

## Licensing Sub-Committee

Thursday 15 February 2024  
10.00 am  
Online/Virtual

### Membership

Councillor Margy Newens  
Councillor Charlie Smith  
Councillor Ian Wingfield

### Reserves

Councillor Sunny Lambe

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#### Contact

Andrew Weir by email: [andrew.weir@southwark.gov.uk](mailto:andrew.weir@southwark.gov.uk)

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Members of the committee are summoned to attend this meeting

**Althea Loderick**

Chief Executive

Date: 6 February 2024



# Licensing Sub-Committee

Thursday 15 February 2024  
10.00 am  
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## Order of Business

Item No.	Title	Page No.
	<b>PART A - OPEN BUSINESS</b>	
1.	<b>ELECTION OF CHAIR</b>	
	To elect a chair for this meeting.	
2.	<b>APOLOGIES</b>	
	To receive any apologies for absence.	
3.	<b>CONFIRMATION OF VOTING MEMBERS</b>	
	A representative of each political group will confirm the voting members of the committee.	
4.	<b>NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT</b>	
	In special circumstances, an item of business may be added to an agenda within five clear days of the meeting.	
5.	<b>DISCLOSURE OF INTERESTS AND DISPENSATIONS</b>	
	Members to declare any interests and dispensation in respect of any item of business to be considered at this meeting.	
6.	<b>LICENSING ACT 2003: MASQ LONDON, 201 TOOLEY STREET, LONDON SE1 2JX</b>	1 - 209

**ANY OTHER OPEN BUSINESS AS NOTIFIED AT THE START OF THE MEETING AND ACCEPTED BY THE CHAIR AS URGENT.**

**PART B - CLOSED BUSINESS**

**EXCLUSION OF PRESS AND PUBLIC**

The following motion should be moved, seconded and approved if the sub-committee wishes to exclude the press and public to deal with reports revealing exempt information:

“That the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 1-7, Access to Information Procedure rules of the Constitution.”

**ANY OTHER CLOSED BUSINESS AS NOTIFIED AT THE START OF THE MEETING AND ACCEPTED BY THE CHAIR AS URGENT.**

Date: 6 February 2024

# Agenda Item 6

<b>Item No.</b> 6.	<b>Classification:</b> Open	<b>Date:</b> 15 February 2024	<b>Meeting Name:</b> Licensing Sub-Committee
<b>Report Title</b>		Licensing Act 2003: Masq London, 201 Tooley Street, London SE1 2JX	
<b>Ward(s) of group(s) affected</b>		London Bridge and West Bermondsey	
<b>From</b>		Strategic Director of Environment, Neighbourhoods and Growth	

## RECOMMENDATION

1. That the licensing sub-committee considers an application made by Masq London Ltd to vary the premises licence granted under the Licensing Act 2003 in respect of the premises known as the Masq London, 201 Tooley Street, London SE1 2JX.
2. Notes:
  - a) The application seeks to vary the premises licence held in respect of the premises known as the Masq London, 201 Tooley Street, London SE1 2JX under section 34 of the Licensing Act 2003. Existing permitted licensable activities are not under consideration at this meeting. The variation application is subject to representations submitted by two responsible authorities and 48 'other persons' and is therefore referred to the licensing sub-committee for determination.
  - b) Paragraphs 8 to 10 of this report provides a summary of the current premises licence issued in respect of the premises. A copy of the current premises licence is attached at Appendix A.
  - c) Paragraphs 11 to 16 of this report provide a summary of the application. A copy of the application is attached to this report at Appendix B.
  - d) Paragraphs 16 to 41 of this report deal with the representations submitted in respect of the application. Copies of the representations are attached to this report at Appendices C and D.
  - e) Paragraphs 45 to 61 provide a history of the premises. Details of temporary event notices are at Appendix E, a list of complaints at Appendix F, council night time economy (NTE) visits and warning letters at Appendix G
  - f) Paragraphs 62 provides a list of some similar premises in the vicinity of the application. A showing the location of the premises is in Appendix H.
  - g) A copy of the council's approved procedure for hearings of the sub-committee in relation to an application made under the Licensing Act 2003, along with a copy of the hearing procedure, has been circulated to all parties to the meeting.

## **BACKGROUND INFORMATION**

### **The Licensing Act 2003**

3. The Licensing Act 2003 provides a licensing regime for:
  - The sale of and supply of alcohol
  - The provision of regulated entertainment
  - The provision of late night refreshment.
4. Within Southwark, the licensing responsibility is wholly administered by this council.
5. The Act requires the licensing authority to carry out its functions under the Act with a view to promoting the four stated licensing objectives. These are:
  - The prevention of crime and disorder
  - The promotion of public safety
  - The prevention of nuisance
  - The protection of children from harm.
6. In carrying out its licensing functions, a licensing authority must also have regard to:
  - The Act itself
  - The guidance to the act issued under Section 182 of the Act
  - Secondary regulations issued under the Act
  - The licensing authority's own statement of licensing policy
  - The application, including the operating schedule submitted as part of the application
  - Relevant representations.
7. The premises licence application process involves the provision of all relevant information required under the Act to the licensing authority with copies provided by the applicant to the relevant responsible bodies under the Act. The application must also be advertised at the premises and in the local press. The responsible authorities and other persons within the local community may make representations on any part of the application where relevant to the four licensing objectives.

## **KEY ISSUES FOR CONSIDERATION**

### **The current premises licence**

8. The current version of the premises licence issued in respect of the premises known as the Masq London, 201 Tooley Street, London SE1 2JX was issued on 29 October 2020 and allows the following licensable activities:
  - Live music (indoors):
    - Sunday to Thursday: 18:00 to 23:00
    - Friday and Saturday: 18:00 to 00:00

- Recorded music (indoors):
    - Sunday to Thursday: 18:00 to 23:00
    - Friday and Saturday: 18:00 to 00:00
  - Performance of dance (indoors):
    - Sunday to Thursday: 18:00 to 23:00
    - Friday and Saturday: 18:00 to 00:00
  - Anything similar in description to the above (indoors):
    - Sunday to Thursday: 18:00 to 23:00
    - Fridays and Saturday: 18:00 to 00:00
  - The supply of alcohol (on the premises):
    - Sunday to Thursday: 09:00 to 22:30
    - Fridays and Saturday: 09:00 to 23:00
    -
  - The supply of alcohol (off the premises):
    - Sunday to Thursday: 09:00 to 23:00
    - Fridays and Saturday: 09:00 to 00:00
  - Late night refreshment:
    - Fridays and Saturday: 23:00 to 00:00
  - Opening hours:
    - Sunday to Thursday: 08:00 to 23:00
    - Fridays and Saturday: 08:00 to 00:00
  - Live music, recorded music, performance of dance and anything of a similar description to live music; recorded music and performance of dance:
    - Boxing day, New Year's Eve and New Year's Day: 18:00 to 03:00.
9. A copy of the existing premises licence, notice of decision and dispersal policy are attached as appendix A.
10. The premises is currently described as a bar.

### **The variation application**

11. On 7 December 2023 Masq London Ltd applied to this council to vary the premises licence granted under the Licensing Act 2003 in respect of the premises known as Masq London, 201 Tooley Street, London SE1 2JX. The premises licence

application was postponed as the blue premises posters were not displayed and the application was accepted on 25 December 2023.

12. The application is summarised by the applicant as follows:

“MASQ LONDON currently close for business at 23:00 on Sundays to Thursdays 00:00 on Fridays & Saturdays.

All public holidays are normal closing hours, with exception of 3am closing time on these three days December 26th, December 31st and January 1st.

We want to vary these timings.

We wish to extend the closing time by 1hr to 00:00 on Sundays to Thursdays 01:00 on Fridays & Saturdays.

And we want the 3am closing time on these three days to remain the same. December 26, December 31 and January 1.

And Sale by retail of alcohol to be consumed on premises to Stop 30 minutes before closing time.

When we initially applied for our premises licence in 2010, with the then officer Jayne Tear offering that we choose to close at 12am or 1am on Fridays & Saturdays, but we chose 12am thinking that will work with our business model.

At the moment, we rarely get any single bookings on Sundays to Thursdays. We only get bookings on Friday and Saturday, with many customers cancelling or doubling down on their first line of enquiry when they find out that we close at 12am, with almost all the lost bookings taking preference on wanting to go ahead with the booking if we the closing time can be extended to 1am for them.

Turning tables is the most efficient way for restaurants to earn money. A cover refers to a paying customer. A cover count or cover in a restaurant is defined as the number of people or guests served during a particular period of time. Increasing the amount of covers by turning tables allows restaurants to serve more customers leading to higher profits.

At MASQ, 90% of our weekend bookings start from about 8pm. Which means that we can not turn tables/ covers in a single day. So we are stuck with a single booking from 8pm to 12am.

Closing at 1am will help us at least turn tables twice and maximise our covers, and see a higher cover count on weekends, and thereby ultimately giving us higher revenue.

This closing time variation is necessitated by the lack of reasonable customer patronage, lack of Sunday to Thursdays patronage, the ability to not be able to turn the tables around when we do finally have patrons on weekends, as a result of customers booking tables from about 8pm upwards.

The 1 hour extension variation, will be on the same level as some other restaurants in the vicinity including the JD-WETHERSPOONS that is next door to us.

The closing time option that we chose from our initial Premises License application in 2020 has failed our business model woefully, and we have been suffering the consequences of the option that we chose.

As a result of these consequences, we are lacking and failing to satisfy our monthly financial commitments on Loans we took out on our all our properties as well as multiple bank and business finance Loans that we took out to set up the business, which is further more putting us into further debt by seeking additional loans from friends and family to meet up with some monthly financial commitments. All our properties and this business is now at risk.

It has now gotten to a point where the business is not sustainable, and will inevitably close down in couple of months unless we have a radical change or total business model overhaul.

Based on the business experience and trading history that we have had so far since we had the Premises license from October 2010, we strongly believe that 1am extension on the closing time will help boost our business to great heights and increase revenue.”

13. The application also describes each of the activities.
14. The application asks to increase the closing time for the premises and the end time of most licensable activities by one hour, detailed as follows:
  - Live music (indoors):
    - Sunday to Thursday: 18:00 to 00:00
    - Fridays and Saturday: 18:00 to 01:00
  - Recorded music (indoors):
    - Sunday to Thursday: 18:00 to 00:00
    - Fridays and Saturday: 18:00 to 01:00
  - Performance of dance (indoors):
    - Sunday to Thursday: 18:00 to 00:00
    - Fridays and Saturday: 18:00 to 01:00
  - Anything similar in description to the above (indoors):
    - Sunday to Thursday: 18:00 to 00:00
    - Fridays and Saturday: 18:00 to 01:00



- The supply of alcohol (on the premises):
  - Sunday to Thursday: 09:00 to 23:30
  - Fridays and Saturday: 09:00 to 00:30
- The supply of alcohol (off the premises):
  - Sunday to Thursday: 09:00 to 23:30
  - Fridays and Saturday: 09:00 to 00:30
- Late night refreshment:
  - Fridays and Saturday: 00:00 to 01:00
- Opening hours:
  - Sunday to Thursday: 08:00 to 00:00
  - Fridays and Saturday: 08:00 to 01:00.

15. The application does not make any changes to the existing none standard timings.

16. A copy of the application is attached to this report as Appendix B.

### **Representations from responsible authorities**

17. Representations were submitted by the Metropolitan Police Service and the council's licensing authority.
18. The police representation states that the initial application in 2020 was for a 03:00 closing time at the weekends. These hours were considerably greater than the hours recommended for bars and restaurants under Southwark's statement of licensing policy.
19. Through the consultation process it was agreed that if the premises wanted to operate as a bar and restaurant, with regulated entrainment, then the closing time should be 00:00. If the premises were to operate as a restaurant with the licence conditions restricting them to operate as a restaurant then they could extend the hours until 01:00.
20. The applicant agreed a time closing of midnight as they wished to have the flexibility to operate as a bar. The hours applied for are in line with those recommended for restaurants. The applicants have not offered any additional control measures to restrict the use of the premises to that of a restaurant.
21. The variation hours currently applied for are in line with those recommended for restaurants. The applicants have not offered any additional control measures to restrict the use of the premises to that of a restaurant. The police recommend 14 additional conditions should the variation application be granted, primarily to assist with the control of patrons attending the premises and includes a condition preventing alcohol to be sold except with a table meal.

22. The police also state that the premises has been the subject of a number of complaints from local residents with regard to anti-social behaviour and disturbance from patrons leaving the venue after midnight. Some of these complaints seem to coincide with temporary events submitted by the premises with a later finishing time.
23. The licensing representation objects to the grant of the variation application under the licensing objectives for prevention of public nuisance and prevention of crime and disorder.
24. The representation describes the location of the premises and states that the area has a large amount high-density residential housing estates/blocks in the immediate and wider vicinity of the premises in all directions.
25. The representation states that, according to section 7 of this council's statement of licensing policy the premises are not subject to a cumulative impact area. The premises fall within Borough and Bankside District Town Centre with the following recommended closing times:
  - Restaurants and cafes:
    - Sunday to Thursday: 00:00
    - Friday and Saturday: 01:00
  - Public houses, wine bars, or other drinking establishments and bars in other types of premises:
    - Sunday to Thursday: 23:00
    - Friday and Saturday: 00:00.
26. The licensing authority representation also introduces eleven unsubstantiated (as the complaint is received after the event/incident) complaints made to the licensing team regarding public nuisance, anti-social behaviour and parking issues that are indicative of the operation of the premises and the affect it has on local residents.
27. Should members be minded to grant the application the licensing authority recommends 11 new and amended conditions primarily to assist with the control of patrons attending the premises.
28. A copy of the representations from the responsible authorities are attached as Appendix C.

### **Representations from other persons**

29. 48 representations have been submitted by 'other persons'. Some of the representations include more than one person. Representations are predominantly from residents in the area. The representations also include ward councillors, the Shad Thames Residents Association, the building manager of Boss House and a commercial business.

30. The premises sits in the London Bridge and West Bermondsey ward on the boundary with the North Bermondsey ward and the ward councillors from both wards have made representations.
31. London Bridge and West Bermondsey councillors (other person(s) 25) state that they have received numerous emails from residents of Shad Thames over the last 12 months concerning disturbances from Masq. These reported disturbances consist of patrons exiting the establishment and causing severe noise nuisance through shouting, playing music from vehicles, and congregating outside or near to residents' residences, which impacts on the sleep, wellbeing and feeling of safety of these residents.
32. Residents also reported their attempts to engage with these patrons have been met with hostility. Masq patrons cause disturbance to them. Public safety and crime and disorder issues have also been reported. These include patrons using foul language, a number of fights with at least one individual observed carrying a knife, public consumption of drugs and alcohol and littering.
33. The Councillors ask that the application is not granted until such time as the premises can show that they can operate to a later hour without causing public nuisance, public safety and crime and disorder issues.
34. North Bermondsey Ward Councillors (other person(s) 36) state that they have received correspondence from a large number of residents with multiple concerns raised with both since and prior to this variation was applied for.
35. Their representation is based on all four of the licensing objectives, prevention of public nuisance, prevention of crime and disorder, public safety and the prevention of harm to children.
36. They state that residents nearby the MASQ London premises have been experiencing anti-social behaviour and nuisance from patrons of the premises from loud music from vehicles of patrons, shouting and rowdy patrons, public urination and littering including of drug paraphernalia. Additionally there are regular fights and brawls breaking out between patrons of the venue, patrons congregating outside and on Tower Bridge Road itself, forcing cars to one lane of the road, and glass bottle being thrown at nearby buildings. These issues have the potential to disturb the sleep of young children, particularly when there are issues with noise and other anti-social behaviour.
37. The councillors also state that these disturbance for residents have been exacerbated by later closings at MASQ London under temporary events notices, which demonstrates that later closing hours for the premises would not be appropriate and would cause an unnecessary amount of noise and disturbance for local residents and that the variation application should be refused.
38. The Shad Thames Residents Association representation (other person 23) is made under all four of the licensing objectives. It states that residents have contacted them regarding anti-social behaviour including drug taking and fighting. Masq patrons often congregate around vehicles parked in Shad Thames for extended periods after leaving the venue, playing loud music, shouting, and sometimes taking drugs. This

generates significant public nuisance waking residents who are then kept awake by the noise and music.

39. It also says that children walking to school through Shad Thames must navigate around alcoholic drinks, broken glass, and the remnants of drugs left littering the street after these late-night parties. Shad Thames also has no public toilets to accommodate individuals who party late into the morning on the pavements, resulting in public urination and defecation on our pavements by Masq patrons who have left and continue to party near parked cars in Shad Thames.
40. The representation also provides evidence in some copies of noise reports submitted to them, regarding Masq, using their noise reporting tool.
41. A number of the residents' representations provide personal experiences, evidence and detail on the issues described above. Evidence provided includes adverts for events at Masq, photographs of patrons in the street and video recordings are also available. All of the representations ask for the variation application not to be granted.
42. Copies of the representations submitted by the other persons are attached to this report at Appendix D.

### **Conciliation**

43. The representations were provided to the applicant, who was advised that the applicant could provide a reply to the representations if the applicant so wished.
44. At the time of the writing of this report all of the representations remain outstanding and so must be considered by the licensing sub-committee in their determination of the application.
45. The licensing sub-committee will be apprised as to any conciliation.

### **Premises licensing history**

46. The premises was built around 1900 as a bank and is currently a Grade 2 listed building. A planning change of use to A3/A4 use was granted on 22 April 2020 with a condition on hours of use as follows:
  - The use hereby permitted for A3 and A4 purposes shall not be carried on outside of the hours of:
    - 08:00 to 23:30 on Monday to Friday
    - 08:00 to 00:00 on Saturday
    - 08:00am to 23:00 on Sunday and Bank Holiday.
47. A3 and A4 are now revoked and replaced and the new classes are:
  - A3 – E(b) Sale of food and drink for consumption (mostly) on the premises
  - A4 – Sui Generis - public houses, wine bars or other drinking establishments

48. Planning decisions are not binding on licensing decisions, however revised guidance for local authorities, under Section 182 of the Licensing Act 2003 states at paragraph 9.41 that:
- “..the decision of the licensing authority will not exempt an applicant from the need to apply for building control approval, planning permission or both of these where appropriate”.
49. Additionally section 14.66 of the 182 guidance states that:
- “There are circumstances when, as a condition of planning permission, a terminal hour has been set for the use of premises for commercial purposes. Where these hours are different to the licensing hours, the applicant must observe the earlier closing time. Premises operating in breach of their planning permission would be liable to prosecution under planning law. Proper integration should be assured by licensing committees, where appropriate, providing regular reports to the planning committee”
50. The original premises licence in respect of the premises was applied for on 3 September 2020. The applications received representations from two responsible authorities (the police and the council’s licensing authority) and three other persons.
51. Both responsible authorities conciliated with a reduction of operating times, additional conditions including a dispersal policy. Two of the remaining resident representations continued regarding to the closing hours on non-standard timings for Boxing day, New Year’s Eve and New Year’s Day at 03:00.
52. The application was determined at a meeting of the licensing sub-committee on 29 October 2020. The application was granted as conciliated. A copy of the notice of decision is provided with the premises licence at Appendix A.
53. There have been a number of temporary event notices (TENs) submitted in respect of the premises since August 2022.
54. Details of these TENs can be seen at Appendix E.
55. There have been 15 complaints received by the council regarding public nuisance and other issues that are associated to the operation of the premises.
56. The first four complaints seem to relate to an alleged unlicensed event in July 2022. Other complaints were received following weekends where temporary events were in place. The complaints are mainly concerned with noise and anti-social behaviour from Masq patrons in the street and parking issues.
57. A list of the complaints are provided at Appendix F.
58. Council officers have made 11 licensing visits during the night time economy to the premises. On two occasions the premises were found to have be in breach of their

licence conditions. Two warning letters were sent to the premises licence holder and the designated premises supervisor.

59. Details of the visits and copies of the warning letters can be found at Appendix G.
60. The licensing team arraigned for a joint visit of Council civil enforcement officers and NTE Police to provide support on Friday 8 December into Saturday 9 December 2023. Officers visited the area between 11.30pm and 1.30am where over 15 vehicles were moved, no penalty charge notices (PCNs) were issued as drivers consented to move their vehicles.
61. The licensing team also arranged for TfL enforcement officers to visit the area on Saturday 20th into Sunday morning 21 January 2024. The officer visited between 21:30 and 01:30. Officers engaged with the premises SIA and patrons arriving in cars. Two PCNs were issued.
62. Both these visits coincided with and extension of hours under a TEN at Masq London.

## Map

63. A map showing the location of the premises is attached to this report as appendix G. The following premises are also shown on the map and are permitted to provide licensable activities as stated:

Premises	Opening hours	Alcohol sales	Late night refreshment	Live/recorded music
SHIPWRIGHTS ARMS Tooley Street SE1 2TF	Mon 10:00 - 00:00 Tue 10:00 - 00:00 Wed 10:00 - 00:00 Thur 10:00 - 00:00 Fri 10:00 - 01:00 Sat 10:00 - 01:00 Sun 12:00 - 23:00	Mon 10:00 - 00:00 Tue 10:00 - 00:00 Wed 10:00 - 00:00 Thur 10:00 - 00:00 Fri 10:00 - 01:00 Sat 10:00 - 01:00 Sun 12:00 - 23:00	Mon 23:00 - 00:00 Tue 23:00 - 00:00 Wed 23:00 - 00:00 Thur 23:00 - 00:00 Fri 23:00 - 01:00 Sat 23:00 - 01:00	Mon 10:00 - 00:00 Tue 10:00 - 00:00 Wed 10:00 - 00:00 Thur 10:00 - 00:00 Fri 10:00 - 01:00 Sat 10:00 - 01:00 Sun 12:00 - 23:00
Pommelers Rest 192-196 Tower Bridge Road SE1 2UN	Mon 07:00 - 01:30 Tue 07:00 - 01:30 Wed 07:00 - 01:30 Thur 07:00 - 01:30 Fri 07:00 - 02:00 Sat 07:00 - 02:00 Sun 07:00 - 01:30	Mon 09:00 - 00:30 Tue 09:00 - 00:30 Wed 09:00 - 00:30 Thur 09:00 - 00:30 Fri 09:00 - 01:00 Sat 09:00 - 01:00 Sun 09:00 - 00:30	Mon 23:00 - 00:30 Tue 23:00 - 00:30 Wed 23:00 - 00:30 Thur 23:00 - 00:30 Fri 23:00 - 01:00 Sat 23:00 - 01:00 Sun 23:00 - 00:30	
Draft House 206-208 Tower Bridge Road SE1 2UP	Mon 08:00 - 01:00 Tue 08:00 - 01:00 Wed 08:00 - 01:00 Thur 08:00 - 01:00 Fri 08:00 - 02:00 Sat 08:00 - 02:00 Sun 10:00 - 23:30	Mon 08:00 - 00:30 Tue 08:00 - 00:30 Wed 08:00 - 00:30 Thur 08:00 - 00:30 Fri 08:00 - 01:30 Sat 08:00 - 01:30 Sun 10:00 - 23:00	Mon 23:00 - 00:30 Tue 23:00 - 00:30 Wed 23:00 - 00:30 Thur 23:00 - 00:30 Fri 23:00 - 01:30 Sat 23:00 - 01:30	Mon 12:00 - 00:30 Tue 12:00 - 00:30 Wed 12:00 - 00:30 Thur 12:00 - 00:30 Fri 12:00 - 01:30 Sat 12:00 - 01:30 Sun 12:00 - 23:00

Premises	Opening hours	Alcohol sales	Late night refreshment	Live/recorded music
Two Bridges, 186 Tooley Street SE1 2TZ	Mon 08:00 - 01:30	Mon 10:00 - 01:00	Mon 23:00 - 01:00	Mon 10:00 - 00:00
	Tues 08:00 - 01:30	Tues 10:00 - 01:00	Tues 23:00 - 01:00	Tues 10:00 - 00:00
	Wed 08:00 - 01:30	Wed 10:00 - 01:00	Wed 23:00 - 01:00	Wed 10:00 - 00:00
	Thur 08:00 - 01:30	Thur 10:00 - 01:00	Thur 23:00 - 01:00	Thur 10:00 - 00:00
	Fri 08:00 - 01:30	Fri 10:00 - 01:00	Fri 23:00 - 01:00	Fri 10:00 - 00:00
	Sat 08:00 - 01:30	Sat 10:00 - 01:00	Sat 23:00 - 01:00	Sat 10:00 - 00:00
	Sun 08:00 - 01:00	Sun 12:00 - 00:30	Sun 23:00 - 00:30	Sun 12:00 - 00:00

### Southwark Council statement of licensing policy

64. Council assembly approved Southwark's statement of licensing policy 2021-2026 on 25 November 2020 and came into effect on 1 January 2021.
65. Sections of the statement that are considered to be of particular relevance to the sub-committee's consideration are:
- Section 3 - Purpose and scope of the policy. This reinforces the four licensing objectives and the fundamental principles upon which this Authority relies in determining licence applications
  - Section 5 – Determining applications for premises licences and club premises certificates. This explains how the policy works and considers issues such as location; high standards of management; and the principles behind condition setting.
  - Section 6 – Local cumulative impact policies. This sets out this authority's approach to cumulative impact and defines the boundaries of the current special policy areas and the classifications of premises to which they apply. To be read in conjunction with appendix B to the policy.
  - Section 7 – Hours of operation. This provides a guide to the hours of licensed operation that this Authority might consider appropriate by type of premises and (planning) area classification.
  - Section 8 – The prevention of crime and disorder. This provides general guidance on the promotion of the first licensing objective.
  - Section 9 – Public safety. This provides general guidance on the promotion of the second licensing objective.
  - Section 10 – The prevention of nuisance. This provides general guidance on the promotion of the third licensing objective.
  - Section 11 – The protection of children from harm. This provides general guidance on the promotion of the fourth licensing objective.
66. The purpose of Southwark's statement of licensing policy is to make clear to applicants what considerations will be taken into account when determining applications and should act as a guide to the sub-committee when considering the

applications. However, the sub-committee must always consider each application on its own merits and allow exceptions to the normal policy where these are justified by the circumstances of the application.

67. Members should take into consideration both the Southwark Statement of Licensing Policy and the Section 182 Guidance when making decisions. The links for these are below:

Southwark Policy:

<https://www.southwark.gov.uk/business/licences/business-premises-licensing/licensing-and-gambling-act-policy>

Section 182 Guidance:

<https://www.gov.uk/government/publications/explanatory-memorandum-revised-guidance-issued-under-s-182-of-licensing-act-2003>

### **Cumulative impact area (CIA)**

68. The premises are not situated in a cumulative impact area.
69. The premises also falls within South Bank Strategic Cultural Quarter and London Bridge District Town Centre Area.
70. The Southwark statement of licensing policy states at paragraph 178 with regard to strategic cultural areas that It is recognised that these areas, although of mixed use, have a high residential usage and consideration for the later hours beyond should be accompanied by evidence that the proposal is intended to enhance the provision of arts, culture and tourism in the area.
71. Under the Southwark's statement of licensing policy 2021 - 2026 the following closing times are recommended as appropriate within this area for the categories of premises stated:
- Restaurants and cafes:
    - Sunday to Thursday: 00:00
    - Friday and Saturday: 01:00
  - Public houses, wine bars, or other drinking establishments and bars in other types of premises:
    - Sunday to Thursday: 23:00
    - Friday and Saturday: 00:00.

### **Climate change implications**

72. Following council assembly on 14 July 2021, the council is committed to considering the climate change implications of any decisions.



73. Climate change is not a legal factor in the consideration of a grant of a premises license under the current licensing objectives, however members can make enquiries and request an agreement from applicants to promote the reduction of the impact of climate change that may be caused by the operation of the premises.
74. Examples of such agreements may be:
- Not use single use plastics, such as disposable plastic glasses, when selling alcohol at the premises.
  - Encourage patrons not to drive to venues by providing details of public transport on their webpages/tickets.
75. The council's climate change strategy is available at:

<https://www.southwark.gov.uk/assets/attach/48607/Climate-Change-Strategy-July-2021-.pdf>

## **Community, equalities (including socio-economic) and health impacts**

### **Community impact statement**

76. Each application is required by law to be considered upon its own individual merits with all relevant matters taken into account.

