

From: McGann, John
Sent: 11 August 2022 11:45
To: 'Kilburn Arms'
Subject: RE: Kilburn Arms Complaint
Attachments: Video.mov

Categories: Egress Switch: Unprotected

Dear Evie,

I am still receiving complaints about noise nuisance from the Kilburn Arms. I appreciate the hot weather is playing a factor in this with doors being kept open and customers wanting to be outside rather than inside.

But, just to remind you that the pub has an On-Licence which means that drinks are not allowed to be taken off the premises. The attached video suggests that this has been happening in breach of your licence. Please make sure this is managed better.

Also, if the doors could be kept closed when any live music is taking place then that will help to minimise risk.

I am going to advise the complainants that I have insufficient evidence to apply for a review of the premises licence but this is an option that is open to them to consider if they feel your premises has undermined any of the licensing objectives.

Kind Regards

John McGann
Licensing Officer
Regulatory Services
Brent Council



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From: Kilburn Arms [REDACTED]
Sent: 22 July 2022 15:49
To: McGann, John <John.McGann@brent.gov.uk>
Subject: Re: Kilburn Arms Complaint

Ok just as i thought thank you

Yes we are not open past midnight as mentioned before live music stops 11 pm and the sale of alcohol stops at 12 am

Also 90% of our customers on those 2 nights are regulars and local residents that live within the area, they all are very respectful people and we generally don't have a problem with people leaving the bar usually takes us around 30min max

A lot of them leave just after 11pm when the bands stop and the rest usually doesn't have to be pushed out they leave peacefully if you look at our track record since i have taken over this site i haven't had any trouble at all and hoping to keep it that way

Pls let me know if you need anything else from me

Thank you

Regards

Evie

The Kilburn Arms Team

[REDACTED]

thekilburnarms.co.uk

On Fri, 22 Jul 2022 at 15:31, McGann, John <John.McGann@brent.gov.uk> wrote:

Evie,

Thank you for confirming. As the condition states you only need at SIA if you are open for the sale of alcohol past midnight.

But, the timings for the use of SIA may need to be looked at to help with dispersing customers at closing time on nights when live music is being provided.

Kind Regards

John McGann

Licensing Officer

Regulatory Services

Brent Council

[REDACTED]

[REDACTED]

www.brent.gov.uk

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From: Kilburn Arms <kilburnarms@gmail.com>
Sent: 22 July 2022 15:13
To: McGann, John <John.McGann@brent.gov.uk>
Subject: Re: Kilburn Arms Complaint

John

We have not been using security as we have been stopping live music by 11 pm and we have been closing the bar by midnight

From my understanding I was sure that i only need door supervisors if we operate past midnight which we don't ? Pls advise

Kind regards,

Evie

The Kilburn Arms Team

[REDACTED]
thekilburnarms.co.uk

On Fri, 22 Jul 2022 at 14:32, McGann, John <John.McGann@brent.gov.uk> wrote:

Hi Evie,

Thank you for your email.

I don't see any reference in relation to my query on your use of SIA Door Staff which is conditioned on your licence;

9. Door supervisors of a sufficient number and gender mix, shall be employed from 20:00 hours on any day when the premises are open for the sale of alcohol past midnight.

Please confirm what the situation is with this please and confirm what company you use?

Kind Regards

John McGann

Licensing Officer


Regulatory Services

Brent Council



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From: Kilburn Arms 
Sent: 22 July 2022 14:28
To: McGann, John <John.McGann@brent.gov.uk>
Subject: Fwd: Kilburn Arms Complaint

Hi John hope you well

My apologies I have replied to the email I have received from Diane on Tuesday regards to noise assessment this Saturday which we have agreed to (I'm forwarding this below)

Only now i have realized that above her email there was one from yourself once again apologies for not seeing it in first place.

To respond to your email which misusers that we take to minimize noise and risk are following

~ we keep all doors closed at all times once live music starts that includes both front doors, kitchen/take away shop door, garden door

~ we close the door between kitchen and the bar once music starts (neighbor that complains his wall and our kitchen wall are right next to each other)

~we have installed a curtain between kitchen and bar that goes over the door to minimize the noise

~ we close our garden at 10:30 pm and ask everyone to go inside

~ our front deck gets closed at 11pm

~ we stop live music at 11 pm sharp

~ we (the the owner and myself) have given our neighbor our personal number so he could always get in touch with us if there's any problems but atm we there every Wednesday and Saturday until the issue gets resolved

~ always more then 1 manger on duty

~ regular floor and toilet checks to ensure safety of our customers,

~designated floor attendants

~ children are not allowed on premises on nights when we have events

~ we employed professional sound engineer to keep sound levels low

~ we do not serve any take away drinks

I am confident that we comply with all conditions of our license and we do everything in our power to run and promote safe and friendly Local Pub but we are always happy to discuss any further safety misusers that we could apply in our pub.

