

KN Bros Ltd / Atul Khosla & Sapna Panchal
The Aura
763-765 Harrow Road
Wembley
HA0 2LW

7 September 2023

Our Ref: 11859

Dear Atul Khosla & Sapna Panchal,

Licensing Act 2003 – Breach of Premises Licence
Re: The Aura, 763 - 765 Harrow Road, Wembley, Middlesex, HA0 2LW

I am writing to confirm our meeting that took place on Wednesday 6 September 2023 at Brent Civic Centre. The meeting attendees also included Licensing Officer, Mohammed Serdouk and Mr Simon Rad who holds a personal licence and serves as the manager of The Aura for the past 7 months.

At the time of our meeting, you were requested to provide CCTV footage in relation to the visit conducted by Principal Nuisance Control Officer, Martin Wood on Sunday 13 August 2023. You were unable to provide the CCTV footage due to a recent burglary on Sunday 3 September 2023, which resulted in the CCTV system and the USB stick stored in the safe stolen from the premises.

As a result of Mr Wood's visit, you were advised that the Council have reason to believe that you are in breach of your licensing conditions and therefore minded to initiate enforcement action.

You confirmed that every night, the DJ in the rear external seating area known as the 'External Canopy Area' on the plan stop the music by 23:15hrs and patrons are escorted to the 'Lounge/Dance Area'.

Due to a delay with the service in the kitchen, your customers have caused challenges by refusing to move the Lounge/Dance Area' as requested by members of staff.

During our meeting, I informed you of complaints related to your patrons parking in an irresponsible manner in the neighbourhood. Whilst I appreciate that your business can not be held accountable for parking matters, you said regular patrols are untaken following the review of the premises licence in 2022.

It has also been established that you have converted the front 'Restaurant' area into a separate business trading as 'Sugar Rush', which is operated by a different food business operator. You

stated that you are in the process of entering into a contract to franchisee of Sugar Rush and will have full control of the business.

Based on the above-mentioned points of discussion I now request the following items to be actioned to assist with my investigation.

CCTV Footage

- Contact your CCTV provider to restore the recordings for the past 31 days. Retain the CCTV recordings for 13 August 2023 as per my request.
- Provide evidence i.e. copy of an invoice for the new installation of the CCTV system.
- Ensure a staff member is conversant with the operation of the CCTV system on the premises at all times when the premises is open.
- Provide the Police CAD reference related to the recent burglary.

Timescale to action – Monday 25 September 2023

Incident on Sunday 13 August 2023

- Provide an incident log of the visit conducted by Officer Martin Wood. Please provide times and contents of your conversation with Mr Wood.

Timescale to action – Monday 25 September 2023

Parking & Noise Complaints

- Provide your current noise dispersal policy.
- Explain the process for parking management in writing.

Timescale to action – Monday 25 September 2023

Plan of the Premises

- Submit a minor variation application to update the plan for The Aura.
- Submit an application for a new premises licence for Sugar Rush if licensable activities are provided. You must ensure late night refreshments (hot food and drink) are not provided after 23:00hrs until authorisation is granted.

Timescale to action – Monday 9 October 2023

Outstanding Action following Decision of the Alcohol and Entertainment Licensing Sub-Committee following a hearing on 14 December 2022.

The interim steps conditions will be removed but, given the management, nuisance and other issues identified with the premises the sub-committee have some concerns as to the appropriateness of a 220 people remaining on the premises after the garden area closes.

They would therefore, in lifting the interim steps condition limiting capacity, require a **report** and plan dealing with the appropriate **capacity** to be provided to the local authority within 14 days.

Timescale to action – Monday 25 September 2023

If we find further evidence that you are undermining the licensing objectives, we will have no option but to proceed with enforcement action.

Should you require clarification, please do not hesitate to contact me or the Licensing Team for assistance.

Yours faithfully,

A handwritten signature in black ink, appearing to read "Esther Chan". The signature is written in a cursive, slightly stylized font.

Esther Chan
Licensing Inspector
Regulatory Services

cc. Brent Licensing Police
Martin Wood