

Nuisance Control Team  
Brent Civic Centre  
Engineer's Way  
Wembley  
HA9 0FJ

**Ref : NC0505522**

Dear sir/madam,

I wanted to bring to your attention the issues we have been having with **The Kilburn Arms, 97-101 Willesden Lane, NW67SD**. They are unfortunately still making our home life unbearable on Wednesday, Friday and Saturday nights and we have been in contact with the noise team at Brent Council (Diane Lewis), Who has been very helpful.

On Wednesday night (13th July) I had to visit the pub to kindly ask them to close their doors as the music was particularly loud. The music started at c.7.15pm and went on until 11pm. Soon after I visited the pub (c.8pm) they then opened the doors up again but thought it was futile in going round again as the manager was quite rude and abrupt with me the first time. When the music ended, the drinkers stayed for a good hour outside of our door and on their front terrace (which I believe has retrospective planning) making a lot of noise and revving their car engines. This then woke up my 7month old baby at 12.15 am.

On Friday 15th July, The Kilburn Arms failed to disperse their customers until 12.30am and I logged a ticket with the Met police (**CAD 2610 16/07/2022**) so they could review the issue. We are living in constant fear, and we are suffering from lack of sleep now and our anxiety levels are running high.

Unfortunately for us, on Saturday (16<sup>th</sup> July) I went round to the pub at 10.50pm to kindly ask that could they make sure that their customers kindly leave their premises quietly as we didn't want a repeat of the Friday, however I was met with some hostility from one of the managers on how they deal with customers leaving their premises. It soon transpired that the pub goers didn't leave the terraces until midnight as we struggled with getting to sleep.

I am afraid the situation is getting worse as every week passes. Wednesday nights are particularly bad, and we are left feeling shattered every Thursday morning, often struggling to function properly at work.

I wish to understand if it is possible to formally review their music license and operating hours, as from what I have observed, other pubs in the local area stop live music at 10.30-10.45pm and everyone has to disperse by 11.15pm.

Why is the Kilburn Arms so different and lack any form of respect for their neighbours?

I look forward to hearing from you on what the next steps might be as I am considering speaking with a solicitor.

Kind regards,