Control Officer for the premises known as The Aura, 763-765 Harrow Road, Wembley, HA0 2LW, pursuant to the provisions of the Licensing Act 2003** 1 - 110

**Date of the next meeting:**



- Please remember to **SWITCH OFF** your mobile phone during the meeting.
- The meeting room is accessible by lift and seats will be provided for members of the public.

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## LICENSING ACT 2003

### Application for the Review a Premises Licence

Name of Applicant:	Martin Wood - Principal Nuisance Control Officer
Name & Address of Premises:	The Aura, 763-765 Harrow Road, Wembley, HA0 2LW
Applicants Agent:	Joshua Simons

#### 1. Application

The application is for the review of a premises licence held by KN Bros Ltd. The premises are known as The Aura, 763-765 Harrow Road, Wembley, HA0 2LW.

#### 2. Grounds for Review

The grounds for review is the Prevention of Public Nuisance.

The premises has failed and is continuing to fail in its duty to prevent public nuisance when providing regulated entertainment especially at noise sensitive times.

#### 3. Relevant Representations

Representations have been received from the Nuisance Control Team, Licensing Enforcement Officers, the Police, and a Ward Councillor.

#### 4. Background

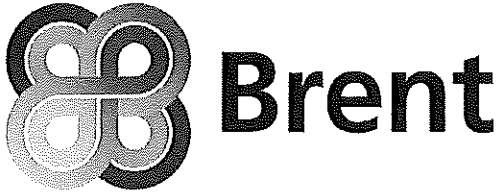
These premises are currently licensed for regulated entertainment, late night refreshment and the sale of alcohol from 11am to 2am Sunday to Thursday and 3am Friday & Saturday. The premises can remain open until 2.30am Sunday to Thursday and 3.30am Friday and Saturday.

The Designated Premises Supervisor is Mr Douglas Nunes.

#### 5. Associated Papers

- A. Review Application
- B. Police Representation
- C. Licensing Rep
- D. Councillor Rep
- E. OS Map

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## 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

Name and postal address of premises or, if none, ordnance survey map reference or description	
The Aura, 763-765 Harrow Rd, Wembley, London	
Post Town <b>Wembley</b>	Post Code (if known) , <b>HA0 2LW</b>
Name of premises licence holder or club holding club premises certificate (if known)	
<b>KN Bros Limited</b>	
Number of premises licence or club premises certificate (if known)	
<b>164845</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) **Y**
- 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**

Name and address Martin Wood (Principal Nuisance Control Officer) Brent Council (Nuisance Control Team) Brent Civic Centre Engineers Way Wembley London HA9 0FJ
Telephone number (if any) [REDACTED]
E-mail address (optional) [REDACTED]

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

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

Nuisance Control Team (NCT) believe the Licence Holder KN Bros Limited and current business owner has failed and is continuing to fail in the duty to prevent public nuisance when providing regulated entertainment – especially at noise sensitive times – whilst operating within the terms of the Premises Licence. A copy of the Premises Licence is provided in **Exhibit NCT/01**. The premises is presently licensed to open seven days a week from 11:00hrs, with terminal hours at 02:30hrs Monday to Friday and 03:30hrs Saturday and Sunday. The premises is licenced for recorded music and live music until 02:00hrs Monday to Friday and until 3:00hrs Saturday and Sunday. There are three specific music noise-controlling conditions on the premises licence:

**Condition 13.** The playing of live or recorded music shall not be permitted in any garden or external area.

**Condition 16.** All doors and windows shall remain closed during any licensable activity and where a door is used for patrons to enter or leave the premises the door shall be lobbied and fitted with a self-closing device.

**Condition 17.** The level of music shall be arranged so as not to cause a nuisance to local residents.

The premises comprises an unused Lounge Area to the front of the premises, with a Club Area and DJ booth to the rear of the premises, and an adjoining Garden Area, which is covered but only partially enclosed on two elevations. The Club Area and Garden Area both provide regulated entertainment by separate DJ from a booth. A portion of The Club Area benefitted from acoustic treatment works under the previous business owner, to help contain bass noise transmission into Sudbury Crescent, situated rear of the premises. Those works were compromised and resulted in noise complaints when the present business owner breached the acoustic integrity of the ceiling by installing new lighting, meaning the overall volume of music and bass had to be reduced in order to minimise noise transmission. The adjoining Garden Area – accessible through a non-lobbied door – cannot reasonably benefit from acoustic treatment works, being a partially enclosed composite steel and timber structure. This structure has no adequate sound insulating capacity to contain regulated entertainment or indeed noise from patrons, both of which are reported as disturbing during noise sensitive hours. Noise sensitive hours are generally considered to be between 23:00hrs and 07:00hrs. The use of this Garden Area that is resulting in disturbance and public nuisance to nearby noise sensitive residential receptors. Some noise complaints are supported with dated and time-stamped noise recordings, reported through the Brent Noise App. The Brent Noise App is available to all Brent residents who have access to such a device. After downloading a simple app to their mobile telephone, a user can record 30 seconds of recorded noise disturbance directly to their mobile telephone. Once recorded, this information is then sent to a secure website and automatically deleted from the user's telephone to ensure there is only one copy and the data is stored securely. I am able to listen to the recordings on my computer through noise cancelling headphones by logging on to the website [www.thenoiseapp.com](http://www.thenoiseapp.com). The recordings are used to assist me in the investigation of noise complaints. NCT served a Noise Abatement Notice upon the Licence Holder (KN Bros Ltd) and the Designated Premises Supervisor (Douglas Nunes) in December 2021, following case review and noise monitoring exercises, including review of Brent Noise App reports and recordings. The Noise Abatement Notices were not appealed. A previous Noise Abatement Notice served in August 2021 was formally withdrawn because the serving officer did not secure a copy of the Notice proving proper service. On 16 January 2022, NCT attended a meeting at the premises with the business owner [REDACTED] (one of two active directors of KN BROS LIMITED; Company number 11655090) and [REDACTED] new Operations Manager and Sales Manager. At that meeting, NCT learned that music is provided by DJ's in the Club Area and the partially enclosed Garden Area. We explained that an evidence gathering exercise in response to a complaint of music noise - that would have

ordinarily resulted in prosecution proceedings - was cut short because [REDACTED] had previously pleaded with us to let him know of any further nuisance complaints following service of the still active Noise Abatement Notices. At that meeting, we reiterated the gravity of ensuring music noise and reveller noise from the premises does not constitute statutory nuisance or public nuisance. [REDACTED] explained that he was planning to change the premises from a nightclub-like venue to a lounge venue, without loud music. We are not aware any such change has been introduced. It is our contention this premises operates as a nightclub; and use of the Garden Area at noise sensitive hours is causing public nuisance from patrons and from regulated entertainment in the form of loud amplified music. A Google search describes the premises thus: "Comfortable restaurant offering classic pasta & lamb dishes, plus wraps & cocktails." The Aura Lounge website [<https://theaura.co.uk/about-us/>] displays the following information: "High energy upbeat music to ensure that your feet never leave the dancefloor, astonishing experiences keeping you on your toes, awakening the Root Chakra." NCT as a Responsible Authority invite Licensing Committee to consider reducing the terminal hours as follows:

The opening hours of the premises (Day : Start Time : End Time) shall be as follows:

Monday 11:00hrs – 00:00hrs

Tuesday 11:00hrs – 00:00hrs

Wednesday 11:00hrs – 00:00hrs

Thursday 11:00hrs – 00:00hrs

Friday 11:00hrs – 01:00hrs

Saturday 11:00hrs – 01:00hrs

Sunday 11:00hrs – 00:00hrs

**With all licensable activities (regulated entertainment, late night refreshment, and sale and supply of alcohol) terminating 30 minutes earlier. All seasonal variations shall be removed.**

We also ask Licensing Committee to remove **Condition 11: The outside drinking areas shall cease at 23.30hours** and endorse the Premises Licence with the following noise-controlling conditions:

1. Regulated entertainment in the form of live or recorded music shall not be permitted within the partially enclosed Garden Area.
2. The terminal hour for public use of the Garden Area shall be midnight Friday and Saturday and 23:00hrs Sunday to Thursday.

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

In support of this application NCT are providing:

A copy of the Premises Licence – including plan **[Exhibit NCT/01]**

4 x images of the partially enclosed Garden Area **[Exhibit NCT/02]**

Letter dated 14 January 2020 (previous business owner), referencing complaints alleging noise caused by loud amplified music and reminding the relevant noise-controlling conditions (13, 16 and 17) upon the Premises Licence. **[Exhibit NCT/03]**

2 x letters dated 15 March 2020 to (previous business owner) and the Licence Holder **[Exhibit NCT/04]**

Copies of the Noise Abatement Notices dated 17 December 2021 served on the Licence Holder and Designated Premises Supervisor along with cover letter referencing the duty imposed by the Licensing Act 2003 to prevent public nuisance and reminding that Condition 17 Specifies the level of music shall be arranged so as not to cause a nuisance to local residents. **[Exhibit NCT/05]**

Letters dated 04 December 2021, formally withdrawing an earlier Noise Abatement Notices and stating that NCT are concerned The Aura is failing in its duty to prevent public nuisance. **[Exhibit NCT/06]**

Email thread date commencing 01 December 2021 following complaint of loud music from the premises. **[Exhibit NCT/07]**

Email thread commencing 29 June 2021 seeking Brent Council support for public nuisance issues arising in connection with The Aura relating to crowd noise; fighting; parking issues. **[Exhibit NCT/08]**

**[Exhibit NCT/09]:**

14 Jan 2020, NCT case record referencing NCT discussion with [REDACTED] and including email to affected neighbour.

14 Mar 2020, NCT case record – nuisance notification and officer notes

21 Mar 2020, NCT case record – nuisance notification

21 Mar 2020, NCT case record – correspondence sent to affected neighbour in reply to email

18 July 2021, NCT case record – NUIS Proactive Investigation by Nuisance Control Officer

01 Aug 2021, NCT case record – correspondence received – report of noise

05 Aug 2021, NCT case record – correspondence received – report of noise

15 Aug 2021, NCT case record – noise app assessment note by Nuisance Control Officer  
note dated 13 Nov 2021

01 Sept 2021, NCT case record – correspondence received – report of noise

13 Nov 2021, NCT case record – NUIS Proactive Investigation by Nuisance Control Officer

12 Dec 2021, NCT case record – Correspondence received from The Aura via Business Licence regarding nuisance

07 Jan 2022, NCT case record – Telephone call received from [REDACTED]

15 Jan 2022, NCT case record – Nuisance Notification and officer notes

16 Jan 2022, NCT case record – NUIS Proactive Investigation. Record of meeting at The Aura.

26 Jan 2022, NCT case record – Correspondence sent. Reply to email from affected neighbour.

26 Jan 2022, NCT case record – Correspondence sent. Email to The Aura FAO [REDACTED]

06 Feb 2022, Correspondence sent. Reply to email from affected neighbour.

10 Feb 2022, NCT case record – Telephone call received from [REDACTED]

Active Brent Noise App Case [**Exhibit NCT/10**]

Active Brent Noise App Case [**Exhibit NCT/11**]

Inactive Brent Noise App Case [**Exhibit NCT/12**]

Inactive Brent Noise App Case [**Exhibit NCT/13**]

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

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

**NOT APPLICABLE**

**Checklist**

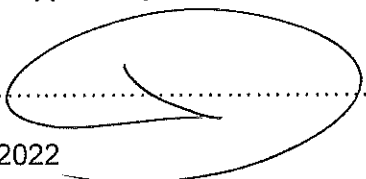
Please tick ✓ Yes

- 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 .....  .....

Date: 11 May 2022

Capacity: Principal Nuisance Control Officer / Responsible Authority

<b>Contact name (where not previously given) and postal address for correspondence associated with this application</b> (please read guidance note 5)	
<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:-**

Regulatory Services (Licensing)  
Brent Council  
Fifth Floor  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 0FJ

☎ 020 8937 5359

Email: [business.licence@brent.gov.uk](mailto:business.licence@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





Planning, Transportation & Licensing  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 0FJ

TEL: 020 8937 5359  
EMAIL: [business.licence@brent.gov.uk](mailto:business.licence@brent.gov.uk)  
WEB: [www.brent.gov.uk](http://www.brent.gov.uk)

## London Borough of Brent

### Premises Licence

#### Part A

*This Premises Licence was granted by Brent Council, Licensing Authority for the area of the Borough of Brent under the Licensing Act 2003*

Original grant date: 01 November 2005  
Current issue date: 22 April 2021

A handwritten signature in black ink, appearing to be 'G. G. G.', written over a light blue circular stamp.

