
IN THE BRENT LICENSING SUB-COMMITTEE

**IN THE MATTER OF THE APPLICATION FOR THE REVIEW OF A PREMISES LICENCE
FOLLOWING EXPEDITED REVIEW BY METROPOLITAN POLICE FOR THE PREMISES
KNOWN AS CARLTON LOUNGE (TIGER BAY), 232-234 KINGSBURY ROAD**

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CL01

CARLTON LOUNGE

Document
CL-67830

Supplementary
Report by Senior
Consultant



CL02

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Biography



**COMPLETE
LICENSING**
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EDWARD SHERRY OBE

Director of Strategic Licensing & Night-Time Economy

"Licensing thrives on partnership, intelligence-led policing and calm risk management. My goal is to help operators stay safe, compliant and commercially vibrant-night after night."

With more than three decades in the Metropolitan Police, Edward rose to Chief Inspector while specialising in the West End's world-famous night-time economy. Between 2000 and 2008 he built close, practical relationships with major operators—accompanying Mitchells & Butlers' security and legal teams on joint patrols through Soho to see issues first-hand.

In 2005 the company invited him inside for a two-week secondment: Edward sat in executive board meetings, shadowed brand managers, and completed licensing-accreditation assessments with new licensees—experience that deepened his understanding of commercial pressures as well as regulatory duties.

Seconded to Westminster City Council soon afterwards, Edward created CivicWatch, an intelligence-led, multi-agency tasking model that united police, council licensing officers and venue management to reduce crime and disorder across key nightlife zones. The Home Office subsequently engaged him to review Southampton's city-centre night-time economy, with his recommendations forming the backbone of the city's new licensing strategy.

As Chief Inspector in charge of Charing Cross Police Station, Edward commanded 220 officers providing 24-hour policing—including dedicated night-duty licensing teams—for London's busiest entertainment district. He later partnered with Westminster's Licensing Unit to deliver critical-incident and contingency training for leading West End venues and helped the Windmill Club in its attempts to retain its licence during a high-profile review. Consultancy projects have also taken him overseas, training Abu Dhabi Police on policing tourist areas and licensed premises.

Away from day-to-day operations, Edward earned an MSc (Distinction) in Risk, Crisis & Resilience Management and holds a Level 3 Award in Education & Training. In 2017 he was appointed an Officer of the Order of the British Empire for services to young people and policing, recognition that reflects his commitment to safe, inclusive communities.

Today, Edward blends frontline insight with academic rigour to advise venues, event organisers and authorities on licensing strategy, compliance audits, risk assessment, staff training and incident preparedness—keeping people safe while protecting operators' licences and reputations.

>> Contact Edward:



B

Supplementary Report
by Senior Consultant



**COMPLETE
LICENSING**
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1. BACKGROUND

- 1.1 This report has been prepared for the licensing hearing on Friday 13th June 2025. Due to the very recent service of substantial evidence and statements, it is necessarily in summary form. It addresses some of the issues raised in the supplementary evidence presented by Sergeant Sullivan on 9th June, which Richard Bunch did not have before him when he drafted his Report. Whilst I have not had the time to deal specifically with every issue, I will be in attendance before the Licensing Sub-Committee to answer their questions.

2. SUMMARY

- 2.1 Carlton Lounge and Tiger Bay have been in operation for over 10 years. The management tell me that until the fatal incident on 18 May they had had a good working relationship with the local council, police and community. They believe they have always undertaken actions that have been requested in a timely manner, and have been a well-respected business within the community.
- 2.2 However, the management has come to feel that since the incident the attitude of the local police, specifically the licencing department, has changed dramatically. Rightly or wrongly, but perhaps understandably, they are immensely worried by this change, and feel under considerable and unwarranted scrutiny.
- 2.3 The licensee company (Carlton Lounge (UK) Limited) and the individuals in charge of it are a close family who are badly shaken by the recent murder. They are finding it hard to come to terms with the change in licensing police attitude towards them. There appears to be a cycle of frustration emerging on both sides, which the management are keen to overcome and work with the authorities and community, to find a way forward in a constructive manner. As recently as May 29th, the owners reached out to local police, offering to host a community event to discuss any ongoing concerns. To date the local sergeant has not responded to this suggestion (email to police shown at annex 1).
- 2.4 In talking to them, I found the management to be genuinely focused on running a safe venue, and committed to working with partners to agree a framework in which they can operate successfully while at the same time being held to account for any failings should any be identified.
- 2.5 After viewing the CCTV footage of the exterior of the premises on the night of the incident three times, I still cannot fully ascertain what actually went on. I would suggest it would take the expertise of a police officer who was fully conversant with the case to review the CCTV repeatedly in 'slow time' to fully understand it. People were appearing from all directions, and the scene escalated very quickly. I do not think it at all extraordinary that members of staff, likewise, did not fully understand



