



Estelle Lendore
Brent Civic Centre
6th Floor
Engineers Way
Wembley
HA9 0FJ

2 August 2013

Dear Sir/Madam,

As the management agent for the property at Metropolitan Court, High Road, Willesden Green, London, NW10 2QD, we have received many complaints about the Woody Grill restaurant which is located next door at 44 High Road, Willesden Green. A number of these complaints are in relation to anti-social behaviour which is occurring late at night when the restaurant is still open, including loud rowdy behaviour and people urinating against the side of the building. There have also been reports of residents witnessing drug deals happening late at night outside the restaurant whilst it is still open. The biggest issue which Metropolitan Court has faced in relation to the Woody Grill restaurant is associated with their refuse bin which has been placed on Metropolitan Court land. I have enclosed all of the correspondence we have had between Woody Grill and ourselves at Red Rock in regards to this, however the Woody Grill have not replied to any letters or emails sent to them. Red Rock have also been into the Woody Grill to speak to the manager various times and spoke to the manager via telephone, however, were treated rudely every time and have not got any no closer to resolving the issue. I have enclosed photographs of the bin which is causing the issue and also have enclosed a letter sent to Red Rock by a resident who are having difficulties with the Woody Grill.

Yours sincerely,

Victoria Perrins
For and on behalf of Laxcon/Metropolitan Court

Red Rock Estate & Property Management Ltd, Red Rock House, Oak Business Park, Wix Road, Beaumont, CO16 0AT
Red Rock PBS, 40 Church St, Stanmore, Middlesex, HA7 4AH
Tel: 0333 123 5670; enquiries@redrockpropertymanagement.co.uk



Company Registration Number 06978934; VAT No. 97629417.
Registered Office Windsor House 103 Whitehall Road Colchester Essex CO2 8HA



Victoria Perrins

From: Victoria Perrins
Sent: 05 July 2013 17:25
To: 'meralcetin@hotmail.co.uk'
Subject: Woody Grill Willesden Green

Hi,

I am sorry for interrupting you earlier. The issue which has come to our attention is that the restaurant at 44 High Road Willesden, London, NW10 2QA has a refuse bin on the property of the development next store and will require moving as I have received a number of complaints. I look forward to speaking to you soon. Thank you.

Kind Regards,

Victoria Perrins
Residential Property Manager
Tel: 0333 123 5670

Red Rock Estate & Property Management Ltd
Red Rock House
Oak Business Park
Wix Road
Beaumont
Essex
CO16 0AT

If you require urgent assistance please dial 0333 123 5670

www.redrockpropertymanagement.co.uk



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Disclaimer

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Where the subject of this communication is in respect of a site where a separate Management Company was incorporated, Red Rock Estate & Property Management Ltd are communicating on behalf of that Management Company.

Registered Address: Red Rock Estate & Property Management Ltd, Windsor House 103 Whitehall Road Colchester Essex CO2 8HA
Company Registration Number 06978934
VAT No. 97629417

Victoria Perrins

From: Victoria Perrins
Sent: 10 July 2013 16:28
To: meralcetin@hotmail.co.uk
Subject: Bin at Woody Grill Willesden

Hi,

Just to update you on the situation regarding the bin at your restaurant at 44 High Road, Willesden. Upon visiting the site and looking at the plans I can confirm that there is no longer any rear access to your restaurant as the path which goes between the restaurant and the development next door belongs to the development. This means that the bin is unable to be stored where it used to be due to Woody Grill having no access over the land. Therefore, the bin will have to move from its current position and moved to a new location as soon as possible. If you have any questions or queries please do not hesitate to contact me.

Kind Regards,

Victoria Perrins
Residential Property Manager
Tel: 0333 123 5670

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VAT No. 97629417

Victoria Perrins

From: Victoria Perrins
Sent: 11 July 2013 11:30
To: meralcetin@hotmail.co.uk
Subject: Bin at Woody Grill Willesden

Importance: High

Hi,

Just to update you on the situation regarding the bin at your restaurant at 44 High Road, Willesden. Upon visiting the site and looking at the plans I can confirm that there is no longer any rear access to your restaurant as the path which goes between the restaurant and the development next door belongs to the development. This means that the bin is unable to be stored where it used to be due to Woody Grill having no access over the land. Therefore, the bin will have to move from its current position and moved to a new location as soon as possible. If you have any questions or queries please do not hesitate to contact me.

