

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 21st 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 27th 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 8th 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

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