

**E-mails from resident who had complained about the VIP Lounge. Received on 14<sup>th</sup> September 2021 in response to PC Norton's request for clarification over the location causing the issues.**

**E-mail # 1 ( the following is a cut and paste unedited e-mail text – aside from the removal of names/email addresses of the complainant/s).**

PC Norton e-mail to resident:

On Tue, 14 Sep 2021, 12:23 , <Gary.L.R.Norton@met.police.uk> wrote:

To Whom It may Concern,

I write regarding the issues you have been experiencing attributed to the VIP Lounge, High Road Wembley. I am a police officer who deals with Licensing issues, along with the Council.

The premises licence has been served notice of a review of its premises licence by the Council. The legal representative for the licence holder has asked for clarification as to how you could be certain it is this venue, as opposed to another? For example, there is another venue, the Masti nightclub, a venue nearer the junction with Lancelot Road? Is it possible you have got them mixed up or confused?

The reason I ask is to ensure we have accurate information regarding the venues issues. I also wondered if anyone had taken a statement from you detailing the specific issues you complained about?

Kind Regards,

Gary Norton

**Resident response:**

“Good evening,

Thank you for your email. I am surprised to be hearing from you after the review which I understood was to be heard last week. Anyway, in answer to your questions I confirm that I am 100% sure the events were at VIP lounge for the following reasons;

- 1) The council attended and found the venue operating and in breach which was confirmed to me and the ClIrs in writing
- 2) I spoke to the security and owner myself as I advised the Council of a couple of weeks after our first complaint and they accepted that their patrons were causing a disturbance to the neighbourhood which they were looking at ways to rectify. They were very reasonable and apologetic and did not attempt to deny the nuisance, the security said that he himself had witnessed the nuisance so I am very surprised that you are advising that they are questioning the complaints. They were even having an event the night I spoke to them which coincidentally turned out to be the same night the council attended having received another complaint from elsewhere.

Even without the above;

- A) Masti did not re-open until after the government said they could
- B) Masti do not use their rear emergency exit doors for their patrons and have not done so for at least 6 years now having previously done so intermittently.
- C) Masti is literally next door to us and their patrons would not come around the corner from their establishment as they have no access/exits there - they would come out right beside us.
- D) Masti & VIP lounge cater to completely different clientele which you are aware of and even if both had been open and were located around the corner side by side, I would still know whose clientele were whose in the main.
- E) in 9 years of living here, Masti have never held an event that finishes beyond their licencing hours.

To be clear, there has been no reoccurrence of the ASB since the night the Council attended and as long as their patrons do not enter or discharge into what is now a residential street with mainly bedroom windows and wake us all up with their ASB there is no reason the business cannot continue to successfully operate in the neighbourhood.

We understand that in the event of an emergency the rear exit would be used to ensure a swift and safe evacuation but outside of this, there is no valid reason.

Our complaints were a cry for assistance not an intention to stop the livelihoods of others and we hope that between the establishment and the licencing services they can reach a resolution.

I trust I have fully answered your enquiry, you are free to call me to discuss further.

Kind regards

**Further to this, the same persons sent the following of a chain of e-mail communications which I have included here.**

**E-mail # 2**

For your information, the e:mail I sent after speaking to VIP owners/managers

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

From: [REDACTED] <[REDACTED]@[REDACTED].com>

Date: Tue, 6 Jul 2021, 09:42

Subject: Re: Covid and licencing breaches, unbearable nuisance - The VIP Lounge - Licence No.16696

To: Susana, Figueiredo <[Susana.Figueiredo@brent.gov.uk](mailto:Susana.Figueiredo@brent.gov.uk)>

Cc: Shah, Councillor Sonia <[Cllr.Sonia.Shah@brent.gov.uk](mailto:Cllr.Sonia.Shah@brent.gov.uk)>

Dear Susana,

Thank you very much for your e:mail and prompt action, it is much appreciated. We were relieved to read that another neighbour had taken the initiative to contact you also.

We are hopeful that the situation can reach a resolution that allows the business to continue but without the impact on the local residents. I returned home on Sunday morning at 1am and as I was parking was approached by a member of the team of this establishment who thought I was looking for the venue as they were holding a party, I was dismayed by this information as this was the 4th event in 3 weekends and took this opportunity to share our concerns with him (before contacting the Council I had attempted to contact them on the number advertised online but the number was out of service) he called his manager Dexter and I had a very frank conversation with them both about the problems their establishment is causing. They were very polite, apologetic and accepting of the issue having witnessed the previous mornings behaviour themselves when they were leaving, they said they would take steps to minimise the impact of their patrons, we are hopeful that with your guidance this will indeed happen and are happy to leave it with you

Can we please ask that you update us as to the final outcome, not any details about actions or fines etc but confirmation of trading times and confirmation that the rear exit will only be used as an emergency exit just like Masti nightclub which is attached to our building who do not allow patrons out onto Market Way unless necessary on H&S grounds.

