

For the attention of the Licensing Sub-Committee

c/o Esther Chan, Licensing Inspector, L B Brent

To whom it may concern,

I am writing with additional information regarding my application to review the premises licence of the Paradise bar in Kensal Green.

When Vanesha Seegoolam asked me if I wanted to meet the owners of the Paradise, I declined, as I had met owner Steve Ball and the manager Linton last year on 19th August, when Mr Ball had been fairly aggressive and dismissive. After the meeting they put a flashing light behind the bar which went on when the fire escape door was open, but I have observed people sitting and smoking on the fire escape during operating hours with the door wedged open, and staff constantly using the fire escape until 3am, and all the other problems continued.

In spite of this, Mr Ball's partner ██████ approached my neighbour to ask for my number, as she falsely claimed I had been trying to contact the owners, and then rang me several times a day for the next week. She said it had been upsetting to read my tenant's unacceptable experiences, for which she apologised, and offered to try to resolve some of the issues, e.g. by fitting solid gates with locks to prevent customers urinating into our gardens. She gave my neighbour £350 worth of vouchers each for us to spend at the Paradise (which we haven't used).

██████ requested an informal meeting with me and my next-door-neighbour ██████ at ██████ house on Wednesday 9th February - when she came, she also brought Riz Shaikh (co-owner) and manager Scottie Bhattarai. I said that I was not at all happy that they had come without consulting us. They presented us each with a 2005 vintage magnum bottle of wine. Mr Shaikh apologised about the problems we'd had, said it was embarrassing and unacceptable, and asked for 4 months to put things right. According to him, it would take that long to get everything under control, move the 8 extractor fans etc. He offered to sound-proof our properties, station a security guard outside our houses, and close off Regent street on club nights.

In recognition of the stress we had suffered, he wanted to offer us £3000 each to 'go on holiday', equivalent to their lawyers and QC's fees - but if we went ahead with the licence review application, things would get unpleasant, as they only make money on club nights and would fight for their late licence. ██████ and I refused the offers - we didn't want to feel compromised or not be in a position to complain when things got out of hand, which had been happening constantly since the 2am licence was granted. Scottie and Riz Shaikh both wrote afterwards to confirm these and other proposed incentives (attached). I wrote to say that I intended to go ahead with the review, and did not hear from them again.

The noise problems have continued at the weekends, to the extent where my house-sitters couldn't stay on Friday and Saturday nights... nobody can be expected to sleep there and go to work the next day. I reported (13/2/17) to Licensing that there had been a fight on Saturday night, 4th February, at half past midnight, when the glass door to the flats above the shop next to the Paradise was smashed, and the management had the glass replaced the following day. I hope Licensing and/or the police have been able to view this footage. Apparently there was also a fight outside on Saturday 11th February, but the bouncers broke it up. People have been screaming and shouting in the street, cabs pick customers up from the Paradise, double park, and also pick up from our very narrow side-street, with up to 3 doors slamming on each pick-up, and people shouting as they've

been in the noisy club and are drunk etc. Even with the licence review, the noise problems and anti-social behaviour have continued - people said Kilburn Lane was very noisy on Saturday 4th March.

(For the past two weekends the Paradise has had up to 4 security personnel on Regent Street and things have been a lot quieter as a result).

I'm aware that the Brent Noise team has been rung on multiple occasions by my tenant and by other residents either at Westminster or at Brent, Kilburn Lane being the dividing line between the two boroughs. I do not understand why there appears to be no record of this. It may be that there When Westminster residents rang, they complained that neither Brent nor Westminster would not take their calls. The problem has now been resolved, but for the past several years, nobody in Westminster has been able to complain.

The Noise team only operates until 2am - as it stands, the club closes at 2am, but it takes at least half an hour for its customers to disperse. The problems with cabs, loutish behaviour of patrons, shouts, screams, and urination are particularly pronounced after closing time, although the problems also occur constantly between midnight and 2am.

My last tenant [REDACTED] showed my neighbour [REDACTED] a series of abusive texts she received from the former manager of the Paradise, Linton, calling her a c***, which resulted in her calling the police and his being cautioned and told to leave her alone.

Lastly I would like to say that the Paradise bar applied for a licence till 1a.m. in 1993 and 2001, when there were 87 objections from residents, and it was refused. Since then the area has become more densely populated, with many new blocks of flats. In 2005, the Paradise applied for a licence until 2a.m. - I am adamant that no notice was given to any resident of this application and because there were no representations against, it was granted by delegated authority. If notice had been given, it's inconceivable that the 87 residents who wrote objecting to a 1a.m. licence in 2001 would have been content with a grant to 2a.m. in 2005.