### **Equalities (including socio-economic) impact statement**

77. This report does not result in a policy decision and each application is required to be considered upon its own individual merits with all relevant matters taken into account. In considering the recommendations of this report, due regard must be given to the public sector equality duty set out in section 149 of the Equality Act 2010. This requires the Council to consider all individuals when carrying out its functions.
78. Importantly, the council must have due regard to the need to eliminate discrimination, harassment, victimisation, or other prohibited conduct; advance equality of opportunity and foster good relations between people with protected characteristics and those who do not. The relevant protected characteristics are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. The public sector equality duty also applies to marriage and civil partnership, but only in relation to the need to eliminate discrimination, harassment, victimisation, or other prohibited conduct.
79. The equalities impact statement for licensing decisions is contained within the Southwark statement of licensing policy 2021 – 2026 at:

<https://www.southwark.gov.uk/business/licences/business-premises-licensing/licensing-and-gambling-act-policy>.

80. The equalities impact assessment is available at:

<https://modern.gov.southwark.gov.uk/documents/s92016/appendix%20F%20-%20Equalities%20Impact%20Assessment.pdf>

### **Health impact statement**

81. Health impacts cannot be considered by law when making decisions under the Licensing Act 2003.

### **Resource implications**

82. A fee of £635.00 has been paid by the applicant company in respect of this application being the statutory fee payable for premises within non-domestic rateable value E.

### **Consultation**

83. Consultation has been carried out on this application in accordance with the provisions of the Licensing Act 2003. A public notice was published in a local newspaper and similar notices were exhibited outside of the premises for a period of 28 consecutive days.

### **Community impact statement**

84. Each application is required by law to be considered upon its own individual merits with all relevant matters taken into account.

## **SUPPLEMENTARY ADVICE FROM OTHER OFFICERS**

### **Assistant Chief Executive – Governance and Assurance**

85. The sub-committee is asked to determine the application for a premises licence under Section 17 of the Licensing Act 2003.

86. The principles which sub-committee members must apply are set out below.

### **Principles for making the determination**

87. The sub-committee is asked to determine the application for a premises licence under section 17 of the Licensing Act 2003.

88. The principles which sub-committee members must apply are set out below.

89. The general principle is that applications for premises licence applications must be granted unless relevant representations are received. This is subject to the proviso that the applicant has complied with regulations in advertising and submitting the application.

90. Relevant representations are those which:

- Are about the likely effect of the granting of the application on the promotion of the licensing objectives
- Are made by an interested party or responsible authority
- Have not been withdrawn
- Are not, in the opinion of the relevant licensing authority, frivolous or vexatious.

91. If relevant representations are received then the sub-committee must have regard to them, in determining whether it is necessary for the promotion of the licensing objectives to:

- To grant the licence subject to:
  - The conditions mentioned in section 18 (2)(a) modified to such extent as the licensing authority considers necessary for the promotion of the licensing objectives
  - Any condition which must under section 19, 20 or 21 be included in the licence.
- To exclude from the scope of the licence any of the licensable activities to which the application relates.
- To refuse to specify a person in the licence as the premises supervisor.
- To reject the application.

### **Conditions**

92. The sub-committee's discretion is thus limited. It can only modify the conditions put forward by the applicant, or refuse the application, if it is necessary to do so. Conditions must be necessary and proportionate for the promotion of one of the four licensing objectives, and not for any other reason. Conditions must also be within the control of the licensee, and should be worded in a way which is clear, certain, consistent and enforceable.

93. The four licensing objectives are:

- The prevention of crime and disorder
- Public safety
- The prevention of nuisance
- The protection of children from harm.

94. Members should note that each objective is of equal importance. There are no other licensing objectives, and the four objectives are paramount considerations at all times.

95. Conditions will not be necessary if they duplicate a statutory position. Conditions relating to night café and take away aspect of the license must relate to the night time operation of the premises and must not be used to impose conditions which could not be imposed on day time operators.

96. Members are also referred to the Home Office Revised Guidance issued under section 182 of the Licensing Act 2003 on conditions, specifically section 10.

### **Reasons**

97. If the sub-committee determines that it is necessary to modify the conditions, or to refuse the application for a premises licence application, it must give reasons for its decision.

### **Hearing procedures**

98. Subject to the licensing hearing regulations, the licensing committee may determine its own procedures. Key elements of the regulations are that:
- The hearing shall take the form of a discussion led by the authority. Cross examination shall not be permitted unless the authority considered that it is required for it to consider the representations.
  - Members of the authority are free to ask any question of any party or other person appearing at the hearing.
  - The committee must allow the parties an equal maximum period of time in which to exercise their rights to:
    - Address the authority
    - If given permission by the committee, question any other party.
    - In response to a point which the authority has given notice it will require clarification, give further information in support of their application.
  - The committee shall disregard any information given by a party which is not relevant to the particular application before the committee and the licensing objectives.
  - The hearing shall be in public, although the committee may exclude the public from all or part of a hearing where it considers that the public interest in doing so outweighs the public interest in the hearing, or that part of the hearing, taking place in private.
  - In considering any representations or notice made by a party the authority may take into account documentary or other information produced by a party in support of their application, representations or notice (as applicable) either before the hearing or, with the consent of all the other parties, at the hearing.
99. This matter relates to the determination of an application for a premises licence under Section 17 of the Licensing Act 2003. Regulation 26(1) (a) requires the sub-committee to make its determination at the conclusion of the hearing.

## **Council's multiple roles and the role of the licensing sub-committee**

100. Sub-committee members will note that, in relation to this application, the council has multiple roles. Council officers from various departments have been asked to consider the application from the perspective of the council as authority responsible respectively for environmental health, trading standards, health and safety and as the planning authority.
101. Members should note that the licensing sub-committee is meeting on this occasion solely to perform the role of licensing authority. The sub-committee sits in quasi-judicial capacity, and must act impartially. It must offer a fair and unbiased hearing of the application. In this case, members should disregard the council's broader policy objectives and role as statutory authority in other contexts. Members must direct themselves to making a determination solely based upon the licensing law, guidance and the council's statement of licensing policy.
102. As a quasi-judicial body the licensing sub-committee is required to consider the application on its merits. The sub-committee must take into account only relevant factors, and ignore irrelevant factors. The decision must be based on evidence, that is to say material, which tends logically to show the existence or non-existence of relevant facts, or the likelihood or unlikelihood of the occurrence of some future event, the occurrence of which would be relevant. The licensing sub-committee must give fair consideration to the contentions of all persons entitled to make representations to them.
103. The licensing sub-committee is entitled to consider events outside of the premises if they are relevant, i.e. are properly attributable to the premises being open. The proprietors do not have to be personally responsible for the incidents for the same to be relevant. However, if such events are not properly attributable to the premises being open, then the evidence is not relevant and should be excluded. Guidance is that the licensing authority will primarily focus on the direct impact of the activities taking place at the licensed premises on members of the public, living, working or engaged in normal activity in the area concerned.
104. Members will be aware of the council's code of conduct which requires them to declare personal and prejudicial interests. The code applies to members when considering licensing applications. In addition, as a quasi-judicial body, members are required to avoid both actual bias, and the appearance of bias.
105. The sub-committee can only consider matters within the application that have been raised through representations from other persons and responsible authorities. Interested parties must live in the vicinity of the premises. This will be decided on a case to case basis.
106. Under the Human Rights Act 1998, the sub-committee needs to consider the balance between the rights of the applicant and those making representations to the application when making their decision. The sub-committee has a duty under section 17 Crime and Disorder Act 1998 when making its decision to do all it can to prevent crime and disorder in the borough.

107. Other persons, responsible authorities and the applicant have the right to appeal the decision of the sub-committee to the magistrates' court within a period of 21 days beginning with the day on which the applicant was notified by the licensing authority of the decision to be appealed against.

### Guidance

108. Members are required to have regard to the Home Office guidance in carrying out the functions of licensing authority. However, guidance does not cover every possible situation, so long as the guidance has been properly and carefully understood, members may depart from it if they have reason to do so. Full reasons must be given if this is the case.

### Strategic Director of Finance

109. The head of regulatory services has confirmed that the costs of this process over and above the application fee are borne by the service.

### BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Licensing Act 2003	Southwark Licensing, C/O	Mrs Kirty Read Tel: 020 7525 5748
Home Office Revised Guidance to the Act	Community Safety and Enforcement, 160	
Secondary Regulations	Tooley Street, London SE1 2QH	
Southwark statement of licensing policy		
Case file		

### APPENDICES

Name	Title
appendix A	Copy of the current premises licence issued in respect of the premises and notice of decision
appendix B	Copy of the application
appendix C	Copy of the representation submitted by the responsible authorities
appendix D	Copy of the representations submitted by 'other persons'
appendix E	Temporary event notices
appendix F	Complaints received
appendix G	Council Night time economy team visits and warning letters
appendix H	Map showing the location of the premises

**AUDIT TRAIL**

<b>Lead Officer</b>	Toni Ainge, Acting Strategic Director of Environment, Neighbourhoods and Growth	
<b>Report Author</b>	David Franklin, Principal Licensing Officer	
<b>Version</b>	Final	
<b>Dated</b>	25 January 2024	
<b>Key Decision?</b>	No	
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER</b>		
<b>Officer Title</b>	<b>Comments sought</b>	<b>Comments included</b>
Assistant Chief Executive – Governance and Assurance	Yes	Yes
Strategic Director of Finance	Yes	Yes
<b>Cabinet Member</b>	No	No
<b>Date final report sent to Constitutional Team</b>	2 February 2024	

# Licensing Act 2003 Premises Licence



Regulatory Services  
Licensing Unit  
Hub 1, 3rd Floor  
PO Box 64529  
London, SE1P 5LX

Premises licence number

873208

## Part 1 - Premises details

<b>Postal address of premises, or if none, ordnance survey map reference or description</b>	
Masq London Basement and Ground Floor 201 Tooley Street SE1 2JX	
Ordnance survey map reference (if applicable),	
<b>Post town</b> London	<b>Post code</b> SE1 2JX
<b>Telephone number</b> [REDACTED]	

<b>Where the licence is time limited the dates</b>

<b>Licensable activities authorised by the licence</b>
Live Music - Indoors Recorded Music - Indoors Performance of Dance - Indoors Entertainment Similar to live/recorded music / dance - Indoors Late Night Refreshment - Indoors Sale by retail of alcohol to be consumed on premises Sale by retail of alcohol to be consumed off premises

<b>The opening hours of the premises</b>
For any non standard timings see <b>Annex 2</b>
Monday            08:00 - 23:00
Tuesday          08:00 - 23:00
Wednesday      08:00 - 23:00
Thursday        08:00 - 23:00
Friday            08:00 - 00:00
Saturday         08:00 - 00:00
Sunday            08:00 - 23:00



**Where the licence authorises supplies of alcohol whether these are on and/ or off supplies**

Sale by retail of alcohol to be consumed on premises

Sale by retail of alcohol to be consumed off premises

**The times the licence authorises the carrying out of licensable activities**

For any non standard timings see Annex 2 of the full premises licence

**Live Music - Indoors**

Monday	18:00 - 23:00
Tuesday	18:00 - 23:00
Wednesday	18:00 - 23:00
Thursday	18:00 - 23:00
Friday	18:00 - 00:00
Saturday	18:00 - 00:00
Sunday	18:00 - 23:00

**Recorded Music - Indoors**

Monday	18:00 - 23:00
Tuesday	18:00 - 23:00
Wednesday	18:00 - 23:00
Thursday	18:00 - 23:00
Friday	18:00 - 00:00
Saturday	18:00 - 00:00
Sunday	18:00 - 23:00

**Performance of Dance - Indoors**

Monday	18:00 - 23:00
Tuesday	18:00 - 23:00
Wednesday	18:00 - 23:00
Thursday	18:00 - 23:00
Friday	18:00 - 00:00
Saturday	18:00 - 00:00
Sunday	18:00 - 23:00

**Entertainment Similar to live/recorded music / dance - Indoors**

Monday	18:00 - 23:00
Tuesday	18:00 - 23:00
Wednesday	18:00 - 23:00
Thursday	18:00 - 23:00
Friday	18:00 - 00:00
Saturday	18:00 - 00:00
Sunday	18:00 - 23:00

**Late Night Refreshment - Indoors**

Friday	23:00 - 00:00
Saturday	23:00 - 00:00

**Sale by retail of alcohol to be consumed on premises**

Monday	09:00 - 22:30
Tuesday	09:00 - 22:30

Wednesday	09:00 - 22:30
Thursday	09:00 - 22:30
Friday	09:00 - 23:00
Saturday	09:00 - 23:00
Sunday	09:00 - 22:30

**Sale by retail of alcohol to be consumed off premises**

Monday	09:00 - 23:00
Tuesday	09:00 - 23:00
Wednesday	09:00 - 23:00
Thursday	09:00 - 23:00
Friday	09:00 - 00:00
Saturday	09:00 - 00:00
Sunday	09:00 - 23:00

## Part 2

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence**

Masq London Ltd  
201 Tooley Street, London, SE1  
2JX  
[REDACTED]

**Registered number of holder, for example company number, charity number (where applicable)**

12571873

**Name, address and telephone number of designated premises supervisor where the premises licence authorises for the supply of alcohol**

Yemi John Jegede  
[REDACTED]

**Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol**

Licence No. [REDACTED]  
Authority Thurrock Council

Licence Issue date 29/10/2020

[REDACTED]  
Head of Regulatory Services  
Hub 1, 3rd Floor  
PO Box 64529  
London, SE1P 5LX  
020 7525 5748  
licensing@southwark.gov.uk

**Annex 1 - Mandatory conditions**

**100** No supply of alcohol may be made under the Premises Licence -

- (a). At a time when there is no Designated Premises Supervisor in respect of the Premises Licence; or
- (b). At a time when the Designated Premises Supervisor does not hold a Personal Licence or his Personal Licence is suspended.

**101** Every supply of alcohol under the Premises Licence must be made, or authorised by, a person who holds a Personal Licence.

**485** (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises –

(a) games or other activities which require or encourage, or are designed to require, encourage, individuals to -

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner carries a significant risk of undermining a licensing objective;

(d) selling or supplying alcohol in association with promotional poster or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner; and

(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

**487** The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

**488** (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either

- (a) a holographic mark; or
- (b) an ultraviolet feature.

**489** The responsible person shall ensure that -

(a) Where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures -

- (i) Beer or cider: 1/2 pint;
- (ii) Gin, rum, vodka or whisky: 25 ml or 35 ml; and
- (iii) Still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available,

**491** 1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purpose of the condition set out in paragraph (1):

- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
- (b) "permitted price" is the price found by applying the formula

$$P = D + (D \times V),$$

where-

- (i) P is the permitted price,
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence –

(i) the holder of the premises licence;

(ii) the designated premises supervisor (if any) in respect of such a licence; or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(iv) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(v) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

3. Where the permitted price given by paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4. (1) Sub-paragraph (2) applies where the permitted price given by paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax;

(2) the permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

**Annex 2 - Conditions consistent with the operating Schedule**

**288** That a CCTV system be installed at the premises and be maintained in good working order and be continually recording at all times the premises are in use under the licence. The CCTV System must be capable of capturing a clear facial image of every person who enters the premises.

**289** All CCTV footage be kept for a period of 31 days and shall on request be made immediately available to officers of the police and the council.

**293** That all staff are trained in their responsibilities under the licensing act 2003 and training records to be kept and updated every 6 months and shall, upon request, be made immediately available to Officers of the Police and the Council.

**340** That suitable notices shall be displayed requesting people to leave the premises in a quiet and orderly manner so as not to disturb local residents.

**341** Details of the premises opening and closing will be clearly displayed upon the premises for the information of customers.

**342** All 'off sales' of alcohol shall be provided in sealed containers and taken away from the premises.

**343** That clear legible signage shall be prominently displayed where it can be easily seen and read, requesting that 'off sales' of alcohol are not be opened and consumed in the vicinity of the premises.

**344** The accommodation limit for the premises shall not exceed 250 persons (excluding staff).

**345** The written dispersal policy shall be kept at the premises with the licence and made available for inspection by authorised council officers or the police. All relevant staff shall be trained in the implementation of the dispersal policy.

**346** Provision and use of a noise limiting device.

**347** Irresponsible drinks promotions will not be permitted in our premises.

**348** No one under the age of 18 years will be admitted into our premises whilst entertainment of an adult nature is taking place.

**349** That facilities for the disposing and collecting of litter in the outdoor space areas will be provided.

**4AA** That a challenge 25 scheme shall be maintained at the premises requiring that staff selling alcohol request that any customer who looks under 21 years old, and who is attempting to purchase alcohol, provides valid photographic identification proving that the customer is at least 18 years old. Valid photographic identification is composed of a driving licence, passport, UK armed services ID card and any Proof of Age Standards Scheme (PASS) accredited card such as the Proof of Age London (PAL) card.

**114** This licence allows for the premises to extend the following licensable activities for non standard timings as stated below on the following days. Live music, recorded music, performance of dance and anything of a similar description to live music; recorded music and performance of dance: Boxing day, New Year's Eve and New Year's Day 18:00 to 03:00

**115** This licence allows for the premises for the provision of late night refreshment for non standard timings stated below on the following days: Boxing day, New Year's Eve and New Year's Day 23:00 to 03:00

**113** This licence allows for the premises to remain open for the sale or supply of alcohol (on and off the premises) for non standard timings as stated below on the following days: Boxing day, New Year's Eve and New Year's Day 09:00 to 02:30

**112** This licence allows for the premises to remain open for non standard timings as stated on the days below. Boxing day, New Year's Eve and New Year's Day 09:00 to 03:00



**Annex 3 - Conditions attached after a hearing by the licensing authority**

**Annex 4 - Plans - Attached**

Licence No. 873208  
Plan No. TBL-03-GF-LP Rev B  
TBL-04-BF-LP Rev B  
Plan Date 20.08.2020

## NOTICE OF DECISION

### LICENSING SUB-COMMITTEE – 29 OCTOBER 2020

#### SECTION 17 LICENSING ACT 2003: MASQ, GROUND & BASEMENT FLOORS, 201 TOOLEY STREET, LONDON SE1 2JX

#### 1. Decision

That the application made by Masq London Limited, for a premises licence to be granted under s.17 of the Licensing Act 2003 in respect of the premises known as, Ground & Basement Floors, 201 Tooley Street, London, SE1 2JX is granted as follows:

#### 2. Hours

Activity	Hours
Live music (indoors)	Sunday to Thursdays: 18:00 to 23:00 Fridays and Saturdays 18:00 to 00:00
Recorded music (indoors)	Sunday to Thursdays: 18:00 to 23:00 Fridays and Saturdays 18:00 to 00:00
Performance of dance (indoors)	Sunday to Thursdays: 18:00 to 23:00 Fridays and Saturdays 18:00 to 00:00
Anything similar in description to the above (indoors)	Sunday to Thursdays: 18:00 to 23:00 Fridays and Saturdays 18:00 to 00:00
The supply of alcohol (on the premises)	Sunday to Thursdays: 09:00 to 22:30 Fridays and Saturdays 09:00 to 23:00
The supply of alcohol (off the premises)	Sunday to Thursdays: 09:00 to 23:00 Fridays and Saturdays 09:00 to 00:00
Late night refreshment	Fridays and Saturdays 23:00 to 00:00
Operating hours	Sunday to Thursdays: 08:00 to 23:00 Fridays and Saturdays 08:00 to 00:00
Live music, recorded music, performance of dance and anything of a similar description to live music; recorded music and performance of dance	Boxing day, New Year's Eve and New Year's Day 18:00 to 03:00

Late night refreshment	Boxing day, New Year's Eve and New Year's Day 23:00 to 03:00
The supply of alcohol (on and off the premises)	Boxing day, New Year's Eve and New Year's Day 09:00 to 02:30
Opening	Boxing day, New Year's Eve and New Year's Day 09:00 to 03:00

### 3. Conditions

The operation of the premises under the licence shall be subject to relevant mandatory conditions, conditions derived from the operation schedule highlighted in Section M of the application form, the conditions agreed with the Metropolitan Police Service and Southwark Licensing Unit during the conciliation process.

### 4. Reasons

The reasons for the decision are as follows:

The Licensing Sub-Committee was advised by the Principal Licensing Officer that through conciliation, all representations made by the Metropolitan Police Service and the Licensing Unit had been withdrawn after conditions had been agreed between the parties. A resident also formally withdrawn their representations when advised of the conditions reached through conciliation.

The Licensing Sub-Committee was told there were 2 outstanding objections from 2 local residents which had not been formally withdrawn. The Licensing Sub-Committee were informed that both residents wanted the operation times to comply with the existing planning regulations which would mean that Masq would close by 23:30 on weekdays, Midnight on Saturdays and 23:00 on Sundays and Bank holidays. Both residents went on to suggest that an additional venue serving alcohol in the area, would contribute to the public nuisance. One of the resident's informed that they wanted the Licensing Sub-Committee to take their representations into consideration, as they were unable to attend the meeting.

The Licensing Sub-Committee heard from the legal representative for the applicant, Ms. [REDACTED], who advised that the application was for a new premises licence for Masq Limited, which will occupy the Ground & Basement Floors, 201 Tooley Street, London SE1 2JX. Ms. [REDACTED] went on to confirm that the applicant, Mr. Jegede would be the DPS and co-owner of Masq. It was explained that Masq would primarily operate as a bar and the basement and ground floors would be converted into a restaurant which would serve bar food, therefore the application was also for the provision of late night refreshment, alcohol and live music.

Ms. [REDACTED] stated the operational hours were conciliated save for the residents objections. The operational hours applied for were in line with other bars in the area and the Council's Statement of Licensing Policy. Ms. [REDACTED] added that hours were greatly reduced during conciliation and that the longer hours requested related to 3 public holiday days over the Christmas and New Year period.

Ms. [REDACTED] suggested that concerns raised by resident had been met through conciliation and was evidence by the significantly reduced hours now requested in the application. Mr. Jegede provided further information regarding the premises to the Licensing Sub-Committee.

The Licensing Sub-Committee had regards to the Council's Statement of Licensing Policy 2019-2011 and was satisfied that the operational hours agreed upon through conciliation were compliant with the policy.

The Licensing Sub-Committee formed the view that the residents' concerns had been met during conciliation and did not agree that the operational hours over the Christmas and New Year period requested by the applicant; should replicate the existing planning permission as planning and licensing were two separate regimes. The Licensing Sub-Committee took the view the nonstandard timings were reasonable and proportionate in the circumstances. On that basis, The Licensing Sub-Committee granted the premises licence based on the conciliated terms.

The Licensing Sub-Committee went on to say it expected Masq Limited to adhere to The Environmental Protection (Plastic Straws, Cotton Buds and Stirrers) (England) Regulations 2020. The London Borough of Southwark has declared a Climate Emergency and would therefore expect that businesses refrain from using single use plastics. Mr. Jegede agreed to not use single use plastics wherever possible.

In reaching this decision the sub-committee had regard to all the relevant considerations and the four licensing objectives and considered that this decision was appropriate and proportionate

## 5. Appeal rights

The applicant may appeal against any decision:

- a) To impose conditions on the licence
- b) To exclude a licensable activity or refuse to specify a person as premises supervisor.

Any person who made relevant representations in relation to the application who desire to contend that:

- a) The licence ought not to be been granted; or
- b) That on granting the licence, the licensing authority ought to have imposed different or additional conditions to the licence, or ought to have modified them in a different way

May appeal against the decision.

Any appeal must be made to the Magistrates' Court for the area in which the premises are situated. Any appeal must be commenced by notice of appeal given by the appellant to the justices' clerk for the Magistrates' Court within the period of 21 days beginning with the day on which the appellant was notified by the licensing authority of the decision appealed against.

Issued by the Constitutional Team on behalf of the Director of Law and Democracy

Dated 30 October 2020

## **MASQ LONDON DISPERSAL POLICY**

### **DISPERSAL MISSION STATEMENT**

Masq London will operate a dispersal policy designed to minimise any negative impact of our premises on the locality. It is a key element of encouraging customers who are leaving our premises to behave in a responsible fashion, and in ensuring that they are well managed whilst on the premises.

We accept that our duties and responsibilities cannot just simply end at our front door and that, by contributing to a better managed premises at the end of the night, we can help deliver a safer community. We understand that by the very core nature of our operation we can be potential sources of nuisance, anti-social behaviour and crime which may create concern for the immediate neighbourhood, its residents and the authorities.

We will therefore implement a dispersal policy in our premises which will seek to reduce the pressure on the police at the end of trading, ease customer's passage home, and minimise the likelihood of local residents being disturbed.

### **DISPERSAL INTRODUCTION**

Masq London will operate a Dispersal Policy so as to assist in the promotion of the licensing objectives.

Our Dispersal Policy is to assist in addressing matters of concern, if any arise, in order to minimise any impact on residents or businesses in the vicinity.

Our Dispersal Procedure is dedicated to exercising pro-active measures for the dispersal of customers, towards and at the end of trading.

The premises intends to move customers from the premises and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbours, both residential and business.

We will also have DISPLAYs on the Premises showing : How to RESPECT the Neighbours and phone number to Taxi.

The premises will be committed to promoting the four Licensing Objectives, as set out in the Licensing Act 2003, namely:

- The Prevention of Crime and Disorder
- The Prevention of Public Nuisance;

- Public Safety; and
- The Protection of Children from Harm.

We will set out the following measures below to ensure customers are well managed on our premises.

## **TRANSPORT**

For those who are leaving our premises, we will be giving the various options below to assist people swiftly and quietly vacating the area. This will be done by staff internally, and also member of staff positioned outside the front to maintain and remind people to be quiet.

## **BUSES**

Tooley street and Tower Bridge road is served by a vast array of buses due to its close proximity to main transport hubs.

## **TRAIN STATION**

We are about 8 minutes walk from the London Bridge Train Station, which is a major Transportation hub.

London Bridge Station is a MAJOR railway and underground station, and it is one of the Britain's busiest Railway Station that serve about 96 million people in a year.

It connects to various train lines and several bus services.

Guests taking the Northern Line, Jubilee Line, Thameslink, Southern Trains and South East Trains can all connect trains at London Bridge Train Station to their respective destinations.

We will regularly inform guests of when trains will be arriving as well as inform them of any delays that are occurring on the network which may be particularly useful to guests later in the evening when trains maybe less frequent.

The station opens at 04:45 to 01:00 on Monday to Saturday, and 05:25 to 01:00 on Sunday.

## **TAXIS**

We will display telephone numbers of taxi companies at our Premises. Staff will act as concierges and arrange taxi's for individuals and groups to be called when the taxi arrives and the customers will then be held in the venue until their carriage arrives and then directed straight to it to minimise standing around outside making noise whilst they wait.



**ROAD SAFETY**

This will be managed by a member of staff placed outside the front to manage dispersal and security on the door in tandem.

**OPERATIONAL****STAFFING**

During the course of the evening and certainly towards the end of service, the front space of the bar area will be policed by a member of staff for maximum dispersal of groups, maintaining quietness, they will work in tandem with the security.

**MUSIC & LIGHTING**

Volume will be gradually reduced to make our guests aware that the event is about to wind down to a close. And Music will be turned off when the bar closes. Lighting will gradually go up so when the bars are closed customers are left in no doubt its time to go home.

**MINIMISING NOISE ON EXIT**

All customers will be policed by our staff and security to disperse any groups, minimise noise, hold people in the venue waiting for taxi's and gradually allow people to leave the premises so as not to have a build up of people on the street.

**LITTER**

Litter will be maintained within the boundaries of the venue by the staff, Litter will be regularly cleared from the front of the bar and surrounding area to ensure the street remains tidy.

Rubbish patrols will be carried out during the night and at the very end of the night. They will collect all cups, fliers, food wrappings etc in the immediate vicinity of the premises. As well as clearing rubbish, the patrol acts as another set of eyes and ears identifying potential disorder. The very activity of sweeping the premises along with the security moving things along encourages the customers to vacate the area in a measured and staggered way.

**FRONT OF HOUSE STAFF**

The Front of house team play a key role in the implementation of several aspects of our dispersal policy:

1. Encourage customers to drink-up and progress to the exit throughout the latter part of the drinking up time.
2. Drawing guests attention to notices by the exit of the venue and asking them to leave the area in a responsible fashion.
3. Ensuring the removal of all drinks from customers exiting the venue
4. Actively encouraging guests not to congregate around the bar zone after exiting but to carry on to their homes using available transport options stated above.
5. Directing customers towards local transport. This includes maintaining crowd control in the street if at all any is needed.

The aim is to create a highly visible presence and to communicate our policy across to our guests in an effective manner.

