



## Alcohol and Entertainment Licensing Sub-Committee

**Tuesday 23 January 2024 at 10.00 am**

**Boardrooms 1 & 2, 3rd Floor, Brent Civic Centre**

Please note that this meeting will be held in person with members of the Sub-Committee required to attend in person.

**The press and public are also welcome to attend this meeting in person. Please note the meeting is not scheduled for live webcast**

### Membership:

#### Members

Councillors:

Long (Vice-Chair)  
Ethapemi  
Lorber

#### Substitute Members

Councillors:

Ahmed, Bajwa, Chohan, Collymore, Hack, 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)

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## **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
<b>1 Apologies for absence and clarification of alternate members</b>	
<b>2 Declarations of Interests</b>	
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.	
<b>3 Application for the Review a Premises Licence following a Closure Order by Metropolitan Police for the premises known as Santafe Hall, 202 High Street, NW10 4SY, pursuant to the provisions of the Licensing Act 2003</b>	1 - 72

**Date of the next meeting: Wednesday 24 January 2024**



Please remember to **SWITCH OFF** your mobile phone during the meeting.

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## LICENSING ACT 2003

### Application for the Review a Premises Licence following a Closure Order

Name of Applicant:	Metropolitan Police
Name & Address of Premises:	Santafe Hall, 202 High Street, NW10 4SY
Applicants Agent:	

#### 1. Application

The application is for the review of a premises licence following a closure order. The licence is held by Portubras Ltd. The premises are known as Santafe Hall, 202 High Street, NW10 4SY.

#### 2. Grounds for Review

The grounds for review are the Prevention of Crime & Disorder and the Prevention of Public Nuisance.

The premises has been causing anti-social behaviour affecting local residents.

#### 3. Relevant Representations

Representations have been received from the SNT Police, Licensing Police; NCT, Licensing Officers and ward Councillor.

#### 4. Background

The Metropolitan Police have been granted a Closure Order under the Anti-Social Behaviour, Crime and Policing Act 2014 by Brent Magistrates Court for a period of 3 months ending on 27 March 2024. This review hearing is triggered automatically under the terms of section 167 of the Licensing Act 2003.

These premises are currently licensed for Live & Recorded Music and to remain open from 7am to 4am Monday to Sunday, Late Night Refreshment from 11pm to 4am Monday to Sunday and the sale of alcohol from 11am to 4am Monday to Sunday.

The Designated Premises Supervisor at the premises is Miss Priscilla Hilaria Dos Santos.

#### 5. When hearing a review the Committee if satisfied that additional measures are required to satisfy the four licensing objectives they may:

- Modify, remove or add conditions
- Exclude one or more of the licensable activities
- Remove the Designated Premises Supervisor
- Suspend the licence for a period not exceeding 3 months
- Revoke the licence

- 6. Associated Papers**
- A. Closure Order
  - B. SNT rep
  - C. Licensing Police Rep
  - D. NCT Rep
  - E. Licensing Officer Rep
  - F. Current Licence
  - G. OS Map

# Closure Order

(Anti-Social Behaviour, Crime and Policing Act 2014 -  
Part 4, Chapter 3, Section 80)

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Insert court - Willesden Magistrates Court

Sitting at - 448 High Road, London, NW10 2DZ

(Code 2571)

Date:

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Address: SANTAFÉ HALL, 202 HIGH STREET, HARLESDEN, NW10 4SY

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On application of the Metropolitan Police Service: PC APOSTOLOU

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Name of Applicant Authority: Metropolitan Police Service

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Address of Applicant Authority: Harlesden Town Centre Team, Harlesden Police station, 76 Craven Park, London, NW10 8RJ

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This court is satisfied that (tick the relevant box):

(a) a person has engaged, or (if the order is not made) is likely to engage, in disorderly, offensive or criminal behaviour on the premises, or

(b) the use of the premises has resulted, or (if the order is not made) is likely to result, in serious nuisance to members of the public, or

(c) there has been, or (if the order is not made) is likely to be, disorder near those premises associated with the use of those premises,

and that the order is necessary to prevent the behaviour, nuisance or disorder from continuing, recurring or occurring.

2.

Accordingly, a **Closure Order** is made, pursuant to Section 80 of the Anti-Social Behaviour, Crime and Policing Act 2014, in respect of the address specified above

A Closure Order is an order prohibiting access to the premises for a period specified in the order

This Closure Order prohibits access by all persons (except those specified or those of a specified description) at all times (unless specified) in all circumstances (unless specified), for a period of (maximum of three months)

Starting at <sup>12.10</sup>~~1800~~ hours on THURSDAY 28<sup>th</sup> DECEMBER 2023 and ending at <sup>12.10</sup>~~1800~~ hours on THURSDAY 28<sup>th</sup> MARCH 2023 *Wednesday 27<sup>th</sup> March 2024*

Subject to the following exceptions:

- Emergency Services;
- BT/Water/Electricity/Gas and other utility workers on official business;
- Representatives of the Landlord whose presence relates to the maintenance of the building;

A person who without reasonable excuse remains on or enters premises in contravention of a Closure Order commits an offence under section 86 of the Anti-social Behaviour, Crime and Policing Act 2014, liable on summary conviction to imprisonment not exceeding 51 weeks and / or an unlimited fine.

~~District Judge / Justice of the Peace~~ 

[By order of the clerk of the court]

Date: 28/12/2023





Brent Licensing Team  
Brent Council

Harlesden Town Centre Team  
Harlesden Police station  
76 Craven Park  
Harlesden  
NW10 8RJ

Telephone: 0208 733 3835

Email: [www.met.police.uk](http://www.met.police.uk)  
Your ref: Santafe Hall  
Our ref: Representation  
17/01/2024

Dear Licensing,

Re, Santafe Hall, 202 High Street, NW10 4SY - Notification of Review Hearing  
Following a Closure Order

Santafe Hall  
202 High Street  
London  
NW10 4SY

I am Police Sergeant Cesar Sanguinetti, based at Harlesden Police station, a member of Harlesden Town Centre Team.

Before undertaking this role, I was a sergeant in Emergency Response in Wembley, previously having worked as sergeant in Safer Neighbourhoods in Camden, additionally, my policing experience extends to: first responder in a response team, Designated Ward officer, 999 call handler, Partnership work in hate crime / ASB, etc. In my 9 years of police service, I have been fortunate enough to have gained substantial police experience.

Harlesden Town Centre was created and launched on 14<sup>th</sup> February 2022; the main aims:

- Target and reduce violence, especially against Women and girls
- Decrease ASB / Crime in the Harlesden town centre area
- Engage with the community, building trust between police, as well as engaging with local stakeholders and partner agencies, such as Brent Council.

From our inception to January 2024, Harlesden has been successful in many of our goals, working in partnership with the local community and partner agencies.

The address Santafe Hall, 202 High Street, NW10 4SY has come to police attention for suspected drug dealing. Police executed a drugs warrant at these premises on 17<sup>th</sup> November 2023, finding drugs in the premises and arresting persons for possession with Intent to Supply Class A. Since this is an ongoing police investigation, I am unable to release more details.

The courts authorised a full closure order on Santafe Hall, 202 High Street, NW10 4SY because of being involved in criminality on 28/12/2023 for 3 months.

There are further reports linked to Santafe Hall, 202 High Street, NW10 4SY, in police indices, such as a fight by the premises on 3<sup>rd</sup> December. There are further reports in police indices but may not be suitable to disclose in an open forum.

High Street Harlesden is a vibrant multi-cultural community, which has long been plagued by crime and ASB. There is a small number of wrongdoers, engaging in crime / ASB, affecting the lives of the large majority of law-abiding citizens who call this area of London home. Business such as Santafe Hall, bring crime and ASB into Harlesden.