Kind regards

████████████████████ and all of our neighbours who had not yet approached)

On Mon, 5 Jul 2021 at 09:58, Susana, Figueiredo <[Susana.Figueiredo@brent.gov.uk](mailto:Susana.Figueiredo@brent.gov.uk)> wrote:

Dear ████████████████████

I received a direct email from a neighbour of yours on Saturday morning at 04.00hrs. As a result of this, I was able to make a prompt decision to visit with my colleague Esther on Saturday night after 02.00hrs.

I can confirm the premises were operating outside of the their Premises Licence permissions, breaking Covid regulations and they most certainly are not permitted to use the rear exit as an entrance for customers.

I will be making a decision as to whether to review and/or fine the premises based on further evidence requested from them.

This behaviour will not be tolerated under any circumstances.

You are more than welcome to email me directly if this happens again but do not believe they will take the risk with the threat of the loss of their Premises Licence.

Kind regards

Susana Figueiredo

Licensing Enforcement Officer

Regulatory Services

Brent Council

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

**From:** [REDACTED] <[REDACTED]@gmail.com>

**Sent:** 02 July 2021 11:40

**To:** Downs, Carolyn <Carolyn.Downs@brent.gov.uk>; nwwmailbox.licensingbrent@met.police.uk;  
cldr.wilhelmina.mitchellmurray@brenr.gov.uk; Shah, Councillor Sonia  
<Cldr.Sonia.Shah@brent.gov.uk>; Sheth, Councillor Krupa <Cldr.Krupa.Sheth@brent.gov.uk>

**Subject:** Covid and licencing breaches, unbearable nuisance - The VIP Lounge - Licence No.16696

Dear Ms Downs, Cllrs & Police,

I am writing to you to beg for your assistance.

I live on the corner of [REDACTED] and [REDACTED] with all of my windows facing [REDACTED] just to help give an idea of my placement.

Since 19th June, the above establishment has once again started holding club evenings or private events in breach of current covid restrictions. In a Borough where cases are rising again this is negligent and inconsiderate as well as a breach of regulations, not quite sure if it is the law.

On 20th June I was woken , at 3.09am, by an unbelievable din of screaming, laughing and music nuisance from the cars of the patrons exiting the above establishment. The attached video is a 1 minute snapshot of this noise. This lasted until almost 4am when the last reveller left the alley.

On Friday 25th June, another event was held, this time with a younger clientele, late teens to mid 20's. Woken up again at 3.03am on Saturday 26th June by the first gaggle of excited revellers then a break of about 10 minutes before the next gaggle, this went on until 5.20am. This time I set my daughters tablet up to record trying to get the noise but not the people's faces. I have 3 videos covering this time frame, by 4.30 I had given up on any attempt to sleep so sat on my balcony recording intermittently until 5.20am, watched the sun come up whilst this continued.

Having checked online, their licence is only until 1.30am and they have never stuck to this, every single event I have known them to host finishes after 3am. Before Covid, they used to have events every 3 weeks or so, the nuisance came and went and so we just learnt to live with it.

Now lockdown had given us a much needed reprieve from this nuisance and now that the country is reopening an urgent review of this establishment, their licence and their entrance/exit rules is essential. They should not be allowed to receive and discharge their clientele into a residential alleyway. This must be revised to discharge onto the High Road where they have a door.

[REDACTED]

Unfortunately, as my housing officer can attest to, apathy is rife in my building, very few bother to even report urgent h&s repairs so are unlikely to complain. In the videos on the tablet, you can clearly see people in the other building ([REDACTED]) being woken up, lights coming on peeking through blinds.

I cannot use earplugs to assist with this issue as my daughter has [REDACTED] and suffers [REDACTED] [REDACTED] I must be able to hear her if she starts choking.

I am sending this e:mail on behalf of myself and my downstairs neighbour [REDACTED], English is not her first language but she and her [REDACTED] son are terribly affected also. Once he is woken up, any chance of her sleep for the night has completely gone and he is fully dependant on her for all of his care and feeding needs.

Due to the size of the video files, I am unable to send the additional videos but am happy for the police to come and view or download to their own device.

I leave this issue in your hands and am happy to be contacted anytime to discuss further or arrange to view my extra video evidence.

I suspect there will be another event this weekend and this time will call the police, which I am loathe to do as they have far more urgent work to deal with, but this blatant disregard for the local community cannot continue unchallenged.

Thank you in advance for any assistance you can offer.

Kind regards

[REDACTED]