Please let me know if there is anything else that i can help with or even if you wish to meet im available any day of the week.

Thank you

Kind regards,

Evie

The Kilburn Arms Team

thekilburnarms.co.uk

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

From: **Kilburn Arms** <[REDACTED]>
Date: Wed, 20 Jul 2022 at 18:01
Subject: Re: Kilburn Arms Complaint
To: Lewis, Diane <Diane.Lewis@brent.gov.uk>

Hi Diane

Hope youre well, sorry for the late reply I was off yesterday.

I am more than happy for an assessment to be carried out, I only wish we had done this sooner. Especially after the weekend when I experienced aggressive behavior from [REDACTED] (please correct my spelling if incorrect regarding his name). We are doing everything we can to accommodate them, unfortunately it feels as though this is never enough if only we could meet in the middle on these compromises. I want nothing but a good relationship with our neighbours , and I am finding this situation deeply upsetting. I give full consent to an assessment and only hope this will resolve the current issues.

Kind regards,

Evie

The Kilburn Arms Team

thekilburnarms.co.uk

On Wed, 20 Jul 2022 at 16:08, Lewis, Diane <Diane.Lewis@brent.gov.uk> wrote:

Dear Costas and Izzie,

Further to Mr McGann's email below, I wanted to add another couple of points.

Last week we received further complaints alleging that the music was excessive including a complaint from residents at a different property. The complainants sent Noise App reports for noise on 13th, 15th and 16th July. Whilst the Noise App is useful, it is still my aim, as previously discussed to carry out an assessment during a Saturday night. The assessment will give us a better understanding of how the noise is perceived within the complainant's home. I will let you know once this has been arranged with one of the complainants where we will hopefully be able to agree acceptable noise levels in relation to live amplified music.

Live unamplified music, however still presents a challenge in particular drums and other instruments that are unable to be controlled electronically. Once we have carried out the assessment, I will be able to offer you further advice.

Regards,

Diane Lewis

Nuisance Control Officer

Community Protection

Regeneration and Environment

Brent Council

020 8937 1096

www.brent.gov.uk

From: McGann, John <John.McGann@brent.gov.uk>
Sent: 19 July 2022 13:17
To: [Kilburnarms](#) [REDACTED]
Cc: Lewis, Diane <Diane.Lewis@brent.gov.uk>
Subject: Kilburn Arms Complaint

Dear Mr. Constantin Tofan,

I am one of the LB Brent Licensing Officers that covers your pub. I am aware of a complaint that is being investigated by one of my colleagues in Noise Nuisance who has been in contact with you.

As an officer of the Licensing Authority my role is to offer advice and assistance to help promote the 4 Licensing Objectives, which are;

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

I believe you have met with a local resident and agreed some measures to help minimise risk – I would be grateful for a summary of these measure and if you are still complying with them?

Also, I would like to know if the following conditions on your premises licence are being complied with as these were part of the operating schedule and are on there to help promote the prevention of public nuisance.

Annex 2 – Conditions consistent with the operating schedule

5. Regular surveys (checks) shall be carried out when the premises are used for entertainment t ensure the level of music is arranged so as not to cause a nuisance to local residents

9. Door supervisors of a sufficient number and gender mix, shall be employed from 20:00 hours on any day when the premises are open for the sale of alcohol past midnight.

11. Outside drinking shall only be allowed at the tables provided and no customer shall be allowed to take glasses or bottles away.

12. The use of the outside tables shall cease at 23:00 hours each day.

The promotion of the licensing objectives and achieving common aims relies on a partnership between licence holders, authorised persons, interested parties, responsible authorities and the Council. The Council's Licensing Authority is keen to work in partnership with licensees to develop a prosperous and well managed economy whilst promoting the licensing objectives. But, we must carry out our functions under the Licensing Act 2003 with a view to promoting the four licensing objectives. I am keen to help resolve this without the need for a formal review of your licence.

I would be grateful if you would treat this email as a matter of urgency and I look forward to your reply in relation to the questions raised above.

Kind Regards

John McGann

Licensing Officer

Regulatory Services

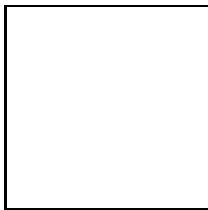
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