My primary position is that I wish the hours of the premises to be reduced to midnight on Thursday, Friday and Saturday - the period between midnight and 2.30a.m. is when residents suffer most impact from these premises. Furthermore I would wish the conditions itemised in Appendix 1 to be attached to the premises,

Yours faithfully,

Eleanor Pole
owner (since 1993)

[REDACTED]

8 Feb

Scottie Bhattarai <[REDACTED]>

to me, highmarsh, Riz, Shelley

Dear Eleanor and [REDACTED]

Thank you for meeting with us earlier this afternoon. I would like to confirm from the meeting:

The following to be put in place immediately to be reviewed in four months:

- **Proactive management of the noise and antisocial behaviour by Paradise management in the Regents Street and the Kilburn lane outside Paradise**
- **Signage in place – Neighbourhood area, please leave quietly**
- **Sound proofing the windows where needed**
- **Moving the air-conditioner extractions**
- **Paradise to rent [REDACTED] Regent Street on long term basis**
- **Holidays for [REDACTED] and Eleanor worth £3k**
- **Better policing of the Regents Street by having a steward on duty on Friday and Saturday nights controlling the noise and funnelling the crowd making sure no late night disturbance to the residents**
- **Stricter door policy at Paradise so that as to avoid trouble makers/ drunk people coming into the venue**
- **Manage the cab/uber traffic outside Paradise – liaising with a local cab company to manage the cabs and traffic on Kilburn Lane outside Paradise and on the Regents Street**

Please get back to us if the above is satisfactory and anything you would like to add.

Many thanks

Scottie



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8 Feb

Eleanor Pole <[REDACTED]>

to Scottie, highmarsh, Riz, [REDACTED]

Dear Scottie

Thank you for your email following this morning's meeting at [REDACTED] house, and for sending the contact details.

I'm going to think about the Riz's suggestions in detail over the next few days, but wanted to make it clear that your list is not an accurate reflection of what was discussed.

Firstly, [REDACTED] and I both rejected outright your offer of a holiday to the value of £6000, reflecting your savings in lawyers' and QC's fees. We said that we didn't want money from the Paradise or the Columbo Group, and that it's not a matter of compensating us for the stress we have suffered, so much as protecting our properties as investments, and putting an end to the unacceptable noise and anti-social behaviour [REDACTED] and my tenants have had to endure.

Secondly, I said that I didn't want to rent my house to you or your employees, as this would compromise my ability to object to the Paradise's excesses, and would leave [REDACTED] on her own as far as the problems highlighted in the licence review application are concerned.

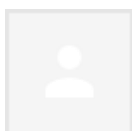
We have also said that we don't want double- or secondary-glazing to be installed at your expense, or to have new gates, trellis, or locks.

[REDACTED] and I have discussed the steward in hi-vis jacket patrolling the street or standing outside our houses, and we are not comfortable with this idea either. It would be better for an employee to be situated on the corner to keep an eye on Regent Street and stop gangs of people congregating there, using our gardens or pavement as a urinal, etc. Otherwise we feel it would make us feel under siege and give a bad message to my tenants, that they are living in a danger zone.

I would like to reiterate that the meeting was not how it was represented to us beforehand. [REDACTED] persuaded [REDACTED] and me to have an informal meeting where we could discuss the suggestions she had made over the phone. In fact [REDACTED] didn't participate in the meeting at all, and we wouldn't have agreed to a meeting with the three of you, especially not in [REDACTED] home, where it was sprung on us.

Yours sincerely,

Eleanor



8 Feb

Scottie Bhattarai [REDACTED]

to me, Riz, [REDACTED]

Hi Ellie

Thank you for your swift response.

Firstly I would like to apologise for the confusion as I should have better explained that the points from my previous email were the points discussed and not agreed. Also [REDACTED] had informed [REDACTED] that Riz was going to come with her to see you guys.

We will take on board all your suggestions. We will have a staff on the Kilburn Lane/Regents Street corner preventing any anti-social behaviour and keeping a tab on the noise levels.

If you have any other suggestions we would happily implement them right away.

Riz is contactable at any time to help with any issue you might have.

We are reinforcing a culture of behaving in a responsible, caring and sustainable way. There will be more accountability from our side and better ownership/management presence to proactively prevent anything anti-social in the Regents Street.

Many thanks

Scottie



8 Feb

Riz Shaikh [Redacted]

to Scottie, me, [Redacted]

Dear Eleanor

I would like to second Scotties email

Fundamentally I can see that there has been a real breakdown in trust and we've got a mountain to club to earn that trust back.

Please rest assured that I am a man of my word and I do sincerely care about my neighbours. I'm also embarrassed and sorry for the mess we've caused.

Please do give me a chance to put things right, and judge me on what I say. We will put things right if you give us the chance.

My number is [Redacted]

Thanks

Riz

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