I honestly believed that allowing Santafe Hall to operate in the Harlesden area, in spite of all the reasonable concerns raised above, would not only undo all police's efforts to make Harlesden a safer area, but would seriously impact the wellbeing of the local community. One more crime in the local area attributable to Santafe Hall's activities, is one crime too many.

Other police officers will represent police's perspective to this committee raising objections to the licence of Santafe Hall. These concerns are mostly due to criminal activity, and the ASB this activity brings. I would like to join my voice to these objections with these statement and argue against the licence of Santafe Hall.

I would beseech this committee to review the evidence, including that provided by the local community, consider the likely negative impact of allowing Santafe Hall to continue to operate in Harlesden: Increased ASB, serious crime, deployment of first responders that could be used elsewhere, local community impact with the disaffection it causes, bad reputation to the area, etc. I honestly do not believe Santafe Hall to be in public interest, those premises should be operated by another organisation that cares for the local stakeholders, not in making money while breaching the law while doing so.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'C.S.' with a stylized flourish below it.

Cesar Sanguinetti  
Sergeant  
Harlesden Town Centre Team

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**METROPOLITAN  
POLICE**

Working together for a safer London

**TERRITORIAL POLICING**

Santafe Hall  
202, High Street  
Brent  
NW10 4SY

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

Harrow Police Station  
74, Northolt Road  
Harrow  
HA2 ODN

***Tel:*** 020 8733 5008

***Email:*** [nwmailbox.licensingbrent@met.police.uk](mailto:nwmailbox.licensingbrent@met.police.uk)

***Web:*** [www.met.police.uk](http://www.met.police.uk)

***Your Ref:*** 30558

***Our ref:*** 01QK/43/24/1187NW

***Date:*** Saturday 20<sup>th</sup> January 2024

**Police representations to the application of a review of a premises Licence following a closure order for 'Santafe Hall, 202, High Street, NW10 4SY'**

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

Police are of the opinion that the risk to the Council's objectives can be mitigated by removing the requested variations or attaching conditions to the Licence as shown below. If these conditions were accepted in full, police would be in a position to withdraw their representations.

**Officer: Brendon MCINNES**  
**Licensing Constable 1187NW**

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

The application has been made to review the venue under section 51 of the Licensing act 2003. The Police representations are concerned with all four of the licensing objectives.

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

## The Application

Santafe Hall is a restaurant / bar at 202, High Street Harlesden NW10 4SY. The premises is a commercial business that operates as a Brazilian restaurant.

I am a Police Officer attached to the NORTH WEST Basic Command Unit (BCU). I have been a police officer for 9 years and have been the borough licensing officer for the last 2 years. I am aware of the issues facing the local community including the prolonged problems with supply of drugs and anti-social behaviour in HARLESDEN in particular on PARK PARADE, HIGH STREET and CRAVEN PARK ROAD NW10.

On Friday 17<sup>th</sup> November 2023, I was made aware by the Harlesden Town Centre team that they were executing a section 23 MDA warrant at Santafe Hall, 202, High Street NW10 4SY. On arrival by the Harlesden Town Centre Team inside the premises was a female that identified herself as [REDACTED] dob [REDACTED] and said that he was the manager of the premises.

A search of the premises discovered a number of pills found behind the bar where Miss [REDACTED] was standing. The pills believed to be CLASS A DRUGS.

Miss [REDACTED] is the current DPS for the premises and has day to day running of the business.

A Closure Order for the venue was granted by Willesden Magistrates Court on the 28/12/2023 lasting 3 months until 27/03/2024.

**The licence permits** - Live music and recorded music from Monday to Sunday between 07.00hrs and 04.00hrs.

Late night refreshments from Monday to Sunday between 23.00hrs and 04.00hrs.

Sale or supply of alcohol on the premises From Monday to Sunday between 10.00hrs and 04.00hrs.

Opening hours of the premises are Monday to Sunday between 07.00hrs and 04.00hrs.

The Harlesden Town Centre Team have evidenced a number of crimes and intelligence reports in their statements which I will not be repeating here.

Police are requesting that the premises licence be revoked. Police feel that if the licence should continue it will undermine all four of the licensing objectives especially the prevention of crime and disorder and public nuisance as the activities that are happening in and around the premises are having an effect on the local residents.

**PC Brendon MCINNES 1187NW**  
**NW BCU - Brent Licensing**  
**Brendon.McInness@met.police.uk**



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RE: Licensing Act 2003

Premises: Santafe Hall 202 High Street,  
London NW10 4SY.

19 January 2024

An application for review of a premises licence was triggered by a Closure Order initiated by the Metropolitan Police on 28<sup>th</sup> December 2023 in relation to the premises called SANTAFE HALL formerly known as The BIG HOUSE, located at 202 High Street, NW10 4SY.

Licensee: Portubras Ltd [REDACTED] (PLH) Company number [REDACTED]. Company Director [REDACTED], [REDACTED] of [REDACTED], [REDACTED]

Designated Premises Supervisor (DPS): [REDACTED], [REDACTED], [REDACTED]

Having reviewed the case history, the Licensing Authority have engaged with the Licence Holder and the previous DPS following issues raised since 2021.

- **On Tuesday 21st September 2021:**  
A meeting was held at Brent Civic Centre in the presence of Officer Martin Wood, Principal Nuisance Control Officer, [REDACTED] (DPS), [REDACTED] (Manager) and [REDACTED] (Senior Supervisor of Moss Securities).
- The purpose of the meeting was to discuss licensing breaches identified at a recent inspection, which was conducted with PC [REDACTED] on Friday 10th September 2021 at approximately 19:50hrs.

During the meeting it was stressed by Officer Martin Wood that the premise is considered a 'night venue' and explained that the property is not designed to contain noise. Alongside, the warning, Officer Wood has given advice as a reminder of the duty to implement suitable measures to mitigate further complaints of any nature that would undermine the licensing objectives.

**A was warning notice was issued dated September 2021. (Appendix 1).**

- **On 10th February 2022:**  
A letter was sent to the licensee following the letter sent on 29th September 2021 stating that the Licensing Authority have been made aware of complaints related to noise disturbance, which were reported in November 2021 and February 2022. It has also been alleged that the premises customers were intoxicated and behaving disorderly and shouting. **(Appendix 2).**

- An email was sent to the licensee on 17 March 2022 in respect of ongoing nuisance complaints and due to the lack of communication, the Council was concerned that the premises is not being managed responsibly.
- Due to the level of ongoing issues and concerns raised by the Nuisance Control Team and the Licensing Authority and email was sent to the license on 25 March 2022
- A response from the licensee was received on 28 March 2022 in respect of notification of changes management staff. **(Appendix 3)**.

In November 2023, the Licensing Police informed the Licensing Authority that during a telephone conversation with the DPS, [REDACTED], they were advised that the DPS did not complete her personal licence qualification by undergoing the course exam and it was done by someone else on her behalf. Police have invited the DPS for an interview and will determine suitable action with Licensing Authority once the investigation is completed.

The Council have exhausted all avenues to help the licensee promote the licensable objectives. Various responsible authorities have visited the premises to advise and warn the licensee to take steps to demonstrate he is a responsible trader. [REDACTED] is the Premises Licence Holder (PLH) has failed to address the matters seriously by breaching the licensing conditions and terminal hours.

The evidence presented in this review application points out direct contravention of the premise licence requirements and is deemed to result in the creation of public nuisance, impact of public safety and the potential increase in crime and disorder that affects the wider community including customers and staff. This is contrary to the licensing objectives of:

- The prevention of public nuisance.
- Public Safety and:
- The prevention of crime and disorder.