Authorised signatory

Premises licence number: 164845

#### Part 1 – Premises Details

Postal address of premises, or if none, ordinance survey map reference or description

**The Aura  
763 - 765 Harrow Road, Wembley, Brent, HA0 2LW**

Where the licence is time limited the dates

Licensable activities authorised by the licence

**Section E: Live music  
Section F: Recorded music  
Section I: Provision of late night refreshment: Indoors  
Section J: Sale of alcohol: On the premises**

The times the licence authorises the carrying out of licensable activities

**Section E: Live music**

<b>Day</b>	<b>Start Time</b>	<b>End Time</b>
Monday	11:00	02:00
Tuesday	11:00	02:00
Wednesday	11:00	02:00
Thursday	11:00	02:00
Friday	11:00	03:00
Saturday	11:00	03:00
Sunday	11:00	02:00

Christmas Eve (24th December); Christmas Day (25th December); Boxing Day (26th December); New Year's Eve (31st December); New Year's Day (1st January); All Public Bank Holidays (27th December, 1st and 29th August, 2nd May etc) Good Friday; Easter Sunday; Easter Monday; Diwali Festivities., All from 11.00hrs to 02.00hrs

**Section F: Recorded music**

<b>Day</b>	<b>Start Time</b>	<b>End Time</b>
Monday	11:00	02:00
Tuesday	11:00	02:00
Wednesday	11:00	02:00
Thursday	11:00	02:00
Friday	11:00	03:00
Saturday	11:00	03:00
Sunday	11:00	02:00

Christmas Eve (24th December); Christmas Day (25th December); Boxing Day (26th December); New Year's Eve (31st December); New Year's Day (1st January); All Public Bank Holidays (27th December, 1st and 29th August, 2nd May etc) Good Friday; Easter Sunday; Easter Monday; Diwali Festivities., All from 11.00hrs to 02.00hrs

**Section I: Provision of Late Night Refreshments:Indoors**

<b>Day</b>	<b>Start Time</b>	<b>End Time</b>
Monday	23:00	02:00
Tuesday	23:00	02:00
Wednesday	23:00	02:00
Thursday	23:00	02:00
Friday	23:00	03:00
Saturday	23:00	03:00
Sunday	23:00	02:00

Christmas Eve (24th December); Christmas Day (25th December); Boxing Day (26th December); New Year's Eve (31st December); New Year's Day (1st January); All Public Bank Holidays (27th December, 1st and 29th August, 2nd May etc) Good Friday; Easter Sunday; Easter Monday; Diwali Festivities., All from 11.00hrs to 02.00hrs

**Section J: Sale or Supply of Alcohol: On the premises**

<u>Day</u>	<u>Start Time</u>	<u>End Time</u>
Monday	11:00	02:00
Tuesday	11:00	02:00
Wednesday	11:00	02:00
Thursday	11:00	02:00
Friday	11:00	03:00
Saturday	11:00	03:00
Sunday	11:00	02:00

Christmas Eve (24th December); Christmas Day (25th December); Boxing Day (26th December); New Year's Eve (31st December); New Year's Day (1st January); All Public Bank Holidays (27th December, 1st and 29th August, 2nd May etc) Good Friday; Easter Sunday; Easter Monday; Diwali Festivities., All from 11.00hrs to 02.00hrs

The opening hours of the premises

<u>Day</u>	<u>Start Time</u>	<u>End Time</u>
Monday	11:00	02:30
Tuesday	11:00	02:30
Wednesday	11:00	02:30
Thursday	11:00	02:30
Friday	11:00	03:30
Saturday	11:00	03:30
Sunday	11:00	02:30

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

**On the premises**

**Part 2**

Name, (registered) address, telephone number and email (where relevant) of holder of the premises licence

**KN Bros Limited**  
**1 Agincourt Villas Uxbridge Road, Uxbridge, Middlesex, UB10 0NX**

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

**11655090**

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol

**Douglas Nunes**

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

Licence Number: [REDACTED]

Issuing authority: [REDACTED]

## **Annex 1 – Mandatory conditions**

### **No Irresponsible Drinks Promotions**

(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—

1. (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).

### **Free Water**

The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

### **Age Verification Policy**

(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 licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(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.

### **Small Measures to be Available**

The responsible person must 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;

(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 Price of Alcohol**

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;

(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)—valued 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 this 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.

### **Requirement for a DPS**

(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 their 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.

#### **Door Supervisors and Security Staff to be Licensed by the SIA (when required)**

Where the licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, each individual must be licensed by the Security Industry Authority, with the following exceptions:

a) premises where the premises licence authorises plays or films

b) any occasion mentioned in paragraph 8(3)(b) or (c) of Schedule 2 to the Private Security Industry Act 2001 (premises being used exclusively by a club with a club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), or

c) any occasion within paragraph 8(3)(d) of Schedule 2 to the Private Security Industry Act 2001

#### **Film Classification When required**

(i) The admission of children to the exhibition of any film must be restricted in accordance with the recommendation of the designated film classification body unless section (ii) applies.

(ii) Where the licensing authority notifies the holder of the licence that this subsection applies the admission of children must be restricted in accordance with any recommendation made by the licensing authority.

In this section-

"children" means persons aged under 18; and

"film classification body" means the person or persons designated as the authority

under section 4 of the Video Recordings Act 1984 (c. 39) (authority to determine suitability of video works for classification).

#### **Annex 2 – Conditions consistent with the operating schedule**

1 Closed Circuit Television (CCTV) shall be installed and maintained in accordance with the Association of Chief Police Officers (ACPO) guidance, and all recorded images kept and made available to the Police and the Licensing Authority for 31 days.

2 Door supervisors shall wear clothing that can be clearly and easily identified on CCTV.

3 Door supervisors of a suitable gender mix, shall be employed from 21:00 hours on any day when the premises are open for the sale of alcohol past 00:00 hours.

4 A register/log containing the names, badge number, dates & times of duty of security staff and any incidents that occur shall be kept and made available to the Police and Licensing Authority.

5 Customers shall not be permitted to take open drink containers outside the premises as defined on the plan submitted to

and approved by the Licensing Authority.

6 A "Challenge 21" policy shall be adopted and adhered to at all times.

7 No alcohol shall be available for any customer when the premises are open primarily for use by persons under the age of 18.

8 Substantial food and non-intoxicating beverages shall be available during the whole of licensed hours in all parts of the premises where intoxicants are provided.

9 An incident log shall be kept at the premises, and made available for inspection on request to an authorised officer of Brent Council or the Police, which will record the following:

(a) all crimes reported to the venue

(b) all ejections of patrons

(c) any complaints received

(d) any faults in the CCTV system or searching equipment or scanning equipment

(e) any refusal of the sale of alcohol

(f) any visit by a relevant authority or emergency service.

10 No entry or re-entry shall be permitted after 00.00 hours Sunday to Thursday and 01.00hours Friday and Saturday.

11 The outside drinking areas shall cease at 23.30 hours.

12 After 23.30 hours the rear smoking area will cease to be used and the front smoking area shall be limited to 20 persons and each area shall be suitably supervised.

13 The playing of live or recorded music shall not be permitted in any garden or external area.

14 Notices asking customers to leave quietly shall be conspicuously displayed at all exits.

15 Nudity, striptease and other entertainment of an adult nature shall not be permitted on the premises.

16 All doors and windows shall remain closed during any licensable activity and where a door is used for patrons to enter or leave the premises the door shall be lobbied and fitted with a self-closing device.

17 The level of music shall be arranged so as not to cause a nuisance to local residents.

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

19 A copy of the premises licence summary including the hours which licensable activities are permitted shall be visible from the outside of each entrance to the premises.

20 Suitable and sufficient fire fighting equipment shall be installed and properly maintained.

21 Facilities within the premises shall be made available for customers to await taxis.

22 No children shall be admitted unless accompanied by a responsible adult.

23 The total number of people on the premises including staff and performers shall not exceed 220.

24 Any locks or flush latches on exit doors shall be unlocked and kept free from fastenings whilst the public are on the premises.

25 Any socket outlets (or other power supplies used for DJ equipment, band equipment and other portable equipment) that are accessible to performers, staff or the public shall be suitably protected by a residual current device (RCD having a rated residual operating current not exceeding 30 milliamps).

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

Annex 4 – Plans

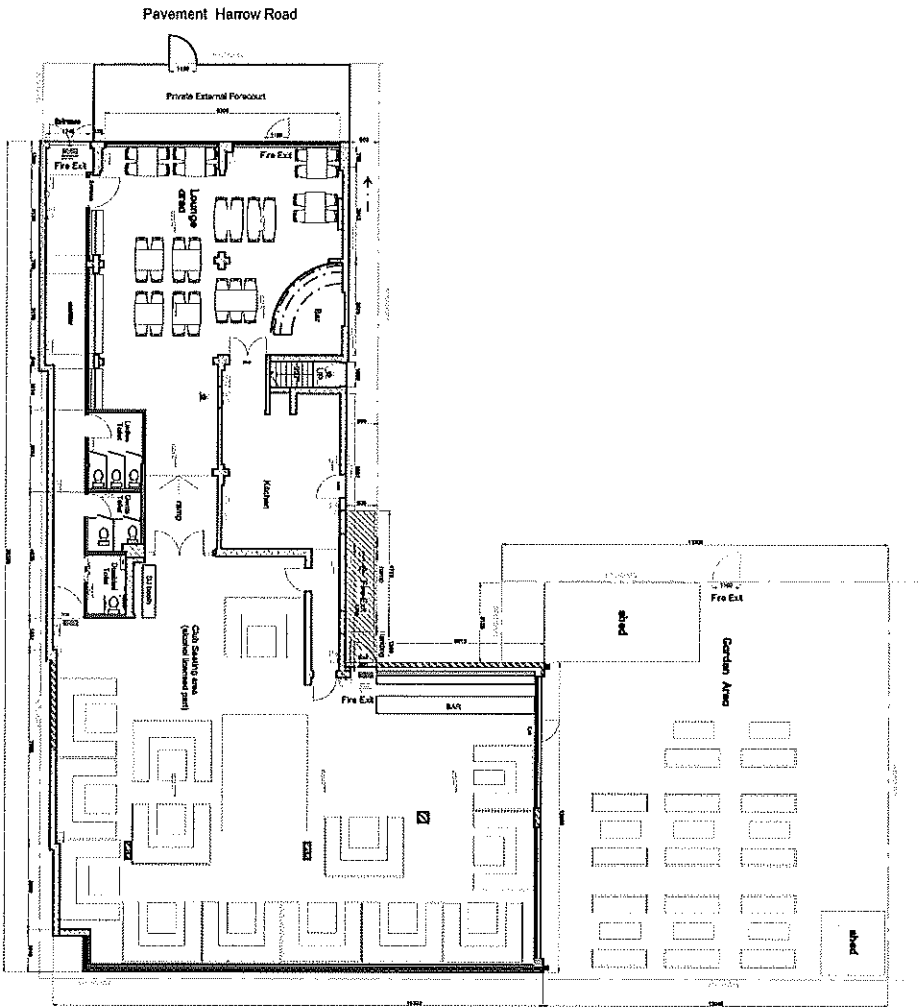
See attached







0 10 20 50 100mm NATURAL SCALE



Location  
MAYA LOUNGE  
763 - 765 HARROW ROAD  
SUDBURY HA0 2LW

Project  
INTERNAL ALTERATIONS

Drawing Title  
LICENSE - PLAN  
AS-BUILT FLOOR PLAN

Scale : 1:100@A3  
Date : FEB 2014  
Drawing number  
SF/ML/01  
Rev  
H























REGENERATION AND ENVIRONMENT

EXHIBIT NCT/03

Brent Civic Centre, Engineers Way,  
Wembley, Middlesex. HA9 0FJ

Tel: (020) 8937 5252

Direct Line 020-8937 5561

Email: ens.noiseteam@brent.gov.uk

Web: www.brent.gov.uk

Date: 14/01/2020

Ayla Lounge  
763-765 Harrow Road  
Wembley  
HA0 2LW

Your Ref:  
Our Ref: NC/00296/20  
Contact: Martin Wood

Dear [REDACTED]

**Noise Nuisance - Environmental Protection Act 1990**  
**Ayla Lounge, 763-765 Harrow Road, Wembley, HA0 2LW**

The Council have a duty to investigate noise nuisance. We have received complaints alleging noise caused by loud amplified music and they have given us your address as being the source of the problem. We request you contact us to discuss this matter further.

We investigate problem noise by visiting those affected and decide what action to take based on the scale of the problem, how frequently it happens, who is affected by the noise and how. We may also use remote monitoring and recording devices to measure and record the noise being complained about.

If the Council is satisfied that a noise nuisance exists, or is likely, a noise abatement notice could be served on the person responsible. If the terms of that notice are broken and you continue to cause unacceptable noise, the Council may then take Court action. A successful prosecution can result in an unlimited fine and a criminal record being imposed.

Please also refer to your Premises Licence which includes the following relevant conditions:

13 The playing of live or recorded music shall not be permitted in any garden or external area.

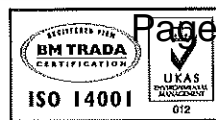
16 All doors and windows shall remain closed during any licensable activity and where a door is used for patrons to enter or leave the premises the door shall be lobbied and fitted with a self-closing device.

17 The level of music shall be arranged so as not to cause a nuisance to local residents.

Thank you for your co-operation.

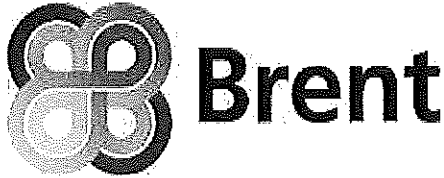
Yours sincerely,

Martin Wood  
Principal Nuisance Control Officer  
Regeneration and Environment



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Brent Civic Centre, Engineers Way,  
Wembley, Middlesex. HA9 0FJ

Tel: (020) 8937 5252

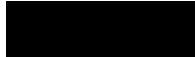
Direct Line 020-8937 5561

Email: ens.noiseteam@brent.gov.uk

Web: www.brent.gov.uk

Date: 15/03/2020

REGENERATION AND ENVIRONMENT



Ayla Lounge  
763-765 Harrow Road  
Wembley  
HA0 2LW

Your Ref:  
Our Ref: NC/00296/20  
Contact: Martin Wood

Dear

**Noise Nuisance - Environmental Protection Act 1990**  
**Ayla Lounge, 763-765 Harrow Road, Wembley, HA0 2LW**

The Council have a duty to investigate noise nuisance. We investigated a complaint alleging noise caused by loud amplified music on Sunday 15 March and determined the bass noise transmitting from the rear of this premises was at a level likely to constitute public and statutory noise nuisance. We spoke to your manager (Douglas) about this matter and requested he significantly lower the volume of music/bass. Please take steps to prevent further such nuisance by Friday 20th March 2020.

Such steps may include: significantly reducing the volume of music and paying particular attention to the bass frequencies; installing a sound limiting device with a noise level agreed by Nuisance Control Team; arranging for professional acoustic testing to determine what sound insulation measures are required to contain the level of entertainment you wish to provide for your customers.

Condition #17 on your premises licence requires: **The level of music shall be arranged so as not to cause a nuisance to local residents.**

Further evidence of nuisance may result in service of noise nuisance abatement notice, and application to formally review the premises licence under provisions within the Licensing Act 2003.

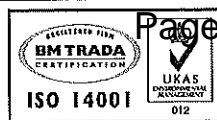
Please contact me if you wish to discuss this further.

Thank you for your co-operation.

Yours sincerely,

Martin Wood  
Principal Nuisance Control Officer  
Regeneration and Environment

cc The Licensing Authority



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REGENERATION AND ENVIRONMENT

Brent Civic Centre, Engineers Way,  
Wembley, Middlesex. HA9 0FJ

Tel: (020) 8937 5252

Direct Line 020-8937 5561

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

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

Date: 15/03/2020

KN Bros Limited



Your Ref:

Our Ref: NC/00296/20

Contact: Martin Wood

Dear Sirs,

**Noise Nuisance - Environmental Protection Act 1990**  
**Ayla Lounge, 763-765 Harrow Road, Wembley, HA0 2LW**

The Council have a duty to investigate noise nuisance. We investigated a complaint alleging noise caused by loud amplified music on Sunday 15 March and determined the bass noise transmitting from the rear of this premises was at a level likely to constitute public and statutory noise nuisance. We spoke to your manager (Douglas) about this matter and requested he significantly lower the volume of music/bass. Please take steps to prevent further such nuisance by Friday 20th March 2020.

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Please contact me if you wish to discuss this further.