the situation, and as a result may have given contradictory statements to the police. I can find no evidence or legitimate suggestion that anyone was deliberately misleading.

2.6 Dealing with the suggestion that the staff did not try to control the scene or intervene, within the footage that I have viewed and contrary to what the police have asserted, security staff and a member of in-house staff in a white shirt were quite clearly attempting to break up the fight and restrain those involved.

2.7 It is my experience that when strong young men start fighting in groups, the game is lost. The interventions must come before that, by attempting to talk them out of their desired course of action. It would appear to me that the member of staff with the white shirt was attempting to do precisely that prior to the fight breaking out.

3. MJS/20 LETTER FROM PS SULLIVAN DATE 30TH MAY 2025 TO MR T & MR P THEVARAJAH REGARDING THE INCIDENT ON THE 26TH MAY 2025

3.1 In this letter PS Sullivan sets out his previous request for certain documents and footage to be passed to him regarding the incident as the footage that had previously been sent was insufficient for his requirements. On 11th June 2025 I spoke to Mr Prash Thevarajah and he confirmed that all actions set out by PS Sullivan had been undertaken and forwarded to PS Sullivan before the Tuesday 3rd June 2025 as requested by PS Sullivan. Mr Thevarajah told me that he does not understand PS Sullivan's new approach with regard to CCTV, as he has provided all previous police requests for it within 24 hours. (table of requests shown at annex 2)

4. MJS/21: WITNESS STATEMENT FROM PC [REDACTED]

4.1 This statement relates to his visits to the premises on 31st May & 3rd June 2025 regarding CCTV for incident on 26th May 2025.

4.2 In summary, PC [REDACTED] attended the premises on a licencing visit on the 31st May 2025 and raised concerns regarding the ability of people using the venue to move between the Carlton Lounge and Tiger Bay section, thereby bypassing the security regime that has been instigated. The management of the venue now have processes in place to deal with this situation.

4.3 PC [REDACTED] visited the premises again on the 3rd June 2025 with other officers to retrieve the CCTV for the incident on the 26th May. It would appear that he found both Mr T and Mr P Thevarajah to be



unwelcoming, as they sought to understand why there had been so many visits which, they felt, was overbearing and not the normal procedure.

4.4 When I raised this issue with Prash Thevarajah, he said that the facts set out in PC [REDACTED]'s statement were an unfair refraction of the events as he remembered them. He could not remember saying '*They were just drunk girls*' as claimed by [REDACTED]. He feels that the police interpretation of events on the evening of the 26th does not reflect the reality of the incident, specifically around the females being ejected and the actions of his staff as they left the premises.

4.5 I believe these incidents together with the letter from PS Sullivan and visits by PC [REDACTED] provide a good example of the ongoing confusion and regrettable mistrust that seems to be building up between the licencing team and management since the tragic events of May 2025. A situation that the management of Carlton Lounge are keen to overcome.

5. PS SULLIVAN'S STATEMENT OUTLINING THE SUPPLEMENTARY EVIDENCE THAT HE SUBMITTED ON 9TH JUNE 2025

5.1 This 11-page statement, dated 9 June, sets out PS Sullivan's position regarding the current issues. In my view it presents a somewhat unfair and unbalanced view of things.