#### **Recommendations:**

It is recommended that the premise licence for SANTAFE HALL, shall be Revoked is in light of ongoing non-compliance and a wilful disregard for THE LICENSING OBJECTIVES.

The licensing authority reserve the right to give evidence on any further incidents where the licensing objectives have not been promoted which may take place at, or in the vicinity of the premises, between the service of the application and the hearing and/or during the time allowed for any appeal proceedings.

Mohammed Serdouk  
Licensing Enforcement Officer  
Regulatory Services  
Brent Council

Mob: 07867183907

www.brent.gov.uk  
@Brent\_Council

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Portubras Ltd/ [REDACTED]  
37A Quebec Street  
Dereham  
Norfolk  
NR19 2DY

29<sup>th</sup> September 2021

Our Ref: 2520

Dear [REDACTED],

**Licensing Act 2003 – Breach of Premise Licence**  
**Re: The Big House, 202 High Street, London, NW10 4SY**

I am writing to confirm my meeting on Tuesday 21<sup>st</sup> September 2021 at Brent Civic Centre in the presence of Officer Martin Wood, Principal Nuisance Control Officer, [REDACTED] (DPS), [REDACTED] (Manager) and [REDACTED] (Senior Supervisor of Moss Securities).

The purpose of the meeting was to discuss licensing breaches identified at a recent inspection, which I conducted with PC [REDACTED] on Friday 10<sup>th</sup> September 2021 at approximately 19:50hrs.

At the time of my visit, [REDACTED] was supervising at the premise but presented limited knowledge in licensing despite completing a personal licence course. [REDACTED] also experienced difficulties conversing in English and required her friend known to be [REDACTED] to translate in Portuguese throughout our conversation.

[REDACTED] confirmed the following highlighted in red, contrary to the conditions embedded on the premise licence:

- **CCTV recordings are kept for 30 days – Condition 1 stipulates that “All CCTV recordings shall be kept for 31 days and shall be made available to police and licensing officers if requested.”**
- **Part B of the premise licence was displayed at the bar – Condition 3 stipulates that “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.”**
- **Only 1 door supervisor is employed from 20:30hrs/21:00hrs – Condition 6 stipulates that “Minimum of 2 Door supervisors to be employed after 8pm on any day they are open for the sale of alcohol after midnight.”**

- ██████ was unable to explain your age verification scheme – **Condition 10 stipulates that “The premises to adopt and advertise a scheme requiring all patrons under 21 years of age to produce identification with the accepted forms of identification namely a passport or photo driving licence (Challenge 21).”**
- Last entry and re-entry after at midnight – **Condition 11 stipulates that “No entry or re-entry after 2300hrs.”**
- No notices displayed asking customers to leave quietly – **Condition 15 stipulates that “Notices asking customers to leave quietly shall be conspicuously displayed at all exits.”**

In addition to the above breaches, ██████ was made aware that the Council have received complaints of nuisance as a result of regulated entertainment being provided at the premises in the form of live music.

During the meeting on 21<sup>st</sup> September 2021, it was stressed by Officer Wood that the premise is considered a ‘night venue’ and explained that the property is not designed to contain noise. Alongside, the warning and advice given by Officer Wood, may I remind you that it is your duty to implement suitable measures to mitigate further complaints of any nature that would undermine the **licensing objectives**.

██████ stated that she visits the premises 3-4 times per week, however, ██████ will be nominated as the new DPS in the future. It was expressed to all the attendees that I would have reservations if you apply to Vary the DPS to ██████ due to her incompetence in licensing matters at this stage.

### **Role of Designated Premise Supervisor**

The Licensing Act 2003 does not require a DPS or any other personal licence holder to be present on the premises at all times when alcohol is sold. However, the DPS and the premises licence holder remain responsible for the premises at all times.

The Licensing Authority will normally expect the DPS to have been given the day-to-day responsibility for running the premises and as such it is expected that the DPS would usually be present at the licensed premises on a regular basis. The Authority expects that this will be in excess of 50% of a 7-day week.

The Council expects that a DPS will be able to demonstrate knowledge of both the local geographic area and the patrons the premises attracts. The DPS should be sufficiently conversant in English to be able to properly communicate with patrons.

The premises licence holder will be expected to ensure that the DPS has experience commensurate with the size, capacity, nature and style of the premises and licensable activities to be provided.

Within all licensed premises, whether or not alcohol is to be sold, the Licensing Authority will expect there to be proper management arrangements in place which will ensure that there is an appropriate number of responsible, trained/instructed persons at the premises to ensure the proper management of the premises and of the activities taking place, as well as adherence to all statutory duties and the terms and conditions of the premises licence.

The Council recommends that all persons employed on licensed premises who are engaged in the sale and supply of alcohol be encouraged to attend regular training programmes to raise

awareness of their responsibility and particularly of the offences contained within the Act. Training programmes that raise awareness of the issues relating to drugs and violence in licenced premises are necessary. Suitable training should be extended to all staff involved in managing or supervising the premises. All training undertaken should be recorded and signed by the designated Premises supervisor.

### **Other Matters**

Mr [REDACTED] raised concerns regarding the motorcyclists parking in the area consuming alcohol in a public space. Please be advised I referred this particular matter to the ASB Localities Officer for further investigation.

### **Moving Forward**

You must ensure that you fully comply with ALL the conditions and hours embedded on the premise licence.

I would strongly suggest that you implement the following:

- Noise Management Plan
- Dispersal Policy
- A "Challenge 25" policy adopted and adhered to at all times.
- An incident log 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 incidents of disorder
  - (e) all seizures of drugs or offensive weapons
  - (f) any faults in the CCTV system or searching equipment or scanning equipment
  - (g) any refusal of the sale of alcohol
  - (h) any visit by a relevant authority or emergency service.

If you feel that the conditions embedded on the premise licence are no longer viable for the current business, you may wish to seek independent advice on how you can vary the premise licence to modify the hours, licensable activities and conditions.

**If we find evidence that you are undermining the licensing objectives, we will take further action in the form of a review of the premise licence and/or prosecution.**

Please do not hesitate to contact me should you wish to discuss this matter.

Yours faithfully,



Esther Chan  
Licensing Inspector  
Regulatory Services

cc. Martin Wood (Principal Nuisance Control Officer)

██████████ (DPS)

██████████ (Senior Supervisor of Moss Securities)

Amar Karia (ASB Localities Officer)

Licensing Police

ASB Police

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Portubras Ltd/Carlos Alberto Da Silva Ribeiro  
37A Quebec Street  
Dereham  
Norfolk  
NR19 2DY

10<sup>th</sup> February 2022

Our Ref: 5234

Dear Carlos Alberto Da Silva Ribeiro,

**Licensing Act 2003 – Breach of Premise Licence**  
**Re: The Big House, 202 High Street, London, NW10 4SY**

Following my letter 29<sup>th</sup> September 2021, the Licensing Authority have been made aware of complaints related to noise disturbance, which were reported in November 2021 and February 2022. It has also been alleged that your customers are intoxicated and behaving disorderly and shouting.

While live or recorded music takes place, the licensee or management shall undertake regular monitoring of noise levels at the nearest noise-sensitive locations.

You may also consider keeping and maintaining a record shall of any monitoring, including the date, time and location of monitoring; the name of the monitor; and any action taken.

No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises that gives rise to a nuisance.

Staff should monitor customers smoking outside the premises on a regular basis and ensure patrons do not cause a public nuisance.

**In view of the warning issued to you in September 2021, if evidence indicate that you are undermining the licensing objectives, we will take further action in the form of a review of the premise licence and/or prosecution.**

Please do not hesitate to contact me should you wish to discuss this matter.