**SECURITY AND MARSHALLING**

SIA Security, Stewards and/or Marshalls will be used outside of the venue at key points to direct patrons towards the Train station and modes of transport, including the taxi pick-up point.

SIA security will be rostered according to attendance levels on the premises, working from the principle that one security guard is required per approximately 100 guests.

Stewards will be present from 10pm with additional stewards added for dispersal when needed.

Our dispersal policy is continually reviewed after each event is completed and as a result is streamlined and effective. New and innovative approaches to problem solving are always considered

07/12/2023

Business - Application to vary a premises licence under the Licensing Act 2003

Ref No. 2134545

Please enter the name(s) of the premises licence holders who is applying to vary a premises licence under section 34 of the Licensing Act 2003 for the premises described in Part 1 below

	Masq London Ltd
Premises licence number	873208

#### Notes for Guidance

This application cannot be used to vary the licence so as to extend the period for which the licence has effect or to vary substantially the premises to which it relates. If you wish to make that type of change to the premises licence, you should make a new premises licence application under section 17 of the Licensing Act 2003.

1. You do not have to pay a fee if the only purpose of the variation for which you are applying is to avoid becoming liable for the late night levy
2. Describe the premises. For example, the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place of consumption of these off-supplies of alcohol, you must include a description of where the place will be and its proximity to the premises.
3. In terms of specific regulated entertainments please note that:
  - Plays: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500.
  - Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
  - Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
  - Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
  - Live music: no licence permission is required for:
    - o a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
    - o a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
    - o a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
    - o a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
    - o a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
  - Recorded Music: no licence permission is required for:
    - o any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
    - o any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
    - o any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.
  - Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains

licensable.

- Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
    - o any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
    - o any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
    - o any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
    - o any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.
4. Where taking place in a building or other structure please tick as appropriate (indoors may include a tent).
  5. For example state type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
  6. For example (but not exclusively), where the activity will occur on additional days during the summer months.
  7. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
  8. Please give timings in 24 hour clock (e.g. 16.00) and only give details for the days of the week when you intend the premises to be used for the activity.
  9. If you wish people to be able to consume alcohol on the premises, please tick 'on the premises'. If you wish people to be able to purchase alcohol to consume away from the premises, please tick 'off the premises'. If you wish people to be able to do both, please tick 'both'.
  10. Please give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups or the presence of gaming machines.
  11. Please list here steps you will take to promote all four licensing objectives together.
  12. The application form must be signed.
  13. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
  14. Where there is more than one applicant, each of the applicants or their respective agents must sign the application form.

15. This is the address which we shall use to correspond with you about this application.

Non-domestic rateable value of premises in order to see your rateable value [click here](#) (opens in new window)

£	128,000
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Postal address of premises or, if none, ordnance survey map reference or description

Address Line 1	201 TOOLEY STREET
Address Line 2	
Town	LONDON
County	
Post code	SE1 2JX
Ordnance survey map reference	
Description of the location	
Telephone number	██████████

Part 2 - Applicant details

Daytime contact telephone number	██████████
Email address	██████████
Postal Address if different from premises address	
Town / City	
Postcode	

Do you want the premises licence to have effect as soon as possible?

Please tick	<input type="checkbox"/> No
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If not from what date do you want the variation to take effect?

(DD/MM/YYYY)	11/01/2024
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Do you want the proposed variation to have effect in relation to the introduction of the late night levy? (Please see guidance note 1)

<input type="checkbox"/>	Yes
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Please describe briefly the nature of the proposed variation ( see guidance note 2 )

	<p>Our Licence Issue date is 29/10/2020.</p> <p>MASQ LONDON currently close for business at  23:00 on Sundays to Thursdays  00:00 on Fridays &amp; Saturdays.  All public holidays are normal closing hours, with exception of 3am closing time on these three days  December 26th, December 31st and January 1st.</p> <p>We want to vary these timings</p> <p>We wish to extend the closing time by 1hr to  00:00 on Sundays to Thursdays  01:00 on Fridays &amp; Saturdays.  And we want the 3am closing time on these three days to remain the same.  December 26, December 31 and January 1.  And Sale by retail of alcohol to be consumed on premises to Stop 30 minutes before closing time.</p> <p>When we initially applied for our premises licence in 2010, with the then officer Jayne Tear offering that we choose to close at 12am or 1am on Fridays &amp; Saturdays, but we chose 12am thinking that will work with our business model.</p> <p>At the moment, we rarely get any single bookings on Sundays to Thursdays. We only get bookings on Friday and Saturday, with many customers cancelling or doubling down on their first line of enquiry when they find out that we close at 12am, with almost all the lost bookings taking preference on wanting to go ahead with the booking if we the closing time can be extended to 1am for them.</p> <p>Turning tables is the most efficient way for restaurants to earn money. A cover refers to a paying customer. A cover count or cover in a restaurant is defined as the number of people or guests served during a particular period of time. Increasing the amount of covers by turning tables allows restaurants to serve more customers leading to higher profits.  At MASQ, 90% of our weekend bookings start from about 8pm. Which means that we can not turn tables/ covers in a single day. So we are stuck with a single booking from 8pm to 12am.</p> <p>Closing at 1am will help us at least turn tables twice and maximise our covers, and see a higher cover count on weekends, and thereby ultimately giving us higher revenue.</p> <p>This closing time variation is necessitated by  A) the lack of reasonable customer patronage,  B) lack of Sunday to Thursdays patronage,  C) the ability to not be able to turn the tables around when we do finally have patrons on weekends, as a result of customers booking tables from about 8pm upwards.</p> <p>The 1 hour extension variation, will be on the same level as some other restaurants in the vicinity including the JD-WETHERSPOONS that is next door to us.</p> <p>The closing time option that we chose from our initial Premises License application in 2020 has failed our business model woefully, and we have been suffering the consequences of the option that we chose.  As a result of these consequences, we are lacking and failing to satisfy our monthly financial commitments on Loans we took out on our all our properties as well as multiple bank and business finance Loans that we took out to set up the business, which is further more putting us into further debt by seeking additional loans from friends and family to meet up with some monthly financial commitments. All our properties and this business is now at risk.  It has now gotten to a point where the business is not sustainable, and will inevitably close down in couple of months unless we have a radical change or total business model overhaul.</p> <p>Based on the business experience and trading history that we have had so far since we had the Premises license from October 2010, we strongly believe that 1am extension on the closing time will help boost our business to great heights and increase revenue.</p>
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If your proposed variation would mean that 5,000 or more people are expected to attend the premises at any one time please use the drop down below to select the number

Please select number from range	Less than 5000
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Notes

1. You do not have to pay a fee if the only purpose of the variation for which you are applying is to avoid becoming liable for the late night levy

2. Describe the premises, for example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies, you must include a description of where the place will be and its proximity to the premises.

IN ALL CASES COMPLETE BOXES K, L AND M

Provision of regulated entertainment (Please see guidance note 3) Please tick all that apply

	e) Live music (If ticking, fill in box E)
	f) Recorded music (If ticking, fill in box F)
	g) Performance of dance (If ticking, fill in box G)
	h) anything of similar description to that falling within (e), (f) or (g) (Fill in box H)

Provision of late night refreshment (if ticking fill in box I)

	i) Late night refreshment
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Supply of alcohol (if ticking fill in box J)

	j) Supply of alcohol
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In all cases complete boxes K, L and M

Will the performance of live music take place indoors or outdoors or both? ( Please read guidance note 4 )

	Indoors
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Please give further details here ( Please read guidance note 5 )

	The performance of live music that will take place inside our premises, will be in the form of entertainment that will usually operate late into the night. These include , Karaoke, Hip-hop or an MC(master of ceremony) presiding over a ceremony, or singing along to a song that's been played during a Ceremony such as a wedding reception.
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Standard days and timings for Live Music ( Please read guidance note 8 )

Day	Start	Finish
Mon	18:00	00:00
Tues	18:00	00:00
Wed	18:00	00:00
Thur	18:00	00:00
Fri	18:00	01:00
Sat	18:00	01:00
Sun	18:00	00:00

State any seasonal variations for the performance of live music ( Please read guidance note 6 )

--	--

Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed. ( Please read guidance note 7 )

	from 6pm to 3am on Fridays to Mondays of bank holiday weekends, and from 6pm to 3am on Boxing Day, New Year's Eve, and New Year's Day.
--	--

4. Where taking place in a building or other structure please tick as appropriate (indoors may include a tent).
5. For example the type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
6. For example (but not exclusively), where the activity will occur on additional days during the summer months.
7. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
8. Please give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week you intend the premises to be used for the activity.

Will the playing of recorded music take place indoors or outdoors or both? ( Please read guidance note 4 )

	Indoors
--	---------

Please give further details here ( Please read guidance note 5 )

	The playing of recorded music that will take place inside our premises, will be in the form of entertainment that will usually operate late into the night. These include, Karaoke, Hip-hop or an MC(master of ceremony) presiding over a ceremony, or singing along to a song that's been played during a Ceremony such as a wedding reception.
--	--

Standard days and timings for Recorded Music ( Please read guidance note 8 )

Day	Start	Finish
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Mon	18:00	00:00
Tues	18:00	00:00
Wed	18:00	00:00
Thur	18:00	00:00
Fri	18:00	01:00
Sat	18:00	01:00
Sun	18:00	00:00

State any seasonal variations for playing recorded music ( Please read guidance note 6 )

--	--

Non standard timings. Where you intend to use the premises for the playing of recorded music entertainment at different times to those listed. ( Please read guidance note 7 )

	from 6pm to 3am on Fridays to Mondays of bank holiday weekends, and from 6pm to 3am on Boxing Day, New Year's Eve, and New Year's Day.
--	--

4. Where taking place in a building or other structure please tick as appropriate (indoors may include a tent).
5. For example the type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
6. For example (but not exclusively), where the activity will occur on additional days during the summer months.
7. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
8. Please give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week you intend the premises to be used for the activity.

Will the performances of dance take place indoors or outdoors or both? ( Please read guidance note 4 )

	Indoors
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Please give further details here ( Please read guidance note 5 )

	The performances of dance that will take place inside our premises, will be in the form of entertainment that will usually operate late into the night. We will create an atmosphere for our audience, particularly a little section of the premises, to enable our customers to dance freely to the live or recorded music that is being played in our premises. These include dancing to Karaoke, Hip-hop or dancing along to a song that's been played during a Ceremony such as a birthday party or wedding reception.
--	--

Standard days and timings for Performance of dance ( Please read guidance note 8 )

Day	Start	Finish
Mon	18:00	00:00
Tues	18:00	00:00

Wed	18:00	00:00
Thur	00:00	00:00
Fri	18:00	01:00
Sat	18:00	01:00
Sun	18:00	00:00

State any seasonal variations for the performance of dance ( Please read guidance note 6 )

--	--

Non standard timings. Where you intend to use the premises for the performance of dance entertainment at different times to those listed. ( Please read guidance note 7 )

	from 6pm to 3am on Fridays to Mondays of bank holiday weekends, and from 6pm to 3am on Boxing Day, New Year's Eve, and New Year's Day.
--	--

4. Where taking place in a building or other structure please tick as appropriate (indoors may include a tent).
5. For example the type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
6. For example (but not exclusively), where the activity will occur on additional days during the summer months.
7. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
8. Please give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week you intend the premises to be used for the activity.

Please give a description of the type of entertainment you will be providing

	The playing of live and recorded music, and the performance of live music that will take place inside our premises, will be in the form of entertainment that will usually operate late into the night. These include Jazz music, Karaoke, Hip-hop or an MC(master of ceremony) presiding over a ceremony, or singing along to a song that's been played during a Ceremony such as a wedding reception.
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Will the entertainment take place indoors or outdoors or both? ( Please read guidance note 4 )

	Indoors
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Please give further details here ( Please read guidance note 5 )

	For example, at our bar, we may be playing live songs while drinks are being served, and between songs, recorded music may be played. Other form of attraction that we may introduce to entertain our audience or dinner, is the introduction of standup comedy.
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Standard days and timings for Anything of a similiar description to that falling within (e), (f) or (g) ( Please read guidance note 8 )

Day	Start	Finish
Mon	18:00	00:00
Tues	18:00	00:00
Wed	18:00	00:00
Thur	18:00	00:00
Fri	18:00	01:00
Sat	18:00	01:00
Sun	18:00	00:00

State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g) ( Please read guidance note 6 )

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Non standard timings. Where you intend to use the premises for the entertainment of similar description to that falling within (e), (f) or (g) at different times to those listed. ( Please read guidance note 7 )

	from 6pm to 3am on Fridays to Mondays of bank holiday weekends, and from 6pm to 3am on Boxing Day, New Year's Eve, and New Year's Day.
--	--

4. Where taking place in a building or other structure please tick as appropriate (indoors may include a tent).
5. For example the type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
6. For example (but not exclusively), where the activity will occur on additional days during the summer months.
7. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
8. Please give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week you intend the premises to be used for the activity.

Will the provision of late night refreshment take place indoors or outdoors or both? ( Please read guidance note 4 )

	Indoors
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Please give further details here ( Please read guidance note 5 )

	<p>The main focus at our venue is food and drink services (including alcohol), with Live or recorded music likely to be played in background to add to the ambiance.</p> <p>But given that CATERING services will form a pivotal and integral part of our BAR &amp; RESTAURANT concept of business, we plan to CATER &amp; supply food and drink OFF-PREMISES as a means of extra Catering services for outside Parties or Events . (These are Events done outside our facility, (I.e a wedding held in a Hotel Venue, wedding hall, wedding receptions, a birthday Party held in a different Premises from ours)</p> <p>Clients can look for any suitable Event Venue (only INDOOR .e.g hotels, wedding venue) themselves and then employ or contract our services to provide them with catering services (Foods and Drinks) AND SOME OF THESE EVENTS CAN BE LATE NIGHT as well.</p>
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Standard days & timings for Late night refreshment (Late night start time is from 23.00, see guidance notes 8)

Day	Start	Finish
Mon	18:00	00:00
Tues	18:00	00:00
Wed	18:00	00:00
Thur	18:00	00:00
Fri	18:00	01:00
Sat	18:00	01:00
Sun	18:00	00:00

State any seasonal variations for the provision of late night refreshment ( Please read guidance note 6 )

--	--

Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed. Please list, ( Please read guidance note 7 )

	from 6pm to 3am on Fridays to Mondays of bank holiday weekends, and from 6pm to 3am on Boxing Day, New Year's Eve, and New Year's Day.
--	--

4. Where taking place in a building or other structure please tick as appropriate (indoors may include a tent).
5. For example the type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
6. For example (but not exclusively), where the activity will occur on additional days during the summer months.
7. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
8. Please give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week you intend the premises to be used for the activity.

Will the supply of alcohol be for consumption ( Please read guidance note 9)

	Both
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Standard days and timings for Supply of alcohol ( Please read guidance note 8 )

Day	Start	Finish
Mon	09:00	23:00
Tues	09:00	23:00
Wed	09:00	23:00
Thur	09:00	23:00
Fri	09:00	00:30
Sat	09:00	00:30
Sun	09:00	23:30

State any seasonal variations for the supply of alcohol ( Please read guidance 6 )

--	--

Non standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed. Please list, ( Please read guidance note 7 )

	from 9am to 2:30am on Fridays to Mondays of bank holiday weekends, and from 9am to 2:30am on Boxing Day, New Year's Eve, and New Year's Day.
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6. For example (but not exclusively), where the activity will occur on additional days during the summer months.

7. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

8. Please give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

9. If you wish people to be able to consume alcohol on the premises, please tick 'on the premises'.  
 If you wish people to be able to purchase alcohol to consume away from the premises, please tick 'off the premises'.  
 If you wish people to be able to do both, please tick 'both'.

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children ( Please read guidance note 10 )

	Non applicable
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Guidance Notes

10. Please give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups or the presence of gaming machines.

Hours premises are open to the public ( standard timings Please read guidance note 8 )

Day	Start	Finish
Mon	08:00	00:00
Tues	08:00	00:00
Wed	08:00	00:00
Thur	08:00	00:00
Fri	08:00	01:00
Sat	08:00	01:00
Sun	08:00	00:00

State any seasonal variations ( Please read guidance note 6 )

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Non standard timings. Where you intend to use the premises to be open to the public at different times from those listed. Please list, ( Please read guidance note 7 )

	from 8am to 3am on Fridays to Mondays of bank holiday weekends, and from 8am to 3am on Boxing Day, New Year's Eve, and New Year's Day.
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6. For example (but not exclusively), where the activity will occur on additional days during the summer months.

7. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

8. Please give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

Please identify those conditions currently imposed on the licence which you believe could be removed as a consequence of the proposed variation you are seeking.

--	--

I have uploaded relevant part of the previous premises licence (Please send a hard copy in the post)


Reason for not uploading the premises licence

--	--

a) General - all four licensing objectives (b,c,d,e) ( Please read guidance note 11 )

	Installation of Security and CCTV system. Provision of registered door supervisors . Staff training on licensing issues.
--	--

b) the prevention of crime and disorder

	Drugs policies/notices will be displayed in public areas of the premises showing our stance on drug. Search policies Bottle bans, No one carrying open or sealed bottles or glasses will be admitted to the premises at any time. No customers will be permitted to take open containers of alcoholic or soft drinks from the premises. Provision of registered door supervisors when the premises is open past midnight, and both the provision of regulated entertainment and the supply of alcohol are taking place. The CCTV system will be operational at all times whilst the premises is trading. A4 sized warning notices will be displayed in public areas of the premises, and at all entrances advising that CCTV is in operation. An incident book will be maintained within which full details of all occurrences of disorder at the premises will be recorded.
--	---

c) public safety

	<p>Recording the Number of attendants. (An appropriate method, will be used for checking the number of people entering and leaving the premises)                  Introduction of Capacity limits, and ensuring that once the maximum occupancy is reached, no further persons will be admitted.                  First Aid provision                  Introduction of Special Seating arrangements                  Irresponsible drinks promotions will not be permitted in our premises.                  Our licence holder, or people authorised by the License Holder will check our premises before it opens to the public to ensure there are no risks, and that all safety precautions are in place.                  We will ensure that all staff receive appropriate training about emergency and general safety precautions and procedures.                  We will further ensure that all staff are aware of their social and legal obligations and their responsibilities regarding the sale of alcohol.                  Free drinking water will be made available at all times our premises is open to the public.                  All safety certificates and inspection reports will be kept on site and made available for inspection by officers of relevant statutory bodies.                  The electrical system at our premises, including portable appliances will be inspected and tested annually by a competent person and a satisfactory safety report obtained.                  The fire safety measures provided on the premises will be maintained in good working order, and their adequacy will be determined on a regular basis, by the carrying out of a fire risk assessment as required by, and in accordance with the Regulation.                  The gas system, including appliances, will be inspected annually and tested by a Gas Safe Registered engineer and a satisfactory Gas Safety Certificate will be obtained.</p>
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d) the prevention of public nuisance

	<p>Provision and use of a noise limiting device                  Restriction of the hours that amplified music can take place.                  Secondary glazing                  Reasonable introduction of loading/unloading arrangements.                  Keeping the music to a reasonable level at all times.                  Controlling noxious odours from cooking.                  Closing outdoor space and external areas after a certain time.                  Keeping doors and windows closed, while the licence is being used.                  Introduction of Display Notices asking patrons to leave quietly.                  We will ensure that staff and Marshalls regularly patrol the premises both indoors and outdoor to supervise the orderly conduct of customers.                  Suitable signage will be displayed in the outdoor space areas requesting customers to respect the amenities of local residents.                  We will provide facilities for the disposing and collecting of litter in the outdoor space areas.                  To minimise the effect of littering, we will provide litter bins both inside and directly outside the premises.</p>
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e) the protection of children from harm

	<p>There is proof of age policy.                  A challenge 21/25 policy is employed where those individuals who appear to be under the age of 21/25 attempting to purchase alcohol will be asked for identification. The only type of ID that will be accepted is PASS accredited ID, passport or photo</p>
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Guidance note 11

Please list here steps you will take to promote all four licensing objectives together.

If the plan of the premises are varying please upload a plan of the premises,

Upload proposed plans	
Upload existing plans	

Checklist

	I understand that I must now advertise my application. I understand that if I do not comply with the above requirements my application  will be rejected.
--	---

I/We Hereby declare the Information we have provided is true and Accurate.

I agree to the above statement

	I agree
PaymentDescription	[REDACTED]
AuthCode	[REDACTED]
LicenceReference	[REDACTED]
PaymentContactEmail	

Please provide name of applicant (the current premises licence holder) or applicant's solicitor or other duly authorised agent (please read guidance note 13). If completing on behalf of the applicant, please state in what capacity.

Full name	[REDACTED]
Date (DD/MM/YYYY)	[REDACTED]
Capacity	Director

Where the premises licence is jointly held, enter the 2nd applicant (the current premises licence holder) or 2nd applicant's solicitor or other authorised agent (guidance note 14). If completing on behalf of the applicant state in what capacity

Full name	
Date (DD/MM/YYYY)	
Capacity	

Contact name (where not previously given) an address for correspondence associated with this application (please read guidance note 15)

Contact name and address for correspondence	[REDACTED]
Telephone No.	[REDACTED]
If you prefer us to	[REDACTED]



correspond with you by e-mail, your email address (optional)	
--	--

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAYBE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

**GUIDANCE NOTES**

15. This is the address which we shall use to correspond with you about this application.

Please tick to indicate agreement

<input type="checkbox"/>	I am a company or limited liability partnership
--------------------------	---

[Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK. The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, if appropriate.

I/We Hereby declare the Information we have provided is true and Accurate.

I agree to the above statement

<input type="checkbox"/>	Yes
--------------------------	-----

IT IS AN OFFENCE, LIABLE ON SUMMARY CONVICTION TO A FINE NOT EXCEEDING LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION.

IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED.

Once you complete form you will be redirected to payments and won't be able to return back.

The information you provide will be used fairly and lawfully and Southwark Council will not knowingly do anything which may lead to a breach of the Data Protection Act 1998.

**The Licensing Unit**

Floor 3  
160 Tooley Street  
London  
SE1 2QH

**Metropolitan Police Service**

**Licensing Office**  
Southwark Police Station,  
323 Borough High Street,  
LONDON,  
SE1 1JL

Tel: 020 7232 6756

Email: SouthwarkLicensing@met.police.uk

**Our reference:** MD/23/976

**Date:** 29/12/2023

Dear Sir/Madam

**Re: Masq London 201 Tooley Street SE1 2JX**

Police are in possession of an application from the above for a variation to their current licence 873208

The variation is described as follows:

***We wish to extend the closing time by 1hr to***

***00:00 on Sundays to Thursdays***

***01:00 on Fridays & Saturdays.***

***And we want the 3am closing time on these three days to remain the same.***

***December 26, December 31 and January 1.***

***And Sale by retail of alcohol to be consumed on premises to Stop 30 minutes before closing time.***

The applicant goes on to describe how the impact of the earlier closing time of midnight is having a detrimental effect on the business and that the current licence has woefully failed their business model.

***The closing time option that we chose from our initial Premises License application in***

***2020 has failed our business model woefully, and we have been suffering the consequences of the option that we chose.***

It should be noted that the initial application from 2020 was initially for a 3am closing time at the weekends. These hours were considerably greater than the hours recommended for Bars & Restaurants under Southwark's statement of licensing policy.

Through the consultation process it was agreed that if the premises wanted to operate as a Bar & Restaurant with regulated entrainment then the closing time should be Midnight. If the premises were to operate as a restaurant with the licence conditions restricting them to operate as a restaurant then they could extend the hours until 0100.

The applicant agreed to the closing of Midnight as they wished to have the flexibility to operate as a bar.

The premises has been the subject of a number of complaints from local residents with regard to anti-social behaviour and disturbance from patrons leaving the venue after midnight. Some of these complaints seem to coincide with Temporary Events submitted by the premises with a later finishing time.

The hours for licensable activities on the current licence are in line with those recommended for Bars in this particular area of Southwark. The hours as per the new variation are in line with those recommended for restaurants. The applicants have not offered any additional control measures to restrict the use of the premises to that of a restaurant.

As a result of the complaints received regarding the patrons and operation of the premises I object to the granting of the variation on the grounds of the prevention of crime and disorder and public nuisance.

There are a number of amendments and additions to the current licence the applicant should consider should they wish to continue with this variation as follows.

1. That a digital CCTV system shall be installed at the premises, shall be maintained in full working order and shall be continually recording at all times that the premises are in use. The CCTV system must be capable of capturing a clear facial image of every person who enters the premises. The CCTV system shall be correctly time and date stamped at all times. The CCTV system shall cover all interior and exterior areas of the premises, including the frontage of the premises, and shall collect clearly defined / focused footage.
2. That all CCTV footage shall be kept for a period of thirty one (31) days and shall be made immediately available to responsible authority officers on request.
3. That a member of staff shall be on duty at all times that the premises are in use, who is trained in the use of the CCTV system and who is able to view, and download to a removable storage device, CCTV footage at the immediate request of responsible authority officers.
4. That clearly legible signage shall be prominently displayed where it can easily be seen and read by customers advising to the effect that CCTV is in operation at the premises, shall be kept free from obstructions at all times and shall be written in English and multilingual according to the client base at the venue.
5. There shall be a minimum of 3 SIA registered door supervisors employed on a Friday and Saturday from 2200hrs until all patrons have vacated the venue and its adjacent roads.

6. That a minimum of 2 SIA registered door supervisors shall wear body worn video cameras and all footage is to be made available to police or council officers upon request.
7. That when licensable activities cease and until all patrons have vacated the venue, Staff or /and SIA registered door supervisors shall patrol the venue politely encouraging customers to leave and make their way home in an orderly manner.
8. That staff and/or SIA registered door supervisors shall regularly patrol outside the premises and take all necessary steps to ensure that noise from their patrons or premises operation does not cause disturbance or public nuisance, this shall continue for 30 minutes after the terminal hour. A log of such monitoring including the printed name of the person who undertook the monitoring, the date & time of the monitoring and any observations or actions taken subsequent to the monitoring shall be kept at the premises and be made immediately available to council or police officers on request
9. There shall be no off sales after midnight.
10. That a dispersal policy to assist with patrons leaving the premises in an orderly and safe manner shall be devised and maintained regarding the premises. A copy of the dispersal policy shall be accessible at the premises at all times that the premises are in operation. The policy should include (but not necessarily be limited to) the following:
  - i. Details as to how customer / staff egress at the premises shall be managed to minimise causing nuisance.
  - ii. Details of public transport in the vicinity and how customers will be advised in respect of it.
  - iii. Details of the management of taxis to and from the premises.
  - iv. Details of the management of any 'winding down' period at the premises.
  - v. Details of the use of security and stewarding in respect of managing customer dispersal from the premises.
  - vi. Details of any cloakroom facility at the premises and how it is managed.
  - vii. Details of road safety in respect of customers leaving the premises.
  - viii. Details of the management of ejections from the premises.
  - ix. Details as to how any physical altercations at the premises are to be managed
  - x. Details of how refuse / waste in the local vicinity arising through the operation of the premises will be cleared up (e.g. flyer clean up, post event clean up).
11. That customers shall use no outside area other than those who temporarily leave the premises to smoke a cigarette with no more than TEN people permitted to smoke at one any time. The area should be clearly marked by rope/post barrier system and shall not obstruct the highway. The Staff and/or SIA registered door supervisors shall instruct customers to stay within the designated area and the area will be controlled by Staff and/or SIA registered door supervisors to prevent any disturbance to their neighbours.

12. The venue shall have ultimate responsibility for risk assessing all events held and a record of these assessments for each event shall be kept and made available upon request by Authorised council officers and police.
13. The Premises must have a welfare and vulnerability policy and all staff must receive this training. All new staff must receive this training before starting their role and all staff must have refresher training every 12 months. All training must be recorded and these records must be available on immediate request by the police or authorised council officers.
14. That the supply of alcohol for consumption on the premises shall only be to a person seated taking a table meal there and for consumption by such a person as ancillary to their meal.