Thank you for your co-operation.

Yours sincerely,

Martin Wood  
Principal Nuisance Control Officer  
Regeneration and Environment  
cc The Licensing Authority



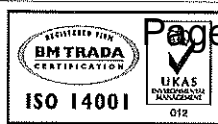
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L/F

## LONDON BOROUGH OF BRENT

## Environmental Protection Act 1990

## Section 80

## Abatement notice in respect of statutory nuisance

KN Bros Limited (Licence Holder)  
 The Aura  
 763-765 Harrow Road  
 Wembley  
 HA0 2LW

**TAKE NOTICE** that under the provisions of the Environmental Protection Act 1990 the Council of the London Borough of Brent being satisfied of the **likely occurrence** of noise amounting to a statutory nuisance under section 79(1)(g) of that Act at the premises known as **The Aura 63-765 Harrow Road, Wembley, HA0 2LW** within the district of the said Council arising from the **playing of amplified music and amplified speech**.

**HEREBY REQUIRE YOU** as the **person responsible** of the premises from which the noise is or would be emitted **forthwith** from the service of this notice, to abate the same and also

**HEREBY PROHIBIT** the **occurrence** of the said nuisance and for that purpose require you to: **Cease or cause to cease the playing of amplified music and amplified speech at such a level as to constitute a nuisance**

**IN** the event of an appeal this notice shall **NOT** be suspended until the appeal has been abandoned or decided by the Court, as, in the opinion of the Council, the expenditure which would be incurred by any person in carrying out works in compliance with this notice before any appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.

**IF** without reasonable excuse you contravene or fail to comply with any requirement of this notice you will be guilty of any offence under section 80(4) of the Environmental Protection Act 1990 and on summary conviction will be liable to a fine not exceeding level 5 on the Standard Scale (currently £5,000), together with a further fine of an amount equal to one-tenth of that level for each day on which the offence continues after conviction. A person who commits an offence on industrial, trade or business premises will be liable on summary conviction to a fine not exceeding £20,000.

The Council may also take proceedings in the High Court for securing the abatement, prohibition or restriction of the nuisance. Further, if you fail to execute all or any of the works in accordance with this notice, the Council may execute the works and recover from you the necessary expenditure incurred.

Dated: 17/12/2021

Signed:

Print Name: Martin Wood  
 Regulatory Services  
 Authorised Officer

Regulatory Services, Brent Civic Centre, Engineers Way, Wembley HA9 0JF

Tel: 0208 937 5252

Email: ens.noiseteam@brent.gov.uk

Ref: EH/20/00296/MW

NB The person served with this notice may appeal against the notice to Brent Magistrates' Court, 448 High Road, London NW10 2DZ within twenty-one days beginning with the date of service of the notice (see notes attached).

A Similar notice has been served on:

KN Bros Limited (Licence Holder) The Aura, 763-765 Harrow Road Wembley, HA0 2LW,  
Douglas Nunes (DPS) The Aura, 763-765 Harrow Road Wembley, HA0 2LW,

If you require further information or have a query in respect of this notice, please call Martin Wood on 020 8937 5252

The Notice Of Which This is A True Copy Was Served By	
Me On The Within Named On The	Day Of
17/12/21	
By Personal Delivery to	MR DOUGLAS NUNES
At	763-765 HARROW ROAD
By Affixing	HA0 2LW
Of The Pre	
By Sent	20:45hrs
To The	Addressed
Recorded Delivery	On The Notice For
Registration Book No.	
Signed	Ketan Jesu
Designation	EO



REGENERATION AND ENVIRONMENT

Brent Civic Centre, Engineers Way,  
Wembley, Middlesex. HA9 0FJ  
Tel: (020) 8937 5252  
Direct Line 020-8937 5561  
Email: ens.noiseteam@brent.gov.uk  
Web: www.brent.gov.uk  
Date: 17/12/2021

KN Bros Limited (Licence Holder)  
The Aura  
763-765 Harrow Road  
Wembley  
HA0 2LW

Your Ref:  
Our Ref: NC/00296/20  
Contact: Marlin Wood

Dear Sirs,

**Environmental Protection Act 1990**  
**The Aura, 763-765 Harrow Road, Wembley, HA0 2LW**

Following recent complaints and a case review our Nuisance Control Team have undertaken noise monitoring exercises at the front and rear of The Aura. We are concerned the level of bass emanating from the rear of the premises has potential to constitute nuisance within the meaning of the law to the occupiers of nearby residential units at noise sensitive hours (i.e. after 11pm).

Therefore we are obliged to serve the enclosed Notice under Section 80 of the Environmental Protection Act 1990. This is intended to deal with this matter by enabling the Council to take formal legal action should there be evidence of any occurrence of such a nuisance. This is without prejudice to your duty to prevent public nuisance under the Licensing Act 2003, and our power to apply for a review of your premises licence. We remind you that condition 17 in your operating schedule specifies:

**17 The level of music shall be arranged so as not to cause a nuisance to local residents.**

Should further complaints be received, we will investigate by monitoring the situation - usually by visiting the person making the complaint, or the use of remote monitoring equipment which measures and records the noise being complained about.

Contravention of the notice could lead to the instigation of criminal proceedings against you. The maximum fine for each offence currently stands at an unlimited fine upon conviction.

**Please note that there is a right of appeal to the notice. Application has to be made to the Magistrates Court within 21 days. The details are provided on the notes to the notice.**

Accordingly, I would strongly advise that ensure music from this premises is arranged at a level that is unlikely to disturb residential neighbours.

Should you require any further information, please do not hesitate to contact me at the above address.

Yours sincerely,

Martin Wood  
Principal Nuisance Control Officer  
Regeneration and Environment



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LONDON BOROUGH OF BRENT

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Environmental Protection Act 1990

Section 80

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Abatement notice in respect of statutory nuisance

Douglas Nunes (DPS)  
The Aura  
763-765 Harrow Road  
Wembley  
HA0 2LW

**TAKE NOTICE** that under the provisions of the Environmental Protection Act 1990 the Council of the London Borough of Brent being satisfied of the **likely occurrence** of noise amounting to a statutory nuisance under section 79(1)(g) of that Act at the premises known as **The Aura 63-765 Harrow Road, Wembley, HA0 2LW** within the district of the said Council arising from the **playing of amplified music and amplified speech**.

**HEREBY REQUIRE YOU** as the **person responsible** of the premises from which the noise is or would be emitted **forthwith** from the service of this notice, to abate the same and also

**HEREBY PROHIBIT** the **occurrence** of the said nuisance and for that purpose require you to: **Cease or cause to cease the playing of amplified music and amplified speech at such a level as to constitute a nuisance**

IN the event of an appeal this notice shall NOT be suspended until the appeal has been abandoned or decided by the Court, as, in the opinion of the Council, the expenditure which would be incurred by any person in carrying out works in compliance with this notice before any appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.

IF without reasonable excuse you contravene or fail to comply with any requirement of this notice you will be guilty of any offence under section 80(4) of the Environmental Protection Act 1990 and on summary conviction will be liable to a fine not exceeding level 5 on the Standard Scale (currently £5,000), together with a further fine of an amount equal to one-tenth of that level for each day on which the offence continues after conviction. A person who commits an offence on industrial, trade or business premises will be liable on summary conviction to a fine not exceeding £20,000.

The Council may also take proceedings in the High Court for securing the abatement, prohibition or restriction of the nuisance. Further, if you fail to execute all or any of the works in accordance with this notice, the Council may execute the works and recover from you the necessary expenditure incurred.

Dated: 17/12/2021

Signed:

Print Name: Martin Wood  
Regulatory Services  
Authorised Officer

Regulatory Services, Brent Civic Centre, Engineers Way, Wembley HA9 0JF

Tel: 0208 937 5252

Email:ens.noiseteam@brent.gov.uk

Ref: EH/20/00296/MW

NB The person served with this notice may appeal against the notice to Brent Magistrates' Court, 448 High Road, London NW10 2DZ within twenty-one days beginning with the date of service of the notice (see notes attached).

A Similar notice has been served on:

KN Bros Limited (Licence Holder) The Aura, 763-765 Harrow Road Wembley , HA0 2LW,  
Douglas Nunes (DPS) The Aura, 763-765 Harrow Road Wembley , HA0 2LW,

If you require further information or have a query in respect of this notice, please call Martin Wood on 020 8937 5252

The Notice Of Which This Is A True Copy Was Served By Me On The Within Hours of the Day Of	17/12/21
By Person	MR DOUGLAS NUNES
At	763-765 HARROW ROAD
By Address	HA0 2LW
Of The	
By Sent	@ 2045 hrs
To The	
Responsible Person	
Signed	Ketan Jesani
Designation	



REGENERATION AND ENVIRONMENT

Brent Civic Centre, Engineers Way,  
Wembley, Middlesex. HA9 0FJ  
Tel: (020) 8937 5252  
Direct Line 020-8937 5561

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

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

Date: 17/12/2021

Douglas Nunes (DPS)  
The Aura  
763-765 Harrow Road  
Wembley  
HA0 2LW

Your Ref:  
Our Ref: NC/00296/20  
Contact: Martin Wood

Dear Sirs,

**Environmental Protection Act 1990**  
**The Aura, 763-765 Harrow Road, Wembley, HA0 2LW**

Following recent complaints and a case review our Nuisance Control Team have undertaken noise monitoring exercises at the front and rear of The Aura. We are concerned the level of bass emanating from the rear of the premises has potential to constitute nuisance within the meaning of the law to the occupiers of nearby residential units at noise sensitive hours (i.e. after 11pm).

Therefore we are obliged to serve the enclosed Notice under Section 80 of the Environmental Protection Act 1990. This is intended to deal with this matter by enabling the Council to take formal legal action should there be evidence of any occurrence of such a nuisance. This is without prejudice to your duty to prevent public nuisance under the Licensing Act 2003, and our power to apply for a review of your premises licence. We remind you that condition 17 in your operating schedule specifies:

**17 The level of music shall be arranged so as not to cause a nuisance to local residents.**

Should further complaints be received, we will investigate by monitoring the situation - usually by visiting the person making the complaint, or the use of remote monitoring equipment which measures and records the noise being complained about.

Contravention of the notice could lead to the instigation of criminal proceedings against you. The maximum fine for each offence currently stands at an unlimited fine upon conviction.

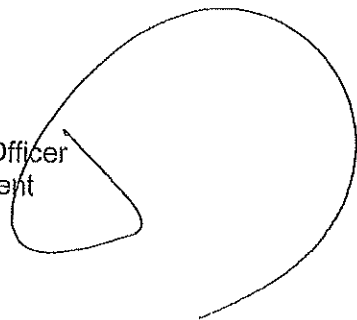
**Please note that there is a right of appeal to the notice. Application has to be made to the Magistrates Court within 21 days. The details are provided on the notes to the notice.**

Accordingly, I would strongly advise that ensure music from this premises is arranged at a level that is unlikely to disturb residential neighbours.

Should you require any further information, please do not hesitate to contact me at the above address.

Yours sincerely,

Martin Wood  
Principal Nuisance Control Officer  
Regeneration and Environment

A large, handwritten signature in black ink, appearing to be 'M. Wood', written over the typed name and title.





REGENERATION AND ENVIRONMENT

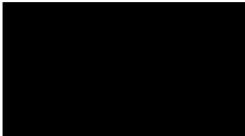
Brent Civic Centre, Engineers Way,  
Wembley, Middlesex. HA9 0FJ  
Tel: (020) 8937 5252  
Direct Line 020-8937 5561

Email: martin.wood@brent.gov.uk

Web: www.brent.gov.uk

Date: 04/12/2021

KN Bros Limited



Your Ref:  
Our Ref: NC/00296/20  
Contact: Martin Wood

Dear Sirs,

**Re: The Aura, 763-765 Harrow Road, Wembley, HA0 2LW**

We are writing to formally withdraw the attached noise abatement notice because the serving officer did not secure a copy proving proper service.

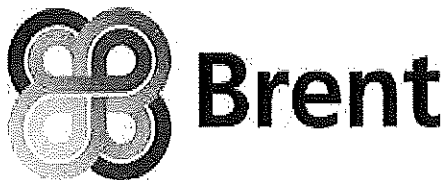
I regret to advise, however, we still have concern The Aura is failing in its duty to prevent public nuisance. We will contact the Licence Holder and Designated Premises Supervisor separately in that regard.

Please contact me quoting the above reference if you would like to discuss anything stated here.

Yours sincerely,

Martin Wood  
Principal Nuisance Control Officer  
Regeneration and Environment





REGENERATION AND ENVIRONMENT

Brent Civic Centre, Engineers Way,  
Wembley, Middlesex. HA9 0FJ  
Tel: (020) 8937 5252  
Direct Line 020-8937 5561  
Email: martin.wood@brent.gov.uk  
Web: www.brent.gov.uk  
Date: 04/12/2021

Your Ref:  
Our Ref: NC/00296/20  
Contact: Martin Wood

Dear Sir,

**Re: The Aura, 763-765 Harrow Road, Wembley, HA0 2LW**

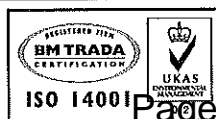
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Yours sincerely,

Martin Wood  
Principal Nuisance Control Officer  
Regeneration and Environment



**Brent - building a better borough**





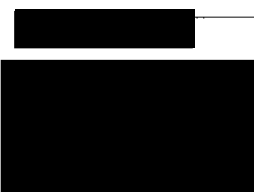
REGENERATION AND ENVIRONMENT

Brent Civic Centre, Engineers Way,  
Wembley, Middlesex. HA9 0FJ  
Tel: (020) 8937 5252  
Direct Line 020-8937 5561

Email: martin.wood@brent.gov.uk

Web: www.brent.gov.uk

Date: 04/12/2021



Your Ref:  
Our Ref: NC/00296/20  
Contact: Martin Wood

Dear Sir,

**Re: The Aura, 763-765 Harrow Road, Wembley, HA0 2LW**

We are writing to formally withdraw the attached noise abatement notice because the serving officer did not secure a copy proving proper service.

I regret to advise, however, we still have concern The Aura is failing in its duty to prevent public nuisance. We will contact the Licence Holder and Designated Premises Supervisor separately in that regard.

Please contact me quoting the above reference if you would like to discuss anything stated here.