Yours faithfully,



Esther Chan  
Licensing Inspector  
Regulatory Services

cc. Martin Wood (Principal Nuisance Control Officer)  
Michael Forrest (ASB Localities Officer)  
Licensing Police



**From:** Esther, Chan  
**Sent:** Thursday, March 31, 2022 5:31 PM  
**To:** PortuBras Ltd  
**Cc:** Lewis, Diane  
**Subject:** RE: The Big House, 202 High Street, London, NW10 4SY

Dear Carlos Ribeiro,

Thank you for your email.

I will be on leave until 20<sup>th</sup> April. In the meantime, should you have any queries, please contact my colleague Diane Lewis who is investigating aspects related to noise nuisance.

Kind Regards  
Esther Chan  
Licensing Inspector

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**From:** PortuBras Ltd  
**Sent:** 28 March 2022 20:00  
**To:** Esther, Chan  
**Subject:** Re: The Big House, 202 High Street, London, NW10 4SY

Dear Chan,

I have been there for 15 years, I don't want to leave or lose my license, that's why I'm changing the people that I have there managing the business.

Hope that you can understand and give me some days to make it a better place.

Many thanks in advance for your help.

Regards

Carlos Ribeiro

Commercial Director



[www.portubras.co.uk](http://www.portubras.co.uk)

[www.carioquinha.co.uk](http://www.carioquinha.co.uk)

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**From:** Esther, Chan  
**Sent:** 28 March 2022 19:34  
**To:** PortuBras Ltd ;  
**Cc:** Lewis, Diane ; Licensing Police  
**Subject:** RE: The Big House, 202 High Street, London, NW10 4SY

Dear Carlos Ribeiro,

In reference to your response, are you intending to remove yourself as the licensee by way of transferring the premise licence or are you just varying the DPS?

Kind Regards  
Esther Chan  
Licensing Inspector  
Regulatory Services  
Brent Council

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**From:** PortuBras Ltd  
**Sent:** 28 March 2022 19:26  
**To:** Esther, Chan  
**Subject:** Re: The Big House, 202 High Street, London, NW10 4SY

Dear Esther Chan

I'm sorry for late reply.  
The reason is that to avoid more complains I'm changing the management contract to another person.  
It will be on the 1/04/2022.  
I will change the trading name and the Dps  
So, if you could please wait until the end of the week I believe that I will be able to provide you with all information and sort out everything.

Many thanks  
Regards  
Carlos Ribeiro  
Commercial Director



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---

**From:** Esther, Chan  
**Sent:** 25 March 2022 16:27  
**To:** PortuBras Ltd  
**Cc:** Lewis, Diane  
**Subject:** RE: The Big House, 202 High Street, London, NW10 4SY

Dear Mr Ribeiro,

Further to my email on 20<sup>th</sup> March 2022, I have not received your response. Due to the level of ongoing issues and concerns raised by the Nuisance Control Team and the Licensing Authority, it is paramount that you answer my questions below and arrange a meeting with both you and the DPS.

If we do not receive a response from you and find further evidence to indicate the licensing objectives are undermined, your premise licence will be subject to a review and/or prosecution.

I hope this clarifies the Council's position.

Kind Regards  
Esther Chan  
Licensing Inspector

---

**From:** Esther, Chan  
**Sent:** 20 March 2022 19:06  
**To:** 'PortuBras Ltd'  
**Cc:** Lewis, Diane  
**Subject:** RE: The Big House, 202 High Street, London, NW10 4SY

Dear Carlos Ribeiro,

Thank you for replying to my email.

Please can you confirm if you are in the country in order for us to arrange the best method to have a meeting in person or virtually via MS Teams/Zoom.

In the meantime, can you answer the questions below:

1. Who is managing the premises?
2. How often does the DPS attend the premises?
3. The days and times you provide live and recorded music?
4. Do you have a noise management plan?

Kind Regards  
Esther Chan  
Licensing Inspector

---

**From:** PortuBras Ltd  
**Sent:** 18 March 2022 18:50  
**To:** Esther, Chan  
**Subject:** Re: The Big House, 202 High Street, London, NW10 4SY

Dear Esther Chan

I'm sorry for all of this complains.

Is it possible to make an appointment to discuss this please?

Can you please reply to this email or ring (DPS)

Hope that we can sort out everything.

Thanks for all your time

Regards

Carlos Ribeiro  
Commercial Director



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---

**From:** Esther, Chan  
**Sent:** 17 March 2022 17:06  
**To:** 'PortuBras Ltd  
**Cc:** Lewis, Diane; Licensing Police; <Forrest, Michael  
**Subject:** The Big House, 202 High Street, London, NW10 4SY

Dear Carlos Alberto Da Silva Ribeiro,

I refer to my email on 25<sup>th</sup> February 2022 in respect of ongoing nuisance complaints. The attached letter was also hand delivered to the premises on Thursday 10<sup>th</sup> March 2022 along with a suspension notice for non-payment of annual fee.

On the Thursday 17<sup>th</sup> March 2022, the Nuisance Control Officer Diane Lewis and I visited the premises having notified the manager '██████'. Unfortunately, the premise was closed at the time of our visit.

Following our visit, we managed to speak with the DPS ██████████ via telephone, who was unaware of the nuisance complaints. We were informed that ████████ is currently in Brazil due to an injury.

Due to the lack of communication, the Council are concerned that the premises is not being managed responsibly. We would like to meet you and the DPS to express our concerns. Before we make further arrangements, please can you confirm the following:

1. Who is managing the premises?
2. How often does the DPS attend the premises?
3. The days and times you provide live and recorded music?
4. Do you have a noise management plan?

Kind Regards  
Esther Chan  
Licensing Inspector

---

**From:** Esther, Chan  
**Sent:** 25 February 2022 16:30  
**To:** PortuBras Ltd  
**Cc:** Forrest, Michael ; Licensing Police  
**Subject:** RE: The Big House, 202 High Street, London, NW10 4SY 10.02.2022

Dear Carlos Alberto Da Silva Ribeiro,

Further to my email and letter dated 10<sup>th</sup> February 2022, I have not received a response.

I would appreciate if you could contact me on \*\*\*\*\* anytime on Wednesday 2<sup>nd</sup> March to Thursday 3<sup>rd</sup> March from 9am to 4pm.

Kind Regards  
Esther Chan  
Licensing Inspector

---

**From:** Esther, Chan  
**Sent:** 10 February 2022 16:08  
**To:** PortuBras Ltd  
**Cc:** Licensing Police; Martin, Wood; Forrest, Michael  
**Subject:** The Big House, 202 High Street, London, NW10 4SY 10.02.2022

Dear Carlos Alberto Da Silva Ribeiro,

Please find attached letter, which requires your immediate attention.

Kind Regards  
Esther Chan  
Licensing Inspector

This page is intentionally left blank

**From:** Lewis, Diane <Diane.Lewis@brent.gov.uk>  
**Sent:** 18 January 2024 09:31  
**To:** Business Licence <business.licence@brent.gov.uk>  
**Cc:** Martin, Wood <Martin.Wood@brent.gov.uk>  
**Subject:** RE: CONSULT: Review - Santafe Hall, 202 High Street, NW10 4SY - 30558

Dear Business Licence Team,

I would like to confirm that I have considered the above proposal with regard to the prevention of public nuisance. On behalf of the Nuisance Control Team, I would like to,

Make representations in support of the Review on the following ground:

The noise caused by regulated entertainment (loud amplified music including live music with vocals) playing at the premise is likely to cause public nuisance to residential neighbours. The nearest noise sensitive properties are the flats above the commercial premises next door and respective properties along the parade of shops.