5.2 I take issue with the statement in the 'summary' section, when Sgt Sullivan states "*this incident (The murder) has exposed fundamental failings in the operational management, staff conduct and their level of honesty.*"

5.3 In my dealings with the management, I have found them to be professional and focused on providing a quality service. They were able to provide comprehensive records of refusals of entry, refusal to sell alcohol and incidents of note, which I would suggest is a clear example of competent operational management and a professional culture.

5.4 PS Sullivan appears to have taken against the management of the venue and is exhibiting clear signs of confirmation bias (the tendency to interpret new evidence as confirmation of one's existing beliefs or theories) against them. I base this on my review of the information provided by PS Sullivan which clearly sets out failings in both the police reporting mechanisms, the perception of the noise abatement teams by local residents, despite the noise levels being agreed with the council in October 2022 (letter from council shown at Annex 3), and the commendations made by the murder investigation team.

5.5 In addition, two of the incidents that PS Sullivan mentions occurred before the variation applications of last year and neither of them figured in those applications.



This 'kneejerk' reaction to the situation is not within the spirit of the Licencing Act, where cooperation and partnership working is encouraged. I disagree with PS Sullivan's 'nuclear option' – that *'there is no alternative to revocation'*. I think that there should be a period of calm reflection and consultation between the local authority, police licencing, local residents and venue itself, in order to agree a proportionate way forward, leading to the implementation of an agreed risk-mitigation framework. This is not an overnight solution, and requires the cooperation of all concerned.



6. CONCLUSION

- 6.1 The venue has been running for over 10 years. There has never been a previous incident of this kind or anything approaching it. There has been no other contact from the police regarding *any* crime incident, certainly in the last 12 months.
- 6.2 The fact that the new police incident reporting system has a glitch that does not 'flag' venue as locations of crime is not the fault of the club management. Neither is the attitude said to be displayed by the noise abatement representative who Mr. Abraham complains was unsupportive when he registered his complaints.
- 6.3 I feel that the local resident [REDACTED] summed up the situation when they talked about the current situation and stated '*I think a lot of the stuff like the stabbing could have been prevented if they worked better with the police*'
- 6.4 This has obviously not been the case over the past 12 months and I do not think it is unreasonable, indeed I think it would be a fair and proportionate response, to give this family-run licensee company an opportunity to do exactly what the resident has suggested, to work *with* the police to ensure that nothing of a like kind happens in the future.
- 6.5 In support of this approach, I make the following recommendation for the Sub-Committee's consideration:
- The police, local authority and venue work together to agree a set of standards that the venue can be held to account to
 - This set of standards are reviewed on a rolling cycle as agreed by all parties
 - The police, local authority and venue management meet with residents on a regular basis to explain the approach and seek their views on an ongoing basis.
 - The venue instigates an independent remedial training cycle with all staff, based on any failings identified as a result of this current process
 - The venue instigates a series of independent unannounced 'mystery shopper' events to test their processes with the results being made available to relevant authorities.
 - The venue instigates independent, unannounced visits to review compliance procedures in real time with the results being made available to relevant authorities.
 - The introduction of a dedicated support phone line that residents can contact to raise concerns regarding the venue.



EXPERT'S DECLARATION (CIVIL CASES)

I [REDACTED] declare that:

1. I understand that my duty in providing written reports and giving evidence is to help the Court and/or Licensing Committee and that this duty overrides any obligation to the party by whom I am engaged or the person who has paid or is liable to pay me. I confirm that I have complied and will continue to comply with my duty.
2. I confirm that I have not entered into any arrangement where the amount or payment of my fees is in any way dependent on the outcome of the case.
3. I know of no conflict of interest of any kind, other than any which I have disclosed in my report.
4. I do not consider that any interest which I have disclosed affects my suitability as an expert witness on any issues on which I have given evidence.
5. I will advise the party by whom I am instructed if, between the date of my report and the trial, there is any change in circumstances which affect my answers to points 3 and 4 above.
6. I have shown the sources of all information I have used.
7. I have exercised reasonable care and skill in order to be accurate and complete in preparing this report.
8. I have endeavoured to include in my report those matters, of which I have knowledge or of which I have been made aware, that might adversely affect the validity of my opinion. I have clearly stated any qualifications to my opinion.
9. I have not, without forming an independent view, included or excluded anything which has been suggested to me by others, including my instructing lawyers.
10. I will notify those instructing me immediately and confirm in writing if, for any reason, my existing report requires any correction or qualification.
11. I understand that;
 - my report will form the evidence to be given under oath or affirmation;



