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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 28th 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.

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