#### Complaints History

There is a history of complaints from the premises. I refer to the most recent consistent investigations by the Nuisance Control Team where we first received complaints from local residents in May 2021.

Residents from six separate addresses have submitted complaints to the Nuisance Control Team via the Noise App, through our call centre or via our out-of-hours service. The residents are situated at varying locations including flats above the parade of shops. One of the residents is located on Rucklidge Avenue, demonstrating the widespread effect of noise from the premise. All residents alleged that the noise was causing a nuisance to them by preventing and disturbing sleep. I have attached a copy of the reports of noise (redacted) submitted via the app by the residents which detail noise between February and November 2023 (Appendix 1).

#### Informal action

The complaints have been brought to the attention of the licensees and the Designated Premises Supervisors on a number of occasions including during a meeting with Principal Nuisance Control Officer Martin Wood, Licensing Inspector Esther Chan on 21<sup>st</sup> September 2021. At this meeting, Mr Wood stressed to the interested parties that the premise was not suitable as a "night venue" and the property was not designed to contain noise at "night club levels".

On 27<sup>th</sup> March 2022 at 00:25 hours, I monitored noise levels from the premise from directly opposite. Loud amplified music was emanating from the premise which would increase as the door opened for patrons to enter or exit. I spoke with [REDACTED] who introduced herself as the co-manager. I requested that the music turned down immediately which was done. However, as I continued to talk to [REDACTED], outside of the premise, the music was turned back up again. She was instructed to turn it back down again and that I would not be leaving the location until this was done. Worryingly, [REDACTED] advised that she was unable to control what was taking place within the premise.

Despite the communication, complaints and reports continued to be submitted. Further proactive monitoring by officers from the team have also taken place and confirmed that loud amplified music could be heard directly outside of the premises and was likely to be at nuisance level with the homes of local residents. One of our visits included a visit to the

home of one of the residents who had made a call to the out-of-hours service regarding loud amplified music. The resident described living in the area as like “living in Rio”.

Formal action

On assessment of the Noise App recordings, I was of the opinion that the noise was likely to be causing a statutory nuisance and public nuisance to local residents, and as such, a Noise Abatement Notice was served upon Designated Premises Supervisor, Pricilla Hilaria Dos Santos on 8<sup>th</sup> December 2023 (Appendix 2). We are not aware of any appeal against this Notice.

Whilst the DPS may have changed over time, the licensee has remained the same throughout our investigations, demonstrating that the licensees are incapable of managing the premises in such a way that does not cause a nuisance to local residents or instructing their designated premises supervisors to do so.

I would therefore recommend REVOKATION of the premise license.

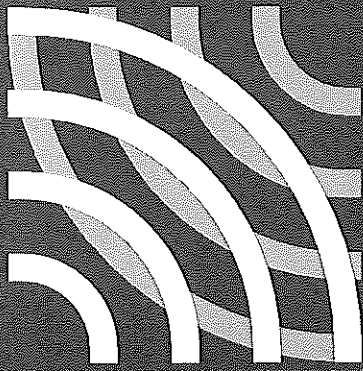
Kind regards,

Diane Lewis  
Nuisance Control Officer  
Resident Services  
Brent Council

020 8937 1096

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





the  
noise  
app

# Case report

## Case details

---

Status: Under investigation

---

Reference: TH4OX8W7

---

Source address: Santafe Hall, 202 High Street Harlesden , London , NW10 4SY

---

Assigned officer(s): Diane Lewis, Auto Bot1

---

Case created: 5 Jul 2023 20:51

---

## Reporter details

---

Name: [REDACTED]

---

Email: [REDACTED]@co.uk

---

Telephone: [REDACTED]

---

Reporter address: [REDACTED]

---

# Reports

Source address: Santafe Hall, 202 High Street Harlesden , London , NW10 4SY

Reporter: [REDACTED]

## Report 10

---

Recorded: 13 Nov 2023 01:30

Uploaded: 13 Nov 2023 01:35

Source: Commercial music

Location: Living room

Duration: 1 hour 30 minutes

Intensity: 10

---

## Additional evidence

---

### Comments

Again loud music from the bar, bar guests gathering outside creating noise. This place actually operates as a nightclub without any soundproofing as it seems and very limited capacity. Guests urinating outside on the street.

### Photo and video

N/A

## Internal report notes

---

N/A

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Source address: Santafe Hall, 202 High Street Harlesden , London , NW10 4SY

Reporter: [REDACTED] [REDACTED]

## Report 9

---

Recorded: 12 Nov 2023 02:16

---

Uploaded: 12 Nov 2023 02:19

---

Source: Commercial music

---

Location: Dining room

---

Duration: 2 hours

---

Intensity: 10

---

## Additional evidence

---

### Comments

Loud music coming from the bar, guests shouting outside on the street and revving their bikes.

### Photo and video

N/A

## Internal report notes

---

N/A

Source address: Santafe Hall, 202 High Street Harlesden , London , NW10 4SY

Reporter: [REDACTED]

## Report 8

---

Recorded: 31 Jul 2023 02:42

Uploaded: 31 Jul 2023 02:50

Source: Domestic music

Location: Bedroom

Duration: 3 hours

Intensity: 10

---

## Additional evidence

---

### Comments

They opened again on Sunday night after 10pm. Loud music and people shouting on the street. Why is their licence so late on Sunday night? They have no sound proof whatsoever and operate as a nightclub with a DJ. It's a residential area. Another night of sleep ruined

### Photo and video

N/A

## Internal report notes

---

N/A

Source address: Santafe Hall, 202 High Street Harlesden , London , NW10 4SY

Reporter: [REDACTED] [REDACTED]

## Report 7

---

Recorded: 24 Jul 2023 02:33

---

Uploaded: 24 Jul 2023 02:34

---

Source: Domestic music

---

Location: Bedroom

---

Duration: 3 hours 30 minutes

---

Intensity: 10

---

## Additional evidence

---

### Comments

The noise is still going on with people shouting outside

### Photo and video

N/A

## Internal report notes

---

N/A

Source address: Santafe Hall, 202 High Street Harlesden , London , NW10 4SY

Reporter: [REDACTED]

## Report 6

---

Recorded: 24 Jul 2023 00:58

---

Uploaded: 24 Jul 2023 01:08

---

Source: Domestic music

---

Location: Living room

---

Duration: 2 hours 30 minutes

---

Intensity: 10

---

## Additional evidence

---

### Comments

Bar opened today at 10pm as they usually open on Sunday night. It was closed for the whole day. Loud music plays non stop, customers shouting on the street and drinking outside on the pavement. This place actually operates as a nightclub not a restaurant or cocktail bar. It's a tiny place with no capacity for the crowd it attracts. There's also drugs dealing outside from my observation. It's a nightmare for us neighbours. It personally affects my work performance as I'm not able to sleep properly. And it's going on like that almost every night for past few months. They used to call their bar The Big House and I know that many people complained about the same issue. They changed their name to Santafe bar but nothing changed in terms of level of noise and antisocial behaviour. Can you please investigate this? Thank you

### Photo and video

N/A

## Internal report notes

---

N/A

Source address: Santafe Hall, 202 High Street Harlesden , London , NW10 4SY

Reporter: [REDACTED]

## Report 5

---

Recorded: 22 Jul 2023 04:13

Uploaded: 22 Jul 2023 04:17

Source: Domestic music

Location: Bedroom

Duration: 2 hours

Intensity: 10

---

## Additional evidence

---

### Comments

Bar is still open after 4am, their customers leaving premises on motorbikes, revving for no reason very loudly. This is going on on almost every night. People drinking on the street till early morning hours

### Photo and video

N/A

## Internal report notes

---

nyla white-meikle - 24 Oct 2023 13:57

This case has been assigned to an officer. The officer will respond as soon as possible. You should continue using the app to evidence your complaint.