Kind Regards,

Victoria Perrins
Residential Property Manager
Tel: 0333 123 5670

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Company Registration Number 06978934

VAT No. 97629417

Victoria Perrins

From: Victoria Perrins
Sent: 17 July 2013 15:48
To: meralcetin@hotmail.co.uk
Subject: Woody Grill Willesden
Attachments: 004.jpg; 005.jpg

Importance: High

Hi,

I visited the Woody Grill at 44 High Road, Willesden, London, NW10 2QD, yesterday (16th July 2013) and noticed that the bin still not been removed. I have attached photos of the bins current location. This needs to be removed as soon as possible as it is not allowed on the land and access to the back garden where it was previously located would be classed as trespassing. If I could ask that you call me on 0333 1235670 to discuss this matter further as it needs resolving urgently.

Kind Regards,

Victoria Perrins
Residential Property Manager
Tel: 0333 123 5670

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Oak Business Park
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Company Registration Number 06978934

VAT No. 97629417



Woody Grill
44 High Road
Willesden
London
NW10 2QA

18 July 2013

Dear Sir/Madam,

RE: Bin at Woody Grill, Willesden

Just to follow up with the phone conversation you had with myself and my colleague regarding the bin at 44 High Road, Willesden, London. I can confirm that there is no longer any rear access to your restaurant as the land between your restaurant and the development belongs to the development. This means that the bin is unable to be stored where it used to be due to Woody Grill having no legal access over the land. Therefore, the bin will be required to move from its current location to a new location as soon as possible.

We will be commencing court proceedings if the bin is not removed within 14 days.

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

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Victoria Perrins'.

Victoria Perrins

For and on behalf of Laxcon Developments/Metropolitan Court

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Woody Grill
Willesden Green
44 High Road
Willesden,
London
NW10 2QA

Delivered by hand

30 July 2013

Dear Sirs,

Re: Bin and Refuse being stored on Metropolitan Court – Pre Court Action

We have spoken to you several times, emailed and also via telephone, yet despite our attempts to resolve the situation amicably you seem reluctant to do so.

Unless your bin is removed from our property by **Sunday 4th August 2013**, we will have no alternative but to apply for an injunction preventing you from placing the bins on our property and we will also seek damages and costs for this.

I trust that you will find an alternative location for your bin and refuse, however should you have any questions or queries please do not hesitate to contact me on 0333 123 5670.

Yours sincerely,

Adrian Calver
Director
Red Rock Estate & Property Management Limited

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Tel: 0333 123 5670; enquiries@redrockpropertymanagement.co.uk**



M McCaig
30 Metropolitan Court
40 High Road
London
NW10 2QD

31 July 2013

To Whom it may concern

RE: Woody Grill, 44 High Road, Willesden, London, NW10 2QA

I wish to raise a complaint regarding the Woody Grill (noted above), in relation to unacceptable noise, smell and refuse.

The Woody Grill has an area outside at the back of the restaurant which is used by patrons. It is frequently noisy throughout the evening and into the early morning. The excessive noise causes a disturbance and prevents me from sleeping. I have been advised that they have a licence until 5:00 a.m.; if so, this should be curtailed to more sociable hours.

There are obnoxious fumes coming from the Woody Grill at various times of the day, emanating from the extractor fan. Depending on wind direction, these can be quite repugnant and induce nausea.

Finally, the Woody Grill site their refuse bin and deposit their litter on the private driveway belonging to Metropolitan Court. They have no legal right to do this. Furthermore, the refuse is unkempt, with large amounts lying loose instead of being deposited in the bin. In addition to looking unsightly, I believe it is a serious health hazard.

As a resident living at Metropolitan Court next door to the Woody Grill, I find the situation unacceptable and would ask that appropriate action is taken in respect of my complaint.

Yours respectfully

Malcolm McCaig