- questions may be put to me in writing for the purposes of clarifying my report and that my answers shall be treated as part of my report and covered by my statement of truth;
 - the Court and/or Licensing Committee may at any stage direct a discussion to take place between experts for the purpose of identifying and discussing the expert issues in the proceedings, where possible reaching an agreed opinion on those issues and identifying what action, if any, may be taken to resolve any of the outstanding issues between the parties;
 - the Court and/or Licensing Committee may direct that following a discussion between the experts that a statement should be prepared showing those issues which are agreed, and those issues which are not agreed, together with a summary of the reasons for disagreeing;
 - I may be required to attend Court and/or Licensing Committee to be cross-examined on my report by a cross-examiner assisted by an expert;
 - I am likely to be the subject of public adverse criticism by the judge if the Court and/or Licensing Committee concludes that I have not taken reasonable care in trying to meet the standards set out above.
12. I have read Part 35 of the Civil Procedure Rules, the accompanying practice direction and the Guidance for the instruction of experts in civil claims and I have complied with their requirements.
13. I am aware of the practice direction on pre-action conduct. I have acted in accordance with the Code of Practice for Experts.

STATEMENT OF TRUTH

I confirm that I have made clear which facts and matters referred to in this report are within my own knowledge and which are not. Those that are within my own knowledge, I confirm, are true. The opinions I have expressed represent my true and complete professional opinions on the matters to which they refer.

DISCLAIMER

This report was completed by Complete Licensing Limited based on a defined programme of work and terms and conditions agreed with the Client. The report has been prepared with all reasonable skill, care and diligence within the contract terms with the Client, considering the project objectives, the agreed scope of works, prevailing site conditions and the degree of manpower and resources allocated to the project. Complete Licensing Limited accepts no responsibility whatsoever, following the issue of the report, for any matters arising outside the agreed scope of the works. This report is issued confidently to the Client and Complete Licensing Limited, which has no responsibility whatsoever to third parties to whom this report or any part thereof is made known. Any such party relies upon the report at their own risk. Unless specifically assigned or transferred within the terms of the agreement, Complete Licensing Limited retains all copyright and other intellectual property rights on and over the report and its contents.



C

Annex 1



Annex 1**Email to Sgt [REDACTED] 27th May 2025, as yet no response has been received**

----- Forwarded message -----

From: **prash theva** <prashtheva@gmail.com>

Date: Tue, 27 May 2025 at 15:05

Subject:

To: [REDACTED]

Dear Sergeant [REDACTED]

I hope you are well.

My name is Prash Theva, I am the operation manager for Carlton Lounge, 232 Kingsbury Road.

Following the community meeting held at Kingsbury Temple on 23 March, which our Designated Premises Supervisor (DPS) and members of our staff, who live in the local area attended and listened to concerns raised about our venue.

We deeply value our relationship with the community and want to ensure that we fully understand and address any concerns. With this in mind, we would appreciate the opportunity to meet with you to discuss these issues and explore ways we can work together to make improvements where needed.

We would be happy to host the meeting at our venue, where we have a banqueting suite that can accommodate up to 100 people.

Alternatively, we are happy to arrange the meeting at a time and place that works best for you, or to have an initial conversation to determine the best approach. Please let us know what would be most convenient.

Having been part of the community for 13 years, we have always strived to collaborate with local residents to create a safe and welcoming environment for everyone, and we are keen to continue that commitment.

I look forward to hearing your thoughts.

Prash Theva

[REDACTED]

www.carltonleisure.com

www.tigerbayinternational.com



D

Annex 2



Annex 2

Details of CCTV Requests made by the Police and the date they were responded to.