Source address: Santafe Hall, 202 High Street Harlesden , London , NW10 4SY

Reporter: [REDACTED] [REDACTED]

## Report 4

---

Recorded: 18 Jul 2023 02:03

Uploaded: 18 Jul 2023 02:06

Source: Domestic music

Location: Living room

Duration: 2 hours

Intensity: 10

---

## Additional evidence

---

### Comments

Restaurant playing loud techno music. It's still open at 2am. Do they have a licence till early hours on Monday night too?

### Photo and video

N/A

## Internal report notes

---

N/A



Source address: Santafe Hall, 202 High Street Harlesden , London , NW10 4SY

Reporter: [REDACTED] [REDACTED]

## Report 2

---

Recorded: 6 Jul 2023 21:56

Uploaded: 6 Jul 2023 22:00

Source: Domestic music

Location: Bedroom

Duration: 2 hours

Intensity: 10

---

## Additional evidence

---

### Comments

Loud music from the bar again. They put their speakers outside the bar and have live music session. Zero consideration for neighbours, there was so many complaints about this bar playing very loud music, police was also involved this week. They don't care at all, their customers drink on the street, shout as well

### Photo and video

N/A

## Internal report notes

---

N/A

Source address: Santafe Hall, 202 High Street Harlesden , London , NW10 4SY

Reporter: [REDACTED]

## Report 3

---

Recorded: 6 Jul 2023 23:47

Uploaded: 6 Jul 2023 23:50

Source: Domestic music

Location: Bedroom

Duration: 6 hours

Intensity: 5

---

## Additional evidence

---

### Comments

The music and performer still going on despite bar closing times says its till 11pm today. Shouting and drinking on the street by their customers

### Photo and video

N/A

## Internal report notes

---

N/A

Source address: Santafe Hall, 202 High Street Harlesden , London , NW10 4SY

Reporter: [REDACTED]

## Report 1

---

Recorded: 5 Jul 2023 20:51

Uploaded: 5 Jul 2023 20:55

Source: Domestic music

Location: Living room

Duration: 3 hours

Intensity: 10

---

## Additional evidence

---

### Comments

Loud music from car parked outside Santafe Hall. Customers of this bar very often drink outside on the pavement and listen to loud music from their cars. It's unbearable, going on for past 3 hours

### Photo and video

N/A

## Internal report notes

---

N/A

# Declaration

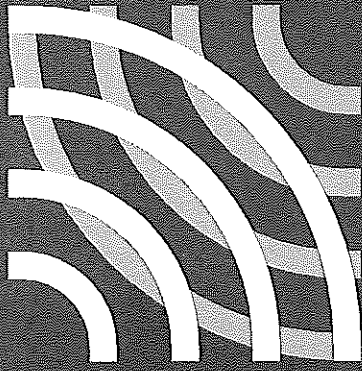
I [REDACTED] confirm that this report and the recording I am submitting through The Noise App are a true representation of the noise nuisance I have experienced.

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# Case report



## Case details

---

Status: Under investigation

---

Reference: OLJAXIUZ

---

Source address: 202 high st, london, nw104sy

---

Assigned officer(s): Piriya Jeganathan, Auto Bot1


---

Case created: 23 Jul 2023 03:06


---

## Reporter details


---

Name: 

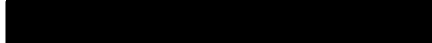
---

Email: 

---

Telephone: 

---

Reporter address: 

---

# Reports

Source address: 202 high st, london, nw104sy

Reporter: [REDACTED]

## Report 3

---

Recorded: 24 Jul 2023 03:23

Uploaded: 24 Jul 2023 03:24

Source: Domestic music

Location: Bedroom

Duration: 4 hours 30 minutes

Intensity: 8

---

## Additional evidence

---

Comments

N/A

Photo and video

N/A

## Internal report notes

---

N/A

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Source address: 202 high st, london, nw104sy

Reporter: [REDACTED] [REDACTED]

## Report 2

---

Recorded: 23 Jul 2023 03:20

Uploaded: 23 Jul 2023 03:22

Source: Domestic music

Location: Bedroom

Duration: 3 hours 15 minutes

Intensity: 9

---

## Additional evidence

---

### Comments

Its getting louder and people are loud out the front of the bar. The door is opened regularly and then there is no barrier for the sound. It is impossible to sleep!

### Photo and video

N/A

## Internal report notes

---

nyla white-meikle - 16 Oct 2023 13:00

We acknowledge your recording/s. A qualifying criteria of 3 or 4 separate nuisance-level incidents within a 4-week period is usually required to open an investigation

*[Faint, illegible handwritten notes]*

Source address: 202 high st, london, nw104sy

Reporter: [REDACTED]

## Report 1

---

Recorded: 23 Jul 2023 03:06

---

Uploaded: 23 Jul 2023 03:10

---

Source: Domestic music

---

Location: Bedroom

---

Duration: 3 hours

---

Intensity: 8

---

## Additional evidence

---

### Comments

This is from the Brazilian bar across the road. It is weekends and weekdays. Music till 4am and then loud conversing, yelling/fighting, motorbike burn outs till 4.45/5am. Have complained directly to them multiple times. 'Santafe Hall Bar and Restaurant' this has been going on for months

### Photo and video

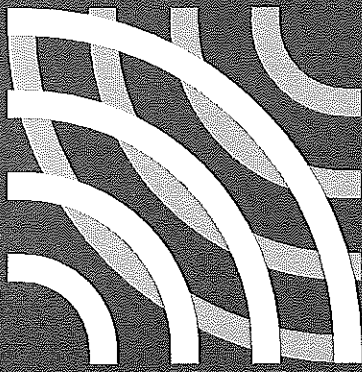
N/A

## Internal report notes

---

N/A





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# Case report

## Case details

---

Status: Under investigation

---

Reference: NC0597921

---

Source address: 202 High Street, London , NW104SY

---

Assigned officer(s): Auto Bot1, Ketan Joshi

---

Case created: 20 Feb 2023 02:11

---

## Reporter details

---

Name: [REDACTED]

---

Email: [REDACTED]@mail.com

---

Telephone: [REDACTED]

---

Reporter address: [REDACTED]

---

# Reports

Source address: 202 High Street, London , NW104SY

Reporter: [REDACTED]

## Report 3

---

Recorded: 17 Mar 2023 22:51

---

Uploaded: 17 Mar 2023 22:52

---

Source: Domestic music

---

Location: Bedroom

---

Duration: 22 hours 50 minutes

---

Intensity: 9

---

## Additional evidence

---

Comments

N/A

Photo and video

N/A

## Internal report notes

---

Piriya Jeganathan - 23 Aug 2023 09:15

This case has been assigned to an officer. The officer will [REDACTED] as possible. You should continue using the app to evidence your complaint.

[REDACTED]

[REDACTED]

[REDACTED]

Source address: 202 High Street, London , NW104SY

Reporter: [REDACTED] [REDACTED]

## Report 2

---

Recorded: 20 Feb 2023 02:41

Uploaded: 20 Feb 2023 02:41

Source: Domestic music

Location: Bedroom

Duration: 3 hours

Intensity: 10

---

## Additional evidence

---

Comments

N/A

Photo and video

N/A

## Internal report notes

---

N/A

Source address: 202 High Street, London , NW104SY

Reporter: [REDACTED] [REDACTED]

## Report 1

---

Recorded: 20 Feb 2023 02:15

---

Uploaded: 20 Feb 2023 02:17

---

Source: Domestic music

---

Location: Bedroom

---

Duration: 2 hours

---

Intensity: 9

---

## Additional evidence

---

Comments

N/A

Photo and video

N/A

## Internal report notes

---

N/A

## Declaration

I [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.