Yours sincerely,

Martin Wood  
Principal Nuisance Control Officer  
Regeneration and Environment



**Brent - building a better borough**



**LONDON BOROUGH OF BRENT**

**Environmental Protection Act 1990**

**Section 80**

**Abatement notice in respect of statutory nuisance**

**[REDACTED]**  
**[REDACTED]**

TAKE NOTICE that under the provisions of the Environmental Protection Act 1990 the Council of the London Borough of Brent being satisfied of the ~~(existence)~~(likely occurrence)~~(recurrence)~~ of noise amounting to a statutory nuisance under section 79(1)(g) of that Act at the premises known as **AURA LOUNGE 763-765 Harrow Road, Wembley, HA0 2LW** within the district of the said Council arising from the playing of amplified music and amplified speech.

HEREBY REQUIRE YOU as the ~~(owner)~~(occupier)(person responsible) of the premises from which the noise is or would be emitted forthwith from the service of this notice, to abate the same and also

HEREBY (PROHIBIT)(RESTRICT) the ~~(occurrence)~~(recurrence) of the said nuisance and for that purpose require you to: **Cease or cause to cease the playing of amplified music and amplified speech at such a level as to constitute a nuisance**

IN the event of an appeal this notice shall NOT be suspended until the appeal has been abandoned or decided by the Court, as, in the opinion of the Council, the expenditure which would be incurred by any person in carrying out works in compliance with this notice before any appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.

IF without reasonable excuse you contravene or fail to comply with any requirement of this notice you will be guilty of any offence under section 80(4) of the Environmental Protection Act 1990 and on summary conviction will be liable to a fine not exceeding level 5 on the Standard Scale (currently £5,000), together with a further fine of an amount equal to one-tenth of that level for each day on which the offence continues after conviction. A person who commits an offence on industrial, trade or business premises will be liable on summary conviction to a fine not exceeding £20,000.

The Council may also take proceedings in the High Court for securing the abatement, prohibition or restriction of the nuisance. Further, if you fail to execute all or any of the works in accordance with this notice, the Council may execute the works and recover from you the necessary expenditure incurred.

Dated: 26/08/2021

Signed:

**Print Name: Martin Wood**  
**Regulatory Services**  
*Authorised Officer*

Regulatory Services, Brent Civic Centre, Engineers Way, Wembley HA9 0JF  
Tel: 0208 937 5252  
Email:ens.noiseteam@brent.gov.uk

Ref: EH/20/00296/MW

NB The person served with this notice may appeal against the notice to Brent Magistrates' Court, 448 High Road, London NW10 2DZ within twenty-one days beginning with the date of service of the notice (see notes attached).

A Similar notice has been served on: KN Bros Limited and **[REDACTED]**

If you require further information or have a query in respect of this notice, please call Martin Wood on 020 8937 5252

(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 an 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 dismiss the appeal;

(c) 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 an appeal the court may make such order as it thinks fit -

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

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**

Where:-

an appeal is brought against an abatement notice served under section 80 or section 80A of the 1990 Act, and -

(b) either:-

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 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.

This paragraph applies where -

the nuisance to which the abatement notice relates -  
is injurious to health, or

is likely to be of a limited duration such that suspension of the notice would render it of no practical effect, or

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 -

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

shall include a statement as to which of the grounds set out in paragraph (2) apply



**From:** Martin, Wood  
**Sent:** 06 February 2022 22:40  
**To:** [REDACTED]  
**Cc:** Mark OBrien <Mark.OBrien@brent.gov.uk>; Susana, Figueiredo <Susana.Figueiredo@brent.gov.uk>  
**Subject:** RE: Loud music from licensed premises

Dear [REDACTED]

Thank you for your email. I was intending to contact you during the coming week to ask why you had ceased submitting noise app reports. I am aware that the business owner has approached several neighbours.

Yes, the business has been in contact with Brent Council. An online meeting was held last week with the business owner and his agent. The council and Brent Licensing Police raised concerns around noise, parking, waste collection and related issues. We heard what efforts the business is making to reduce adverse impact on neighbours; which includes a plan to change the premises into a lounge as opposed to a nightclub-type venue. We are pressing for more details on this. A period of six weeks was given within which to resolve the issues or face further enforcement action.

We remain concerned about the intensity of noise from music and revellers, given the semi-enclosed nature of the rear garden area. I inspected the area to the rear of the premises at half past midnight on Saturday. It is evident that they are monitoring noise levels and endeavouring to manage customer parking in Sudbury Gardens. However, in my opinion, the efforts to manage noise are falling short. This was conveyed to the business during my visit.

I agree that it is not practical for you to keep contacting the business when they are already aware of the intensity of their noise levels. On that basis, I would encourage you to continue using the Brent Noise App. You are also able to use our call out service, as previously advised.

I have copied in the local Neighbourhood Manager and my colleague from the Community Safety Team who is co-ordinating our efforts to ensure the business operates without failing in its duty to prevent public nuisance.

More anon and kind regards

Martin Wood  
Principal Nuisance Control Officer  
Brent Council  
020 8937 5561  
[www.brent.gov.uk](http://www.brent.gov.uk)

**From:** [REDACTED]  
**Sent:** 06 February 2022 21:31  
**To:** Martin, Wood <[Martin.Wood@brent.gov.uk](mailto:Martin.Wood@brent.gov.uk)>  
**Subject:** Re: Loud music from licensed premises

Dear Martin

Thank you for your email and sorry for the delay in replying back to you.

The Managers of the Aura Lounge have been round to speak to us with regards to the noise levels and we have expressed our concerns of the intensity of the noise, to which they have said they will be looking into how to improve and reduce the noise level. They have asked us to bear with them till they are able to get things sorted. We would like to know whether they are in contact with you regards to what they will be doing and any updates so far.

Hence them visiting us we have not done any recordings on the noise app as giving them time to sort the issue out, though the noise levels are still as per our previous recordings. We have been phoning the Manager to let them know when the noise level is loud, and they have been reducing the noise down, though we do have to keep reminding them. It is not practical for us to do this bearing in mind they are aware the intensity of the noise levels.

Please can you update us on what the Aura Lounge will be doing.

Regards

██████████

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**From:** Martin, Wood <[Martin.Wood@brent.gov.uk](mailto:Martin.Wood@brent.gov.uk)>

**Sent:** 26 January 2022 15:10

**To:** ██████████

**Cc:** Mark OBrien <[Mark.OBrien@brent.gov.uk](mailto:Mark.OBrien@brent.gov.uk)>; Esther, Chan <[Esther.Chan@brent.gov.uk](mailto:Esther.Chan@brent.gov.uk)>; Susana, Figueiredo <[Susana.Figueiredo@brent.gov.uk](mailto:Susana.Figueiredo@brent.gov.uk)>

**Subject:** RE: Loud music from licensed premises

Dear ██████████

I had a meeting today with the local neighbourhood manager and representatives from the licensing authority and community safety team – copied into this reply.

Your recent noise app reports are acknowledged. The recordings made between midnight and 4am are especially powerful in evidencing nuisance from music and revellers.

To answer your specific questions:

The business is under a general duty of care not to cause nuisance to neighbours and is under a legal duty to prevent public nuisance – these are valid before and after 11pm. If noise occurring before 11pm shows breach of either those we can prosecute or apply to review the premises licence. From an evidential perspective, noise >11pm is, as stated, especially powerful.

The business owner has stated that the lounge is a move away from operating as a nightclub-type venue. Given the semi-enclosed nature of the rear garden area we do remain concerned about the intensity of noise from music and revellers. I understand the business has now volunteered to close at 01:30am.

My colleagues are in contact with the business owner to ensure he understands the gravity of the situation and our capacity to prosecute or apply for a review of the premises should evidence supporting such intervention continue.

Please continue to use the Brent Noise App or use our call-out service:

**CALL-OUT SERVICE**

**Fri-Sun      6pm-2am      0208 937 1234**

Kind regards

Martin Wood  
Principal Nuisance Control Officer  
Brent Council  
020 8937 5561  
www.brent.gov.uk

**From:** [REDACTED]  
**Sent:** 21 January 2022 18:21  
**To:** Martin, Wood <[Martin.Wood@brent.gov.uk](mailto:Martin.Wood@brent.gov.uk)>  
**Subject:** Re: Loud music from licensed premises

Dear Martin

Hope all is well and thank you for the feedback received on 19<sup>th</sup> January via the Noise App.

The intensity of the noise that is created before 11pm is the same after 11pm, sometimes louder as you noticed when you visited our house. Would like to know the legality of the noise level before 11pm? Their back doors seem to be kept open hence the intensity of the noise level which is loud, plus their revellers that make noise outside their premises at the back. As you have mentioned in your feedback, the premises will soon be reverting from a Club to a Lounge. What difference will that make to the noise levels?

We have never had this kind of issue with previous owners, and they kept their back doors closed and noise levels low. We will continue reporting the noise level via the App, and hopefully, the owners will then understand the gravity of the situation.

Regards

[REDACTED]

---

**From:** Martin, Wood <[Martin.Wood@brent.gov.uk](mailto:Martin.Wood@brent.gov.uk)>  
**Sent:** 17 December 2021 16:20  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Loud music from licensed premises

Dear Sir

Your email to [REDACTED] has been passed to our Nuisance Control Team. We have been monitoring this premises for music noise breakout during our Friday and weekend nights. We have also engaged with those responsible for managing the premises and reminded them of their legal and licensing responsibilities. We are concerned that noise from bass after 11pm is likely to constitute nuisance within the meaning of the law and are therefore preparing to serve noise abatement notices this evening.

Enforcement action for breach of that notice must be based on an officer obtaining real-time evidence of the nuisance occurring during our service hours and demonstrating impact on those affected in their home. Our call-out service is mainly available at the times when people are mostly disturbed by noise.

#### **CALL-OUT SERVICE**

<b>Mon-Fri</b>	<b>11am-5pm</b>	<b><u>0208 937 5252</u></b>
<b>Fri-Sun</b>	<b>6pm-2am</b>	<b><u>0208 937 1234</u></b>

Our holiday period opening hours and service changes are included [here](#).

When noise is occurring we will endeavour to contact you as soon as possible and if necessary visit to make an assessment of the noise from your premises. We cannot respond to calls outside our service hours. For noise occurring outside our service hours we encourage residents to submit recordings for review via the [Brent Noise App](#) or by completing the attached nuisance incident diary. We cannot use noise app recordings as evidence of breach of notice but encourage recordings in support of such action, or other enforcement considerations.

Kind regards

Martin Wood  
Principal Nuisance Control Officer  
Brent Council  
[020 8937 5561](tel:02089375561)  
[www.brent.gov.uk](http://www.brent.gov.uk)

**From:** [REDACTED]  
**Sent:** 01 December 2021 18:30  
**To:** Whyte, Chris <[Chris.Whyte@brent.gov.uk](mailto:Chris.Whyte@brent.gov.uk)>  
**Cc:** [REDACTED]  
**Subject:** Fwd: Loud music from licensed premises

Chris

Can someone from Licensing & Planning investigate and advise whether they are complying with conditions of use.

It is under new ownership and this is the 1st time for years that I have received complaints about this.





**From:** [redacted] Councillor [redacted]

**Date:** 29 June 2021 at 18:14:36 BST

**To:** " [redacted]  
[redacted] Councillor [redacted]  
[redacted] Councillor [redacted]  
[redacted] Sudbury Police [redacted]

**Subject:** Fwd: The Aura

Hi [redacted]

[redacted] is just the latest resident to complaint about disruption, antosocial behaviour and illegal parking on a grand scale in Sudbury Town on Thursday/Friday/Saturday/Sunday each week. Could we please have

- 1 a license review
- 2. Special enforcement squads
- 3 additional patrols

Kind regards

[redacted]

Sent from my iPhone

Begin forwarded message:

**From:** [redacted]

**Date:** 29 June 2021 at 13:46:12 BST

**To:** [redacted] Councillor [redacted]  
Councillor [redacted]

**Subject:** The Aura

Dear [redacted]

I am asking for support on Sudbury high road there is new bar or club called THE AURA now the reason for my email is that every weekend from Friday to Sunday nights the streets are packed with cars and party people now the problem is the crowd the level of noise screaming last Sunday was to much people were parking anywhere i had 3 cars out side my house the other side the same range rovers Audi cars you name it then a big fight people running up down men fist fighting i was tryin go to get home from the shops the crowd was to much even the garage men locked up and left the club needs to understand the people like myself are fed up of weekend people in our drive way and fights either they sort it out or leave  
i would like be kept anonymous but i do feel the neighborhood hood police need to be aware

[https://urldefense.com/v3/ https://theaura.co.uk/ ;!!CVb4j\\_0G!CxfkPmWmg5aaHzVmijpYJbYx-N5ANoD20hTlqt43F9SbrRhZU0zvAivDib7qNUC70OyI\\_ZiPvw\\$](https://urldefense.com/v3/https://theaura.co.uk/;!!CVb4j_0G!CxfkPmWmg5aaHzVmijpYJbYx-N5ANoD20hTlqt43F9SbrRhZU0zvAivDib7qNUC70OyI_ZiPvw$)

Yours Sincerely





**Exhibit NCT/09**

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**14/01/2020 16:47:25**  
**etc)**

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**A - Correspondence sent (e.g. email,**Action officer: **Martin Wood**Result of action: **No Result Entered**

Action completed:

**Action details:**

Sent following call from [REDACTED] refuting the allegation and stating they operate quietly and record sound measurement using a device. Advised any sounds audible externally must not be nuisance at nearest noise sensitive premises.

**From:** Wood, Martin**Sent:** 14 January 2020 16:47**To:** [REDACTED]**Subject:** Ayla Lounge, 763-765 Harrow Road, Wembley, HA0 2LW

Dear Sir

Further to my email, one of the directors of Ayla Lounge has contacted me and requested I share his details with you along with an invitation that you contact him as he wishes to address any concerns you have.

I have not disclosed your details.

It is your choice whether or not you wish to accept this offer.

The contact is [REDACTED] and his number is: [REDACTED]

Kind regards

Martin Wood  
Principal Nuisance Control Officer  
Community Protection  
Regeneration and Environmental Services  
Brent Council  
020 8937 5561

---

**14/03/2020 23:41:11**

**NUIS - Nuisance-on notification**

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Action officer: **Martin Wood**

Result of action:

Action completed:

**Action details:**

Loud Music

I am leaving at sudbury crescent ha0 2lz and ayla lounge making loud music after 11 pm this is effect on sleep.

Any further details: They need to set up more noise protection

00:30hrs 50 - 51dB heavy bass transmitting from rear with reverberation. Perceptible as well as audible. Heavy bass easily evident from opposite side of road at front. Premises operating like a nightclub. 2 or 3 doormen. Spoke to manager - Douglas - seven days from now to find solution and avoid NAN. DPS is Mak Desai

---

**21/03/2020**

**NUIS - Nuisance-on notification**

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Sent: 21 March 2020 12:55

To: ENS Noise Team <[ens.noiseteam@brent.gov.uk](mailto:ens.noiseteam@brent.gov.uk)>

Please Select the type of nuisance you wish to report from the list below: Loud Music

Please provide details of the address/location of the problem: Ayla lounge ha0 2lw  
Loud bass emanating from the rear of the premises.