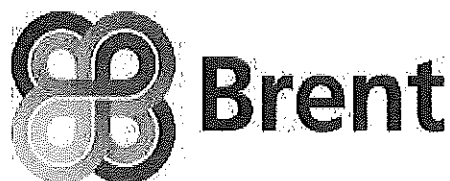
Officer	Date of initial request	Reason	Date Complied	Response	Area
Constable [REDACTED]	27-Jan-22	Robbery that had occurred in the area on the 14th January 2022 - CCTV Requested	27-Jan-22	Contacted via phone	External
DC [REDACTED]	25-Apr-21	CCTV Request convering external of the venue	25-Apr-21	CCTV submitted	External
DC [REDACTED]	06-Apr-23	Courtesy email to say that we managed to find cctv of our suspects further up the road and so will not require anything further from your cctv	06-Apr-23	Thankyou - Acknowledgement	External
DC [REDACTED]	24-May-23	CCTV Request convering external of the venue	24-May-23	CCTV submitted	External
[REDACTED] o	06-Jul-24	CCTV Request - Incident at Tigerbay 06/07/2024	06-Jul-24	CCTV submitted	Internal
[REDACTED]	19-Sep-24	CCTV Request - Incident at Tigerbay 17/09/2024	19-Sep-24	CCTV submitted	Internal



E

Annex 3





REGENERATION AND ENVIRONMENT

Brent Civic Centre, Engineers Way,
Wembley, Middlesex. HA9 0FJ

Tel: (020) 8937 5252
Direct Line 5561

Email: [REDACTED]

Web: www.brent.gov.uk

Date: 19/10/2022

Mr Prash Theva (Manager)
Carlton Lounge / Tiger Bay
232-234 Kingsbury Road
London
NW9 0BH

Your Ref:
Our Ref: NC/08126/19
Contact: Martin Wood

By post and email

Dear Prash,

Carlton Lounge / Tiger Bay, 232-234 Kingsbury Road, London, NW9 0BH
Formal withdrawal of noise nuisance abatement notices.

Thank you once again for your co-operation in setting a suitable music noise volume on Saturday 15th October.

I have since received summons to attend Willesden Magistrates Court on 17 November following appeal lodged against the enclosed noise abatement notices, dated and served 14 September 2022.

Having thought carefully about this matter and being mindful of your evident willingness to cooperate and meet your legal duty to prevent public nuisance, and adhere to conditions upon your premises licence, we have taken the decision to formally withdraw both noise abatement notices.

For the avoidance of doubt, there are no active noise abatement notices against Carlton Lounge / Tiger Bay.

Yours sincerely,

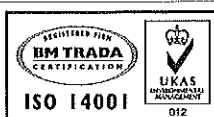
Martin Wood
Principal Nuisance Control Officer
Community Protection
cc Borough Solicitor



INVESTOR IN PEOPLE



Awarded for excellence



2008
STRAY DOGS

Brent - building a better borough

END



IN THE BRENT LICENSING SUB-COMMITTEE

**IN THE MATTER OF THE APPLICATION FOR THE REVIEW OF A PREMISES LICENCE
FOLLOWING EXPEDITED REVIEW BY METROPOLITAN POLICE FOR THE PREMISES
KNOWN AS CARLTON LOUNGE (TIGER BAY), 232-234 KINGSBURY ROAD**

Witness Statement of [REDACTED]

I, [REDACTED] of [REDACTED] hereby state the following:

