

From: Lewis, Diane
Sent: Friday, January 12, 2024 12:57 PM
To:
Cc: Serdouk, Mohammed
Subject: RE: Loud music - Kilburn Arms

Dear

I hope you are both well. Apologies for not responding to you sooner.

Myself and Licensing Officer, Mohammed Serdouk arranged to meet with Costas and Evie late last year to discuss expectations following the hearing. We reminded them of the requirement to ensure that ALL doors are kept closed during the playing of live and recorded music. Certainly during my recent monitoring, I could see that at least two of the doors have remained open which will have contributed to excess noise. I have since emailed them to remind them of the requirements and I will continue to monitor compliance from "street level" during night shifts. We also had a discussion about how to possibly prevent noise from transmitting through the fish and chip shop internal door, causing noise to emanate through the entrance door on the main road. I noted a degree of break-out noise through this door during one of my recent visits.

As we have been continuing to monitor both noise and compliance of their conditions (and we will continue to do so, including visits at weekends), for now you are not required to submit further reports to us.

Kind regards,

Diane Lewis
Nuisance Control Officer

From:
Sent: 01 December 2023 22:35
To: Business Licence; Legister, Linda; Pryce, Priscilla; Serdouk, Mohammed; Lewis, Diane
Subject: Fwd: Loud music

Hi all,

Now that a month has passed since the decision on the new times, it's clear nothing has changed. The music played on well past 11pm on Wednesday. What sanctions are to be imposed? Is there anyone monitoring this or it down to us ? We would appreciate a meeting face to face with the council on the matter.

Regards,

From:

Date: 29 November 2023 at 23:22:32 GMT

To: "Lewis, Diane

Cc: "Serdouk, Mohammed" Yannick

Subject: Re: Loud music

Good evening Diane,

It is Wednesday 29th November.

The music at the Kilburn Arms is still playing at 23.20 hours.

What should we do? It feels like we are in a worse place than before the trial.

Are we able to appeal the decision?

We would really appreciate your support in the matter. We are a tired and frustrated household and I am sure other local residents feel the same.

Regards

On Fri, 17 Nov 2023 at 13:13,

wrote:

Thanks Diane for coming back to me.

We do feel let down here as there is no change in the hours of playing music mid week. It has a serious impact on a home life and I really don't think that this has been a fair outcome.

We struggle to see any sort of change apart from 30mins difference on Sunday-Tuesday, but they don't play music then...

Regards,

> On 17 Nov 2023, at 08:39, Lewis, Diane wrote:

>

> Hi ,

>

> I am well thank you. I hope you are well also. Sorry for not responding to you sooner.

>

> Below are the new hours along with revised conditions:

>

> 20. Live music shall be restricted to the following times:

> Sunday to Tuesday 20:00hrs to 22:30hrs, Wednesday to Friday 20:00hrs to 23:00hrs and Saturday 20:00hrs to 00:00hrs

> 21. There shall be no playing of live or recorded music in outside areas of the premises.

> 23. The rear outside drinking areas shall cease use at 22:30hrs.

> 24. Clear and prominent notices shall be displayed and maintained at all exits in a place where they can be seen and easily read by customers requesting them to leave the premises and the area quietly.

>

Licensing Officer, Mohammed Serdouk and I have arranged a meeting for Costas and Evie to attend to discuss the conditions and recent noise recordings submitted to us. We want to be able to make it clear what is expected of them on a consistent basis. Thereafter, we will begin to pro-actively patrol at weekends again to monitor compliance for a time. This is particularly important if the noise is indeed beginning to creep back up again.

>

> Kind regards,

>

> Diane Lewis

> Nuisance Control Officer

>

> -----Original Message-----

> From:

> Sent: 04 November 2023 23:31

> To: Lewis, Diane

> Subject: Loud music

>

> Hi Diane,

>

> I hope you well?

>

> The music tonight is rather loud and the sound has really been creeping up and up in the past weeks.

>

> Not much has changed since the court case and we are still non the wiser on the outcome.

>

> Many thanks,

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