Submitted for your consideration.  
Yours Sincerely

**PC Ian Clements 2362 AS**  
Southwark Police Licensing Unit  
Tel: 0207 232 6756/6639

<b>To:</b> Licensing Unit	<b>From:</b> Wesley McArthur <a href="mailto:wesley.mcarthur@southwark.gov.uk">wesley.mcarthur@southwark.gov.uk</a> 020 7525 5779 (on behalf of the Licensing Unit in its role as a responsible authority)	<b>Date:</b> 22 January 2024
<b>Subject:</b>	Representation	
<b>Act:</b>	The Licensing Act 2003 (the Act)	
<b>Premises:</b>	Masq, 201 Tooley Street, London, SE1 2JX	
<b>Ref':</b>	<b>881900</b>	

We object to the grant of an application to vary a premises licence, submitted by Masq London Ltd under The Licensing Act 2003 (the Act), in respect of the premises known as Masq, 201 Tooley Street, London, SE1 2JX

### **1. The extant licence –**

The extant premises licence (licence number 873208) allows for licensable activities and opening hours as follows –

#### **Live music, recorded music, performances of dance & anything similar to live music, recorded music or performances of dance:**

**Sunday – Thursday: 18:00 – 23:00**  
**Friday & Saturday: 18:00 – 00:00 (midnight)**

#### **The sale of alcohol to be consumed off the premises:**

**Sunday – Thursday: 09:00 – 23:00**  
**Friday & Saturday: 09:00 – 00:00**

#### **The sale of alcohol to be consumed on the premises:**

**Sunday – Thursday: 09:00 – 22:30**  
**Friday & Saturday: 09:00 – 23:00**

#### **Late night refreshment:**

**Friday & Saturday: 23:00 – 00:00**

#### **The opening hours of the premises are:**

**Sunday – Thursday: 08:00 – 23:00**  
**Friday & Saturday: 08:00 – 00:00**

The premises are a bar / restaurant.

A copy of licence 873208 is attached as appendix 1.

## **2. The variation application –**

The purpose of the variation is described in the application as follows (verbatim) –

- *“Our Licence Issue date is 29/10/2020.*

*MASQ LONDON currently close for business at 23:00 on Sundays to Thursdays 00:00 on Fridays & Saturdays. All public holidays are normal closing hours, with exception of 3am closing time on these three days December 26th, December 31st and January 1st.*

*We want to vary these timings We wish to extend the closing time by 1hr to 00:00 on Sundays to Thursdays 01:00 on Fridays & Saturdays. And we want the 3am closing time on these three days to remain the same. December 26, December 31 and January 1. And Sale by retail of alcohol to be consumed on premises to Stop 30 minutes before closing time.*

*When we initially applied for our premises licence in 2010, with the then officer Jayne Tear offering that we choose to close at 12am or 1am on Fridays & Saturdays, but we chose 12am thinking that will work with our business model.*

*At the moment, we rarely get any single bookings on Sundays to Thursdays. We only get bookings on Friday and Saturday, with many customers cancelling or doubling down on their first line of enquiry when they find out that we close at 12am, with almost all the lost bookings taking preference on wanting to go ahead with the booking if we the closing time can be extended to 1am for them.*

*Turning tables is the most efficient way for restaurants to earn money. A cover refers to a paying customer. A cover count or cover in a restaurant is defined as the number of people or guests served during a particular period of time. Increasing the amount of covers by turning tables allows restaurants to serve more customers leading to higher profits.*

*At MASQ, 90% of our weekend bookings start from about 8pm. Which means that we can not turn tables/ covers in a single day. So we are stuck with a single booking from 8pm to 12am.*

*Closing at 1am will help us at least turn tables twice and maximise our covers, and see a higher cover count on weekends, and thereby ultimately giving us higher revenue. This closing time variation is necessitated by*  
*A) the lack of reasonable customer patronage,*  
*B) lack of Sunday to Thursdays patronage,*  
*C) the ability to not be able to turn the tables around when we do finally have patrons on weekends, as a result of customers booking tables from about 8pm upwards.*

*The 1 hour extension variation, will be on the same level as some other restaurants in the vicinity including the JD-WETHERSPOONS that is next door to us.*

*The closing time option that we chose from our initial Premises License application in 2020 has failed our business model woefully, and we have been suffering the consequences of the option that we chose.*

*As a result of these consequences, we are lacking and failing to satisfy our monthly financial commitments on Loans we took out on our all our properties as well as multiple bank and business finance Loans that we took out to set up the business, which is further more putting us into further debt by seeking additional loans from friends and family to meet up with some monthly financial commitments. All our properties and this business is now at risk.*

*It has now gotten to a point where the business is not sustainable, and will inevitably close down in couple of months unless we have a radical change or total business model overhaul.*

*Based on the business experience and trading history that we have had so far since we had the Premises license from October 2010, we strongly believe that 1am extension on the closing time will help boost our business to great heights and increase revenue.”*

The application seeks to extend the terminal hours permitted to the times shown below:

**Live music, recorded music, performances of dance & anything similar to live music, recorded music or performances of dance:**

**Sunday – Thursday: 00:00 (midnight)**  
**Friday & Saturday: 01:00**

and until 03:00 on Fridays to Mondays of bank holiday weekends, Boxing Day, New Year’s Eve, and New Year’s Day.

**Late night refreshment:**

To newly allow for the provision of late night refreshment on Sundays to Thursdays between 23:00 and 00:00, to extend the terminal hour regarding late night refreshment on Fridays and Saturdays to 01:00 and until 03:00 on Fridays to Mondays of bank holiday weekends, Boxing Day, New Year’s Eve, and New Year’s Day.

**The sale of alcohol to be consumed on and off the premises:**

**Monday - Thursday: 23:00**  
**Friday and Saturday: 00:30**  
**Sunday: 23:30**

and until 2:30am on Fridays to Mondays of bank holiday weekends, Boxing Day, New Year’s Eve, and New Year’s Day.

**Closing times:**

**Sunday – Thursday: 00:00**  
**Friday & Saturday: 01:00**

and until 3am on Fridays to Mondays of bank holiday weekends, 3am on Boxing Day, New Year’s Eve, and New Year’s Day.



## 2. The Locale

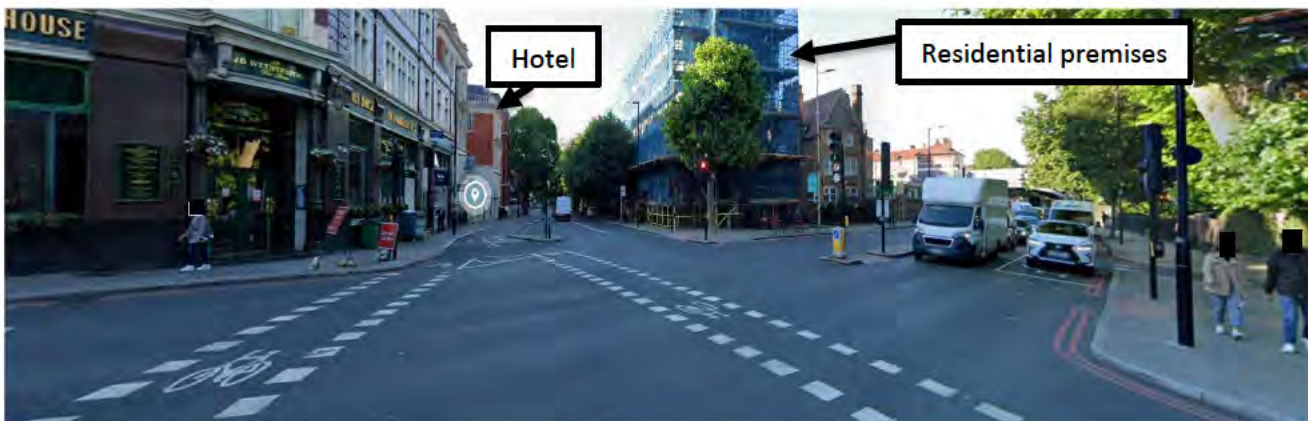
The premises are located at the junction of Tooley Street and Tower Bridge Road. The junction is very busy with heavy traffic throughout the daytime and evening, and moderate traffic at nighttime. Both Tooley Street and Tower Bridge Road host multiple bus routes. The area has a large amount high-density residential housing estates / blocks in the immediate and wider vicinity of the premises, in all directions. There are also two hotels close by as well as some commercial premises (including other licensed premises) in the vicinity. A map of the local area is attached as appendix 2.

**Figure 1:** View of the premises entrance looking due North.



**Figure 2:**

View looking South East down Tooley Street from immediately outside the premises' entrance.



## 4. Statement of licensing policy

According to section 7 of this council's statement of licensing policy 2021 – 2026 (the SoLP), the premises fall within Borough and Bankside District Town Centre. The premises are **not** subject to a cumulative impact area.

A copy of the SoLP is available via:

[Licensing and Gambling Act policy - Southwark Council](#)

The following closing times are recommended in our SoLP in respect of the type of licensed premises located Borough and Bankside District Town Centre as follows –

Restaurants and cafes:

Sunday - Thursday: 00:00  
 Friday and Saturday: 01:00

Public houses, wine bars, or other drinking establishments and bars in other types of premises:

Sunday - Thursday: 23:00  
 Friday and Saturday: 00:00

**5. Our objection**

Our objection relates to the promotion of the prevention of public nuisance and prevention of crime and disorder licensing objectives.

Although the extended terminal hours are congruent with the terminal hours recommended in our SoLP, we note that the premises has been subject to complaints relating to noise nuisance and anti-social behavior arising due to the current premises' operation as per table 1 below.

**Table 1:**

<b>Complaint reference</b>	<b>Date</b>	<b>Source</b>	<b>Details</b>
980124	05 July 2022	Resident 1	Noise nuisance and anti-social behaviour from customers
980204	05 July 2022	Resident 2	Noise nuisance, anti-social behaviour, no control of customers and illegal parking by customers
980282	07 July 2022	Resident 3	Noise nuisance, anti-social behaviour, no control of customers and illegal parking by customers
C/A00141	30 May 2023	Resident 4	Noise nuisance and anti-social behaviour from customers
C/A00143	30 May 2023	Resident 5	Noise nuisance, anti-social behaviour, no control of customers and illegal parking by customers
C/A00242	31 May 2023	Local Councillor	Residents have complained to the Cllr regarding noise

			nuisance, anti-social behaviour, possible crime and disorder, no control of customers and illegal parking by customers
C/A00234	31 May 2023	Resident 5	Noise nuisance, anti-social behaviour, no control of customers and illegal parking & littering by customers
C/A06505	05 September 2023	Local Councillor	Residents have complained to the Cllr regarding noise nuisance, anti-social behaviour, possible crime and disorder, no control of customers and illegal parking by customers
C/A06990	11 September 2023	Resident 5	Noise nuisance and anti-social behaviour from customers
C/A07016	11 September 2023	Resident 6	Noise nuisance and anti-social behaviour from customers
C/A13187	02 January 2024	Resident 7	Noise nuisance and anti-social behaviour from customers

Although the complaints are unsubstantiated, we contend that the complaints are indicative of the operation of the premises causing residual problems in the locale, and that the licensing sub-committee take them into consideration in determining this application.

Please note that 'unsubstantiated' simply means that we were not able to investigate the complaints at the time we received them. We received the complaints after the alleged problems had occurred. It means that we cannot verify whether the alleged incidents detailed in the complaints occurred, **not that they did not occur.**

We say that given the history of complaints regarding the operation of the premises, extending the operating hours of the premises could lead to the alleged noise nuisance and anti-social behavior related to the operation of the premises being carried on, and affecting local residents, later into the night. We therefore contend that the licensing sub-committee should make a decision as to whether the application should be granted or not.

## **6. Conditions**

If the licensing sub-committee is minded to grant the application we suggest that the following conditions be added to the premises licence and / or that the following existing licence conditions be replaced -

1. That a minimum of three (3) SIA registered door supervisors will be employed at the premises at all times after 22:00 hours on Friday, Saturday & Sunday. They will be employed to control entry to the premises, to deal with any anti-social or disorderly behaviour at the premises, to de-escalate confrontations, to assist with emergency escape from the premises, to deal with the ejection of people from the premises, to assist management in liaising with the police regarding instances of crime and to assist with ensuring that the premises' dispersal policy is adhered to. When deployed, they shall remain at the premises until all patrons have vacated the premises and until at least 30 minutes after the premises close. The door supervisors shall be easily identifiable by liveried clothing or hi-visibility garment.

2. That an entry policy will be devised and maintained at the premises. A copy of the entry policy shall be kept at the premises with the premises licence and shall be made immediately available for inspection to council and / or police officers on request. The entry policy shall cover (but not necessarily be limited to):

- I. Safe customer entry to the premises,
- II. If / when applicable searching / scanning of attendees,
- III. The barring of customer entry to the premises for any reason,
- IV. Restricted items (e.g. weapons / drugs or any other items restricted by the licensee),
- V. Pre-opening safety checks of the premises,
- VI. Dealing with overcrowding and / or crowd surges
- VII. Dealing with suspect packages

All relevant staff shall be trained in the implementation of the latest version of the entry policy and details of such training shall be recorded in the staff training logs at the premises.

**Replace condition 340 with the following:**

3. That clearly legible signage shall be prominently displayed where it can easily be seen and read by customers, at all exits from the premises, in any external areas and at the entrance to the premises requesting to the effect that customers leave the premises and locale in a quiet and orderly manner with respect to local residents. Such signage shall be kept free from obstructions at all times.

**Replace condition 345 with the following:**

4. That a dispersal policy to assist with patrons leaving the premises in an orderly and safe manner shall be devised and maintained regarding the premises. A copy of the dispersal policy shall be accessible at the premises at all times that the premises are in operation. The policy should include (but not necessarily be limited to) the following:

- i. Details as to how customer / staff egress at the premises shall be managed to minimise causing nuisance.
- ii. Details of public transport in the vicinity and how customers will be advised in respect of it.
- iii. Details of the management of taxis to and from the premises.
- iv. Details of the management of any 'winding down' period at the premises.
- v. Details of the use of security and stewarding in respect of managing customer dispersal from the premises.
- vi. Details of any cloakroom facility at the premises and how it is managed.
- vii. Details of road safety in respect of customers leaving the premises.
- viii. Details of the management of ejections from the premises.
- VIII. Details as to how any physical altercations at the premises are to be managed

IX. Details of how refuse / waste in the local vicinity arising through the operation of the premises will be cleared up (e.g. flyer clean up, post event clean up).

All relevant staff employed at the premises shall be trained in the latest version of the dispersal policy. Details of such training, including the printed name(s) of the trainee(s) and the date(s) that the training was given, shall be recorded in the staff training logs at the premises. If the dispersal policy is a paper document then the signature of the trainees shall also be included. The dispersal policy shall be made immediately available to responsible authority officers on request.

**5.** That staff shall be trained to arrive at, conduct themselves at the premises at all times, and leave the premises in an orderly manner, with particular care taken when staff close the premises at the end of trade on each day. The details of such training, including the printed name(s) of the trainee(s) and the date(s) that the training was given, shall be recorded in the staff training logs at the premises.

**6.** That clearly legible signage stating a dedicated contact telephone number for the premises shall be prominently displayed where it can easily be seen and read by passers-by. The signage shall state to the effect that the phone number shown can be used to contact the premises in respect of any complaints regarding the operation of the premises. If the telephone number relates to a mobile phone, then the duty manager / supervisor on duty shall have the mobile phone on their person at all times. Such signage shall be kept free from obstructions at all times.

**7.** That if and when required, staff shall interact with customers to ensure that customers behave at the premises in a quiet and orderly manner and also leave the premises and locale in a quiet and orderly manner. Customers deemed by staff to be engaging in anti-social behaviour shall be asked to leave the premises. Staff shall be trained in this and details of such training, including the printed name(s) of the trainee(s) and the date(s) that the training was given, shall be recorded in the staff training logs at the premises and shall be made immediately available to responsible authority officers on request.

**8.** That any external areas of the premises / the premises' frontage will be closed to customers between 22:00 hours and 10:00 hours the following day except to allow up to a maximum of 5 people at any one time to use the external areas after 22:00 hours to smoke only.

**9.** That customers will not be permitted to take any open drinks bought at the premises away from the premises.

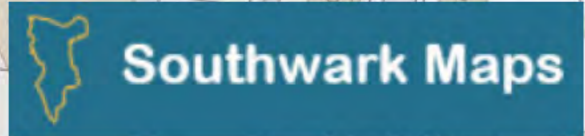
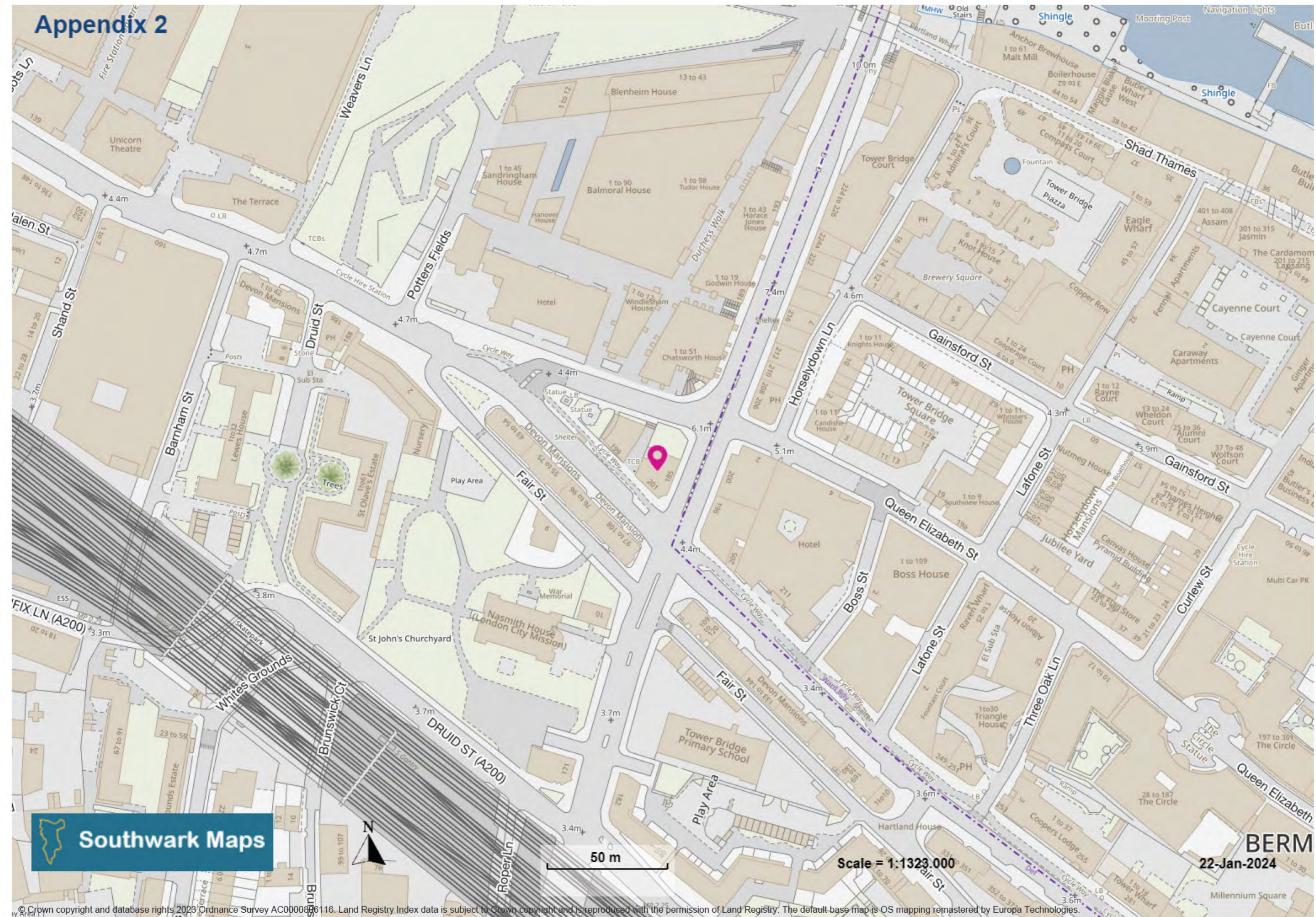
**10.** That the premises' management shall regularly monitor outside the premises and take all necessary steps to ensure that noise from patrons or premises operation does not cause disturbance or public nuisance. A log of such monitoring including the printed name of the person who undertook the monitoring, the date & time of the monitoring and any observations or actions taken subsequent to the monitoring shall be kept at the premises and be made immediately available to responsible officers on request.

**11.** That any media related to promoting / advertising the premises (including online / digital media) shall advise customers not to drive to the premises, shall advise customers to use public transport to get to the premises, shall detail local public transport routes / stations and shall advise customers that there is no customer parking available in the vicinity of the premises.

Yours sincerely,

**Wesley McArthur**  
Principal Enforcement Officer

# Appendix 2



50 m

Scale = 1:1323,000

BERM  
22-Jan-2024

Other person 1

Saturday 30 December, 2023

**Representation Against Licence Application 881900: Masq London, 201 Tooley Street, SE1 2JX**

I am writing to register my extremely strong opposition to any continued or extended late night licensing for the bar/restaurant business trading as Masq London Ltd.

The level of disturbance from their normal hours of trading can be significant, but the party events take this to a whole different level and I write to request that the above licence variation **be refused**.

My grounds are as follows:

- MASQ is already being 'sold' and promoted in social media as a late night party venue, with tickets being sold on-line in advance, queues forming to gain entry and a significant number of security staff visible during these events.
- Unlike a bar/restaurant, patrons arrive late in the evening (after 10pm) and leave early the following morning (after 2am) for these pre-sold events, with significant disturbance including loud arguments leading to actual fighting in the street.
- I refer specifically to the levels of noise and disturbance outside Boss House which have been extremely high due to multiple impromptu street parties taking place with car sound systems at high volume plus drunken people shouting, singing and dancing.
- I have lived in Boss House since 1995 and the disruption has only been happening since MASQ opened and has sold/promoted a late night party on the dates in question.
- I witnessed, and reported to the Police, one person threatening another with a knife (Crime Reference No. [REDACTED]) and although the Police attended they simply asked if anyone had a knife then left, despite there being clear evidence of the use of balloons filled with nitrous oxide, loud music and 20+ people congregating in a residential street at midnight.
- I have witnessed people urinating against Boss House and against the walls in the car parking area of the Dixon Hotel.

In summary, the evidence is that this business is already having a severely detrimental effect on residents living in the surrounding area and allowing it to remain open until the early hours of the morning on an increased number of occasions will only make this worse, with more crime and disorder, public nuisance and reduced public safety.

Could you please acknowledge receipt as soon as possible.

Yours sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED] Boss Street  
London  
[REDACTED]



Other person 2

2<sup>nd</sup> January 2024

For the attention of Licensing Southwark [licensing@southwark.gov.uk](mailto:licensing@southwark.gov.uk)

**Representation Against Licence Application 881900 for MASQ London, 201  
Restaurant Tooley Street, SE1 2JX**

I live at Crown Apartments, 2 Queen Elizabeth Street which I have owned since 2000. Our main bedrooms are directly opposite MASQ which was previously Natwest Bank. As a resident of Shad Thames and a family, with children, directly affected by MASQ I write to ask that this licence variation is **refused** on the following grounds:

**1) The Prevention of Crime and Disorder**

With a direct view of MASQ from our bedroom I have witnessed and have some photo and video evidence of:

- a) patrons engaging in disorderly activities outside the establishment for over an hour after exiting the premises.
- b) heard gunshots on a few occasions that have woken my family and I up with a fright.
- c) men and women patrons fighting outside the premises and on the road (have video evidence).
- d) Vehicles pulling off and parking outside the establishment on Tower Bridge Road associated with patrons of MASQ blasting loud music and taking the party to the street. Passing traffic is forced to slow down and reduced to one lane.
- e) patrons congregating outside the premises and on the busy Tower Bridge Road conversing loudly, using foul language and continue partying with no regard for the noise they are creating and the disturbance to residents. This can go on for over an hour.

This is especially evident when patrons leave MASQ around 2am – 3am. I believe that granting later permanent licensing hours will only make the crime and disorder worse.

**2) The Prevention of Public Nuisance**

I have witnessed MASQ patrons standing outside the premises after closing time being rowdy, taking the party to the street, congregating around cars, playing loud music, talking loudly and continuing to party into the early hours of the morning. This creates significant public nuisance and disturbance which I and other residents living in Crown Apartments and Shad Thames have experienced. In a recent incident, my children and I woke with a fright around 2.30am thinking there was a riot only to realise that patrons had just left MASQ and were fighting loudly on the street. I was hosting a young Ukranian teenager who was studying for GCSEs who was unable to sleep from the noise and was so surprised by the behaviour he recorded the fighting at 3.10am (have video evidence). I subsequently raised a formal complaint but was moved around various departments with no solution.

The public nuisance impact on myself, my family and other residents of Shad Thames is significant within a residential community where, because of the layout of the street and buildings, sound is amplified which is why people exiting a premises all at once and

congregating on the street feels loud and intimidating and frightening to wake up to when you are fast asleep.

It is also a residential area with very limited free parking spaces where we already struggle to find parking space close to our flat and which is likely to be taken up by MASQ patrons. If we arrive after 11pm our residents spaces are all taken as resident parking stops at 11pm.

### **3) Public Safety**

Living directly opposite MASQ and witnessing what happens after closing time when the party continues on the street and patrons congregate, speak loudly, are intoxicated and rowdy and fight in the middle of the road right outside our flat window, my family and I feel intimidated in our own home.

It is the first time in 23 years that we have felt unsafe and have experienced such significant disturbance. The front door to our apartment block is at the corner of Tower Bridge Road and Queen Elizabeth Street and patrons from MASQ pass by, rowdy, intoxicated or high to get to their cars that are parked close to residential buildings. They also hang around in front of our building.

Having witnessed the fighting and gangs from our bedroom and the sound of gunshots I believe there is a risk to the safety of the residents of Shad Thames as well as motorists, cyclists and pedestrians passing through.

Like many residents I have a children and a dog and I am concerned that the litter from drugs and alcohol is a safety risk to residents, including our children and pets.

Furthermore I believe patrons exiting MASQ pose a threat to themselves and motorists. The doorway located at the corner of MASQ is not suitable for the exit of large volumes of patrons in one go as we have witnessed. This results in patrons forced to overspill onto the street. Since the patrons are in large groups that congregate on the streets and pavement, traffic is forced to slow down suddenly when approaching MASQ. Cars associated with patrons park on the main Tower Bridge road again impact on motorists who are forced to converge to one lane. I have seen ambulances with emergency lights having to do the same. Cyclists passing through also appear intimidated by the large groups of people on the road.

I have also noticed an excessive amount of rubbish at the back of MASQ with bins overflowing and strange activity around the bin area. This again is a concern should the premises be open for longer and later hours.

### **4) Protection of Children from Harm**

The late-night activity at MASQ and subsequent street partying, loud talking and fighting has woken not only me but my teenage children who have also witnessed the loud noise, swearing, sound of gunshots, fighting and hostile behaviour. This has affected their sleep. If

this becomes a more regular occurrence children could be harmed by loss of sleep caused by the disorderly behaviour of MASQ patrons that we have already witnessed.

I am also concerned that children and pets residing in Shad Thames could be harmed by the litter from alcohol and drugs from MASQ patrons, broken glass and the remnants of drags left on the street. We wake up early for our family walk with the children and the dog before any of this litter is cleaned.

### **Conclusion**

Based on my family and my personal experience of having witnessed what happens outside MASQ after closing time, especially when closing time is late, and based on the significant issues highlighted in this letter, I believe that extending MASQ's licensing hours will likely bring further and more regular crime and disorder, public nuisance, reduced public safety and potential harm to children.

To date it is evident that MASQ has disregarded its licencing times and has little or no regard for the residents and public it is affecting.

Kindly confirm receipt of this email and letter including appendices showing photographic evidence and letters of complaints.