- 1.** I make this statement in support of the review of the premises licence for Carlton Lounge (Tiger Bay), 232-234 Kingsbury Road, NW9 0BH
- 2.** The facts in this statement are true to the best of my knowledge and belief. Where matters are not within my own knowledge, I have stated the source of my information.
- 3.** Whilst I am not a salaried employee at this establishment, I am a co-director in another associated company along with the directors of this business. I have been a consulting member of the management team for Carlton Lounge (Tiger Bay) over a decade.
- 4.** My professional background is in the financial service sector, but I have held HR-focused roles. I also have management experience in the retail sector and charity sector, where I worked on initiatives supporting underprivileged young adults.
- 5.** We have a robust level of staff training in place, further details of which are set out below.
- 6.** Before I share my statement, no words will ever make up for the life of the young man that was lost across and my heartfelt condolences to his family. It is another life lost to knife crime and truly upsetting.
- 7. NEW STAFF:**
 - a) All staff complete an induction process when joining the venue.
 - b) Regarding NEW STAFF, the Induction Overview pack is used to walk new staff through key areas and topics Key topics covered, introduction to:
 - a. Brand
 - b. Team Structure
 - c. Safety – Health and Safety / Fire / Challenge 25 / Licensing Objectives

- d. Expectations
- e. Service Approach
- c) Colleagues continue learning with floor manager catch ups, coaching and support.

8. ONGOING TRAINING:

- a) Colleagues have coaching and review with management, at least once per quarter. More regularly, if required. Additional 'on the job' coaching is provided as required.
- b) We have been transitioning to a new online system, Alert65 (FoodAlert System) for compliance and documents. Staff have been receiving additional training which has been noted onto this system with dates. The system provides an overview of key compliance activity, risk assessments, etc., and management are able to discuss different assessments (e.g. COSHH / our mystery customer service, HGEM, and record a date of conversation held). It is important to note as there is transition, we still have retained paper files signed of refresher training.

- 9. REFRESHER TRAINING:** All colleagues have refresher using a pack delivered by management team to remind them of key topics to support the role.

10. SALES OF ALCOHOL TRAINING:

- a) For new staff: All new staff receive an additional training pack on licensable activity and additional awareness.
- b) For refresher training: All staff complete training together delivered as huddle / discussion every January and June each year, irrespective on when training had been completed in prior.
- c) Training is delivered by Prashanth Thevarajah.
- d) Records of this training are retained separately and held onsite.

- 11. Personal License Holder (PLH):** Prior to the incident in early May a decision was made to increase the number of Personal Licence Holders (PLH) across different venues to help develop and better educate staff on objectives and help support and deliver these. This resulted in the training of 4 staff from Kingsbury. The Personal Licence Training was completed on 12 May 2025 with.

- 12.** One additional colleague attended training on 30 May 2025 from Kingsbury.


- 13.** Since the incident occurred, we have taken actions to review and strengthen our internal procedures. On 20 May Prashanth Thevarajah messaged all staff in their WhatsApp group chat to offer support for their wellbeing and provide support sites following the tragic incident and fatal stabbing of the young man.

- 14.** A staff meeting took place on 22 May. During this meeting, a check was made on colleagues' wellbeing to understand what could have been done differently. Clear guidance and learning were given on key points to take away from the incident.

15. On 23 May, a further meeting took place with all staff and management to review expectations of the licensing objectives. This was individually signed by staff and the following documents were generated:
16. This review meant that clearer guidance was generated for staff to follow. The guidance was circulated to all staff. We also updated house rules which were printed and replaced on the premises entrance. A new slide was created and added to slides shared on screen on house rules. Simpler guidance documents were created to make it easier and clearer for all colleagues to understand what they can do in certain situations.
17. The Guidance documents were shared with the SIA teams Area Manager, to cascade and communicate with their security team.
18. There have been a number of police visits to the venue since the incident to check on our compliance with licence conditions and the operation of Clubscan, on the 29 May and 31 May 2025, and the Police commented on the steps that have been taken.
19. In addition to guidance we have updated, we are seeking to take the recommendations from an external Consultant company, and the report they produced to further improve our controls and processes.

6. Statement of Truth

I believe that the facts stated in this witness statement are true.


Dated: 11/06/2025

[REDACTED]
[REDACTED]
[REDACTED]
11/06/2025

Neighbouring Resident

Location: Resident [REDACTED] Tigerbay, Kingsbury Road, London NW9

To Whom It May Concern,

I am writing as a long-time resident living directly opposite Tigerbay (also known as Carlton Lounge) on Kingsbury Road. I have lived here for many years, and I see the venue and its operations first-hand on a daily basis.