Any further details: Loud bass emanating from the rear of the premises.

---

**21/03/2020 19:15:33**  
**etc)**

**A - Correspondence sent (e.g. email,**

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Action officer: **Martin Wood**

Result of action: **No Result Entered**

Action completed:

**Action details:**

From: Martin, Wood

Sent: 21 March 2020 19:14

To: [REDACTED]

Subject: RE: Ayla Lounge, 763-765 Harrow Road, Wembley, HA0 2LW

Dear [REDACTED]

That's disappointing to hear.

I will check it out later tonight but given the latest Covid-19 advice from government, the premises should be closed unless offering a takeaway service.

Do let me know if and when it resumes as I am expecting no bass noise this evening.

Kind regards

**From:** [REDACTED]  
**Sent:** 20 March 2020 22:25  
**To:** Martin, Wood <Martin.Wood@brent.gov.uk>  
**Subject:** Re: Ayla Lounge, 763-765 Harrow Road, Wembley, HA0 2LW

Hi Martin

Once again tonight noise start back of premise.

Can you please look into this matter.

Regards  
[REDACTED]

---

**18/07/2021 01:30:00      NUIS - Proactive investigation/visit**

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Action officer: [REDACTED]

Result of action: **No Result Entered**      Action completed:

**Action details:**

Visited Aura Lounge this morning 18th July 2021 at 01:30am.

On arrival, music with heavy bass beats could be heard coming out the front of the premises. The roof panels of the front section were rattling from the sound intensity.

Two security personnel were standing outside the front of the premises.

The front entrance doors were left open, we could see all the way in to the back of what appeared to be the main area. Patrons were leaving and also entering while we were there.

I spoke to the manager [REDACTED] who said they need to leave front doors open in case of fire. Advice given regarding self-closing doors etc.

Music was turned down on my request before we left.

[REDACTED]  
Nuisance Control Officer  
Regeneration and Environment  
London Borough of Brent

0208 937 5272

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

---

**01/08/2021      A - Correspondence received**

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Action officer: [REDACTED]

Result of action: **No Result Entered**

Action completed: **23/08/2021**

**Action details:**

**Any further details:** Noise is from Aura Lounge, a club that plays loud music every night until at least 2am which can be heard for miles in residential areas nearby

[REDACTED]

---

**05/08/2021      A - Correspondence received**

---

Action officer: [REDACTED]

Result of action: **No Result Entered**

Action completed: **25/08/2021**

**Action details:**

**Any further details:** The Aura nightclub plays extremely loud music and shouting that is a nuisance every night in this residential area.

[REDACTED]

---

**15/08/2021      A - Correspondence received**

---

Action officer: [REDACTED]

Result of action: **No Result Entered**

Action completed:

**Action details:**

Noise App submission received, recorded at 23:55pm.  
music can be clearly heard in the background of the recording.  
it is clear recording was done inside complainant's dwelling  
Complainant lives [REDACTED] away from the source.  
Deemed a statutory nuisance

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**01/09/2021      A - Correspondence received**

---

Action officer: [REDACTED]

Result of action: **No Result Entered**

Action completed: **05/11/2021**

**Action details:**

[REDACTED]

**Any further details:** Too much loud music can not sleep in the night and customers park car near houses make noise after party

[REDACTED]

**Any further details:** The aura too much loud music can not sleep

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**13/11/2021 00:30:01      NUIS - Proactive investigation/visit**

---

Action officer: **Martin Wood**

Result of action: **No Result Entered**

Action completed:

**Action details:**

Deep bass and voices of revellers inside evident at rear of Aura Lounge. Deep bass emanating from front. Douglas DPS and security inspected rear. Repeated requests for lower volume and bass conclude with noise still evident and potentially ongoing until 3am. Advised previous SI works and monitoring have shown noise can be contained. Nuisance likely to occur. Explained they need to manage noise to prevent court or licence review.

---

**21/12/2021 11:50:47      A - Correspondence received**

---

Action officer: **Martin Wood**

Result of action: **No Result Entered**

Action completed:

**Action details:**

**From:** Esther, Chan <Esther.Chan@brent.gov.uk>  
**Sent:** 21 December 2021 11:49  
**To:** The Aura <info@theaura.co.uk>  
**Cc:** ENS Noise Team <ens.noiseteam@brent.gov.uk>; Martin, Wood <Martin.Wood@brent.gov.uk>;  
Licensing Police NWMailbox.licensingbrent@met.police.uk  
<NWMailbox.licensingbrent@met.police.uk>  
**Subject:** RE: Reg Aura

Dear Sir,

Thank you for your email. I've copied the Nuisance Control Team in this email for their information.

Kind Regards  
Esther Chan  
Licensing Inspector  
Regulatory Services  
Brent Council

Tel: 0208 937 5303

[www.brent.gov.uk](http://www.brent.gov.uk)  
@Brent\_Council

**From:** The Aura <[info@theaura.co.uk](mailto:info@theaura.co.uk)>  
**Sent:** 20 December 2021 17:25  
**To:** Esther, Chan <[Esther.Chan@brent.gov.uk](mailto:Esther.Chan@brent.gov.uk)>  
**Subject:** Reg Aura

Hello Esher,

Hope you are well. Firstly i apologise that i was about to send you this email on Friday as promised but had massive issue at work because of that my 3 days has been a nightmare. As we spoke about the issues related to the Ayla please see bellow the things we are doing to avoid it.

Firstly regarding the planning alterations for the outside Area i have spoke to the Joshua Simon Associates few times but because of their heavy load they have been delaying alot & now i have sent all the details to 2 different planing companies There is a private person called [REDACTED] & other one is called [REDACTED] they assured they will start working on this with me from Wednesday. I assure you i will make sure i will stay on top of this & will make sure will do everything as you say.

Regarding Nuisance as soon as i recieved a call from you first thing we did is on Thursday we completely dropped the base from all our speakers so there was no base at all started from Thursday to Sunday we had one security petrolling in that area we have got nearly 13 Vidoes recording of checking the sound if they can hear anything at all & also we have got Digital sound level meter checking the sound & they are been noted on sound check sheet so we can show you this anytime you like.

Now another thing we have got people coming from the void company tomorrow (Tuesday 21st) to check if all our limiters are in place also now we are getting this sorted in a proper way as we have contacted these companies below they are coming to do the proper acoustics for us so we can secure every building corner properly.

<https://www.acoustics.agency>  
[https://www.noiseassessments-ap.co.uk/?gclid=EAIaIQobChMI9ZmG--Pr9AIVmd\\_tCh2DpgYhEAAAYAyAAEgLg8\\_D\\_BwE](https://www.noiseassessments-ap.co.uk/?gclid=EAIaIQobChMI9ZmG--Pr9AIVmd_tCh2DpgYhEAAAYAyAAEgLg8_D_BwE)

They will give us a date tomorrow when can they come in this week they will do the whole site survery & whatever is needed to be done they wil do it even if we have to close & get this done this will be our priority i assure.

But until this is done i assure we will have the security checking everyday taking videos & our bass will be completely down we wont give any issue to anyone at all.

Hope this above is all ok. Really sorry for the issues.  
I assure will sort this on priority.

Many Thanks

---

**07/01/2022 16:22:30 Telephone call RECEIVED by officer**

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Action officer: **Martin Wood**

Result of action: **No Result Entered**      Action completed:

**Action details:**

- ████████████████████
- acknowledges EPA noise notice
  - builders working to enclose rear
  - has spoken all neighbours r/o - no issues reported
  - wants us to call anytime should be find nuisance issue

---

**15/01/2022 21:20:35 NUIS - Nuisance-on notification**

---

Action officer: **Martin Wood**

Result of action: **No Result Entered**

Action completed:

**Action details:**

TNA / ■■■ / LAM and reveller noises

22:40 CB and Message

22:44 CB no answer

22:45 CB from ■■■ - visit arranged

23:05 Nuisance level of noise from LAM and revellers assessed for <5mins in garden. ■■■ states prevents him and family sleeping, continues until 2am, and occurs seven days a week except Weds.

23:10 call to Atul not answered and no VMS

SIA Doorman says Atul on premises. Other doorman volunteers that noise results from different DJ's competing with each other. Douglas Nunes and doorman accompany me to rear were same noise is evident. DN produces his phone and asks what (dB) number they should aim for. Remind him of his duty to prevent public nuisance and ensure NAN is obliged...and did him and Atul a favour this evening by not insisting on getting sufficient duration of evidence to pursue prosecution; and that further evidence will see such proceedings and application to review licence. DN states Atul has arranged some acoustic works, which should have commenced on 09 Jan and plan is to change more to a lounge than a nightclub (after I recommended nightclub levels of entertainment require nightclub levels of sound insulation). Text to Atul for Sunday evening visit.

---

**16/01/2022 20:00:28**

**NUIS - Proactive investigation/visit**

---

Action officer: **Martin Wood**

Result of action: **No Result Entered**

Action completed:

**Action details:**

Atul new Ops Manager and Sales Manager

- explained complaint evidence could have resulted in prosecution
- new lights have compromised integrity of the acoustic ceiling
- music by DJs in main bar and partially enclosed garden area
- reiterated gravity of ensuring music and reveller does not constitute nuisance
- he plans to change from nightclub-like venue to a lounge without loud music

---

**26/01/2022 15:11:45**  
**etc)**

**A - Correspondence sent (e.g. email,**

---

Action officer: **Martin Wood**

Result of action: **No Result Entered**

Action completed:

**Action details:**



**From:** Martin, Wood

**Sent:** 26 January 2022 15:10

**To:** [REDACTED]

**Cc:** Mark OBrien <Mark.OBrien@brent.gov.uk>; Esther, Chan <Esther.Chan@brent.gov.uk>; Susana, Figueiredo <Susana.Figueiredo@brent.gov.uk>

**Subject:** RE: Loud music from licensed premises

Dear [REDACTED]

I had a meeting today with the local neighbourhood manager and representatives from the licensing authority and community safety team – copied into this reply.

Your recent noise app reports are acknowledged. The recordings made between midnight and 4am are especially powerful in evidencing nuisance from music and revellers.

To answer your specific questions:

The business is under a general duty of care not to cause nuisance to neighbours and is under a legal duty to prevent public nuisance – these are valid before and after 11pm. If noise occurring before 11pm shows breach of either those we can prosecute or apply to review the premises licence. From an evidential perspective, noise >11pm is, as stated, especially powerful.

The business owner has stated that the lounge is a move away from operating as a nightclub-type venue. Given the semi-enclosed nature of the rear garden area we do remain concerned about the intensity of noise from music and revellers. I understand the business has now volunteered to close at 01:30am.

My colleagues are in contact with the business owner to ensure he understands the gravity of the situation and our capacity to prosecute or apply for a review of the premises should evidence supporting such intervention continue.

Please continue to use the Brent Noise App or use our call-out service:

#### **CALL-OUT SERVICE**

**Fri-Sun      6pm-2am      0208 937 1234**

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

**From:** [REDACTED]

**Sent:** 21 January 2022 18:21

**To:** Martin, Wood <Martin.Wood@brent.gov.uk>

**Subject:** Re: Loud music from licensed premises

Dear Martin

Hope all is well and thank you for the feedback received on 19<sup>th</sup> January via the Noise App.

The intensity of the noise that is created before 11pm is the same after 11pm, sometimes louder as you noticed when you visited our house. Would like to know the legality of the noise level before 11pm? Their back doors seem to be kept open hence the intensity of the noise level which is loud, plus their revellers that make noise outside their premises at the back. As you have mentioned in your feedback, the premises will soon be reverting from a Club to a Lounge. What difference will that make to the noise levels?

We have never had this kind of issue with previous owners, and they kept their back doors closed and noise levels low. We will continue reporting the noise level via the App, and hopefully, the owners will then understand the gravity of the situation.

Regards



---

**26/01/2022 17:00:39**  
**(etc)**

**A - Correspondence sent (e.g. email,**

---

Action officer: **Martin Wood**

Result of action: **No Result Entered**

Action completed:

**Action details:**

**From:** Martin, Wood

**Sent:** 26 January 2022 17:00

**To:** 'The Aura' <info@theaura.co.uk>

**Cc:** Mark OBrien <Mark.OBrien@brent.gov.uk>; Esther, Chan <Esther.Chan@brent.gov.uk>; Susana, Figueiredo <Susana.Figueiredo@brent.gov.uk>

**Subject:** FAO Atul, The Aura, 763-765 Harrow Road, Wembley, HA0 2LW

Dear Atul

Further to our site meeting at The Aura on Sunday 16 January, I am concerned you have not fully grasped the gravity of this situation or your legal duty under the Licensing Act 2003 to prevent public nuisance.

Attached are a series of noise recordings. It is recommended these are reviewed through noise cancelling headphones. The filename shows the date and time of the recording as follow: year-month-day\_time.

The recordings convey unreasonable levels of noise from music and revellers.

**You must ensure this level of disturbance ceases with immediate effect. No further warning will be given.**

I have copied in the neighbourhood manager and representatives from the licensing authority and community safety team.

Ongoing evidence of public nuisance will result in formal application to review or revoke your premises licence.

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

---

**06/02/2022 22:40:43**      **A - Correspondence sent (e.g. email, etc)**

---

Action officer: **Martin Wood**

Result of action: **No Result Entered**

Action completed:

**Action details:**

**From:** Martin, Wood

**Sent:** 06 February 2022 22:40

**To:** [REDACTED]

**Cc:** Mark OBrien <Mark.OBrien@brent.gov.uk>; Susana, Figueiredo <Susana.Figueiredo@brent.gov.uk>

**Subject:** RE: Loud music from licensed premises

Dear [REDACTED]

Thank you for your email. I was intending to contact you during the coming week to ask why you had ceased submitting noise app reports. I am aware that the business owner has approached several neighbours.

Yes, the business has been in contact with Brent Council. An online meeting was held last week with the business owner and his agent. The council and Brent Licensing Police raised concerns around noise, parking, waste collection and related issues. We heard what efforts the business is making to reduce adverse impact on neighbours; which includes a plan to change the premises into a lounge as opposed to a nightclub-type venue. We are pressing for more details on this. A period of six weeks was given within which to resolve the issues or face further enforcement action.