Your sincerely



  
Crown Apartments  
2 Queen Elizabeth Street  
London SE1 2LL

cc: Rachel Bently - Rachel.Bentley@southwark.gov.uk,  
Hamish McCallum - Hamish.McCallum@southwark.gov.uk  
Emily Tester – Emily.Tester@southwark.gov.uk

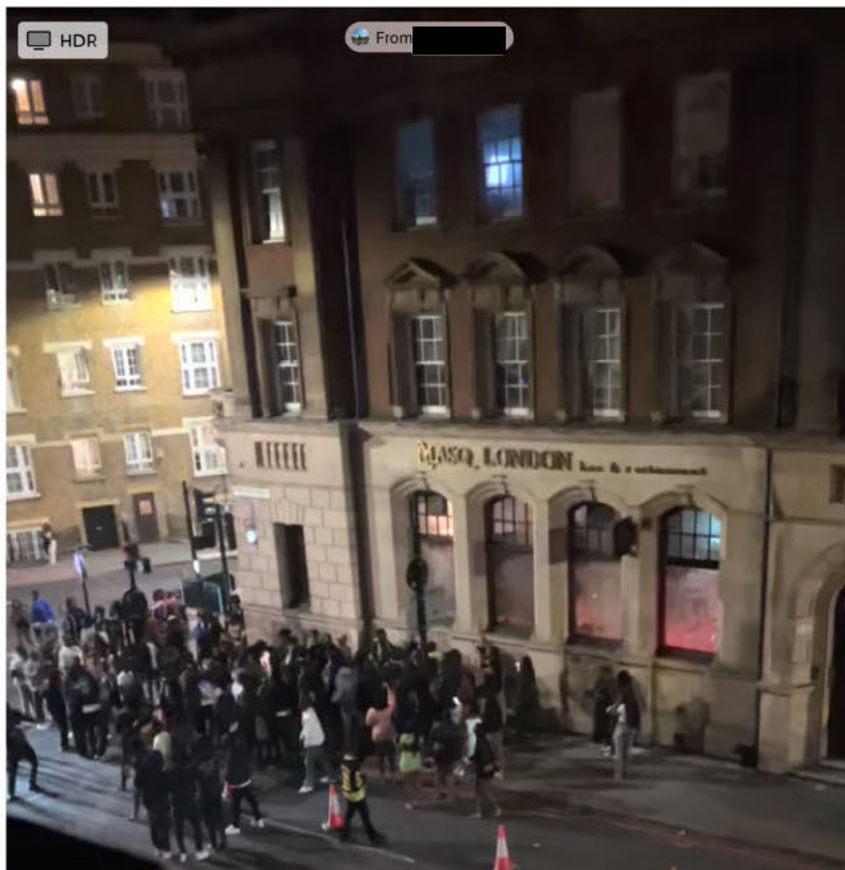
## Appendix 1 Supporting photo evidence

See below photos [REDACTED] During late opening times when the patrons first leave MASQ (in this case around 2.30/3am) the pavement main Tower Bridge Road is filled with people. The noise is like a riot with patrons talking loudly and wakes up the entire family. The patrons then end up in the middle of Tower Bridge Road hanging outside MASQ. Cars arrive and pull off on the main road blasting music and the party continues.

These photos on the 15<sup>th</sup> October were taken around 3.30am after the initial large crowd slowly dispersed but still patrons were hanging causing disruption. The cars and cyclists have to slow down as they try to get through. (Note that whilst the bridge was closed Tower Bridge Road, Tooley Street and Queen Elizabeth Street were still open and used by motorists).

**Photo 1 and 2 – 14/15<sup>th</sup> October 2023, 3.16am** - A number of fights break out outside the premises (we have video footage to show this). Patrons exit loudly from MASQ's small corner entrance and overspill onto Tooley Street and Tower Bridge Road and continue to be loud and rowdy.

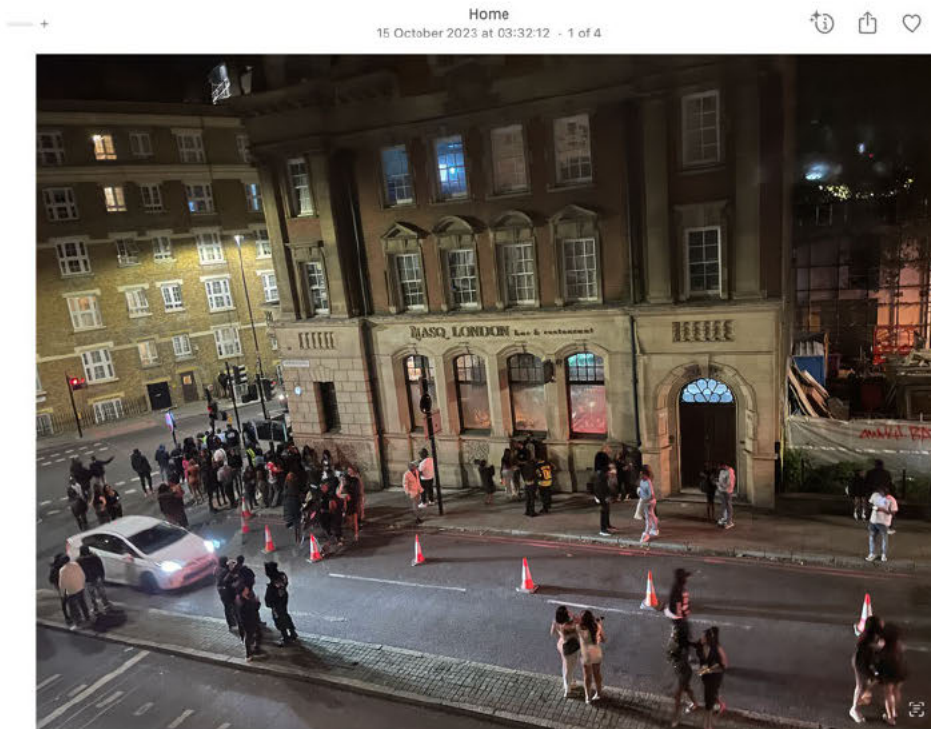
15 October 2023 at 03:16:38  
63,374 of 63,375



15 October 2023 at 03:16:25  
63,375 of 63,375



**Photo 3 – 14/15<sup>th</sup> October 2023, 3.32am** Cars slow down to get through - people on the street and road.



**Photo 4 – 14/15<sup>th</sup> October 2023, 3.32am** Patrons standing at the corner and in the middle of the middle of Queen Elizabeth street.



**Photo 5 – 14/15<sup>th</sup> October 2023 3.42am** Patrons still loitering around Tooley Street, Tower Bridge Road and Queen Elizabeth Street

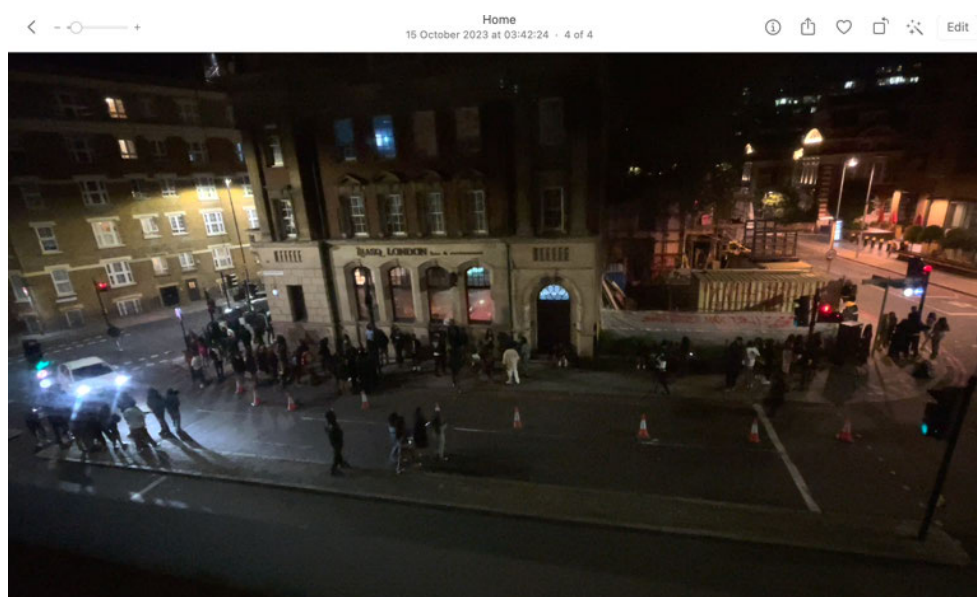


Photo 6 – 14/15<sup>th</sup> October 2023 3.42am Cars go slowly around patrons

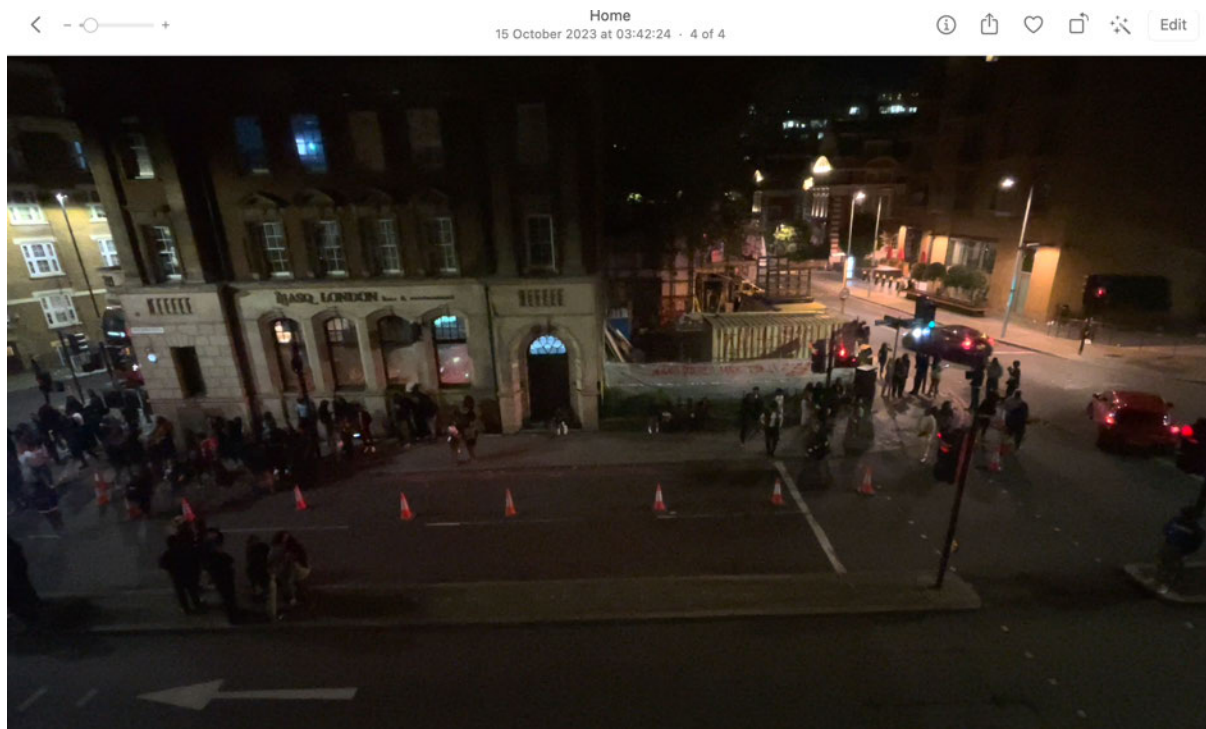
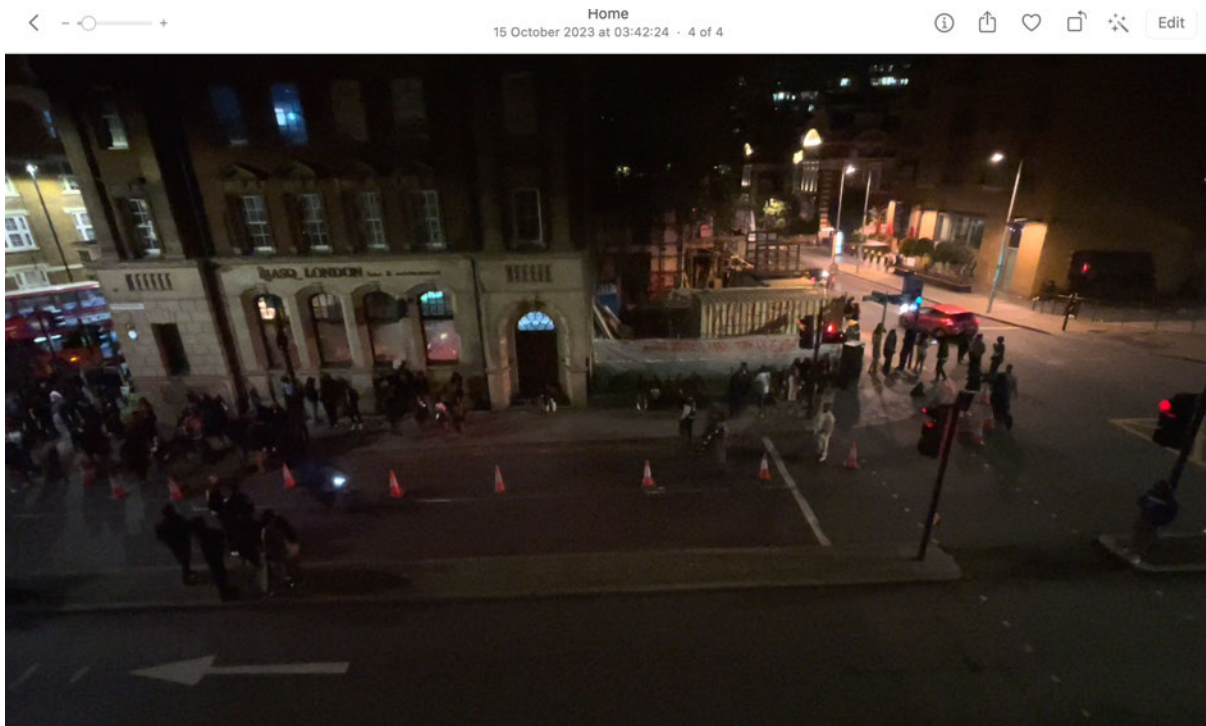


Photo 7 – 14/15<sup>th</sup> October 2023 3.42am Cyclist trying to get through



**30<sup>th</sup> December 2023** (note this is not New Years Eve)

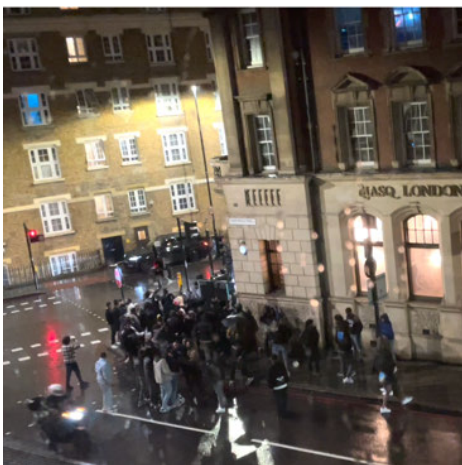
**Photo 8 – 30/31<sup>st</sup> December 2023 2.48am** Cars slow down as patrons overflow onto street.  
(have video footage)

London - Bermondsey  
31 December 2023 at 02:48:54 - 63,268 of 63,378



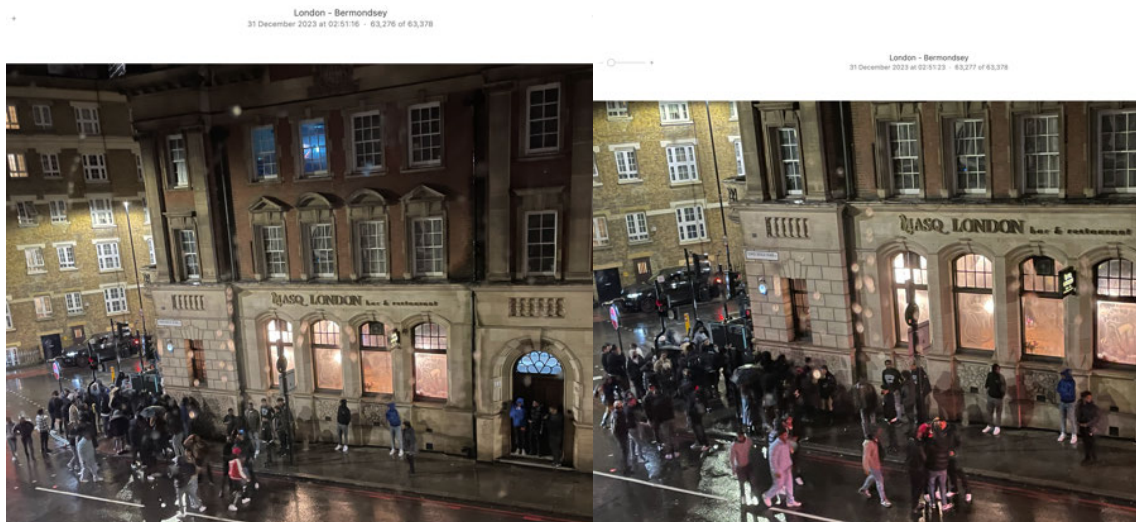
**Photo 9 – 30/31<sup>st</sup> December 2023 2.51am** Motorcyclist slows down as patron runs across road (extract from video footage)

London - Bermondsey  
31 December 2023 at 02:51:02 - 63,275 of 63,378

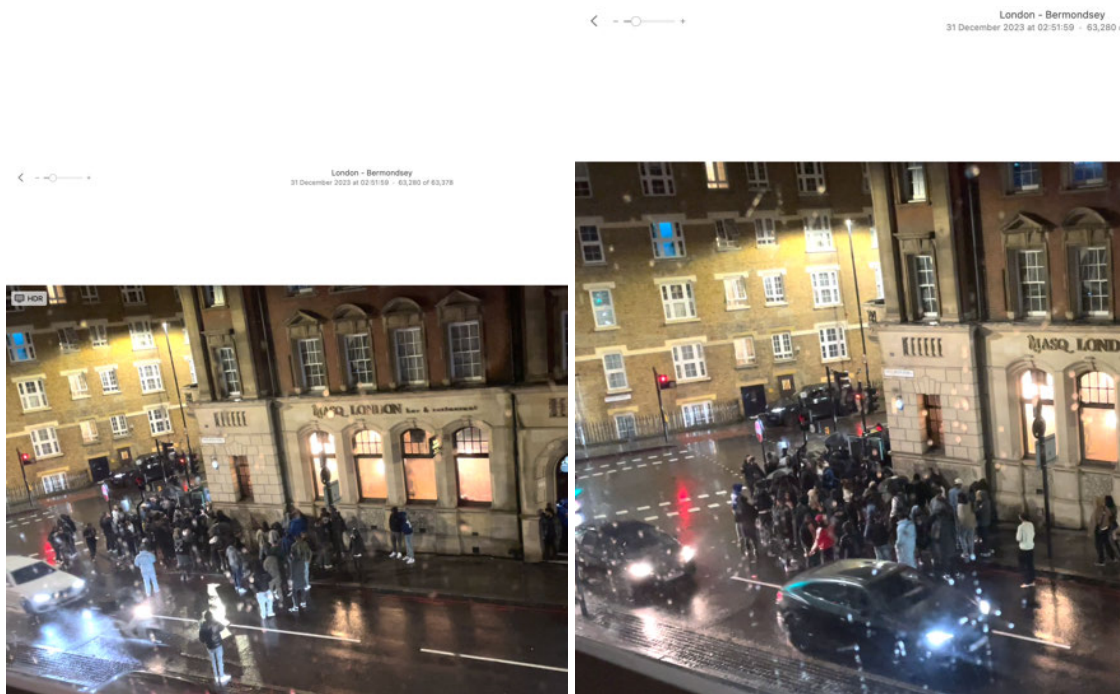




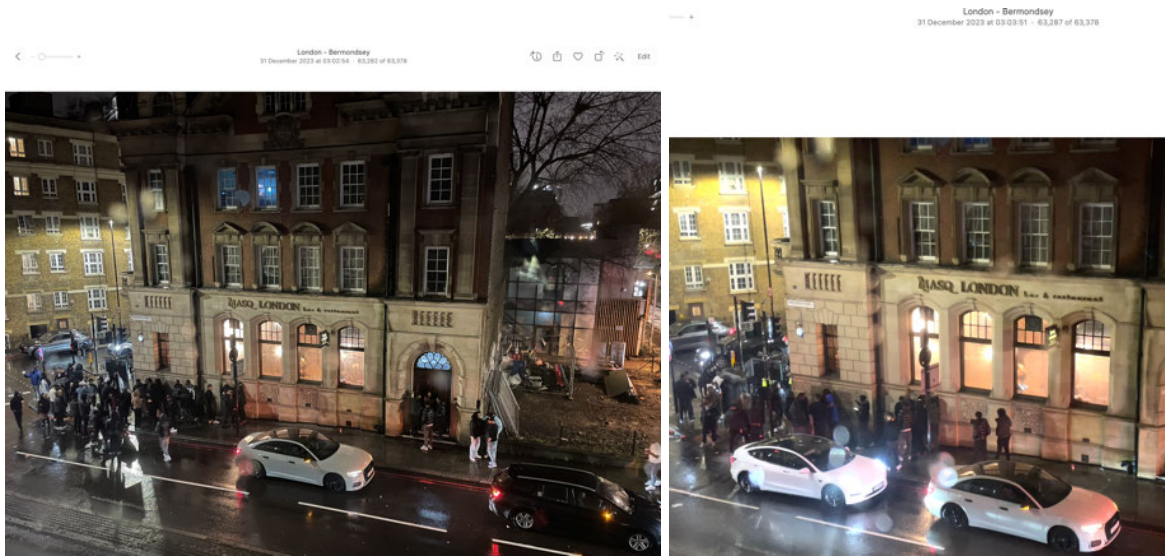
**Photo 10 and 11 – 30/31<sup>st</sup> December 2023 2.51am** intoxicated altercation in the middle of the road (have video evidence)



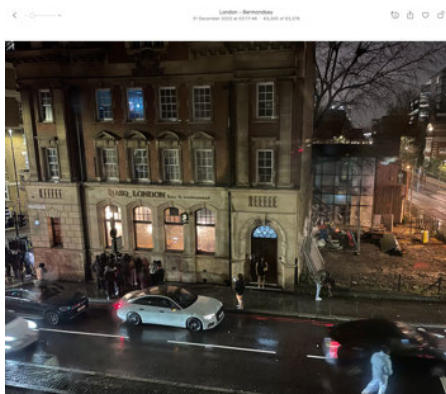
**Photo 12 and 13 – 30/31<sup>st</sup> December 2023 2.51am** patrons on road forcing motor vehicles to swerve. This is extremely dangerous to patrons and motorists (have video).



**Photo 14 – 30/31<sup>st</sup> December 2023 3.02am** vehicles now stopping outside MASQ to hang with patrons with hazard lights on. This is common. Passing motor vehicles are forced to slow down and converge to one lane. The premises itself is still operating



**Photo 14 and 15 – 30/31<sup>st</sup> December 2023 3.17am, 3.20am, 3.45am patrons still loitering around on pavement and road talking loudly and intoxicated and cars still parked on Tower Bridge Rd (have video evidence). This is an hour later.**



31 December 2023 at 03:20:52  
63,303 of 63,378



London - Bermondsey  
31 December 2023 at 03:45:08 - 63,309 of 63,378



## Appendix 2

### Complaint logged morning of 15<sup>th</sup> October 2023:

**From:** [environmentalcustom@southwark.gov.uk](mailto:environmentalcustom@southwark.gov.uk)  
**Date:** October 16, 2023 at 1:24:17 PM GMT+1  
**To:** [REDACTED]  
**Subject:** Re: Noise complaints output ~427981

Dear Sir/Madam,

Thank you for your email.

I have forwarded your enquiry to the Noise and Air Quality team who will respond to you within 3 working days. Your reference number for this request is SWK-87943.

If you have an immediate on going problem, and which you feel requires a rapid response from us, please contact us via the Environmental Call Centre on 0207 525 5777.

Please do not hesitate to contact us should you require any further assistance.

Kind regards,

Oliver Brain  
Environmental Services  
Southwark Council | Housing and Modernisation

----- Original message -----

**From:** [noreply@southwark.gov.uk](mailto:noreply@southwark.gov.uk)  
**Date:** Sunday, October 15, 2023 at 03:39  
**To:** [environment@southwark.gov.uk](mailto:environment@southwark.gov.uk)  
**Subject:** Noise complaints output

A noise complaint has been logged on the southwark website.

<br>

Ref no: 2097298<br>

Form no: Environment - Noise Complaints

### Received a voice message from the Noise and Nuisance team at 13.32 on 16<sup>th</sup> October.

*'Unfortunately, this does not fall within the remit of the noise and nuisance team so unfortunately we can't help you on this matter.'*

**Complaint sent on morning of 31<sup>st</sup> December 2023 at 4.24am to licencing team as previous complaint was outside remit of noise and nuisance team.**

  Sent - Google 31 December 2023 at 04:24  
MASQ - operating outside agreed licencing hours again - disruption and danger  
To: [licensing@southwark.gov.uk](mailto:licensing@southwark.gov.uk), Cc: [Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk), [Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk), [Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk) [Details](#)

Dear licencing

It is almost 3am and the premises named MASQ on Tower Bridge Road have patrons leaving and entering what appears to be a club this evening (Saturday 30th December)

The patrons are now congregating noisily on the corner entrance and have woken my entire family up including my teenage children who are preparing for mock exams and need their sleep.

It appears dangerous as the patrons are now on the street causing disruption to traffic on the busy tower bridge road with vehicles (cars, trucks, bicycles and emergency vehicles) forced to slow down. Cars that appear to know or are waiting for patrons have pulled up and stopped outside MASQ on tower bridge road blocking one lane. An ambulance has just passed with its lights on and had to slow down as it passed.

There is also a group of men fighting in the middle of the street.



**Photos excluded as included in Appendix A**

This premises appears to be operating outside its agreed hours and is operating as a club when I believe it is supposed to be a restaurant. This is not the first time our family have woken up at 2am - 3am to the noise of rowdy patrons emerging out of MASQ and hanging around and on the busy Tower Bridge Road causing disruption to residents and traffic.

This club disguised as a restaurant releases large volumes of people in one go from its small corner entrance with patrons overspilling and congregating in groups on one of the busiest roads in London. This is extremely dangerous and an accident waiting to happen.

Kind regards



**Appendix 3**

**Videos of fighting 15<sup>th</sup> October 2023 at 3.16am (see email of one short clip. Can share rest in drobox when required as files are too big to embed)**



Other person 3

1 January 2024

[licensing@southwark.gov.uk](mailto:licensing@southwark.gov.uk)

cc: [Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk),  
[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)  
[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)

Dear Sirs

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I have recently been made aware that Masq London, 201 Restaurant Tooley Street has made a licence variation request and I am writing as a resident of Shad Thames to ask that this licence variation be refused.

The reason for my objection is that since this restaurant opened, there have been so many issues in the area and specifically in Boss Street.

For the prevention of crime and disorder, public safety and the protection of children from harm I am sharing my experience in the hope that you will not permit this to go ahead.

I have witnessed Masq customers engaging in disorderly and criminal activities, particularly when returning to their cars parked in Boss Street. On too many occasions, I have been woken up by large groups of people who go to their cars to continue their evening. They play music from their cars at high volume with the doors open and proceed to dance and party with no consideration to the residents. As a result of the music being so loud, they then shout to each other in order to be heard using foul language.

On a number of occasions I have seen these customers with cannisters and balloons which I am led to understand is actually drugs and they are always drinking. They then go on to (much later) drive their cars which I can only imagine is resulting in drink driving or driving under the influence of drugs.

These customers also urinate in the street and on the residential buildings which is disgusting and unhygienic.

When this first started to happen, a number of residents, including myself, asked these people to turn their music down or to move along. This resulted in aggressive and rude responses so now no one seems to be brave

enough to challenge these people. On multiple occasions now, the Police have been called to move them on and restore order, however this only results in the music being turned down until the police leave and then within minutes, the party continues at even higher volume.

It should be noted that there is definitely a pattern of this happening when Masq has extended opening hours for special occasions.

To grant this restaurant later permanent licensing hours will most certainly increase crime and disorder in Shad Thames which is an essentially residential area.

I also feel intimidated in my own home by these large groups that congregate to continue their partying after Masq closes.

On the occasions that I come home late when they are there, I feel scared to walk past them to come home as they are generally parked directly outside the entrance to the apartments. I have genuinely feared for my own personal safety when entering the building during these periods as they have been hostile towards me in the past.

I have been warned by family and friends that I should not engage with them as they will be unpredictable given the drug and alcohol paraphernalia left littering the street.


Here I speak only of my safety however there are also young children who live in these apartments and I do worry for them too. Not only from the broken sleep they must have as a result of this ongoing issue but also the influence of foul language and hostility they must also be subjected to. In addition to this, there is always broken glass and remnants of drugs left littering the streets which is not safe for young children.

Given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending their licensing hours, with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to children. I am actually surprised to learn that this is even being considered and was more expecting to hear that the restaurant had been closed down due to its lack of responsibility and consideration for residents in the area.

Please do let me know if you need any further information in relation to this matter and I sincerely hope you take these concerns seriously and

support the residents of Shad Thames in trying to retain some peace, order and safety in what is essentially a residential area.