In all the years I have lived here, I have never seen any issues arising from Tigerbay. The venue is consistently run in a respectful and responsible manner, and I believe it's important to speak up and say how things truly are—especially as someone who is in a position to observe everything regularly.

Security and Customer Management:

Security staff at Tigerbay are always present, professional, and vigilant. I have seen them ensure that people enter and leave the premises in an orderly fashion. Most importantly, when the venue closes, they make a clear effort to ensure patrons leave quietly and do not disturb the peace of nearby residents. This level of care and discipline is something I genuinely appreciate as a neighbour.

Cleanliness and Conduct:

There has never been any issue with littering, noise disturbances, or anti-social behaviour coming from the venue. The area around the premises remains clean, and there is a visible presence of staff ensuring it stays that way. Tigerbay clearly sets high standards for how they want their customers to behave.

Commitment to Licensing Objectives:

As someone who observes the venue every day, I can confidently say that Tigerbay follows all four licensing objectives:

The Prevention of Crime and Disorder:

The venue employs a visible and active security presence. Any potential issues are dealt with immediately and professionally. I have never seen any serious disorder or criminal activity linked to the venue.

Public Safety:

Tigerbay manages its capacity and crowd responsibly. From what I've seen, safety is clearly a priority. Entry is controlled, and patrons are monitored appropriately throughout the night.

The Prevention of Public Nuisance:

This is especially important as a neighbour. I can confirm that Tigerbay makes a clear effort to avoid causing any nuisance to residents. Sound levels are controlled, people do not loiter outside, and staff make sure customers don't disturb the peace when leaving.

The Protection of Children from Harm:

Tigerbay operates as a lounge and bar with clear entry policies. From what I've observed, underage individuals are not permitted inside, and the venue is strict about verifying age and maintaining a safe environment.

Final Comments:

Tigerbay is a respectful and responsible local business. I have watched them operate for years and never had a reason to complain or be concerned. In fact, I believe they add a positive and vibrant atmosphere to the area while showing full respect for their neighbours.

I hope this statement helps provide a clear and honest view from someone who lives directly in front of the venue and sees its day-to-day reality.

Sincerely,

[REDACTED]

Resident [REDACTED] Tigerbay, Kingsbury Road, London NW9


Business: London Hand Car Wash Ltd

Address: 240 Kingsbury Road, London NW9

To Whom It May Concern,

Re: Statement in Support of Tigerbay (Carlton Lounge)

I am writing this statement as the owner of London Hand Car Wash Ltd, located at 240 Kingsbury Road, where I have been operating for before Carlton Lounge was present. During this time, I have had the privilege of being a direct neighbour to Tigerbay (also known as Carlton Lounge), a long-standing business in our area.

Over the many years of operating side by side, I have only experienced a positive and respectful relationship with Tigerbay. The business is well-run and contributes positively to the local area—not just economically, but also socially. I can confidently say that Tigerbay has always maintained a high standard of professionalism, both in how it manages its customers and how it interacts with neighbouring businesses like mine.

Despite the high number of patrons Tigerbay attracts, I have never experienced any negative impact on my business. There has never been an issue with littering, anti-social behaviour, or disturbances on or around my premises caused by their customers. My car wash area remains clean and unaffected, which I believe is a reflection of how responsibly Tigerbay operates.

In fact, I have seen first-hand how the management and staff go out of their way to ensure that their venue operates within the conditions of their licence. They take their responsibilities seriously and clearly make an effort to foster a peaceful and safe environment. Over the years, they have made efforts to communicate with nearby businesses and always acted in a neighbourly and cooperative manner.

It's unfortunate to hear that the venue is under review due to a recent incident. While I cannot speak to the details of that specific event, I can say with full confidence that in my long

experience, the venue has consistently demonstrated a commitment to safety, order, and community relations. One isolated incident should not outweigh over a decade of responsible business practice.

Tigerbay (Carlton Lounge) plays a valuable role in the local economy, providing jobs and drawing visitors to the area. Removing or restricting their licence would, in my opinion, not only be unfair but could also negatively affect the surrounding businesses that benefit from the increased footfall and community engagement.