We remain concerned about the intensity of noise from music and revellers, given the semi-enclosed nature of the rear garden area. I inspected the area to the rear of the premises at half past midnight on Saturday. It is evident that they are monitoring noise levels and endeavouring to manage customer parking in Sudbury Gardens. However, in my opinion,

the efforts to manage noise are falling short. This was conveyed to the business during my visit.

I agree that it is not practical for you to keep contacting the business when they are already aware of the intensity of their noise levels. On that basis, I would encourage you to continue using the Brent Noise App. You are also able to use our call out service, as previously advised.

I have copied in the local Neighbourhood Manager and my colleague from the Community Safety Team who is co-ordinating our efforts to ensure the business operates without failing in its duty to prevent public nuisance.

More anon and kind regards

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

**From:** [REDACTED]  
**Sent:** 06 February 2022 21:31  
**To:** Martin, Wood <[Martin.Wood@brent.gov.uk](mailto:Martin.Wood@brent.gov.uk)>  
**Subject:** Re: Loud music from licensed premises

Dear Martin

Thank you for your email and sorry for the delay in replying back to you.

The Managers of the Aura Lounge have been round to speak to us with regards to the noise levels and we have expressed our concerns of the intensity of the noise, to which they have said they will be looking into how to improve and reduce the noise level. They have asked us to bear with them till they are able to get things sorted. We would like to know whether they are in contact with you regards to what they will be doing and any updates so far.

Hence them visiting us we have not done any recordings on the noise app as giving them time to sort the issue out, though the noise levels are still as per our previous recordings. We have been phoning the Manager to let them know when the noise level is loud, and they have been reducing the noise down, though we do have to keep reminding them. It is not practical for us to do this bearing in mind they are aware the intensity of the noise levels.

Please can you update us on what the Aura Lounge will be doing.

Regards

[REDACTED]

---

10/02/2022 15:52:11

Telephone call RECEIVED by officer

---

Action officer: **Martin Wood**

Result of action: **No Result Entered**

Action completed:

**Action details:**

Call from Atul:

- reduced volume of music
- restricting customer numbers
- offering a/c and triple glazing to affected neighbour (rather this than lose the business)
- is transition to a lounge (and will likely lose some customers)

Advised him:

- no dBA limit for nuisance level
- noise still evident at rear because structure does not contain music and customer
- we are happy with operation if no valid complaints
- will prosecute NAN and review if needed to prevent statutory or public nuisance



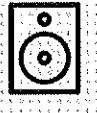

## Complainant Details

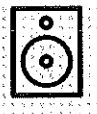

Last updated 04 May 2022 11:05am


## Source Address

763-765 Harrow Road , The Aura Lounge , Wembley , HA0 2LW

## Reports

Date	Source	Location	Intensity Rating	Duration
<b>15 Apr 2022</b> 00:09am	 Music	 Bedroom	9/10	02:00:00
Comments	"	-		
Officer Notes				

Date	Source	Location	Intensity Rating	Duration
<b>11 Mar 2022</b> 23:21pm	 Music	 Bedroom	10/10	02:00:00
Comments	"	-		
Officer Notes				

Date	Source	Location	Intensity Rating	Duration
<b>20 Jan 2022</b> 20:41pm	 Music	 Bedroom	10/10	01:15:00
Comments	” -			
Officer Notes				

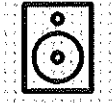
Date	Source	Location	Intensity Rating	Duration
<b>09 Jan 2022</b> 22:47pm	 Music	 Bedroom	8/10	02:00:00
Comments	” -			
Officer Notes				

Date	Source	Location	Intensity Rating	Duration
<b>09 Jan 2022</b> 22:43pm	 Music	 Bedroom	8/10	02:00:00
Comments	” -			
Officer Notes				

Date	Source	Location	Intensity Rating	Duration
<b>08 Jan 2022</b>				



00:58am



Music



Bedroom

10/10

04:00:00

Comments

”

Every night drums are played loudly, disturbing sleep for the family and with people shouting and making noise at the club

Officer Notes

Date

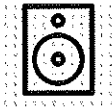
Source

Location

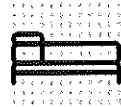
Intensity Rating

Duration

**08 Jan 2022**  
00:57am



Music



Bedroom

10/10

04:00:00

Comments

”

-

Officer Notes

Date

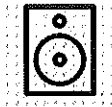
Source

Location

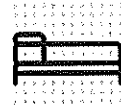
Intensity Rating

Duration

**07 Jan 2022**  
23:17pm



Music



Bedroom

9/10

03:00:00

Comments

”

-

Officer Notes

Date

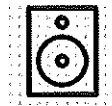
Source

Location

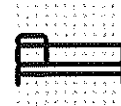
Intensity Rating

Duration

**07 Jan 2022**  
22:09pm



Music



Bedroom

8/10

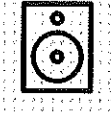
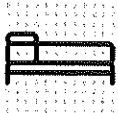
03:00:00

Comments

” -

Officer Notes

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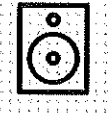

Date	Source	Location	Intensity Rating	Duration
<b>06 Jan 2022</b> 22:56pm	 Music	 Bedroom	9/10	03:00:00

Comments

” Music every night, so loud and disturbing sleep.

Officer Notes

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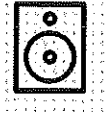

Date	Source	Location	Intensity Rating	Duration
<b>06 Jan 2022</b> 22:16pm	 Music	 Bedroom	9/10	02:30:00

Comments

” -

Officer Notes

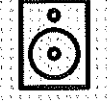

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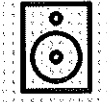

Date	Source	Location	Intensity Rating	Duration
<b>06 Jan 2022</b> 00:04am	 Music	 Bedroom	9/10	03:10:00

Comments

” -

Officer Notes

Date	Source	Location	Intensity Rating	Duration
<b>05 Jan 2022</b> 22:01pm	 Music	 Bedroom	8/10	02:00:00
Comments	” -			
Officer Notes				

Date	Source	Location	Intensity Rating	Duration
<b>04 Jan 2022</b> 21:41pm	 Music	 Bedroom	8/10	02:00:00
Comments	” -			
Officer Notes				

Date	Source	Location	Intensity Rating	Duration
<b>02 Jan 2022</b> 22:27pm	 Music	 Bedroom	8/10	02:00:00
Comments	” -			
Officer Notes				

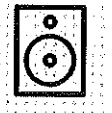

Date	Source	Location	Intensity Rating	Duration
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00:43am   10/10 05:00:00  
 Music Bedroom

Comments

” -

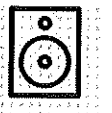
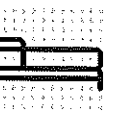
Officer Notes

Date	Source	Location	Intensity Rating	Duration
<b>01 Jan 2022</b> 23:59pm	 Music	 Bedroom	9/10	04:00:00

Comments

” -

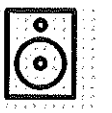
Officer Notes

Date	Source	Location	Intensity Rating	Duration
<b>01 Jan 2022</b> 01:06am	 Music	 Bedroom	10/10	04:30:00

Comments

” -

Officer Notes

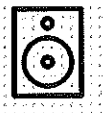

Date	Source	Location	Intensity Rating	Duration
<b>21 Dec 2021</b> 00:39am	 Music	 Garden	8/10	03:00:00

Comments

” -

Officer Notes

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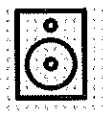
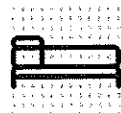
Date	Source	Location	Intensity Rating	Duration
<b>18 Dec 2021</b> 01:43am	 Music	 Bedroom	9/10	03:00:00

Comments

” -

Officer Notes

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Date	Source	Location	Intensity Rating	Duration
<b>18 Dec 2021</b> 00:55am	 Music	 Bedroom	8/10	02:00:00

Comments

” -

Officer Notes

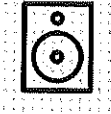
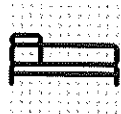
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Date	Source	Location	Intensity Rating	Duration
<b>18 Dec 2021</b> 00:47am	 Music	 Bedroom	8/10	00:00:00

Comments

” -

Officer Notes

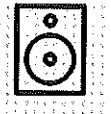

Date	Source	Location	Intensity Rating	Duration
<b>18 Dec 2021</b> 00:30am	 Music	 Bedroom	8/10	00:00:00

Comments

”

-

Officer Notes

Date	Source	Location	Intensity Rating	Duration
<b>18 Dec 2021</b> 00:20am	 Music	 Bedroom	7/10	00:00:00

Comments
















”

















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Officer Notes

## Activity

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	Recording Submitted	18 Dec 2021 12:20am
	Recording Submitted	18 Dec 2021 12:30am
	Recording Submitted	18 Dec 2021 12:47am
	Recording Submitted	18 Dec 2021 12:55am
	Recording Submitted	18 Dec 2021 1:43am
	<b>User Deleted</b> Thank you for using the Brent Noise App. In this instance the noise does not merit investigation, the sound is amplified due to poor sound insulation. We decide what action to take based on the scale of the problem, how frequently it happens, who is affected by the noise and how. We are now closing this case. Should the issue persist please continue to use the app.	20 Dec 2021 10:51am
	Recording Submitted	21 Dec 2021 12:39am
	Status : Pending Review	21 Dec 2021 12:40am
	<b>User Deleted</b> Thank you for using the Brent Noise App. Our sincerest apologies for the delay it has taken to review your case. In this instance the noise does merit investigation as a result have been assigned an officer. We decide what action to take based on the scale of the problem, how frequently it happens, who is affected by the noise and how. We are now investigating this case. Qualifying 3 or 4 separate nuisance-level incidents within a 4-week period is required to open an investigation. Should the issue continue please use the noise app to document your findings.	31 Dec 2021 12:16pm
	Status : Pending Review	31 Dec 2021 12:16pm
	Recording Submitted	01 Jan 2022 1:06am
	Recording Submitted	01 Jan 2022 11:59pm
	Recording Submitted	02 Jan 2022 12:43am
	Recording Submitted	02 Jan 2022 10:27pm
	Recording Submitted	04 Jan 2022 9:41pm

	Recording Submitted	05 Jan 2022 10:01pm
	Recording Submitted	06 Jan 2022 12:04am
	Recording Submitted	06 Jan 2022 10:16pm
	Recording Submitted Music every night, so loud and disturbing sleep.	06 Jan 2022 10:56pm
	Recording Submitted	07 Jan 2022 10:09pm
	Recording Submitted	07 Jan 2022 11:17pm
	Recording Submitted	08 Jan 2022 12:57am
	Recording Submitted Every night drums are played loudly, disturbing sleep for the family and with people shouting and making noise at the club	08 Jan 2022 12:58am
	Recording Submitted	09 Jan 2022 10:43pm
	Recording Submitted	09 Jan 2022 10:47pm
	Recording Submitted	20 Jan 2022 8:41pm
	Recording Submitted	11 Mar 2022 11:21pm
	Status : Under Investigation	28 Mar 2022 12:55pm
	<b>Martin Wood</b> We have reviewed your recordings. An application is being made to remove music from the licence and reduce the late operating hours. You are encouraged to continue using the app to evidence unreasonable noise.	28 Mar 2022 1:00pm
	Recording Submitted	15 Apr 2022 12:09am
	<b>Martin Wood</b> My application to review the Premises Licence should be ready for serving next week. Sincere thanks to you for your patience; and thank you for continuing to evidence the adverse impact of noise emanating from the business.	04 May 2022 11:02am



## Case Notes

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Reference Code: —

## Declaration

[REDACTED] confirm that this report and the recording I am submitting through The Noise App are a true representation of the noise nuisance I have experienced.

This noise report has been reproduced from The Noise App website ([www.thenoiseapp.com](http://www.thenoiseapp.com)) and may contain personal information. This report is the property of the Licensee, that is the person(s) or organisation(s) licensed to use The Noise App and website.

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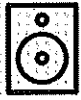


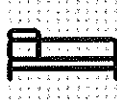
## Complainant Details

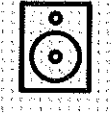
Last updated 04 May 2022 11:39am

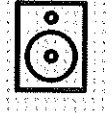

## Source Address

763-765 Harrow Road , The Aura Lounge, Wembley, HA0 2LW

## Reports

Date	Source	Location	Intensity Rating	Duration
<b>01 May 2022</b> 02:34am	 Music	 Bedroom	9/10	05:30:00
Comments	"			
Officer Notes	-			
Date	Source	Location	Intensity Rating	Duration
<b>30 Apr 2022</b> 00:01am	 Music	 Bedroom	10/10	03:00:00
Comments	"			
Officer Notes	So loud music and revellers shouting and screaming			

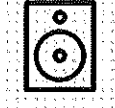
Date	Source	Location	Intensity Rating	Duration
<b>27 Apr 2022</b> 23:28pm	 Music	 Bedroom	9/10	03:25:00
Comments	” -			
Officer Notes				

Date	Source	Location	Intensity Rating	Duration
<b>18 Apr 2022</b> 23:07pm	 Music	 Bedroom	9/10	02:00:00
Comments	” -			
Officer Notes				

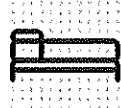
Date	Source	Location	Intensity Rating	Duration
<b>17 Apr 2022</b> 00:11am	 Music	 Bedroom	9/10	02:05:00
Comments	” -			
Officer Notes				

Date	Source	Location	Intensity Rating	Duration
------	--------	----------	------------------	----------

01:11am



Music



Bedroom

9/10

04:10:00

Comments

”

-

Officer Notes

Date

Source

Location

Intensity  
Rating

Duration

**13 Apr 2022**  
00:20am



Music



Bedroom

9/10

03:15:00

Comments

”

-

Officer Notes

Date

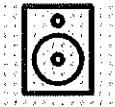
Source

Location

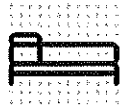
Intensity  
Rating

Duration

**10 Apr 2022**  
23:01pm



Music



Bedroom

9/10

02:00:00

Comments

”

-

Officer Notes

Date

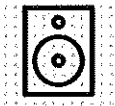
Source

Location

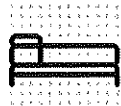
Intensity  
Rating

Duration

**10 Apr 2022**  
02:36am



Music



Bedroom

10/10

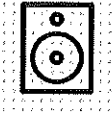

05:00:00

Comments

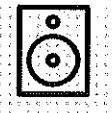

” -

Officer Notes

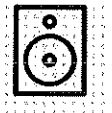

---

Date	Source	Location	Intensity Rating	Duration
<b>09 Apr 2022</b> 23:10pm	 Music	 Bedroom	9/10	02:00:00
Comments				
” -				
Officer Notes				