Yours faithfully

  
Boss House  
2 Boss Street  
London  
SE1 2PD



***Please acknowledge receipt of delivery***



Other person 4

DATE: 27<sup>th</sup> December 2023

Representation Against Licence Application 881900: Masq London, 201  
Restaurant Tooley Street, SE1 2JX

I write as a resident of Shad Thames to ask that this licence variation is **refused** on the following grounds (all of which are particular prevalent given the disturbance experience in the very early hours of Sunday 17<sup>th</sup> December):

### **1) The Prevention of Crime and Disorder**

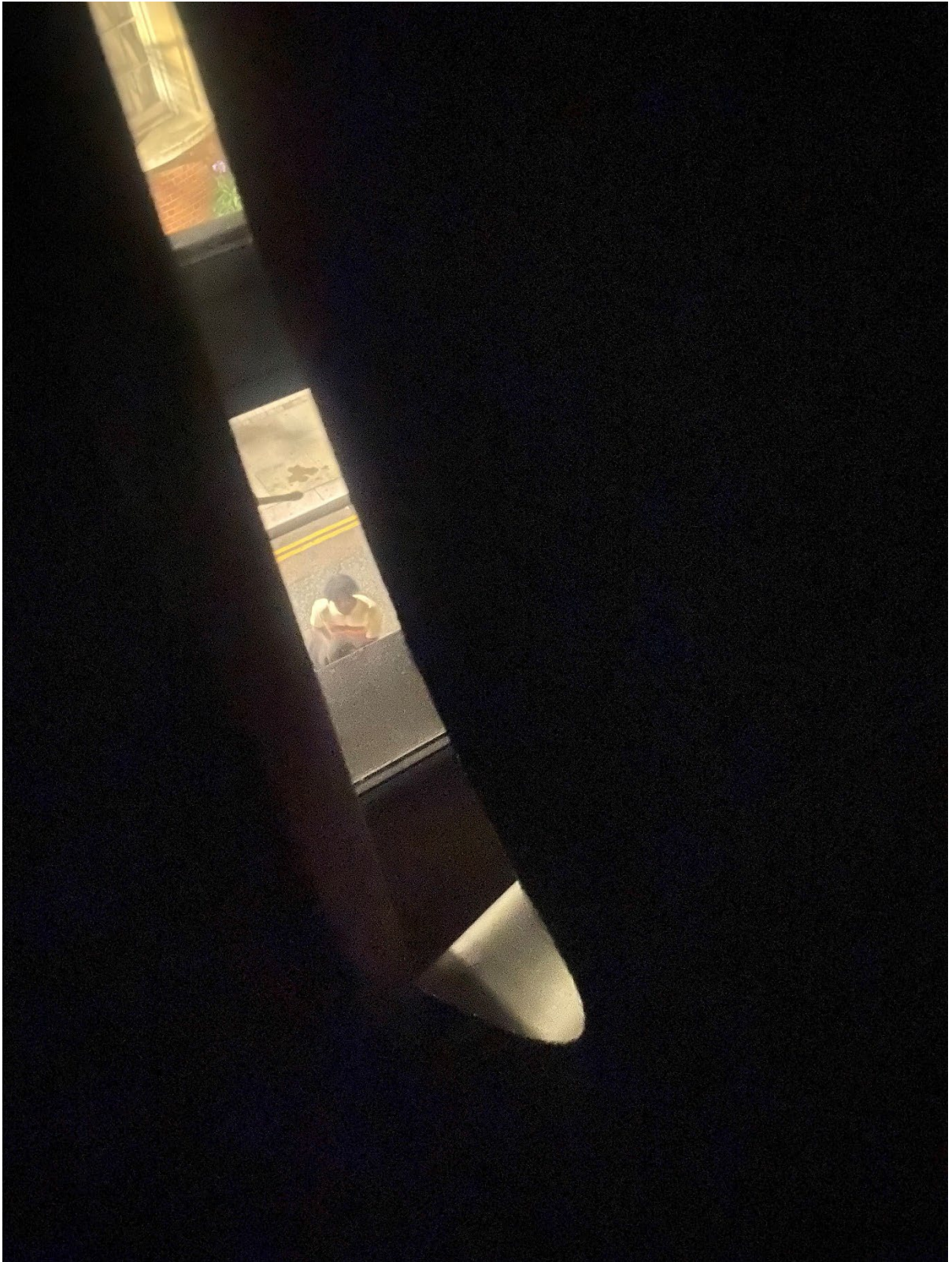
On various occasions, I have witnessed Masq patrons engaging in a number of disorderly and potentially criminal activities, particularly when returning to vehicles after closing to parked outside my flat on the 1<sup>st</sup> floor of Boss House and which overlooks Boss Street.

Regularly large groups gather around vehicles playing very loud music, conversing loudly and use foul language and partying with no regard for local residents. There have been a number of fights and on one occasion I witnessed someone with what looked to be a knife. I have seen the consumption of nitrous oxide (easily identified due to the use of balloons) and alcohol, with associated paraphernalia such as nitrous oxide cannisters left littering the streets. I have also seen Masq patrons urinate in the street and on residential buildings.

On multiple occasions, the Police have attended in order to prevent crime and restore order. I, myself, have called the Police to report this behaviour on 4<sup>th</sup> September 2023. (Call reference CAD [REDACTED]/04Sept23)

Given there is a pattern of these events occurring more frequently when Masq periodically operates extended opening hours, later permanent licensing hours will likely only further exacerbate crime and disorder.

I have attached photos and extract of a videos that I have taken as evidence of this anti-social behaviour:

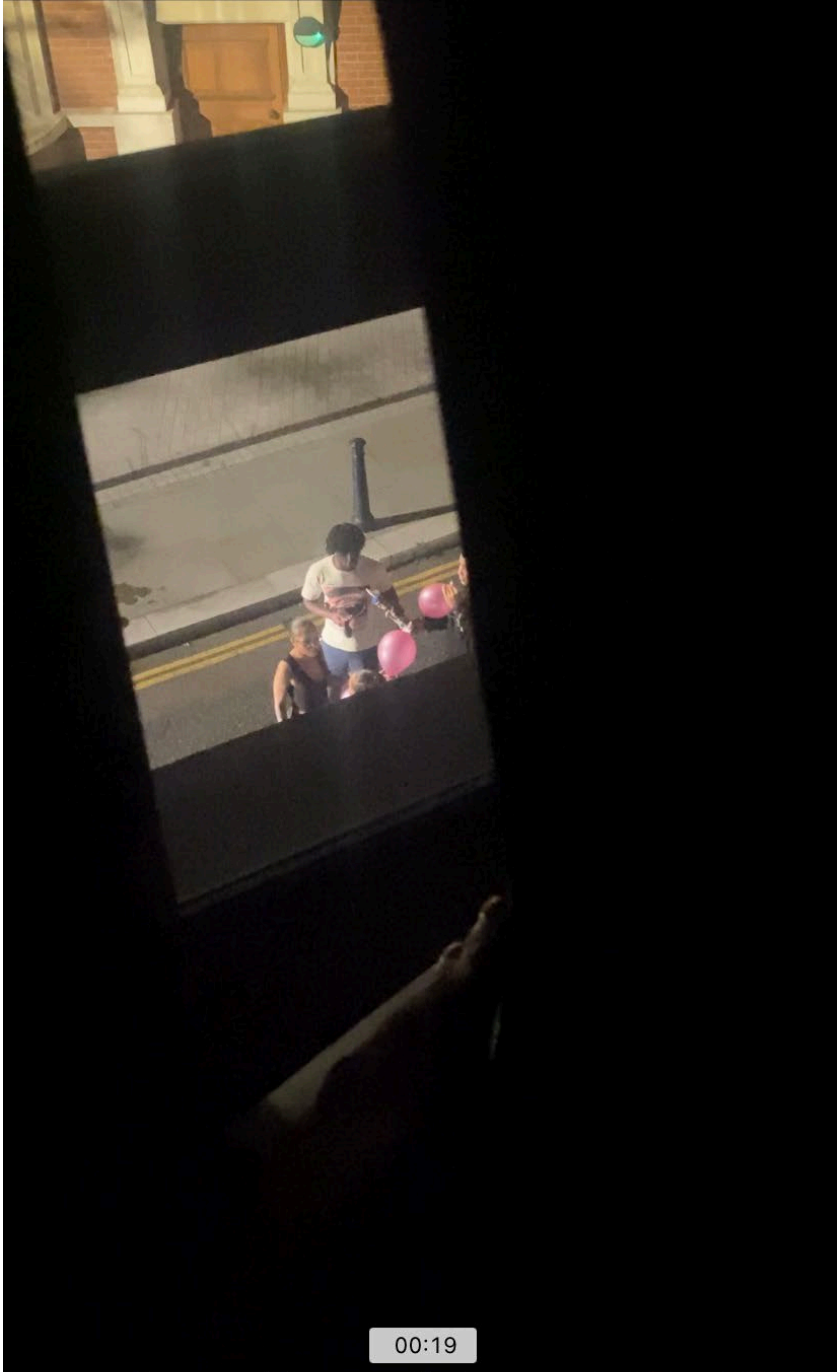


19:32

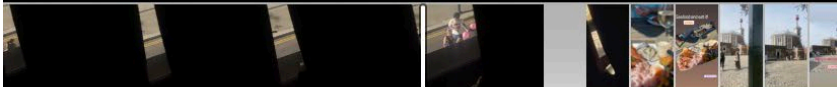


4 September  
00:06

Edit



00:19



## **2) The Prevention of Public Nuisance**

It is quite clear from walking past the establishment that the venue is in essence a "night club" rather than a private members club & restaurant.

Should the application to extend Masq's opening hours be granted this would undoubtedly lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.

As noted above, on numerous occasions after closing, I have witnessed Masq patrons congregating around vehicles, play loud music, conversing loudly and partying late into the night. This generates significant public nuisance by disturbing and waking residents of which I have first-hand experience given the location of my flat. On various occasions this has required the frequent intervention of both residents, our concierge desk and the Police. Residents who have sought to engage with Masq revellers have been met with hostility and threats of violence.

Boss Street is particularly impacted by public nuisance of this type not only because of the tightly packed residential buildings and streets which readily amplify and transmit noise in Shad Thames but also with the scooter parking bay resulting in a joy riding by those frequenting Masq. Given the location of my flat, I am conscious that Masq patrons always use the parking areas on Boss House when events are held there.

As noted above, I have experienced serious disruption on 4<sup>th</sup> September 2023 and as a result called the Police. (Call reference CAD [REDACTED]/04Sept23).

I have also experienced disruption on several other occasions including the following.

- 28<sup>th</sup> May @ 05:00hrs
- 14<sup>th</sup> July
- 15<sup>th</sup> October @ 01:00hrs & 03:00hrs
- 17<sup>th</sup> December

### **3) Public Safety**

As a Boss House resident, I have felt intimidated in my own home by the large groups that congregate in Boss Street (directly under my flat) to continue their partying after Masq closes. As noted above, I have called the Police to report the disturbance and in doing so stressed that I was worried about taking photographs of the offenders due to the risk that they may throw bottles at my window. Hence the nature of the photographs I have attached to this submission whereby I have had to take these from behind a curtain and out of sight.

This is of particular concern where they are parked directly outside the entrance to residential buildings. As a single female living in the building, I have feared for my own personal safety when entering my home during these periods. Especially given Masq patrons have been hostile to residents who have engaged with them. The fighting, drug taking and potential carrying of weapons amount to a significant public safety risk and I fear for the safety of local residents who engage with these groups.

### **4) Protection of Children from Harm**

I acutely aware, given my first-hand experience of the situation, that the children of residents in our building could be harmed by the loss of sleep caused by the anti-social behaviour of Masq patrons.

I am also worried that children (both those of residents of the building and children commuting to school) and also dogs could be harmed by broken glass and the nitrous oxide cannisters left littering the street.

### **Conclusion**

Given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that granting the application would lead to the Licensing Objectives being undermined, with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to children.

NAME: [REDACTED]

ADDRESS: [REDACTED] Boss House 2 Boss Street London SE1 2PS

Please provide receipt of delivery

Other person 5

**From:** [REDACTED] >  
**Sent:** Wednesday, December 27, 2023 11:44 AM  
**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
**Subject:** Objection to MASQ Application 881900 - 21/12/23

Hi Team,

I would like to submit my objection for the MASQ Application License: 881900. As a local resident, I wouldn't be supportive of the extended hours given the disturbance and anti-social behavior associated with this.

Many of the attendants of late-night venues like MASQ park or walk near our building and unfortunately make a lot of noise late at night. This includes arguments and shouting, cars revving and drag racing, and blaring music. There have been cases where cars parked right outside our building are playing music loudly late in night and in one case I had to go down and confront a group of people that had been doing this for over 30 minutes after 1am. The group were confrontational and made me concerned for my personal safety, but I had no option but to try to stop them as it was not possible to sleep with such disruption.

Allowing venues like this that are so close to residential buildings to be open later will contribute to more noise, more confrontations and I believe reduce the safety of the area.

Full Name: [REDACTED]  
Address: Tamarind Court, [REDACTED], 18 Gainsford St, London SE1 2NE  
Dated: 21/12/23

Thanks,  
[REDACTED]

Other person 6

From: [REDACTED] >

Sent: Monday, December 25, 2023 5:20 PM

To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>

Cc: McCallum, Hamish <Hamish.McCallum@southwark.gov.uk>

Subject:

25 December 2023

Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX

I write as a flat owner in Shad Thames, specifically Crown Apartments SE 2LL to ask that this licence variation is refused on the following grounds:

#### 1) The Prevention of Crime and Disorder

It is pretty disgusted to come across men leaving Masq at closing time and urinating into the open ground next door (adjacent to the Storey restaurant) which is in full view of Crown Apartments residents on the Tower Bridge Road side. Illegal behaviour and socially unacceptable and unhygienic. The area now smells disgusting.

The level of drink driving with leavers parked in neighbouring streets is never picked up despite clearly intoxicated drivers noisily and disruptively getting into their cars and roaring away.

Large groups often congregate around vehicles playing very loud music, conversing loudly, using foul language, dancing and partying with no regard for local residents. There have been a number of fights, with at least one individual carrying a knife. There has been a murder on the corner of Horsleydown Lane we don't want another. Residents have witnessed the public consumption of drugs and alcohol, with associated paraphernalia left littering the streets. All this happens under bedroom windows.

On multiple occasions, the Police have attended in order to prevent crime and restore order.

There is a pattern of these events occurring more frequently when Masq periodically operates extended opening hours. Later permanent licensing hours will exacerbate crime and disorder.

#### 2) The Prevention of Public Nuisance

After closing, Masq patrons generate significant public nuisance by disturbing and waking residents and this has required the frequent intervention of both residents and the Police.

Residents who have tried to deal



with Masq revellers have been met with hostility and threats of violence.

Shad Thames is particularly impacted by public nuisance of this type because of the tightly packed residential buildings and streets which readily amplify and transmit noise. Masq patrons are likely to park in the few free parking areas, all of which are adjacent to residential buildings.

An extension of Masq's opening hours will lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week. We all work and have to sleep. Weekends are a misery now

### 3) Public Safety

Once a Shad Thames resident, I have felt intimidated in my own home by the large groups that congregate in Shad Thames to continue their partying after Masq closes, often on the entrance steps and I would fear getting through to the door.

I am aware that Masq patrons have been hostile to residents who have engaged with them. Given the fighting, drug taking and potential carrying of weapons there is significant public safety risk. I have feared for the safety of local residents who engage with these groups. My tenant is a lone living female and couldn't risk confronting them herself. I look to my local council to make rules that protect her.

Drug and alcohol paraphernalia left littering the street creates further safety risk to residents, including children who live in the area and commute through Shad Thames to nearby schools.

### 4) Protection of Children from Harm

Resident's children could be harmed by the loss of sleep caused by late night partying, hostility and foul language from Masq patrons.

Resident's children and children commuting to school through Shad Thames could be harmed by alcoholic drinks, broken glass and the remnants of drugs left littering the street.

### Conclusion

Given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to children. Why? Why is this needed? Hours are being flouted under the guise of 'events' as it is and no respect or consideration has been paid to local residents so far so won't in future

NAME: [REDACTED]

ADDRESS [REDACTED] Crown Apartments 2 Queen Elizabeth Street SE1 2LL

Please provide receipt of delivery of this objection. Thank you.

Other person 7

From: [REDACTED]

Sent: Tuesday, December 26, 2023 12:51 PM

To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>

Subject: Objection to MASQ Application 881900 - 21/12/23

Hi Team,

I would like to submit my objection for the MASQ Application License: 881900. As a local resident, I wouldn't be supportive of the extended hours given the disturbance and anti-social behavior associated with this.

It's already been a disturbance after some of the temporary late night events (where guests have used parking in our surrounding area post permit hours/the car park in the area), with loud, unruly guests disturbing the peace, and also arguments/fights. Further there have been incidents of loud revving of cars, and also loud music played from cars upon end of the party well into the early hours of the morning in the surrounding area where vehicles are parked - and guests have been confrontational when asked to turn volume down making me also concerned for personal/property safety. It would definitely impact my view of safety of the area as well given these circumstances besides just the additional noise.

Full Name: [REDACTED]

Address: Tamarind Court, [REDACTED], 18 Gainsford St, London SE1 2NE

Dated: 21/12/23

Best,

[REDACTED]

--

[REDACTED]

## Other person 8

From: [REDACTED]

Sunday, 24 December 2023

Dear Sir(s)/Madam(s),

**RE: Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

Once again, I endured disturbances throughout the night, notably at 4:30 am on Sunday, December 24th, stemming from a group of men at the corner of Tooley St. and Tower Bridge and Boss Street. As someone familiar with urban noise, having resided for years in both Manhattan and central London, it is disheartening to acknowledge that the situation in Shad Thames has degraded to a point where I feel compelled to express strong opposition to any continuation (or potential extension of) late-night licensing for the bar/restaurant business operated by Masq London Ltd.

Here are other examples of disturbances in no order:

**Met Report No: BOS-[REDACTED]-23-0101** – anti-social behaviour. Group of men and women – appeared to be Masq patrons – congregated across from the Masq shouting obscenities, loud noises, blocking traffic causing drivers to use their horns, et al. Note, drinks cups with Masq's logo were seen scattered all in the surrounding areas.

I also filed a telephone complaint with Southwark Noise Anti-Social Behavior at 2:12 am same day.

**Met Police Reference No: CAD [REDACTED]/10Sept23.**

**Met Police Reference No: CAD [REDACTED]/04Sept23.**

I write therefore to request that the above licence variation **be refused**. Below are a few key points for consideration:

There is a distinct correlation between the escalation of night-time/early morning disturbances, including a range of exceedingly aggressive and violent behaviours in the area, and the extended operating hours of Masq. This correlation becomes notably pronounced when Masq operates into the late night and early morning. I substantiate this observation by highlighting the existence of at least three other licenced premises on Tower Bridge approach. Throughout my 12+ years residing in Boss House, I have not observed these establishments significantly contributing to disturbances in the Queen Elizabeth Street area. While these establishments are public houses and restaurants operating with more regular closing times, the owners and managers actively uphold a commitment to respecting the community. In stark contrast, Masq has shown no regard for the Southwark community on any level.

As other residents have pointed out, the patrons of Masq frequently choose to drive to the venue. The preference for SUVs and luxury vehicles among the clientele not only generates inherent noise but is often amplified by high-wattage audio systems used at anti-social volume levels. Despite the removal of Masq's earlier social media posts and advertising claiming "ample parking in the surrounding area," there has been no discernible shift in behaviour.

In a more recent incident, which occurred three times on the morning of Sunday, Dec 17th, between 03:00 am and 04:00 am, it was observed that patrons were unable to locate their car keys. This led to excessively noisy and loud cell phone calls, accompanied by nuisance behaviours. It was evident that the patrons involved in these situations had been consuming alcohol and, by no means, should have been operating a vehicle.

Before Masq arrived, encounters with intoxicated and anti-social behaviours were rare during my evening walks with my dog. Now, it has become a frequent occurrence, and I often feel concerned for my safety. Even in early evenings, patrons show up appearing to have already consumed alcohol. Furthermore, I have observed individuals using what appears to be illegal substances congregating on nearby streets.

It is unfortunately common for both men and women to urinate in the street, notably on the pavement against Boss House and on the side of the Dixon Hotel in the parking area facing Boss Street. This issue is compounded by the presence of shattered glass and vomit in the vicinity. Notably, the amount of shattered glass is concerning, and my only saving grace is that I can pick up my dog before she becomes injured. These types of issues were not as frequent before Masq.

I have witnessed instances where women verbally and physically assault each other for several blocks as they walk from Masq down Tooley Street.

Even with the use of a white noise machine in at night in my bedroom, the excessive noise and disruptive anti-social behaviour remain impossible to block due to the location of my flat at the corner of Tooley St. and Boss Street.

My verbal requests from my window are typically met with abuse and/or intimidating language/gestures. Given that my windows are within range of possibly being hit by thrown objects, for my own safety, I feel unable to address any anti-social behaviour directly.

The area surrounding Masq London Ltd. is primarily residential; this is the case on all sides, i.e. not just Shad Thames, but Devon Mansions and One Tower Bridge also. It seems probable that the residents of Boss House aren't alone in suffering from disturbance, although the parking situation in Queen Elizabeth Street/Boss Street/Lafone Street may be peculiar to our location.

In response to the ongoing disturbances, the leadership of Boss House has taken proactive measures. They have engaged with Southwark Council and other relevant parties, urging a review of zoning codes related to parking to mitigate the disruptions caused by vehicular activity in the vicinity. However, to date, the new zoning request appears to have fallen on deaf ears. It is not unreasonable to assume that without increased parking penalties in the area, anti-social behaviour will continue.

Candidly, if Southwark Council is seeking to generate more revenue, one potential consideration is authorising more police and parking enforcement officers during these hours. This could lead to increased revenue through citations and arrests, contributing to a safer and more regulated environment. However, it's important to note that this would only serve as a stop-gap measure. Long-term solutions, such as revisiting zoning codes and addressing the root causes of the issues raised, should also be explored to ensure lasting improvements in community safety and wellbeing.

In summary, I strongly agree with my neighbours on all points related to the increase in 1) crime and disorder, 2) public nuisance, as well as 3) reduced public safety. Masq is a nightclub actively promoting late-hour events for over 200+ people, with some advertisements even stating 300+. The ownership and management of Masq continuously fail to demonstrate safe, respectful protocols for their patrons, and the neighbourhood as evident in the lack of security, crowd control, liquor management, and more. Masq's sole purpose appears to be revenue without concern for even its dedicated patrons' wellbeing.

While I strongly support the need for a thriving local economy, I urge Southwark Council to demonstrate its commitment to a safe community and balance. Accepting Masq's request to extend their operating licenses and special event requests seems to prioritise revenue over community and safety. The London Mayor has been vocal about improving the city, especially the residents. As he is up for re-election soon, please be aware that concerns related to Masq's extended operation hours and other issues, including anti-social behaviour, nuisances, increased crimes, drugs, public defecation, dangerous debris on the pathways, kerb-side gatherings, and more, will be raised to higher authorities. We respectfully request that you prioritise the wellbeing of the community and make decisions that align with the values of safety and community welfare.

Many thanks in advance for your attention to this matter.

Yours sincerely,

 Boss House, 2 Boss Street, London, SE1 2PS

Other person 9

DATE: 24 Dec 2023

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I write as a resident of Shad Thames to ask that this licence variation is **refused** because of the following:

**The Prevention of Public Nuisance**

I am entitled to a decent night's sleep and to enjoy my flat without a noise intrusion. But currently these are rare occurrences – especially on Thursday, Friday and Saturday nights and early mornings. This is because of the noise created by drunken revellers vacating local pubs and night clubs. An extension of Masq's opening hours will lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.

**Conclusion**

Given Masq's continued failure to address any public concern matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours.

NAME: [REDACTED]

ADDRESS: [REDACTED] Boss House, 2 Boss Street, London. SE1 2PT

Please provide receipt of delivery

Other person 10

22 December 2023

**Representation Against Licence Application 881900: Masq London, 201  
Restaurant Tooley Street, SE1 2JX**

I write as a resident of Shad Thames to ask that this licence variation is **refused** on the following grounds:

**1. The Prevention of Crime and Disorder and 2. Public Safety**

My property is located on the [REDACTED] floor of Boss House, facing Lafone Street. On those occasions where Masq have previously requested extensions to their licensing hours, the actions of their patrons on the street in the early hours of the morning have been a huge disruption.

Examples include:

- Sitting in cars with their engines running for hours at a time, playing music so loud that it can be heard through the car, through my window, and through the additional layer of glass soundproofing I have installed.
- General, protracted anti-social behaviour, including urinating in the street under my window; in addition to the usual shouting, screaming, and swearing.
- Regular, furtive exchanges of plastic bags between vehicles.
- Threats of violence when challenged on their noise and behaviour.

As residents, we have little-to-no recourse against such behaviour – beyond registering noise complaints which appear to have no practical impact at all. As such we rely on our representatives to support the Shad Thames residents in protecting our community from such crime and disorder.

I would like to also make very clear my objection is in no way 'NIMBY-ism'. Our community is located in central London and the immediate vicinity is already well served by pubs, bars, and restaurants – with whom locals have a pragmatic relationship. We are aware of the realities and noises associated with living in such an area, however since Masq has opened (and in particular on those nights where they have been granted an extended license), the situation has become dangerous, significantly anti-social, and criminal.

In summary, I would again like to state my **objection** to the above licence variation.

Kind regards,

[REDACTED]  
Boss House,  
2 Boss Street,  
London, SE1 2PS

[Please provide receipt of delivery.]

Other person 11

**From:** [REDACTED]

**Sent:** Wednesday, December 20, 2023 10:46 PM

**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>

**Cc:** Bentley, Rachel <[Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk)>; McCallum, Hamish <[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>

**Subject:** Representation Against Licence Application for Masq London

DATE: 2023/12/20

# Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX

I write as a resident of Shad Thames, father of two children living with us, to ask that this licence variation is **refused** on the following grounds:

## 1) The Prevention of Crime and Disorder

I have witnessed or been made aware of Masq patrons engaging in a number of disorderly and/ or potentially criminal activities, particularly when returning to vehicles parked in Shad Thames after closing.

Large groups regularly congregate around vehicles playing very loud music, conversing loudly, using foul language, dancing and partying with no regard for local residents. There have been a number of fights, with at least one individual carrying a knife. Residents have witnessed the public consumption of drugs and alcohol, with associated paraphernalia left littering the streets. Masq patrons also urinate in the street and on residential buildings.

On multiple occasions, the Police have attended in order to prevent crime and restore order.

There is a pattern of these events occurring more frequently when Masq periodically operates extended opening hours. Later permanent licensing hours will likely only exacerbate crime and disorder.

## 2) The Prevention of Public Nuisance

After closing, Masq patrons congregate around vehicles, play loud music, converse, dance and party late into the night. This generates significant public nuisance by disturbing and waking residents and has required the frequent intervention of both residents and the Police.

Residents who have sought to engage with Masq revellers have been met with hostility and threats of violence.

Shad Thames is particularly impacted by public nuisance of this type because of the tightly packed residential buildings and streets which readily amplify and transmit noise. Masq patrons are likely to park in the few free parking areas, all of which are adjacent to residential buildings.

An extension of Masq's opening hours could lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.

### **3) Public Safety**

As a Shad Thames resident, I have felt intimidated in my own home by the large groups that congregate in Shad Thames to continue their partying after Masq closes.

This is of particular concern where they are parked directly outside the entrance to residential buildings. I have feared for my own personal safety when entering the building during these periods.

I am aware that Masq patrons have been hostile to residents who have engaged with them. Given the fighting, drug taking and potential carrying of weapons there is significant public safety risk. I have feared for the safety of local residents who engage with these groups.

Drug and alcohol paraphernalia left littering the street creates further safety risk to residents, including children who live in the area and commute through Shad Thames to nearby schools and nurseries. We have ourselves two children who attends [REDACTED] nursery on Curlew Street

### **4) Protection of Children from Harm**

Our two children could be harmed by the loss of sleep caused by late night partying, hostility and foul language from Masq patrons.

Resident's children and children commuting to school through Shad Thames could be harmed by alcoholic drinks, broken glass and the remnants of drugs left littering the street.

## **Conclusion**

Given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to our two children.