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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**

Priscilla Hilaria Dos Santos  
(Designated Premises Supervisor)  
Santafe  
202 High Street  
London  
NW10 4SY

**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 Santafe Cafe Bar and Grill, 202 High Street, London, NW10 4SY 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:** 08/12/2023

**Signed:**



**Print Name: Diane Lewis**  
**Residents Services**  
*Authorised Officer*

**Nuisance Control Team, Residents Services, Brent Civic Centre, Engineers Way,  
Wembley, HA9 0JF**

**Tel: 0208 937 5252**

**Email: ens.noiseteam@brent.gov.uk**





Ref: NC/21/05979/ZZZZ

**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).**

If you require further information or have a query in respect of this notice, please call No officer assigned on 020 8937 5252



The Statutory Nuisance (Appeals) Regulations 1995 provide as follows:-

**APPEALS UNDER SECTION 80 (3) of the ENVIRONMENTAL PROTECTION ACT 1990 ("the 1990 Act")**

(1) The provisions of this regulation apply in relation to an appeal brought by any person under section 80(3) of the 1990 Act to Brent Magistrates Court, 448 High Road, London NW10 2DZ against an abatement notice served upon him by Brent Council.

(2) The grounds on which a person served with such a notice may appeal under section 80(3) are any one or more of the following grounds that

are appropriate in the circumstances of the particular case-

(a) that the abatement notice is not justified by section 80 of the 1990 Act (summary proceedings for statutory nuisances);

(b) that there has been some informality, defect or error in, or in connection with, the abatement notice, or in, or in connection with, any copy of the abatement notice served under section 80A(3) (certain notices in respect of vehicles, machinery or equipment);

(c) that the authority have refused unreasonably to accept compliance with alternative requirements, or that the requirements of the abatement notice are otherwise unreasonably in character or extent, or are unnecessary;

(d) that the time, or, where more than one time is specified, any of the times, within which the requirements of the abatement notice are to be complied with is not reasonably sufficient for the purpose;

(e) where the nuisance to which the notice relates -

(i) is a nuisance falling within section 79(1)(a), (d), (e), (f) or (g) of the 1990 Act and arises on industrial, trade or business premises, or (ii) is a nuisance falling within section 79(1)(b), of the 1990 Act and the smoke is emitted from a chimney, or

(iii) is a nuisance falling within section 79(1)(ga) of the 1990 Act and is noise emitted from or caused by a vehicle, machinery or equipment being used for industrial, trade or business purposes, that the best practicable means were used to prevent, or to counteract the effects of, the nuisance;

(f) that, in the case of a nuisance under section 79(1)(g) or (ga) of the 1990 Act (noise emitted from premises), the requirements imposed by the abatement notice by virtue of section 80(1)(a) of the Act are more onerous than the requirements for the time being in force, in relation to the noise to which the notice relates, of -

(i) any notice served under section 60 or 66 of the Control of Pollution Act 1974 ("the 1974 Act") (control of noise on construction sites and from certain premises), or

(ii) any consent given under section 61 or 65 of the 1974 Act (consent for work on construction sites and consent for noise to exceed registered level in a noise abatement zone), or

(iii) any determination made under section 67 of the 1974 Act (noise control of new buildings);

(g) that, in the case of a nuisance under section 79(1)(ga) of the 1990 Act (noise emitted from or caused by vehicles, machinery or equipment), the requirements imposed by the abatement notice by virtue of section 80(1)(a) of the Act are more onerous than the requirements for the time being in force, in relation to the noise to which the notice relates, of any condition of a consent given under paragraph 1 of Schedule 2 to the Noise and Statutory Nuisance Act 1993

(loudspeakers in streets or roads);

(h) that the abatement notice should have been served on some person instead of the appellant, being -

(i) the person responsible for the nuisance, or

(ii) the person responsible for the vehicle, machinery or equipment, or

(iii) in the case of a nuisance arising from any defect of a structural character, the owner of the premises, or

(iv) in the case where the person responsible for the nuisance cannot be found or the nuisance has not yet occurred, the owner or occupier of the premises;

(i) that the abatement notice might lawfully have been served on some person instead of the appellant being -

in the case where the appellant is the owner of the premises, the occupier of the premises; or in the case where the appellant is the occupier of the premises, the owner of the premises,

and that it would have been equitable for it to have been so served;

(j) that the abatement notice might lawfully have been served on some person in addition to the



appellant, being -

- (i) a person also responsible for the nuisance, or (ii) a person who is also owner of the premises, or
- (iii) a person who is also an occupier of the premises, or
- (iv) a person who is also the person responsible for the vehicle, machinery or equipment,

and that it would have been equitable for it to have been so served.

(3) If and so far as 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





RESIDENTS SERVICES

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

Tel: (020) 8937 5252

Direct Line

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

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

Date: 08/12/2023

Priscilla Hilaria Dos Santos  
202 High Street  
London  
NW10 4SY

Your Ref:  
Our Ref: NC/05979/21  
Contact: Diane Lewis

Dear Priscilla Hilaria Dos Santos,

**Environmental Protection Act 1990**  
**202 High Street, London, NW10 4SY**

Following a case review, with consideration given to dated and time-stamped noise recordings conveying loud music at noise sensitive times, Environmental Health are concerned that a noise nuisance within the meaning of the law is likely to occur.

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 any occurrence of noise nuisance from loud amplified music and amplified speech.

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 con The previous maximum fine was £20,000 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.**

**If there continues to be a persistent noise nuisance, the council will also consider applying to the Courts for a warrant in order to seize all audio equipment from your premises.**

We suspect this premises does not benefit from acoustic treatment works sufficient to contain loud amplified music. We therefore recommend that all loud recorded and live music be limited to a terminal hour of 11pm. In the event that evidence shows public nuisance arising from regulated entertainment after 11pm, Environmental Health will make application for a formal review of your premises licence. This could result in a reduction in operating hours or regulated entertainment being removed from the licence until such time as a scheme of acoustic treatment works have been applied to the premises

Accordingly, I would strongly advise that you cease to cause noise nuisance and refrain from playing loud music at such a level as to disturb your neighbours.

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

Yours sincerely,

Diane Lewis  
Nuisance Control Officer  
Community Protection



**Brent - building a better borough**









**From:** Chan, Councillor Jumbo

**Sent:** Sunday, January 21, 2024 7:53 PM

**To:** Business Licence; Kelcher, Councillor Matt; Patel, Councillor Mili; towncentreregeneration

**Cc:** Legister, Linda; Prashar, Anu;

**Subject:** Re: Review Application following Closure Order - 30558 - Harlesden & Kensal Green

Dear Sima,

Please see below comment, which has also been previously forwarded to the local Harlesden Town Centre police team.

As Harlesden and Kensal Green councillors, we have received many complaints over a sustained period of time from residents and local businesses about numerous so-called 'shops' being used as bases from which illegal activities emanate.

Previous and ongoing closure orders have made a real and tangible difference to life on the street. They have helped to decrease anti-social and other criminal activities, and therefore have made Park Parade more welcoming to residents and visitors.

The so-called 'shops' are a blight on the potential of what Park Parade could be – a place for small, independent businesses to thrive, and for families and young people to enjoy. Therefore, we continue to strongly support the local police's use of closure orders in order to put an end to these bases of illegal for illegal activities.

Thanks,  
Jumbo

**Cllr Jumbo Chan**  
**Labour councillor for Harlesden and Kensal Green**

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Regulatory Services  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 6FJ

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)

Online Ref. No:  
Application No: 28478  
Date: 27 June 2023

## 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: 26 June 2007  
Current issue date: 21 June 2023

A handwritten signature in black ink, appearing to be 'G. Lee'.