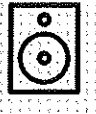
---



Date	Source	Location	Intensity Rating	Duration
<b>08 Apr 2022</b> 23:13pm	 Music	 Bedroom	9/10	02:30:00
Comments				
” Constant loud music and people shouting and making loud noise.				
Officer Notes				

---

Date	Source	Location	Intensity Rating	Duration
<b>08 Apr 2022</b> 22:18pm	 Music	 Bedroom	9/10	02:00:00
Comments				
” -				
Officer Notes				

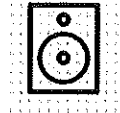
---

Date	Source	Location	Intensity Rating	Duration
<b>07 Apr 2022</b> 23:28pm	 Music	 Bedroom	9/10	02:25:00
Comments				
"				
Officer Notes				

Date	Source	Location	Intensity Rating	Duration
<b>01 Apr 2022</b> 23:42pm	 Music	 Bedroom	9/10	02:35:00
Comments				
"				
Officer Notes				

Date	Source	Location	Intensity Rating	Duration
<b>27 Mar 2022</b> 23:19pm	 Music	 Bedroom	9/10	02:00:00
Comments				
"				
Officer Notes				

Date	Source	Location	Intensity Rating	Duration
<b>26 Mar 2022</b> 02:37am				



Music



Bedroom

9/10

05:35:00

Comments

”

It's 02:35 music still going on

Officer Notes

Date

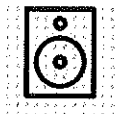
Source

Location

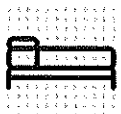
Intensity  
Rating

Duration

**24 Mar 2022**  
00:21am



Music



Bedroom

9/10

03:00:00

Comments

”

-

Officer Notes

Date

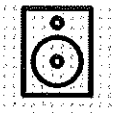
Source

Location

Intensity  
Rating

Duration

**22 Mar 2022**  
23:09pm



Music



Bedroom

9/10

03:00:00

Comments

”

-

Officer Notes

Date

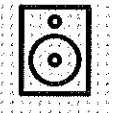
Source

Location

Intensity  
Rating

Duration

**22 Mar 2022**  
22:43pm



Music



Bedroom

9/10

02:35:00

Comments



[REDACTED]

01/06/2022

Our Ref: 24927

Dear [REDACTED]

**Licensing Representation to the application for a review of a Premises Licence under the Licensing Act 2003 for premises at THE AURA Restaurant & Lounge, 763-765 Harrow Road, Sudbury, HA0 2LW.**

I have considered the application and I wish to make a representation in support of the review application.

**I am 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 Licensing Authority representations are primarily concerned with the four licensing objectives;

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

The application for a review by the Brent Council Noise Control Team states that the premises has and continues to undermine the licensing objective relating to the prevention of public nuisance. I have researched the Brent Council licensing record for The Aura and note a number of noise related complaints from local residents and information from Brent Police relating to an incident of crime and disorder at the premises. Further details are attached as a supplement to this representation.

---

I respectfully ask that the Licensing Sub-Committee considers that action under its statutory powers is needed to address the problems connected with this premise. Those powers are listed at para 11.19 of the Home Office Guidance issued under section 182 of the Licence Act 2003 and I feel the following step taken from the guidance would be appropriate;

- To modify the conditions of the premises licence (which includes adding new conditions or any alteration or omission of an existing condition), for example, by reducing the hours of opening or by requiring door supervisors at particular times;

The review application seeks to have the Premises Licence modified to reflect the following;

The opening hours of the premises (Day: Start Time : End Time) shall be as follows:

Monday 11:00hrs - 00:00hrs

Tuesday 11:00hrs - 00:00hrs

Wednesday 11:00hrs - 00:00hrs

Thursday 11:00hrs - 00:00hrs

Friday 11:00hrs - 01:00hrs

Saturday 11:00hrs - 01:00hrs

Sunday 11:00hrs - 00:00hrs

With all licensable activities (regulated entertainment, late night refreshment, and sale and supply of alcohol) terminating 30 minutes earlier. All seasonal variations shall be removed.


We also ask Licensing Committee to remove Condition 11: The outside drinking areas shall cease at 23.30hours and endorse the Premises Licence with the following noise-controlling conditions:

1. Regulated entertainment in the form of live or recorded music shall not be permitted within the partially enclosed Garden Area.
2. The terminal hour for public use of the Garden Area shall be midnight Friday and Saturday and 23:00hrs Sunday to Thursday.

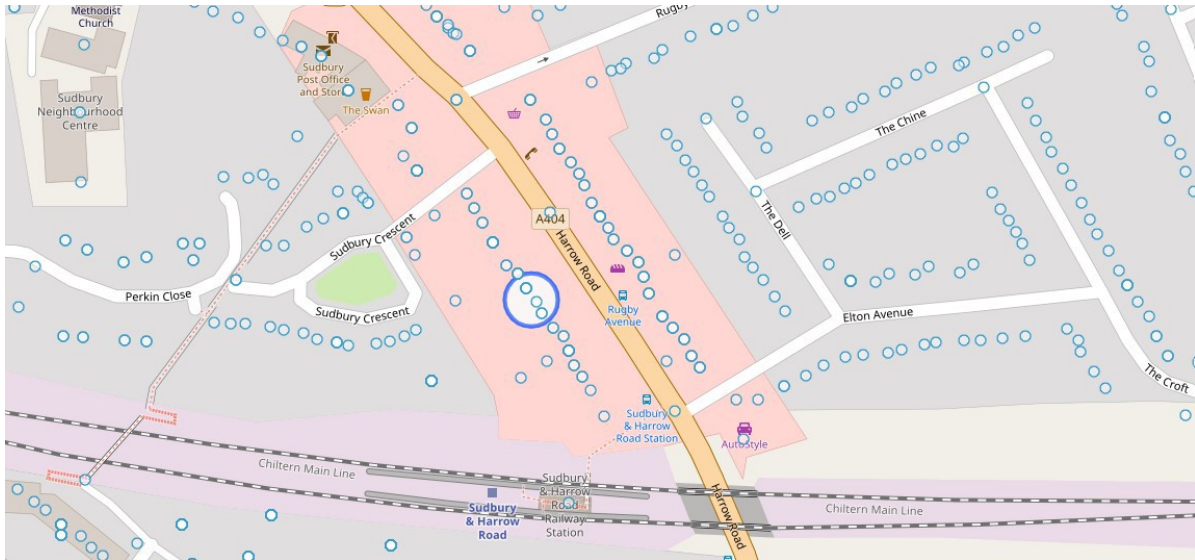
I believe that the above modifications would be an appropriate and proportionate response to address the issues that instigated the review proceedings and help with the promotion of the licensing objectives.

Yours faithfully



  
Licensing Officer  
Regulatory Services

Premises Location: The Aura is situated at 763-765 Harrow Road, Wembley, HA0 2LW in an area of business and residential properties on Sudbury ward.



**Background:**

Since the easing of lockdown restriction the premises has attracted a lot of complaints from local residents relating to noise nuisance and parking related issues. This has prompted an application for a review of the premises licence by the Brent Council Noise Control Team which is currently in public consultation until 08/06/2022. There is also an application to vary the premises licence which is also in public consultation.

The following information is submitted in support of the review application.

---

**From:** [REDACTED] >  
**Sent:** Saturday, April 30, 2022 6:51 am  
**To:** [REDACTED] <[REDACTED]>  
[REDACTED] >  
**Subject:** The Aura - 763-765 Harrow Rd, London, Wembley HA0 2LW

Dear [REDACTED]

RE: [REDACTED]

I am a police officer on emergency response team at Wembley Police Station, I wonder if you might be able to raise a concern to the local authority about the lack of CCTV coverage on Harrow Road, Sudbury namely near 'The Aura'.

This Venue has been generating numerous emergency calls with anti-social behaviour and criminality. Tonight we dealt with 4 males armed with large machetes, a car failed to stop for police having crashed into multiple cars. It would have been very useful if you could have seen the large crowds at around 0300 this morning, the debris over the road and the high number of cars damaged as a result of this one incident. I am sure the local residents are negatively impacted by this.

This venue generates dozens of calls to police all undoubtedly linked to the Aura lounge.

Would the local authority consider installing a camera that will help police deal with and reduce the demand for the venue and surrounding area? Is this something that as the local councillor you would be able to ask for?

CC: NW Licensing Brent for info.

**From:** [REDACTED]  
**Sent:** 12 April 2022 13:51  
**To:** Business Licence  
**Subject:** Aura Lounge

**Categories:** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

To whom it may concern,

I have been passed your email address from [REDACTED] regarding the problems residents are having with people using the Aura Lounge.

Firstly, people park on the double yellow lines directly under our bedroom windows then come back and start doing gas (nos) and drinking. I've reported this on numerous occasions to the police with registration and descriptions but nothing. Fights are common, there was a bad one around two weeks ago that went on for ages and then the rubbish these people leave behind when they leave and using the alley where our entrance is as a toilet is fairly common too.

Obviously it's worse Friday and Saturday but it does get trade all week.

It's the same type of people usually 20 to 30 years old mostly male, all ethnicities but more so black/mixed race.

I don't have a problem with people enjoying themselves but the blatant disregard of others is disgusting.

The club doesn't seem to proactively offer any solution to this problem and I think the hours they are open is encouraging people who have already been out to finish their night as late as possible and the problems we experience can go on to 4 or 5 in the morning.

**From:** [REDACTED]  
**Date:** 1 December 2021 at 15:54:57 GMT  
**To:** [REDACTED]  
**Subject:** Loud music from licensed premises

Dear [REDACTED]

Hope all is well and keeping safe,

I would like to bring to your attention the loud music that is often blaring out from The Aura Lounge, 763-765 Harrow Road. The music is heard even with our bedroom windows closed and often goes on beyond 2am in the morning. I have tried calling them at that hour in the morning to complain but their phone lines go to voicemail. On Monday 29th November at around 2.15am I ended up calling the police who were unable to assist, who also did hear the music whilst I was on the phone to them and they did give a reference number to say we had made a complaint. Also phoned the out of hours Brent Council Noise/Nuisance line but as I had called after 2am the lady advised they had no one to assist but to report the incident online.

Can you please help and advise what can be done.

Regards

[REDACTED]

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe**

**From:** [REDACTED] k on behalf of  
**Sent:** 06 October 2021 13:19  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Car Parked parallel to Barking Bay No13 No 15 Rugby Ave

Dear Esther,

I am aware of three crime reports that were recorded in the early hours on 3<sup>rd</sup> October concerning the same incident outside the venue.

It appears a male who was in the club was refused re-entry and an assault was alleged by this male against security staff.

Police attended the location and the male was then detained for a search which also included his vehicle.

The male was found to be in possession of class B drugs and potential Class A drugs pending drug examination of the substance.

Kind regards  
Len



[REDACTED]  
Sudbury Safer Neighbourhood Team  
Wembley Police Station, 603 Harrow  
Road HA0 2HH

Team E-mail: [REDACTED]  
Web: <https://www.met.police.uk/a/your-area/met/brent/sudbury/>

---

**From:** [REDACTED]  
**Sent:** 05 October 2021 14:41  
**To:** NW mailbox - SNT Sudbury [REDACTED]  
**Cc:** NW Mailbox - Licensing Brent [REDACTED]  
**Subject:** FW: Car Parked parallel to Barking Bay No13 No 15 Rugby Ave

Dear SNT/Licensing Police,

In reference to the email below, it has been reported that the police were involved with an incident on the 2<sup>nd</sup> October 2021, do you have any information to share?

Kind Regards

[REDACTED]  
Regulatory Services  
Brent Council

Tel: [REDACTED]

[www.brent.gov.uk](http://www.brent.gov.uk)  
@Brent\_Council

---

**Subject:** Car Parked parallel to Barking Bay [REDACTED]

Dear [REDACTED]  
Hope you are keeping well.

You may have heard the nuisance that is being caused by the guests of the Night Club. On Saturday 02 December a car was parked opposite the bay on the even [REDACTED] and the owner must have gone to the Club for at least two hours there was mayhem in the street shouting, screaming knocking on the doors. The street was completely blocked for traffic for nearly two hours. I called out of hours and reported it and the enforcement came but could not take any action because it may seem legal because it was only a single line.

Police turned up after an hour about 11:00pm and taking some witness statement. I don't know what happened.

This is not the first time [REDACTED]. Could you please talk to other councillors and implement double line drawings from [REDACTED] please.

Residents are really fed up with this Night Club. You need to think long and hard about the nuisance, noise, pollution and anti social behaviours caused by this outfit.

Please copy other Councillors as well.

Thank you  
Kind regards  
[REDACTED]

Sent via BT Email App

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe





TERRITORIAL POLICING

KN Bros Limited  
The Aura  
763-765 Harrow Road,  
Wembley. HA0 2LW

**Our ref:** The Aura – Review  
22/24927/3122NW

***NW BCU Licensing Department - Brent***

Harrow Police Station  
74, Northolt Road  
Harrow  
HA2 ODN

**Tel:** 020 8733 5008

**Email:** nwmailbox.licensingbrent@met.police.uk

**Web:** www.met.police.uk

**Date:** Thursday the 2<sup>nd</sup> of June 2022

**Police Licensing comments regarding the Brent Council Review of 'The Aura, 763-765 Harrow Road, Wembley. HA0 2LW.**

I acknowledge receipt of an application for the review of the above said property under section 51 of the club premises certificate and section 87 of the Licensing Act 2003, submitted by Mr Martin Wood from Brent Council

**Basis of the Review**

The main complaints regarding this venue are those of noise nuisance created by regulated entertainment which is fully detailed in the review submitted by Mr Wood. In addition to the noise nuisance complaints the council have concerns over waste management, food safety and Parking.

The current opening hours of the venue are as follows:

Monday to Thursday from 11.00 hours to 02.30 hours  
Friday and Saturday from 11.00 hours to 03.30 hours  
Sunday from 11.00 hours to 02.30 hours.

The regulated entertainment and sale of alcohol cease half an hour before the closing time respectively.

Mr Woods is proposing that new times should be:

Monday to Thursday from 11.00 hours to 00.00 hours  
Friday and Saturday from 11.00 hours to 01.00 hours  
Sunday from 11.00 to 00.00 hours.

Having read through this review and looked at the crime figures, complaints and numerous calls to this venue over just the last year alone, police fully support this review and the reduction of hours suggested by Mr Wood.

**Police Crime figures and Calls to the venue**

Below is a very brief outline of the calls police have had to this venue from the last year (24/05/2021 to 24/05/2022). The police reference numbers have had to be redacted.

