

**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

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**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

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

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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

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**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

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**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