I fully support Tigerbay and hope that this review will take into account the broader context of their long-standing positive impact and good record.

Yours faithfully,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

My name is [REDACTED] I am a Professional sports coach who has dedicated 16 years to education, working as a headteacher across both primary and secondary schools. I now work as the head coach and managing director of The IQ Gym based at Kingfisher Community Centre in Brent.

I am very familiar with Carlton Lounge and visit this premises regularly. In my experience this is a respectable venue and the management team pride themselves in the level of service they delivery to all their customers. This is a venue I often visit with my family, they serve good food and provide sound entertainment.

If I can be of any further assistance, please do not hesitate to contact me on [REDACTED]

Yours faithfully

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Sir / Madam

Re: Appreciation for Tigerbay (Carlton Lounge)

As the owner of Happen Enterprise, located opposite Tigerbay (Carlton Lounge), I would like to express our sincere gratitude and appreciation for the continuous support and positive relationship we've shared over the years.

Tigerbay has been more than just a neighbouring business — they've consistently demonstrated a strong sense of community and responsibility that is both rare and admirable. Whenever we've encountered issues, particularly with difficult customers or shop lifters, their security team has stepped in to assist without hesitation. Their efforts have played a significant role in promoting safety and harmony across our parade of shops.

What truly sets Tigerbay apart is their commitment to professionalism and they strive to run their business to a high standard. This dedication reflects not only in their internal management but also in the way they support and uplift the wider business community around them.

Tigerbay actively engages in making our shared environment better and safer for everyone. Their contributions are deeply appreciated and do not go unnoticed.

We are proud to call them our neighbours and look forward to many more years of mutual support and cooperation.

Warm regards,

Happen Enterprise



To Whom it May Concern,

My name is [REDACTED], and I am a Director of a property management and estate agency in East London. I have been a loyal customer of Carlton Lounge (Tiger Bay) for over twelve years, first visiting as a university student and continuing to choose this venue ever since.

The recent stabbing of a young man is a tragic and unacceptable event, reflective of a broader issue affecting communities across the UK. However, in all my years visiting Carlton Lounge (Tiger Bay), I have not witnessed any incidents of this nature, nor do I believe it reflects the venue or its management.

This venue has provided a safe space for many people like myself who rely on it for wellbeing, security, and enjoyment.

There are many places to go across London, but the venue stands out as it is run in a professional and responsible manner, creating an environment where customers feel safe and respected. As a young woman, I have always felt completely secure at the venue, thanks to the attentive staff and strong leadership behind the venue. I am searched, along with all customers, as well as subject to thorough security checks, even as a long standing customer of the venue. Traveling from East London to the venue is a choice, and I make it because of the way I have consistently been treated, with care and respect by all staff over the years, which is a direct reflection of how the management team operates the establishment.

Carlton Lounge has positively contributed to my wellbeing and mental health, providing a space where I can relax, socialise, work, and even hold meetings. The atmosphere is welcoming, and I have always had confidence that customer safety is a priority. Security staff at the venue carefully monitor the entrance, ensuring responsible access while maintaining a respectful presence. They not only uphold safety within the venue but also encourage patrons to be mindful of neighbours and each other when leaving the premises.

Inside, the staff are vigilant and attentive, ensuring that guests can enjoy their experience while feeling safe at all times. This professionalism is particularly important for someone like me who values a comfortable and secure environment. The venue provides a space for social connection, cultural diversity, and positive community engagement, welcoming people from all backgrounds while maintaining high standards.

Knife-related crime is an unfortunate reality in many areas, however Carlton Lounge should not be impacted unfairly for an issue that extends far beyond its doors.

The team behind Carlton Lounge has worked tirelessly to build an environment that is welcoming, professional, and responsible. They should be recognised for their commitment to maintaining a safe and positive atmosphere rather than being affected by circumstances outside their control. I sincerely hope they are able to continue to do so for many years to come.

Should you have any further questions or queries, please do not hesitate to contact me.

Regards

Kind regards

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