CAD – Call to police  
 CRIS – Crime report

QK/492	CAD	08-May-22	Call from Doorman at club stating he is refusing entry to a lady who is smoking cannabis	01.03hrs
19XXXX2/22	CRIS	22-Mar-22	Fight between group of drunk people who just left the Aura Club	02.10hrs
19XXXX2/22	CRIS	22-Mar-22	Cut to lip caused during fight - connected to above CRIS	02.10hrs
19XXXX0/22	CRIS	22-Mar-22	Another victim of assault with 15-20 drunk people fighting after leaving the Aura Club	02.10hrs
19XXXX5/22	CRIS	22-Mar-22	Another arrest for Drunk and Disorderly - eight officers in attendance to control the affray	02.19hrs
53XXXX2/22	CRIS	01-Jan-22	Theft of handbag from location	01.00hrs
19XXXX5/22	CRIS	16-Jan-22	Victim states that he was assaulted by bouncers at the venue, leaving a friend of his with bruising and a broken tooth	01.20hrs
20XXXX8/22	CRIS	31-Dec-21	Female victim states her drink was spiked at the location	22.00hrs
QK/323	CAD	25-Dec-21	Informant stating that bouncer tried to attack them and that the doorman threatened to rape them.	00.55hrs
QK/344	CAD	25-Dec-21	Same informant as last, stating police have arrived	00.58hrs
QK/306	CAD	25-Dec-21	Informant stating that there is a fight at the location and one person is armed with a knife	00.52hrs
QK/237	CAD	12-Dec-21	Call from staff at the club stating that there is a male been aggressive and refusing to leave	00.35hrs
QK/396	CAD	12-Dec-21	Call from security manager stating that same male is there very drunk, challenging people to fight	00.53hrs
19XXXX3/21	CRIS	04-Dec-21	By drunk customer smashing ID machine at location	02.46hrs

QK/582	CAD	29-Nov-21	Complaint of loud music coming from location - police operator could hear music in the back ground	02.30hrs
19XXXX7/21	CRIS	11-Nov-21	Male was evicted from club and then proceeded to get arrested for common assault and being drunk and disorderly	01.58hrs
QK/8569	CAD	27-Oct-21	Male has entered the club and when asked for ID he has refused and become aggressive	23.34hrs
19XXXX3/21	CRIS	09-Oct-21	Assault on security guard from club, female suspect arrested by passing police officers	23.40hrs
QKZS00XXXX59	Stop & Search	02-Oct-21	Call from security at the club that a male was armed with a knife. The male was searched by police and arrested for possession of drugs	21.27hrs
QKRT005XXXX3	INTELLIGENCE REPORT	14-Aug-21	Intelligence report regarding gang activity outside the Aura Lounge	NA
19XXXX8/21	CRIS	12-Jul-21	Allegation of kidnapping from the Aura Club	00.01hrs
QK/6593	CAD	06-Jul-21	Report that COVID rules were been broken by the club	20.00hrs
QK/977	CAD	01-Jun-21	A report of over 30 people not social distancing during COVID	23.30hrs
QKRT00XXXX5	INTELLIGENCE OFPORT	31-May-21	Intelligence report of class A drug use inside and outside of the club. Report states that door staff are aware of this but ignore the issue	NA

As you see from the above data a majority of the crimes and calls to police are after midnight. This is more than likely going to be fuelled by drunk behaviour where customers are using the Aura Lounge as an alternative venue to attend once the public houses have ceased trading. A shortening of the opening hours of the club would reduce a majority of the crimes that this venue is experiencing.

#### Licensing Issues

There is an attached exhibit to this letter, which is an e-mail from PC [REDACTED] – Exhibit PSG/1. To summarise this e-mail from PC [REDACTED] he was investigating to separate matters, one of drink spiking and another of robbery. Both of these investigations required CCTV from the Aura. Numerous attempts had been made by PC [REDACTED] where the club have firstly denied any incident took place. Then after repeated attempts to obtain the CCTV it was sent 'edited'.

The club have then decided that the police did not require the CCTV as the victim no longer wished to substantiate the allegation. PC [REDACTED] had to explain that it was not their decision to make. The footage

then showed one of the SIA picking up the stolen item and walking off camera with the property. To the best of my knowledge this item of property was not handed to the police or victim.

PC [REDACTED] detailed how he had to threaten to get a warrant from court in order to obtain the CCTV.

From a licensing perspective I have grave concerns over the difficulties that police had on two separate occasions with obtaining CCTV. This is a basis requirement and I would expect the DPS to provide this CCTV without question within a speedy time frame. It is even more worrying to hear that a member of the security team had picked up this item which has not been seen since.

### **Summary**

There appears to be a persistent problem with the management of the club providing police with CCTV from The Aura. This is a breach of the Aura's premises license which undermines the polices' ability to effectively prevent crime and disorder.

The above crime and incident figures are very high. These figures only show the last year of reported crime and I fear there is great deal more of un-reported crime linked to the venue.

In addition to the crime and disorder matters which is the main concern of the police, there are the issues of noise nuisance, waste enforcement, food safety and parking. A combination of all these issues shows a clear lack of control from the management of the club and police fully support the recommendations made by Mr Woods within this review.

Yours Sincerely,

**PC Phil Graves 3122NW**  
**NW BCU - Brent Licensing**  
**Philip.Graves@met.police.uk**

**From:** PC@met.police.uk <PC@met.police.uk>  
**Sent:** 11 February 2022 07:51  
**To:** Phil.S.Graves@met.police.uk  
**Subject:** CCTV the Aura club

**31<sup>st</sup> December 2021 – a report was made that a victim had been spiked**

**16<sup>th</sup> Jan 2022 the robbery offence happened**

**17<sup>th</sup> Jan 2022 – Pc [REDACTED] spoke to the club via a telephone call, they denied that a robbery took place or anything else and stated that the police must have the wrong information. They disconnected the phone.**

**PC [REDACTED] called back where he explained that CCTV must be viewed by police the club said a fight occurred but they have sorted it and they don't need police to get involved.**

**18<sup>th</sup> Jan 2022 – Pc [REDACTED] attended the club where the head door man ([REDACTED]) stated it was the manager who is in control of CCTV, after speaking to the manager he stated that the head door man is the person who can download the CCTV.**

**After stating that police will get a warrant to get the CCTV the manager stated that he can view and download the CCTV, the manager provided police with a small clip of CCTV which police viewed, times and dates. The ID machine was also viewed which was broken and had been broken for 1 month (which was confirmed by PC [REDACTED]).**

**PC [REDACTED] stood inside the club and saw when people came into the club they pretended to use the machine stating it worked when it didn't.**

**PC [REDACTED] also saw groups of people enter the club and were not searched**

**19<sup>th</sup> Jan 2022 PC [REDACTED] was sent four clips of CCTV which after close inspection seemed to be edited to the version that the club only wanted to show and was not the times or dates required. PC [REDACTED] contacted Licensing unit where they explained that they have been having problems with the club in regards to the Administering GHB substance – 2000018/22**

**PC [REDACTED] contacted the victim of the Robbery and asked if he was happy to attend court which he was very eager to take the investigation all the way and help as much as possible, PC [REDACTED] then called the head door man and explained that this case may go to court and therefore the police will need the CCTV between specific times with no gaps.**

**20<sup>th</sup> Jan 2022 - after re-watching the CCTV clips that PC [REDACTED] was provided, it looks like one of the door man, is seen in the CCTV to pick up what is believed to be the chain, play with it and hold it in his hand for quite some time before he walks off camera.**

**21<sup>st</sup>– 24<sup>th</sup> Jan 2022 PC [REDACTED] contacted the licensing team and continued with further investigations.**

**25<sup>th</sup> Jan 2022 – Aura venue have told police that the CCTV was ready for collection for Administering GHB substance – 2000018/22**

05<sup>th</sup> Feb 2022 – police spoke with Aura and were told that the CCTV was not downloaded and they would not be able to pick it up as it comes from a different site. (Administering GHB substance – 2000018/22)

7<sup>th</sup> Feb 2022 – PC [REDACTED] contacted the manager who explained that all the CCTV had been given to police, however when PC [REDACTED] asked who it was given to he could not say, he then stated that CCTV for the robbery wasn't provided as the victim told him the case had been dropped, PC [REDACTED] explained that the police still require the CCTV which the manager has stated that he will need to now call an engineer to have a look.

9<sup>th</sup> Feb PC [REDACTED] messaged the manager and asked to confirm he will be over Thursday 10<sup>th</sup>, the manager has replied stating that he has a high fever which is not covid but he won't be better until saturday or Monday when the 28 days are over, he has stated he cannot realise the password to the CCTV to anyone else at the club as it needs to be safe.

**PC**

Police Constable

CID – Proactive

Work mobile: [REDACTED]

E-mail:



**From:** Benea, Councillor Teo  
**Sent:** Wednesday, June 8, 2022 11:29 pm  
**To:** Business Licence <[business.licence@brent.gov.uk](mailto:business.licence@brent.gov.uk)>  
**Subject:** The Aura - 763-765 Harrow Rd, London, Wembley HA0 2LW

Good evening,

Hope you are well.

I understand that the council is currently carrying out a licence review/consultation for The Aura Nightclub until tomorrow, 9<sup>th</sup> June. As the newly elected Labour councillor for Sudbury I would also like to make a representation on behalf of the local Sudbury residents who got in touch with me and the previous councillors with their complaints concerning parking on the side streets and the noise caused by the activity taking place at the club during Friday/Saturday evenings. I believe that previously, Cllr Stephens and Cllr Daly have advised the manager of the Aura Lounge to encourage their customers to park at the Vale Farm car park in order to avoid overcrowding the residential streets around the venue and avoid disruption to local residents, but the situation, unfortunately, doesn't seem to have improved. The residents have also complained about the high levels of noise coming from the venue during the night which is causing a lot of inconvenience to them.

I also understand that the police officer from emergency response team at Wembley Police Station has received numerous emergency calls regarding anti-social behaviour and criminality. He previously mentioned that they dealt with 4 males armed with large machetes, a car failed to stop for police having crashed into multiple cars. This venue generates dozens of calls to the police and all are undoubtedly linked to the Aura lounge. I believe that the council has now installed a CCTV camera to monitor the activity taking place at the nightclub which is a very positive and welcomed development.

As much as I would like to support local businesses in the area and I don't want their licence to be jeopardised, in light of the many complaints that have been received from residents regarding parking, noise, and anti-social behaviour issues coming from the venue, I believe stronger measures need to be put in place to address the residents' concerns.

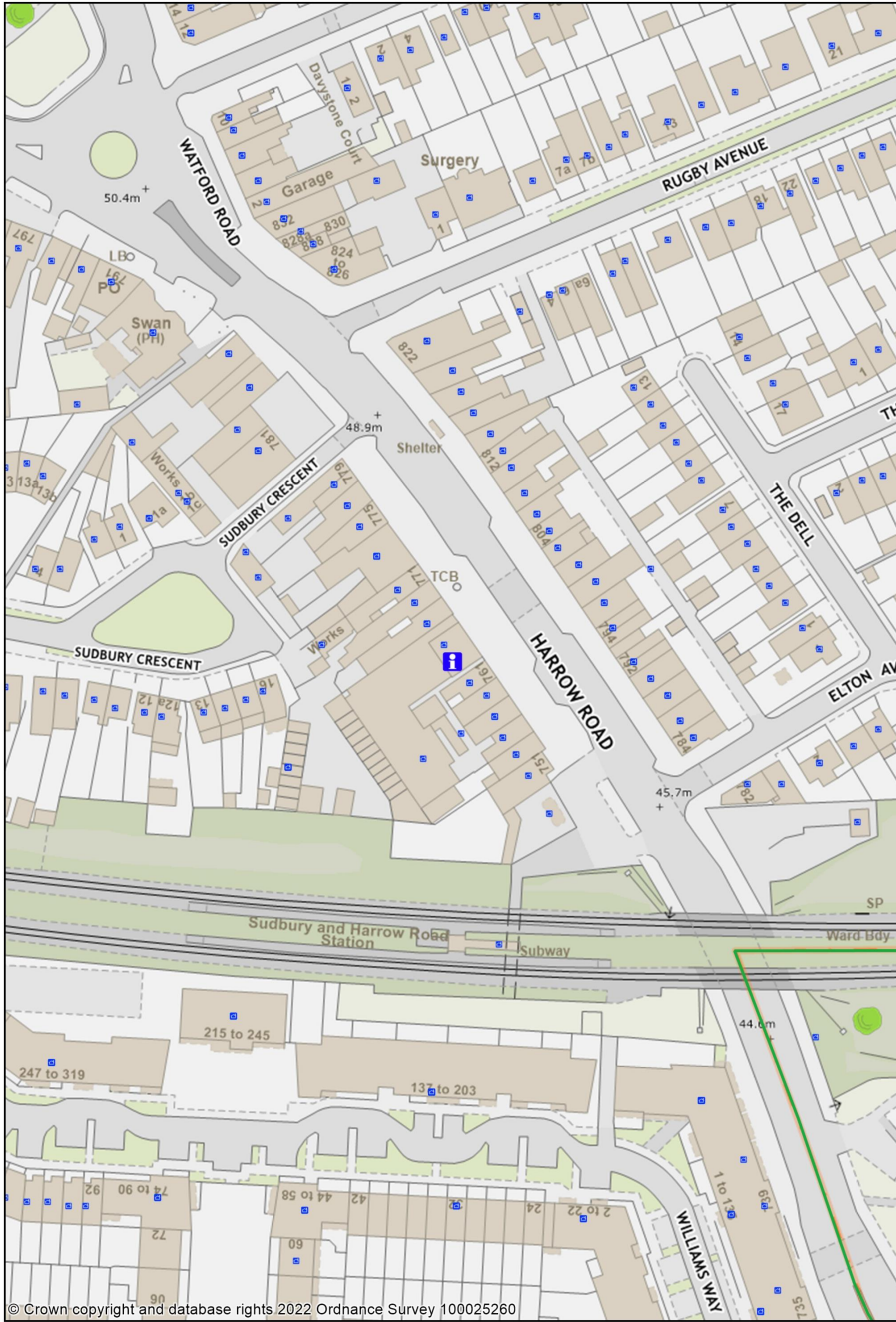
Thank you very much for your help with looking into all the issues mentioned above. I look forward to receiving a response from you once the consultation is concluded with the next actions that will be taken to address the concerns raised by residents.

Kind regards,  
Teo Benea  
Cllr for Sudbury ward

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Basemap Map



1:1250

0 0.02 0.04 kilometres



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