NAME: [REDACTED]



ADDRESS: [REDACTED], Butlers Wharf Building, 36 Shad Thames, SE1 2YE

Please provide receipt of delivery

Other person 12

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

20 Dec 2023

My name is [REDACTED] and I'm writing as a resident of Shad Thames to ask that this licence variation is refused on the following grounds:

**The Prevention of Crime and Disorder**

I have personally witnessed individuals from Masq being disorderly on a number of occasions, particularly when returning to vehicles parked in Shad Thames after closing with large groups regularly gathering around vehicles playing very loud music, shouting and swearing with no respect for local residents. There have been a number of noisy and frightening fights, with at least one individual carrying a knife. Many of us have witnessed drug and alcohol taking, with drug waste left behind in the streets. Masq clients also urinate in the street and on residential buildings. The Police have been called many times to deal with these groups and their disturbances.

This antisocial behaviour occurs more frequently when Masq periodically operates extended opening hours. Later permanent licensing hours will, in my view, exacerbate crime and disorder.

**1) The Prevention of Public Nuisance**

After closing, individuals leaving Masq gather around cars, play loud music, shout and party late into the early morning. This generates significant public nuisance by disturbing and waking residents and has required the frequent intervention of both residents and the Police.

Boss House residents who have sought to engage with individuals from Masq have experienced hostility and threats of violence. Shad Thames is particularly impacted by public nuisance of this type because of the tightly packed residential buildings and streets which really ramps up the noise level. Unfortunately, individuals visiting and leaving Masq park in the free parking areas, all of which are adjacent to residential buildings.

An extension of Masq's opening hours could lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.

**2) Public Safety**

As a Shad Thames resident, I have felt frightened in my own flat by the large groups that gather in Shad Thames after Masq closes.

This is of particular concern where they are parked directly outside the entrance to residential buildings. I have been worried for my own personal safety when entering the building during these periods.

I have been told about individuals from Masq being hostile to residents who have engaged with them. Given the fighting, drug taking and potential carrying of weapons there is a significant public safety risk. I have been worried about the safety of our concierge team and the safety of local residents who try to talk to these groups.

Drug and alcohol waste left littering the street is a H&S hazard to residents, including children who live in the area and commute through Shad Thames to nearby schools.

### **3) Protection of Children from Harm**

Children living in Boss House and nearby could be harmed by the loss of sleep caused by late night partying and the swearing and shouting from individuals from Masq.

Resident's children and children commuting to school through Shad Thames could be harmed by alcoholic drinks, broken glass and the drug waste left littering the street.

### **Conclusion**

Given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to children.


██████████

██████████, Boss House, 2 Boss Street, Shad Thames, SE1 2PT.

Can I please ask that you provide receipt of delivery.

Other person 13

**From:** Estate Manager Boss House <[estatemanager.bosshouse@outlook.com](mailto:estatemanager.bosshouse@outlook.com)>  
**Sent:** Tuesday, December 19, 2023 4:56 PM  
**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
**Cc:** McCallum, Hamish <[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>; Bentley, Rachel <[Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk)>  
**Subject:** Representation Against Licence Application for Masq London (881900)

  
 C/O Parkgate Aspen  
 Boss House | Boss Street | SE1 2PS  
 Tuesday 19th December '23

**Representation Against Licence Application 881900**  
**Masq London, 201 Restaurant Tooley Street, SE1 2JX**

Dear Sir(s)/Madam(s),

I write as the Building Manager of Boss House to ask that this licence variation is **refused** on the following grounds....

I oversee a team of 3 Concierge Personnel, who cover a 24hrs / 7 days per week shift in Boss House.

Over the course of the year since Masq opened, my team have witnessed a number of alarming incidents and disturbances with Masq's patrons. They have been verbally abused when challenging this behavior & have feared for their safety. All of this has been captured on Boss House's CCTV. Therefore, based on previous experience, I believe these incidents would be exacerbated & in turn undermine the Council's "Licensing Objectives" should Masq be granted an extension of their licensing hours.

**Crime and Disorder**

There is a strong connection between increases in night-time disturbances and the opening of Masq. This is even more apparent when Masq is operating late into the night/early morning (usually on a TEN's).

Masq's patrons park on Boss Street, Queen Elizabeth Street & Lafone Street. On numerous occasions I have witnessed alcohol being consumed from their vehicles before they head to Masq. This could be anytime between 9pm - midnight & again when they return to their vehicles when Masq has closed. I have also witnessed them taking drugs, potential carrying of weapons & smash / throw glass bottles.

The Police have been called on numerous occasions to break up large groups & to stop fights & it is quite common for those causing the disturbance (both male and female) to urinate & vomit in the street, particularly against the side of Boss House & also in the disabled parking bays / against the side of The Dixon Hotel.

As part of their job description, my Concierge team are required to actively patrol the building & its perimeter during their shift. However, when they have addressed these late-night revelers asking them to either reduce noise levels or move on, they have been met by abuse, foul language & intimidating & threatening behavior. For their own safety I have therefore instructed them not to carry out this part of their role when such anti-social behavioral issues are occurring.

**Public Nuisance**

This application to extend Masq's opening hours, means that there could be further disturbances throughout the early hours, 7 days per week. They are also requesting that their new licensing hours would allow them to stay open until 3am on every Bank Holiday weekend throughout the year, from the Friday through to the Monday and also on 26th December, 31st December and 1st January every year. This would simply provide greater opportunity for them to hold more "Club" nights. As you can see from the attached screenshots from their social media they already appear to operate as a late - night bar / club as opposed to a regular restaurant.

After closing, Masq patrons spill into the surrounding streets, displaying anti-social behaviour well into the early hours. They congregate around their parked vehicles which are parked adjacent to residential buildings. Their vehicles are equipped with high-wattage stereos that I have witnessed being used at anti-social volume levels. Masq has also actively encouraged its patrons to drive to the venue by advertising "ample parking in the surrounding area" & "free parking". Although this message has now been removed, it doesn't seem to have resulted in any change of behavior.

Many patrons prefer to arrive late and remain at the venue until closing & therefore it's not uncommon for residents to be woken twice or more during the night. On both arrival and departure, the noise levels are high. Car stereos are played at high volume, revelers are shouting & dancing, car engines are revving, horns are blasting, they're riding up & down Boss Street on the e-scooters / e-bikes taken from the bay at the end of the street & often because of this car alarms are then subsequently triggered.

During the summer months (but not exclusively), it is common for Masq's patrons to remain for more than an hour or more in these surrounding residential streets & hold impromptu after-parties after Masq has closed. The residential streets that surround Boss House amplify sound and bounce noise, so I fear that an extension of Masq's opening hours could lead to more frequent public nuisance, potentially into the early hours and up to 7 days a week.

It seems probable that the residents of Boss House aren't alone in suffering from disturbance, although the parking situation in Boss Street, Queen Elizabeth Street & Lafone Street may be peculiar to our location & could potentially be addressed as a separate matter.

### **Public Safety**

My team have felt intimidated when working the night shift by the large groups that congregate on all 4 streets that surround Boss House. They have feared for their own safety & also that of the residents.

Boss House consists of 107 apartments, many of these are on the lower floors of the building, including the ground floor. When Masq's patrons return to their cars, which are mostly parked directly under windows to the apartments & also outside the main entrance to Boss House, I fear for the safety of residents when returning home whilst this is going on. On two occasions, my residents were followed by the MASQ Patrons and tailgated the 1<sup>st</sup> pedestrian gate before they were stopped and turned away by the night Staff from the secondary door. The residents were so frightened and were so shaken by the patrons behaviours.

Given the fighting, drug taking and potential carrying of weapons there is a significant risk to public safety. Drug & alcohol paraphernalia left littering the street creates further safety risk to residents, including children who live in the area and commute through Shad Thames to nearby schools.

In summary, I feel strongly that the transition of this "restaurant" business to a more nightclub-oriented operation is wholly inappropriate. In my opinion, it will inevitably lead to the issues that I have highlighted above being exacerbated; and threatens further increases in 1) crime and disorder, 2) public nuisance, as well as 3) reduced public safety.

### **Screenshots of Masq's social media**

These clearly illustrate that it is promoting itself as a Club as opposed to a Bar & Restaurant. The final screenshot shows Masq advertising "free parking", which has simply encouraged their patrons to park on our residential streets.





**MASQ LONDON PRESENTS**

**HALLOWEEN COSTUME PARTY**

SATURDAY, OCT 29

DRESS CODE : HALLOWEEN COSTUME

09:00 PM - 03:00AM

**CELEBRITY DJ**

ENTRY FEE : £20

TICKET : [WWW.MASQEVENTS.CO.UK](http://WWW.MASQEVENTS.CO.UK)

201 TOOLEY STREET, TOWER BRIDGE, LONDON  
02039041618 02038275095



**FATSOMA®**




This event will now be taking place on the date below.

## Harlem Nights

-  Sat 23rd Sep at 10:00pm - Sun 24th Sep at 2:00am
-  MASQ London Restaurant and Bar, London
-  £15.00 - £30.00 + Booking fee (see below)
-  Last entry time: 00:00
-  Age restrictions: 18+



Festivals



masqeventsltd • Follow  
Original audio

masqeventsltd Electro Night

Every Saturday at Masqlondon Restaurant and Bar  
201Tooley Street, Tower, London .

020 3904 1618

Www.masqlondon.o.uk

reservations@masqlondon.co.uk

76 w



3 likes  
22 June 2022

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Home > Clubbing > Take Care 2023



Clubbing

## Take Care 2023

Saturday December 30th, 2023 from 8:00 pm to Sunday December 31st, 2023 to 2:00 am  
@ Masq Restaurant & Bar in London


£11.00 - £22.00 Ticket sale closes 30th Dec 10:00 pm

[BOOK](#) [INTERESTED](#)

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ALL EVENTS CLUBBING COMEDY LIVE MUSIC NEWS

Home > Clubbing > NEW YEARS EVE PARTY. Sun: 31st DEC @ MASQ LONDON. CITY PARTY



Clubbing

## NEW YEARS EVE PARTY. Sun: 31st DEC @ MASQ LONDON. CITY PARTY

Sunday December 31st, 2023 from 8:00 pm to Monday January 1st, 2024 to 3:00 am  
@ Masq Restaurant & Bar in London

£11.00 - £16.50 Ticket sale closes 1st Jan 2:00 am

[BOOK](#) [INTERESTED](#)

10PM TILL LATE

Kind regards,

██████████ | Front of the House Manager  
Boss House, 2 Boss Street, London, SE1 2PT

██████████ | ██████████ | Email:  
[estatemanager.bosshouse@outlook.com](mailto:estatemanager.bosshouse@outlook.com)

**Parkgate-Aspen | Wilberforce House, Station Road, London NW4 4QE**

W: [www.parkaspen.co.uk](http://www.parkaspen.co.uk)

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Other person 14

**From:** [REDACTED]

**Sent:** Monday, December 18, 2023 6:20 PM

**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>

**Cc:** Bentley, Rachel <[Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk)>; McCallum, Hamish <[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>

**Subject:** Representation Against Licence Application 881900 - Masq London Bar & Restaurant, 201 Tooley Street, SE1 2JX ("Applicant")

**DATE: 18 December 2023**

I write as a resident of Boss Street, Shad Thames to ask that this licence variation is refused. My objection to the variation is based on the following grounds:

1. **The Prevention of Crime and Disorder**

I have witnessed Applicant's patrons engaging in a number of disorderly activities, particularly when returning to vehicles parked in Shad Thames after the closing of the bar & restaurant. These activities include:

- a. Large groups regularly congregate around vehicles playing loud music, conversing loudly, using foul language, dancing and continuing their revels with little regard for local residents;
- b. Numerous residents have witnessed the public consumption of alcohol, with associated paraphernalia left littering the streets. Applicant's patrons have also been seen urinating in the street.

On multiple occasions, the Police have attended in order to prevent crime and restore order.

There is a pattern of these events occurring more frequently at times when Applicant has been operating extended opening hours. Based on these observations, extending later permanent licensing hours will likely only exacerbate crime and disorder.

2. **The Prevention of Public Nuisance**

After closing, Applicant patrons congregate around vehicles, play loud music, converse, dance and party late into the night. This generates significant public nuisance by disturbing and waking residents and has required the frequent intervention of both residents and the Police.

Shad Thames is particularly impacted by public nuisance of this type because of the high-density residential buildings and streets which readily amplify and transmit noise. Applicant patrons are likely to park in the few free parking areas, all of which are adjacent to residential buildings.

An extension of Applicant's opening hours could lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.

3. **Public Safety**

As a Shad Thames resident, I have felt intimidated in my own home by the large groups that congregate in Shad Thames to continue their revels after Applicant's bar & restaurant closes. This is of particular concern where they are parked directly outside the entrance to residential buildings. I have had concerns for my own personal safety when approaching and/or entering my own building during these periods.

Alcohol (and potentially drug) paraphernalia left littering the street creates further safety risk to residents of all ages. This is particularly concerning when one considers children who either live in the area and/or who commute through Shad Thames to nearby schools.

**Conclusion**

Given the significant issues highlighted above and Applicant's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Applicant's licensing hours, with a strong likelihood of further crime and disorder, nuisance and reduced public safety.

NAME: [REDACTED]

ADDRESS: [REDACTED], Boss House, 2 Boss Street, London SE1 2PS

**Please provide confirmation of receipt / delivery receipt**

Thank you

[REDACTED]

Other person 15

**From:** [REDACTED]  
**Sent:** Saturday, December 16, 2023 11:29 AM  
**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
**Cc:** Bentley, Rachel <[Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk)>; McCallum, Hamish <[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>  
**Subject:** Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX

16<sup>th</sup> December 2023

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I am a resident of Boss House on Boss Street, a couple of minutes walk from Masq London, and I would like to see this application for a licence variation refused on the following grounds.

**Prevention of Crime and Disorder**

My flat overlooks Lafone Street, in which I have seen, particularly on those nights where Masq has been permitted to stay open late, Masq patrons creating a public nuisance by behaving in a disorderly way after Masq has closed.

Typically, large groups have congregated around one or more cars in the street, playing loud music, dancing/partying, shouting loudly and sometimes fighting. I have seen these people drinking alcohol, urinating in the street, and using balloons to inhale some unknown substance.

These activities can occur at any time, but most often when Masq has been granted extended opening hours.

To give Masq permanently extended licensing hours is almost certain to increase the risk of crime and disorder.

**Prevention of Public Nuisance**

The activities I refer to above cause a substantial public nuisance by disturbing and waking residents of adjacent buildings, and intimidating members of the public on the streets.

I am also aware that Boss House residents who have tried to speak to Masq revellers about their behaviour have received a hostile and threatening response.

An extension of Masq's opening hours is in my view likely to lead to more frequent public nuisance after midnight throughout the week.



Other person 16



Cinnamon Wharf  
24 Shad Thames  
London SE1 2YJ  
United Kingdom



16 December 2023

**Licence Application 881900:**

**Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I am a resident in Shad Thames, affected by the anti social behaviour associated with the Masq nightclub. I am writing to object to the proposed variation of their licence on the following grounds:

**Prevention of Crime and Disorder** – customers of the Masq have repeatedly committed anti-social behaviour affecting local residents. There have been many reports of this, especially late at night after closing time, and under temporary late licences, including:

- Playing very loud music
- abusing local residents with foul and intimidating language
- fights, with at least one involving a knife
- public use of illegal drugs and associated drug paraphernalia being left on the streets
- urinating in public.

Approving this application for later licensing hours will increase the risk of crime and anti social behaviour.

**Prevention of Public Nuisance** – Public nuisance is committed when Masq customers come out of the venue and spend hours in the local streets playing loud music and speaking loudly. The police have had to be called in often by local residents to try to deal with this nuisance, which extends to threats of violence as well as very abusive language made against local residents.

They often park in the limited free parking areas in the Shad Thames area and gather round their vehicles, which are right next to residents' properties.

An extension of Masq's opening hours is likely to lead to increased public nuisance - up to 7 days a week and at all times including the early hours.

**Public Safety** – We in the Shad Thames neighbourhood are being intimidated in our own homes and when walking our streets and coming into and out of our buildings. The streets are very narrow and close together – we have no way to avoid this intimidating behaviour. Many of us have expressed serious worries about our personal safety when entering our buildings when these customers of Masq are out there.

Clearly there is a public safety risk arising from the repeated incidents of fighting, drug taking and carrying of weapons, and from the toxic litter left behind after illegal drug use; this is a risk to children and visitors as well as residents – anyone going through the area on their way to work or to school.

**Protection of Children from Harm-** Resident children are at risk of harm from Masq patrons due to:

- loss of sleep caused by loud noise and partying late into the night
- threatening behaviour towards residents who try to engage with them
- foul language on the streets

### **Conclusion**

Masq won't engage with residents nor does it appear that they and the Police can work effectively together to contain or eliminate this anti social behaviour. Things will only get worse if the licensing hours are extended on a permanent basis. Please therefore do not grant this licence extension.

Yours sincerely





Other person 17

**From:** [REDACTED]

**Sent:** Sunday, December 17, 2023 2:04 PM

**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>

**Cc:** Bentley, Rachel <[Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk)>; McCallum, Hamish <[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>

**Subject:** Representation Against Licence Application for Masq London (881900)

Sunday, December 17<sup>th</sup> 2023

Dear Sir(s)/Madam(s),

**RE: Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

As I complete this email, which I began drafting after being woken at both midnight and 3:30am by disturbances on Sunday Dec 17<sup>th</sup>, I contemplate the fact that as someone who is typically pretty tolerant and enjoys a vibrant night time economy, the situation in Shad Thames has now deteriorated to such an extent that I feel I have no option but to write to you and voice my **very strong opposition** to any continued (or indeed extended) late night licensing for the bar/restaurant business trading as Masq London Ltd.

This is by no means the first time that I have been disturbed in this way, and I would draw attention to events overnight on October 14<sup>th</sup>/15<sup>th</sup> 2023 as another example.

I write therefore to request that the above license variation **be refused**. My main grounds are as follows:

- A strong correlation exists between increases in night time disturbances in the area and the opening of Masq; this is noticeably more apparent when Masq is operating late in to the night/early morning. I would support this assertion by pointing out that there are at least three other licensed premises on Tower Bridge approach, none of which I have observed contributing significantly to any disturbance in the Queen Elizabeth Street area; i.e. during my 20+ years living in Boss House. These premises operate do of course operate as public houses, with a more regular closing time.
- Unlike other businesses, it is abundantly clear that the patrons of Masq (or perhaps even the staff or management) prefer to drive to the venue. The typical SUVs that are preferred by the clientele are not only noisy in and of themselves, but also are equipped with high-wattage audio equipment that I have witnessed being used at anti-social volume levels. The original wording on the Masq website that referred to “ample parking in the surrounding area” has now been removed; however, that doesn’t seem to resulted in any change in behaviour.
- Since many patrons prefer to arrive after 11pm, and then remain at the venue until closing (sometimes as late as 3 or 4:00am), it is not uncommon to be woken twice or more during the night. On both arrival and departure, the noise levels are high; both from elevated car audio volumes, and the associated shouted conversation over the top.
- During the summer months (but not exclusively), it is common for people to remain for possibly an hour or more in Queen Elizabeth St., and to hold impromptu after-parties at the kerbside after Masq has closed. I have witnessed portable speakers emerging from the

vehicles, and being placed outside. The design of the buildings in Shad Thames further amplifies the sound level.

- During the periods when patrons are parked up before and after attending the venue, it is not uncommon for car alarms to be triggered; both within the patron's vehicles, and those parked adjacent (perhaps owing to vibration etc.). This is indeed what happened three times last night (i.e. the morning of Sunday Dec 17<sup>th</sup>) between the hours of 03:20am and 03:50am. I have also witnessed individuals having lost car keys for example; and being unable to start their vehicles, then spending 60-90mins waiting for vehicle recovery (with associated noisy cell phone conversations on hands-free car audio speakers).
- During the periods where groups of people are parked-up in Queen Elizabeth Street, I have witnessed alcohol being consumed; although many show signs of intoxication beforehand.
- It is quite common for those causing disturbance, both male and female, to urinate in the street; both on the pavement against Boss House, and outside the car park entrance to SouthView House/Hollybrook homes. In general, this isn't done in a subtle manner; and pavement/building staining is regular evidence of this (alongside the more common shattered glass and vomit).
- I have witnessed violence and general disorder; i.e. fighting between both males & females taking place during these disturbances.
- As has happened to other residents, when I have opened my apartment window to request that patrons reduce the noise levels, I have typically been met by abuse and/or intimidating language/gestures. For my own safety, I feel unable to address any anti-social behavior directly.

I would also like to draw attention to the fact that the parking enforcement in the Shad Thames area is ineffective after midnight and before 6am. I have invited council operatives I have met in the street to comment on this, and they freely admit that they "finish at midnight". Hence without enforcement, it is not unreasonable to conclude that the residents parking bays will continue to be used freely by non-residents for the above purposes without penalty.

It is unfortunate also that on more than one occasion I have felt the need to adjust my own weekend plans, i.e. spend the night away from home, should I have become aware in advance of Masq having been granted a license extension.

Ultimately, the area surrounding Masq London Ltd. is primarily residential; this is the case on all sides, i.e. not just Shad Thames, but Devon Mansions and One Tower Bridge also. It seems probable that the residents of Boss House aren't alone in suffering from disturbance, although the parking situation in Queen Elizabeth Street/Boss Street/Lafone Street may be peculiar to our location.

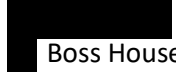
In summary, I feel strongly that the transition of this "restaurant" business to a more nightclub-oriented operation is wholly inappropriate. In my opinion, it will inevitably lead to the issues that I have highlighted above being exacerbated; and threatens further increases in 1) crime and disorder, 2) public nuisance, as well as 3) reduced public safety.

I would also call into question whether it is actually even feasible for the above issues to be fully-addressed, while the business remains in operation (given empirical evidence to date).

I would be grateful if you could acknowledge receipt of this communication (and if possible provide some form of response), within the next 28 days.

Many thanks in advance for your attention to this matter.

Yours sincerely,

  
Boss House  
2 Boss Street  
London  
SE1 2PT

Other person 18

DATE: 17/12/2023

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I write as a resident of Shad Thames to ask that this licence variation is **refused** on the following grounds:

**1) The Prevention of Public Nuisance**

After closing, Masq patrons congregate around vehicles, play loud music, converse, dance and party late into the night. I have been woken up by the noise made by Masa patrons numerous times throughout the year late at night. When asked to lower the noise, Masq revellers often retort with outward hostility and refusal to stop their disorderly behaviour.

Shad Thames is particularly impacted by public nuisance of this type because of the tightly packed residential buildings and streets which readily amplify and transmit noise. Masq patrons are likely to park in the few free parking areas, all of which are adjacent to residential buildings.

An extension of Masq's opening hours could lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.

**Conclusion**

Given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to children.

NAME: [REDACTED]

ADDRESS: [REDACTED] Boss House, Boss St, SE1 2PS

Please provide receipt of delivery

Other person 19

█ Cinnamon Wharf  
24 Shad Thames  
London SE1 2YJ

15 December 2023

**Objection to Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I am writing as a long-term resident in the Shad Thames area to request that you refuse the above licence variation on the basis of the following grounds:

**Prevention of Crime and Disorder** - Masq patrons to date have engaged in a range of unacceptable activities, including disorderly and potentially criminal activities. This has been noted particularly when patrons return to their parked vehicles in Shad Thames after the venue closes. These activities have included:

- large groups loitering around parked vehicles where they play very loud music, speak loudly and use foul language, significantly disturbing local residents.
- fights, with at least one involving a knife
- public consumption of drugs and alcohol, with associated litter left on the streets
- urinating in the street and on residential buildings.

The Police have been required to attend on several occasions to prevent crime and restore order. These events noticeably occur when Masq operates extended opening hours. Approving this application for later permanent licensing hours will increase the risk of crime and disorder.

**Prevention of Public Nuisance** – After Masq closes, patrons congregate around vehicles in the Shad Thames area, while playing loud music and speaking loudly; they party long after the venue has closed which creates significant public nuisance. They disturb residents and patrons' behaviour had frequently required both residents and the Police to intervene.

Alarming, residents who have sought to engage with Masq patrons about these disturbances have been treated with hostility and encountered threats of violence.

This has a particularly negative impact in Shad Thames due to the tightly-packed residential buildings and streets; the noise is greatly amplified and easily transmitted. Masq patrons tend to park in the limited free parking areas and all of these are adjacent to residential buildings.

An extension of Masq's opening hours is likely to lead to increased public nuisance - up to 7 days a week and at all times including the early hours.

**Public Safety** - Shad Thames residents feel intimidated in their homes when large groups congregate nearby to continue their partying after Masq closes. This is of particular concern where patrons are parked directly outside the entrance to residential buildings. Residents have worried about their personal safety when entering their buildings at these times.

There are reports of Masq patrons being hostile to residents who have tried to engage with them to the extent that the residents have feared for their own safety. There is a worrying public safety risk arising from (already seen) fighting, drug taking and carrying of weapons.

There is a further public safety risk from drug and alcohol paraphernalia left by Masq patrons to litter the streets. This creates a serious public safety risk for residents and visitors, including children who live in or near the area and those who pass through Shad Thames on their way to school.

**Protection of Children from Harm-** Resident children are at risk of harm from Masq patrons due to:

- loss of sleep caused by loud noise and partying late into the night
- threatening behaviour towards residents who try to engage with them
- foul language on the streets

Resident children and other children passing through (especially on their way to school) are also at risk of harm from dangerous drug and alcohol litter left by Masq patrons on the streets (including alcohol, broken glass, drugs and drug paraphernalia).

### **Conclusion**

The worrying issues highlighted above, and the continuing failure of Masq to engage with residents or deal with these matters, significantly undermine the Licensing Objectives. Extending Masq's licensing hours must surely further undermine these, increasing the likelihood of crime and disorder, nuisance, reduced public safety and potential harm to children.

Yours sincerely



Other person 20

Date: 15<sup>th</sup> December 2023

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I write as a resident of Shad Thames to ask that this licence variation is **refused** on the following grounds:

**1) The Prevention of Crime and Disorder**

On several occasions I have witnessed Masq patrons acting in a disorderly and potentially criminal manner when returning to vehicles parked in Boss Street. These activities include taking drugs (particularly nitrous oxide), drinking alcohol, urinating in the street and throwing glass bottles at The Dixon Hotel.

The Police have been called on numerous occasions to break up large groups & to stop fights. Later licensing hours will simply exacerbate what is already causing significant concern to residents.

There is a pattern of these events occurring more frequently when Masq operates with extended opening hours. Later permanent licensing hours will likely only exacerbate crime and disorder

Please see link to photos & videos: <https://photos.app.goo.gl/js97nuc2EawrAS4q6>

**2) The Prevention of Public Nuisance**

This application is to extend Masq's opening hours, means that there could be further disturbances throughout the early hours, 7 days per week. As you can see from the attached screenshots from their social media, later licensing hours would provide greater opportunity to hold more "Night Clubbing" nights. *\*\*please see social media screenshots on pages 3 & 4\*\**

*Condition 345* of Masq's licence states that "all relevant staff shall be trained in the implementation of the dispersal policy".

Again, based on previous experience this condition has not been adhered to. After closing, Masq patrons spill into the surrounding streets, displaying anti-social behaviour well into the early hours. They congregate around their vehicles which are parked in the few free parking areas, (all of which are adjacent to residential buildings), play loud music, converse, rev car engines, blast horns, dance and party late into the night / early hours disturbing & waking residents. I have also witnessed cars double parked blocking Boss Street (a one-way street) preventing other vehicles from entering, causing significant public nuisance.

These behaviours are something we have experienced since May 2023, and any residents who have sought to engage with the Masq revellers, have been met with hostility and threats of violence.

The residential streets that surround Boss House amplify sound and bounce noise, so I fear that an extension of Masq's opening hours could lead to more frequent public nuisance, potentially into the early hours and up to 7 days a week.

I have previously experienced serious disruption on the following dates:

- 28<sup>th</sup> May @ 05:00hrs
- 28<sup>th</sup> / 29<sup>th</sup> May @ 02:00 – 05:30hrs
- 14<sup>th</sup> July – Ref: SCA-██████-23-0101-C
- 3<sup>rd</sup> September @ 23:49hrs Ref: BOS-██████-23-0101-03
- 15<sup>th</sup> October @ 01:00hrs & 03:00hrs Ref: BOS-██████-23-0101-03

### **3) Public Safety**

I have felt intimidated in my own home by the large groups that congregate on Boss Street (directly under my windows), who continue partying after Masq closes. This is particularly concerning when they are parked directly outside the main entrance to our building. I have feared for my own personal safety should I be returning home whilst this is going on.

