

From: Wood, Martin
Sent: 16 July 2015 14:38
To: 'office@compliancedirectltd.com'
Cc: Legister, Linda; Patel, Yogini; Thrall, David; Barrett, Jennifer; Silva Rosa, Maria
Subject: FW: Moonbay, 1-2 Court Parade, East Lane, Wembley, HA0 3HY

Dear Mr Sivashankar

Thank you for your e-mail asking for specific information in respect of a complaint made against the above premises in November 2014. You are also asking for details of all complaints received in the last 12 months.

1. On what date this complaint was received?

The Complaint was received on the 15th November 2014 at 21:13hrs

1. Was this complaint received via a Responsible Authority or general public?

The complaint was made by a Brent Resident and it was received by a Responsible Authority (the Environmental Health, Nuisance Control Team of Brent Council).

2. If received via general public, please provide how it was received, whether it was witnessed by Officer, and if witnessed, notes taken by officer at the time and details of action taken

The resident made the complaint to the Council's night time noise service, via telephone. The caller asked for a call back by 10:30pm. However, the duty officer was unable to call the complainant back by that time. No visit was made.

4. If received via a Responsible Authority, please provide notes taken at the time by the Officers and details of any action taken

Following that complaint our existing case of "music noise" against Moonbay was re-opened. On 17th November 2014 the same complainant telephoned Brent Council to report they had experienced loud music coming from the Moonbay on Saturday 15th November 2014. The complainant stated that loud music had played from 9:30pm until 4am the following morning, causing loss of sleep to their family. On that same date I telephoned the complainant and the same allegation was reiterated.

Mr Devshi of Moonbay later returned my telephone call and refuted that loud music went on until 4am. He told me they only played TV and they have no more loud music since the previous problems and they now shut at 1am and no staff remain behind. I relayed an outline of that response back to the complainant and the complainant asserted that Mr Devshi was lying.

On 18th November I telephoned the same complainant. They advised they had been invited to discuss the noise issue with the business proprietors. It was alleged that Mr Devshi had said this was his last chance to save the business as last time they were forced to spend 6k. It was stated that the Devshi's had asked them not to complain and that Mr Devshi had apparently said he has many contacts at Brent Council and it would be easy to find out who complained. It was

further stated that an offer was made by Mr Devshi to call the complainant if the event was noisy. The complainant had invited him to come and check noise levels for himself when it is bad.

Apart from the above complaint there are no other reported noise issues in the last 12 months (i.e. since July 2014).

Please contact me if you wish to discuss this further.

Kind regards

Martin Wood
Environmental Health Officer
Regeneration & Growth
Brent Council

020 8937 5561

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