Authorised signatory

Premises licence number: 272010

#### **Part 1 – Premises Details**

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

**Big House Bar & Grill**  
202 High Street, London, Brent, NW10 4SY

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:

**Section J: Sale of alcohol: Both**

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	07:00	04:00
Tuesday	07:00	04:00
Wednesday	07:00	04:00
Thursday	07:00	04:00
Friday	07:00	04:00
Saturday	07:00	04:00
Sunday	07:00	04:00

**Section F: Recorded music**

<b>Day</b>	<b>Start Time</b>	<b>End Time</b>
Monday	07:00	04:00
Tuesday	07:00	04:00
Wednesday	07:00	04:00
Thursday	07:00	04:00
Friday	07:00	04:00
Saturday	07:00	04:00
Sunday	07:00	04:00

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

<b>Day</b>	<b>Start Time</b>	<b>End Time</b>
Monday	23:00	04:00
Tuesday	23:00	04:00
Wednesday	23:00	04:00
Thursday	23:00	04:00
Friday	23:00	04:00
Saturday	23:00	04:00
Sunday	23:00	04:00

**Section J: Sale or Supply of Alcohol: Both**

<b>Day</b>	<b>Start Time</b>	<b>End Time</b>
Monday	11:00	04:00
Tuesday	11:00	04:00
Wednesday	11:00	04:00
Thursday	11:00	04:00
Friday	11:00	04:00
Saturday	11:00	04:00
Sunday	11:00	04:00

The opening hours of the premises

Day	Start Time	End Time
Monday	07:00	04:00
Tuesday	07:00	04:00
Wednesday	07:00	04:00
Thursday	07:00	04:00
Friday	07:00	04:00
Saturday	07:00	04:00
Sunday	07:00	04:00

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

**Both**

## Part 2

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

**Portubras Ltd**

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

**07349356**

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

**Miss Priscilla Hilaria Dos Santos**

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.

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(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—Page 68



(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

(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**

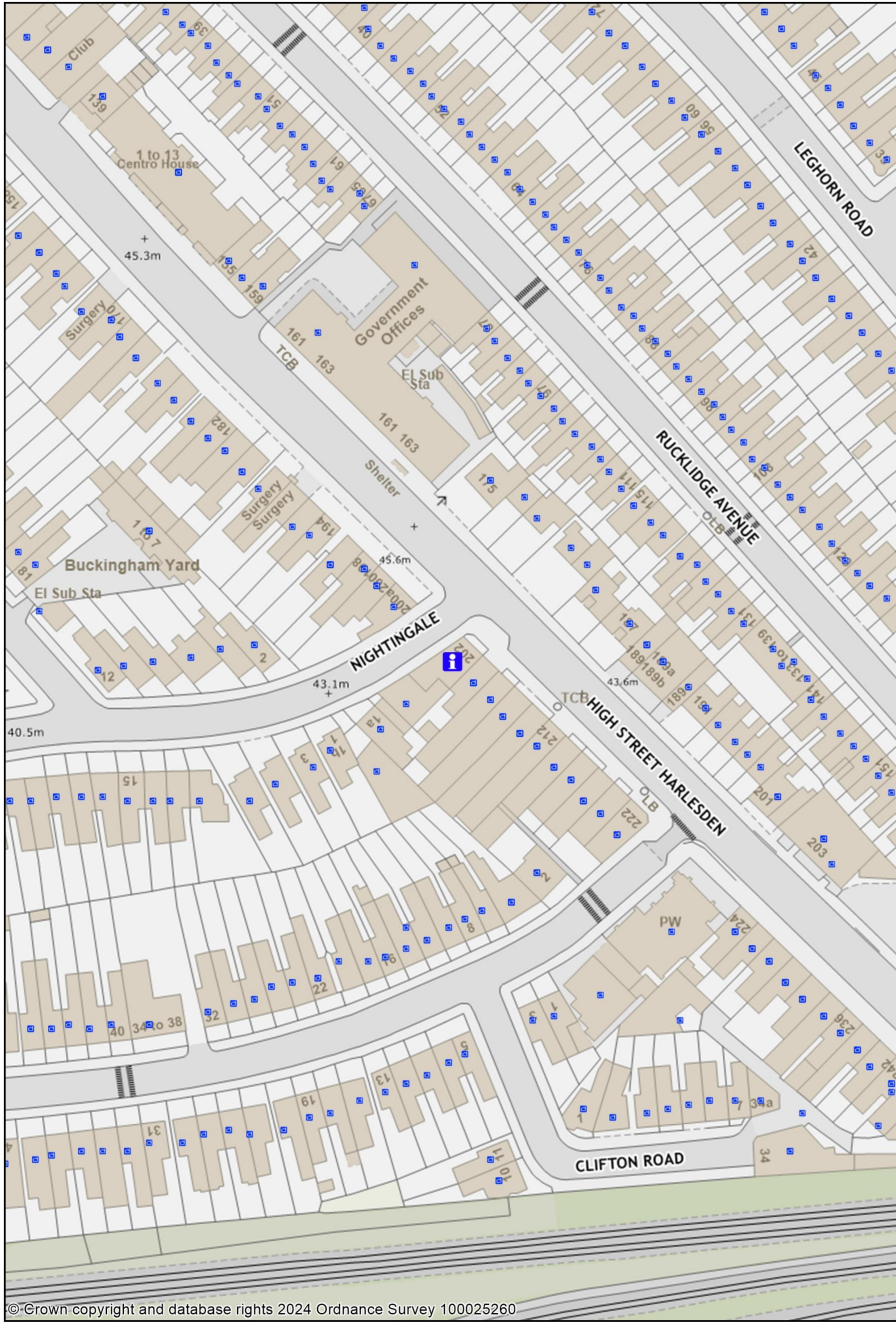
- 1 CCTV shall be installed and maintained in a working condition.
- 2 All CCTV recordings shall be kept for 31 days and shall be made available to police and licensing officers if requested.
- 3 A copy of the premises licence summary including the hours which licensable activities are permitted shall be visible from the outside of each entrance to the premises.
- 4 The total number of people permitted on the premises including staff and performers shall not exceed 70.
- 5 A period of drinking up time, i.e alcohol sales to 0330 and close to the public at 0400
- 6 Minimum of 2 Door supervisors to be employed after 8pm on any day they are open for the sale of alcohol after midnight.
- 7 Use of tables outside the front will cease at 2300hrs.
- 8 Customers will not be permitted to take open containers outside the premises, as defined in the plan submitted with the operating schedule and approved by the licensing authority.
- 9 The consumption of alcohol will be restricted to those parts of the premises identified on the plan submitted with the operating schedule and approved by the licensing authority.
- 10 The premises to adopt and advertise a scheme requiring all patrons under 21 years of age to produce identification with the accepted forms of identification namely a passport or photo driving licence (Challenge 21)
- 11 No entry or re-entry after 2300hrs.
- 12 When prior notice has been given the licensee shall allow free and unimpeded access to police officers with drug sampling equipment and/or "sniffer" dogs, to test customers prior to entry, for drug use and possession.
- 13 Substantial food and non-intoxicating beverages (including free drinking water) shall be available during the whole of licensed hours in all parts of the premises where intoxicants are provided.
- 14 Clientele shall be monitored for their parking and where they have double parked they shall be refused entry.
- 15 Notices asking customers to leave quietly shall be conspicuously displayed at all exits.
- 16 No children under 16 years of age shall be permitted on the premises after 23:00 hours.

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

Annex 4 – Plans

See attached

Basemap Map



1:1250

0 0.02 0.04 kilometres



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