I am aware that Masq patrons have been hostile to residents who have engaged with them. Given the fighting, drug taking and potential carrying of weapons there is significant public safety risk. I have feared for the safety of local residents who engage with these groups. Drug and alcohol paraphernalia left littering the street creates further safety risk to residents, including children who live in the area and commute through Shad Thames to nearby schools.

Also, off sales of alcohol could continue to be consumed as previously witnessed, thus causing more nuisance to residents, including children.

### **4) Protection of Children from Harm**

The anti-social behaviour and noise late at night and into the early hours has woken up resident's children causing disturbed sleep. Children could be harmed by the loss of sleep caused by this late night partying, hostility and foul language from Masq patrons.

Also, the remnants of drugs including empty nitrous oxide cannisters, alcoholic drinks and broken glass left littering the street the following day, could cause potential harm to children and also to dogs.

### **Conclusion**

This application, if granted, would need to have proportionate, realistic and enforceable conditions that would support the Licensing Objectives. However, they must be stronger than the current conditions to reflect the potential for causing further disturbance to residents.

There would need to be a proposal to tighten Masq's dispersal policy ensuring the effectiveness of its implementation to minimise noise disruption & anti-social behaviour going forward.

However, given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours. Alcohol off-sales would lead to further lingering parties directly under residents' windows. Children would be harmed by interrupted sleep. Crime and disorder and reduced public safety are all at greater risk.

**NAME:** [REDACTED]

**ADDRESS:** [REDACTED] **Boss House, Boss Street, London, SE1 2PS**

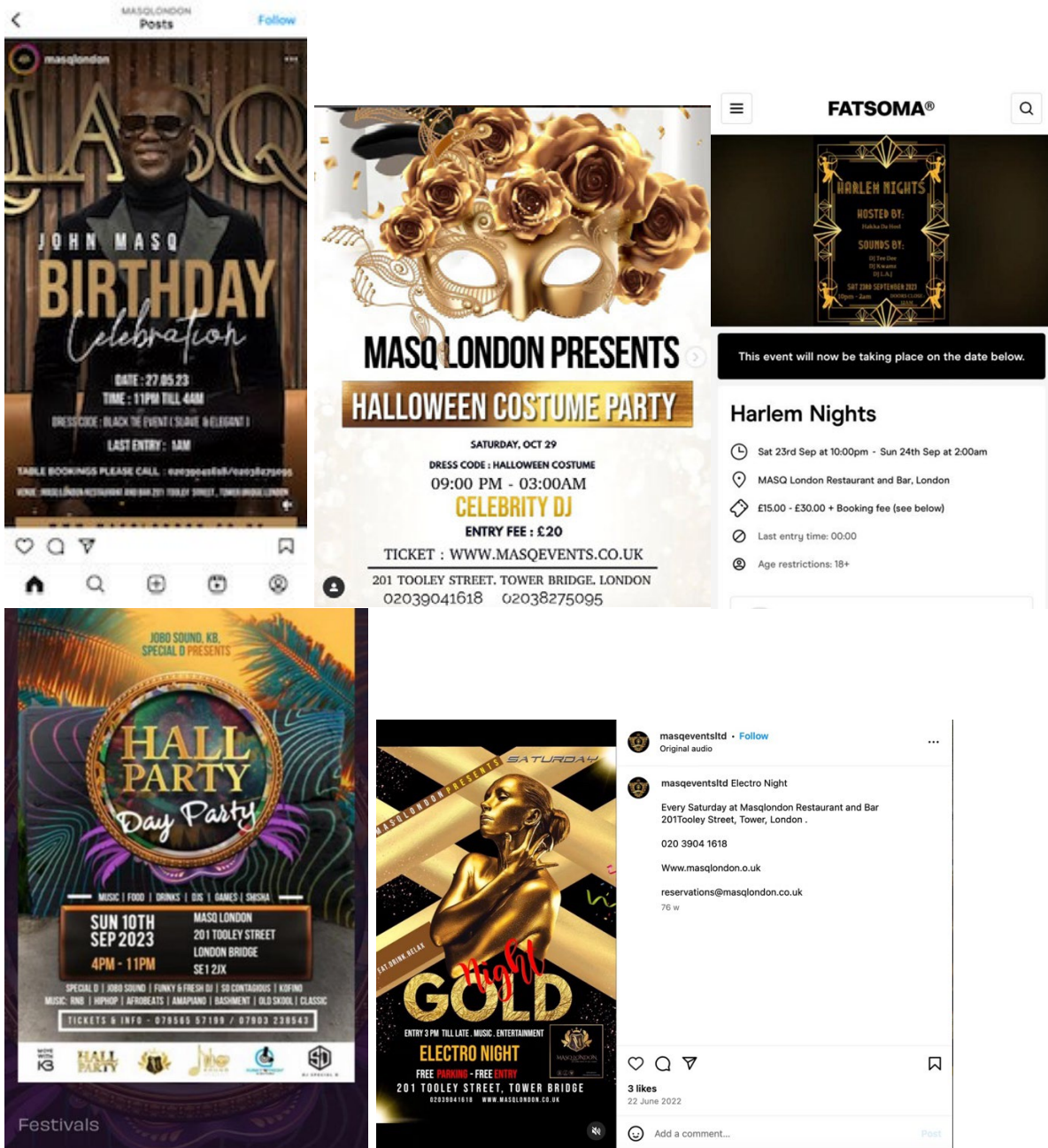
Please confirm receipt of delivery



**Screenshots of Masq's social media**

These clearly illustrate that it is promoting itself as a Club as opposed to a Bar & Restaurant.


The final screenshot shows Masq advertising "free parking", which has simply encouraged their patrons to park on our residential streets.



**SHOOPS** Search for events

ALL EVENTS CLUBBING COMEDY LIVE MUSIC NEWS

Home > Clubbing > Take Care 2023



Clubbing

### Take Care 2023

Saturday December 30th, 2023 from 8:00 pm to Sunday December 31st, 2023 to 2:00 am  
@ Masq Restaurant & Bar in London


£11.00 - £22.00 Ticket sale closes 30th Dec 11:00 pm

[BOOK](#) [INTERESTED](#)

**SHOOPS** Search for events

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Home > Clubbing > NEW YEARS EVE PARTY. Sun: 31st DEC @ MASQ LONDON. CITY PARTY



Clubbing

### NEW YEARS EVE PARTY. Sun: 31st DEC @ MASQ LONDON. CITY PARTY

Sunday December 31st, 2023 from 8:00 pm to Monday January 1st, 2024 to 3:00 am  
@ Masq Restaurant & Bar in London

£11.00 - £16.50 Ticket sale closes 1st Jan 2:00 am


[BOOK](#) [INTERESTED](#)

10PM TILL LATE

**SHOOPS** Search for events

ALL EVENTS CLUBBING COMEDY LIVE MUSIC NEWS

Home > Clubbing > NYE Party



Clubbing

### NYE Party

[Afrobeats](#) [Bashment](#) [Dancehall](#) [Hip Hop](#) [R&B](#)  
[Amapiano](#)

Sunday December 31st, 2023 from 10:00 pm to Monday January 1st, 2024 to 3:00 am  
@ Masq Restaurant & Bar in London

£11.00 Ticket sale closes 1st Jan 12:00 am

[BOOK](#) [INTERESTED](#)

**SHOOPS** Search for events

ALL EVENTS CLUBBING COMEDY LIVE MUSIC NEWS

Home > Clubbing > NEW YEARS EVE PARTY



Clubbing

### NEW YEARS EVE PARTY

Sunday December 31st, 2023 from 10:00 pm to Monday January 1st, 2024 to 5:00 am  
@ Masq Restaurant & Bar in London

£22.00 Ticket sale closes 31st Dec 2:00 am

[BOOK](#) [INTERESTED](#)

Other person 21

**From:** [REDACTED]

**Sent:** Thursday, December 14, 2023 6:49 PM

**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>

**Cc:** McCallum, Hamish <[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>

**Subject:** Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX

Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX

My name is [REDACTED] and I write as a landlord of property in Shad Thames to ask that this licence variation is refused on the following grounds:

### 1) The Prevention of Crime and Disorder

My tenants have witnessed Masq patrons engaging in frightening behaviour when returning to their flat in Shad Thames and also whilst asleep in their flat which is a ground floor flat on Tooley St.

This includes big groups congregating around the cars, sitting on them, playing very loud music, shouting and screaming loudly, , dancing and partying and swearing etc. more worrying is my tenants have stated that drugs are often used and **the Police have been called out several times in order to prevent crime and restore order. Such events occur more frequently when Masq periodically operates extended opening hours. Later permanent licensing hours will likely only increase crime and disorder.**

### 2) The Prevention of Public Nuisance

Masq patrons congregate around vehicles, play loud music, converse, dance and party late into the night which disturbs my tenants greatly. **Residents in the building who have tried to engage with Masq revellers have been met with hostility and threats of violence.**

Masq patrons tend to park in the few free parking areas, all of which are adjacent to residential buildings including mine at Boss House. **Any extension of Masq's opening hours could lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.**

### 3) Public Safety

My tenants have felt intimidated entering and leaving their home by the large groups that congregate in Shad Thames to continue their partying after Masq closes.

This is of particular concern when they are parked directly outside the entrance to Boss house and my tenants have feared for their safety when entering the building during these periods - this continued fear and worry may also result in my tenants wishing to terminate their tenancy agreements, causing us severe hardships.

I have been made aware that Masq patrons have been hostile to residents who have engaged with them. Given the fighting, drug taking and potential carrying of weapons there is significant public safety risk.

#### 4) Protection of Children from Harm

Although my property is let out right now, next year I plan to return there with my two children. I am worried about the safety and well being of my children if they are unable to sleep all night and also them seeing evidence of drug/alcohol use littering the exterior of our building.

#### Conclusion

With a view to the above and Masq's continued failure to address these issues , I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to children.

I look forward to hearing from you.

[REDACTED]

[REDACTED] Boss House SE1 2PS

Other person 22

From: [REDACTED]

Sent: Thursday, December 14, 2023 7:23 PM

To: Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>

Subject: Objection to MASQ's opening hours extensions (application 881900)

**Representation Against Licence Application**  
**881900: Masq London, 201 Restaurant Tooley Street, SE1**  
**2JX**

I write as a resident of Shad Thames to ask that this licence variation is **refused** on the following grounds:

**1) The Prevention of Crime and Disorder**

My husband and I have witnessed of Masq patrons engaging in a number of disorderly, particularly when returning to vehicles parked in Shad Thames after closing. This has been particularly evident the few times the venue was allowed to close later than usual.

Large groups tend to scream, make loud noise and repeatedly woke us up as the venue closes and as they hang out in Tooley Street and Boss Street. I understand there have been a number of fights, with at least one individual carrying a knife. In addition, some neighbours have witnessed the public consumption of drugs and alcohol, with associated paraphernalia left littering the streets. Masq patrons also urinate in the street and on residential buildings.

On multiple occasions, the Police have attended in order to prevent crime and restore order.

We believe that this behaviour will only be exacerbated if later permanent licensing hours are granted.

**2) The Prevention of Public Nuisance**

Once the MASQ venue closes, Masq patrons tend to walk to their vehicles through Tookey Street and Boss Street without respecting the fact that residents are sleeping in an otherwise fairly quiet neighbourhood. The magnitude of the noise is much larger than the occasional scream we hear on Fridays and Saturdays from people walking on Tooley Street, and happens nearly every time MASQ closes later than usual. Patrons also tend to congregate around vehicles, play loud music, converse, dance and party late into the night. This generates significant public

nuisance by disturbing and waking residents and has required the frequent intervention of both residents and the Police.

Residents who have sought to engage with Masq revellers have been met with hostility and threats of violence.

Shad Thames is particularly impacted by public nuisance of this type because of the tightly packed residential buildings and streets which readily amplify and transmit noise. Masq patrons are likely to park in the few free parking areas, all of which are adjacent to residential buildings.

An extension of Masq's opening hours could lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.

### **3) Public Safety**

As a Shad Thames resident, I understand that my neighbours on lower floors - and especially those having their windows on Boss Street, have felt intimidated in my own home by the large groups that congregate in Shad Thames to continue their partying after Masq closes. The concierge team has been unable to disperse these groups, and we believe that they should not be risking their own safety trying to address this issue.

I am aware that Masq patrons have been hostile to residents who have engaged with them. Given the fighting, drug taking and potential carrying of weapons there is significant public safety risk. I have feared for the safety of local residents who engage with these groups.

Drug and alcohol paraphernalia left littering the street creates further safety risk to residents, including children who live in the area and commute through Shad Thames to nearby schools. In addition, it materially reduces the standing of the area as well as the enjoyment of these areas from the residents. Lastly, the cleaning of these areas means additional costs for the residents and council taxes have already been increasing steadily in the last few years.

### **4) Protection of Children from Harm**

Resident's children could be harmed by the loss of sleep caused by late night partying, hostility and foul language from Masq patrons.

Resident's children and children commuting to school through Shad Thames could be harmed by alcoholic drinks, broken glass and the remnants of drugs left littering the street.

### **Conclusion**

Given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to children.

NAME: [REDACTED]

ADDRESS: [REDACTED], Boss House, 2 Boss Street, London SE1 2PT

Please provide receipt of delivery

Sent from my iPhone

Other person 23

**From:** [REDACTED]  
**Sent:** Tuesday, January 2, 2024 4:48 PM  
**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
**Cc:** <[core@shadthames.org](mailto:core@shadthames.org)> <[core@shadthames.org](mailto:core@shadthames.org)>; Bentley, Rachel <[Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk)>; McCallum, Hamish <[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>  
**Subject:** Objection: License Application 881900

To the Licensing Team:

I write as a representative of the Shad Thames Residents' Association (STRA), to ask that the above license be **refused**.

STRA has worked on behalf of those living in Shad Thames for more than twenty years, with the aim of representing residents' interests to the local authority and other bodies and to act solely, or in conjunction with other parties, to improve Shad Thames for the benefit of its residents. STRA is managed by a Core Group of volunteers. We maintain a mailing list of more than seven hundred (700) residents and a Facebook group of almost two thousand (1937). More details about our organisation can be found here: [www.shadthames.org](http://www.shadthames.org).

We oppose the above licencing application because we feel that an extension of Masq's hours will throw off the essential balance between the licensed businesses which operate in our neighbourhood and the needs of our residents, a balance which is meant to be weighted in favour of residents and the public interest.

Specifically, we ask that the license application be rejected on the following grounds:

#### **The Prevention of Crime and Disorder**

STRA has been informed by many residents in our neighbourhood and residents living in Devon Mansions - and I have personally witnessed and reported to the police - disorderly and criminal behaviour by Masq patrons returning late at night or in the early morning hours to vehicles parked within Shad Thames, including drug taking and fighting. (Please see attached a sample of noise reports submitted to STRA regarding Masq using our noise reporting tool, which can be found here: <https://bit.ly/3RLCarA>)

Shad Thames is in Parking Zone G, our parking is residents-only until 23:00. But Masq's frequent use of TENs to extend their licensable hours means that many patrons park in Shad Thames after 23:00 and return to their vehicles in the early morning hours, subjecting our residents to disorderly and sometimes criminal behaviour.

When Masq operates under TENs, residents are regularly awoken by loud partying on the street and drug paraphernalia is frequently left on the pavements in the vicinity. I personally witnessed a large fight eventually attended by the police involving at least 20 individuals.

Extending Masq's permanent licensing hours would mean the conditions which allow for this disorderly behaviour in our area - namely, late-night parking in Shad Thames by Masq patrons - would make these events even more frequent occurrences.

#### **Prevention of Public Nuisance**

Masq patrons often congregate around vehicles parked in Shad Thames for extended periods after leaving the venue, playing loud music, shouting, and sometimes taking drugs. This generates significant public nuisance, frequently waking residents who are then kept awake by the noise and music.

Many buildings in Shad Thames are Grade II listed, sited close together. Any noise made on our streets is greatly amplified by the very architectural qualities that resulted in our neighbourhood being recognized by Southwark as a conservation area. And, because buildings are listed, most have neither double-glazed windows nor air conditioning. As a result, residents sleep with windows open in the summer months and have little sound-proofing from outdoor noise in colder months even with windows closed.



Furthermore, Shad Thames has no public toilets or other facilities to accommodate individuals who party late into the morning on the pavements. This has resulted in public urination and defecation on our pavements by patrons who have left Masq and continue to party near parked cars in Shad Thames.

### **Public Safety**

Shad Thames residents have reported to STRA that they feel unsafe when returning home while large groups are partying and doing drugs on the streets in front of their residences.

### **Protection of Children from Harm**

Having personally been awoken from sleep by Masq patrons on many occasions, STRA is concerned for those children living in the neighbourhood whose sleep is interrupted by Masq patrons partying under their windows.

In addition, resident children walking to school through Shad Thames must navigate around alcoholic drinks, broken glass, and the remnants of drugs left littering the street after these late-night parties.

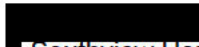
### **Conclusion**

STRA believes that this application should be denied. The board agreed via email to file an objection on behalf of residents, as the application was filed after our December meeting (please see email correspondence attached).

When the hearing on this application takes place, a member of STRA would like to attend and to address the hearing.

Please let us know the date, time, and place of any hearing in relation to this matter.

With all best wishes,

  
Southview House  
19a Queen Elizabeth Street  
London  
SE1 2LP

Chair, for and on behalf of the Shad Thames Residents' Association

# **Licensing Application 881900**

**Documents submitted by the Shad Thames Residents Association**

**January 2024**

# Shad Thames Noise Report [#114]

Inbox x



Wufoo <no-reply@wufoo.com>  
to core ▾

Mon, May 29, 2023, 6:56 AM



## Type of noise \*

Masq on Tower Bridge Road

Please use this box to fully describe the noise you are reporting (e.g. drilling and banging, people shouting leaving the xxxxx bar or music coming from restaurant yyyyyy).

People leaving Masq shouting, swearing, disrupting traffic & playing loud music from their parked cars

I will forward you my emails & also send you screenshots taken from the Masq instagram account which indicates a breach of their licence conditions

## Location of noise \*

Boss Street, Queen Elizabeth Street & Tooley Street

## When did this noise occur - Date \*

Friday 26 May 2023

## When did this noise occur - Time (please leave the SS seconds field blank) \*

5:00:00 AM

## How long did this noise last?

A couple of hours

## Frequency, how often does this noise occur?

Weekly

## Have you contacted anyone about this noise?

Local Councillor (s)

In relation to this noise I contacted the following person(s): (Please provide as much detail as possible in case a follow up is required e.g. Name, Job Title, Contact Details)

I also forwarded my email to the 3 ward councillors for London Bridge & West Bermondsey which is the area that Masq is located in

# Shad Thames Noise Report [#115]

Inbox x

1783167

Wufoo <no-reply@wufoo.com>

to core ▾

Mon, May 29, 2023, 11:57 AM



## Type of noise \*

From a bar or pub

Please use this box to fully describe the noise you are reporting (e.g. drilling and banging, people shouting leaving the xxxxx bar or music coming from restaurant yyyyyy).

Masq— For weeks the noise has been escalating...28 & 29 May, crowds of loud people drinking, shouting obscenities, dancing, blocking traffic at Tooley St, Tower Bridge, & Boss Street...illegally parking cars whilst blaring music, altercations, et al. FYI Masq promoted a party serving liquor until 4am on 27/28 May; Masq Instagram account promotes event space for 300+ people. Complete violation of their licenses and noise pollution. 8am 29 May Tooley St & Tower Bridge littered with Masq cups.

## Location of noise \*

corner of Tower Bridge & Tooley Street all the way onto Boss Street.

## When did this noise occur - Date \*

Sunday 28 May 2023

## When did this noise occur - Time (please leave the SS seconds field blank) \*

4:00:00 AM

## How long did this noise last?

up to a day

## Frequency, how often does this noise occur?

The noise and crowds have been increasing for weeks, Usually from Wednesday evenings until Sunday mornings and bank holiday s

## Have you contacted anyone about this noise?

Southwark Council

In relation to this noise I contacted the following person(s): (Please provide as much detail as possible in case a follow up is required e.g. Name, Job Title, Contact Details)

Boss House residents and management company have filed complaints with all level of council, Southwark, local, noise pollution, police, and parking enforcement.

# Shad Thames Noise Report [#116]

Inbox x



Wufoo <no-reply@wufoo.com>  
to core ▾

Mon, May 29, 2023, 12:00 PM



## Type of noise \*

From a restaurant

Please use this box to fully describe the noise you are reporting (e.g. drilling and banging, people shouting leaving the xxxxx bar or music coming from restaurant YYYYYY).

People shouting and starting big arguments and fights leaving Masq on a regular basis. Our window is right where they park their cars and gather after visiting masq way later than their license hours allow...Every weekend! And worse on public holidays

## Location of noise \*

Boss street

When did this noise occur - Date \*

Monday 29 May 2023

When did this noise occur - Time (please leave the SS seconds field blank) \*

5:30:00 AM

How long did this noise last?

Sometimes an hour or several hours! Never less than 30 minutes.

Frequency, how often does this noise occur?

Weekly

Have you contacted anyone about this noise?

Our reception who will contact the venue and council.

# Shad Thames Noise Report [#117]

Inbox x



**Wufoo** <no-reply@wufoo.com>  
to core ▾

Mon, May 29, 2023, 1:43 PM



## Type of noise \*

From a bar or pub

Please use this box to fully describe the noise you are reporting (e.g. drilling and banging, people shouting leaving the xxxxx bar or music coming from restaurant yyyyyy).

For the last 2 nights , late noises , people drunk behaving badly , shouting and yelling, banging car doors , parking right under my windows flat , didn't get to sleep at all . Couple of times I tried to ask them to keep it quiet, as there are residents around and have small children too , but they turn to be so rude and call me nasty Names etc.

## Location of noise \*

Lafone Street , Boss Street, Queens Elisabeth Street. Specifically Masq Bar on Tower Road !

## When did this noise occur - Date \*

Monday 29 May 2023

## When did this noise occur - Time (please leave the SS seconds field blank) \*

1:00:00 AM

## How long did this noise last?

It was in both 28/29 late evenings until 5 am mornings . Unbelievable. As I have a small child to look after , and I wasn't able to get any rest , and I can't go to work today . Who is going to pay for this damage that those badly behaved people do?

## Frequency, how often does this noise occur?

Monthly

## Have you contacted anyone about this noise?

Local Councillor (s)

In relation to this noise I contacted the following person(s): (Please provide as much detail as possible in case a follow up is required e.g. Name, Job Title, Contact Details)

We have out Concierge team looking into reporting this matter and working along with Local Council to short this problem .

# Shad Thames Noise Report [#118]



Inbox x

Wufoo <no-reply@wufoo.com>  
to core ▾

Mon, May 29, 2023, 2:22 PM



## Type of noise \*

From a bar or pub

Please use this box to fully describe the noise you are reporting (e.g. drilling and banging, people shouting leaving the xxxxx bar or music coming from restaurant yyyyyy).

Groups of really noisy people in the early hours of the morning i

## Location of noise \*

Lafone Street – cars park with music blaring and people shouting and talking loudly

## When did this noise occur – Date \*

Sunday 28 May 2023

## When did this noise occur – Time (please leave the SS seconds field blank) \*

4:00:00 AM

## How long did this noise last?

up to an hour

## Frequency, how often does this noise occur?

Varies

## Have you contacted anyone about this noise?

Someone else (who?)

# Shad Thames Noise Report [#128]

Inbox x



**Wufoo** <no-reply@wufoo.com>  
to core ▾

Mon, Sep 4, 2023, 4:30 PM



## Type of noise \*

People

Please use this box to fully describe the noise you are reporting (e.g. drilling and banging, people shouting leaving the xxxxx bar or music coming from restaurant yyyyyy).

Captured on CCTV MASQ patrons partied in street taking nitrous oxide littering urinating shouting swearing throwing bottles loud music blocking road 03/09/23 18:38hrs girls fight in Tooley Street 23:49hrs Masq patrons return to cars 23:53hrs car reverses out of Boss Street onto Tooley Street 04/09/23 00:08hrs Police arrive, left after 1min 00:12hrs Boss House Night Manager asks them to be quiet 00:50hrs glass bottles thrown at Dixon Hotel 00:55hrs Dixon Hotel Night Manager asks them to be quiet

## Location of noise \*

Boss Street, SE1 2PS

## When did this noise occur – Date \*

Sunday 3 September 2023

## When did this noise occur – Time (please leave the SS seconds field blank) \*

11:49:00 PM

## How long did this noise last?

just over 1hr

## Frequency, how often does this noise occur?

One Off

## Have you contacted anyone about this noise?

Local neighbourhood Met police team & Southwark Noise team

In relation to this noise I contacted the following person(s): (Please provide as much detail as possible in case a follow up is required e.g. Name, Job Title, Contact Details)

[CllrRachel.Bentley@southwark.gov.uk](mailto:CllrRachel.Bentley@southwark.gov.uk)  
[emily.tester@southwark.gov.uk](mailto:emily.tester@southwark.gov.uk) [hamish.mccallum@southwark.gov.uk](mailto:hamish.mccallum@southwark.gov.uk)  
[emily.hickson@southwark.gov.uk](mailto:emily.hickson@southwark.gov.uk),  
[CllrSunil.Chopra@southwark.gov.uk](mailto:CllrSunil.Chopra@southwark.gov.uk) [sam.dalton@southwark.gov.uk](mailto:sam.dalton@southwark.gov.uk)  
[Alper.Kagan@met.police.uk](mailto:Alper.Kagan@met.police.uk)  
[Lorge.Sepulveda@met.police.uk](mailto:Lorge.Sepulveda@met.police.uk)  
[Marlam.JanKhan@met.police.uk](mailto:Marlam.JanKhan@met.police.uk)  
[info@shadthames.org](mailto:info@shadthames.org)



# Shad Thames Noise Report [#138] Inbox x



Wufoo <no-reply@wufoo.com>  
to core ▾

Mon, Oct 16, 2023, 10:21AM



## Type of noise \*

MASQ

Please use this box to fully describe the noise you are reporting (e.g. drilling and banging, people shouting leaving the xxxxx bar or music coming from restaurant YYYYYY).

Once again noise disturbance from Masq  
You could hear the base of the music

Disturbance & anti social behaviour from its patrons when leaving

Noise, shouting, swearing & urinating (we have this on cctv)

## Location of noise \*

Masq Bar & Restaurant  
Tooley Street  
Boss Street

## When did this noise occur - Date \*

Sunday 15 October 2023

## When did this noise occur - Time (please leave the SS seconds field blank) \*

1:00:00 AM

## How long did this noise last?

Cars arriving & parking on Boss Street around 1am, then noise from Masq's patrons when leaving from 3am onwards

## Frequency, how often does this noise occur?

Whenever there is a late night event & they have been granted a TEN's

## Have you contacted anyone about this noise?

on going - Cllr Rachel Bentley is actively involved

Other person 24

DATE: 2 January 2024

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I write as a resident of Shad Thames to ask that this licence variation is **refused** on the following grounds:

**1) The Prevention of Crime and Disorder**

We regularly see Masq patrons congregating outside our building on Queen Elizabeth street where their cars are usually parked, and they stay there for hours on end into the early hours of the morning with loud yelling and music blasting out of their cars. When confronted with polite requests to turn off the music and move to less residential areas, we have been met with neglect and threats of violence by Masq patrons under the influence of alcohol and/or drugs.

We have also witnessed patrons of Masq at our doorstep outside 2 Queen Elizabeth street in the early hours of the morning, with evidence of urine and vomit on our doorstep in the hours after that. I have also seen many people smoking marijuana and putting out cigarette buds and other litter at our doorstep.

**2) Prevention of Public Nuisance**

Same as above.

**3) Public Safety**

Same as above.

**4) Protection of Children from Harm**

Same as above.

NAME: [REDACTED]

ADDRESS: [REDACTED] Crown Apartments, 2 Queen Elizabeth street, London SE1 2LL

Please provide receipt of delivery.



Other persons 25

**From:** Hickson, Emily <[Emily.Hickson@southwark.gov.uk](mailto:Emily.Hickson@southwark.gov.uk)>

**Sent:** Tuesday, January 2, 2024 6:58 PM

**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>

**Cc:** Dalton, Sam <[sam.dalton@southwark.gov.uk](mailto:sam.dalton@southwark.gov.uk)>; Chopra, Sunil <[Sunil.Chopra@southwark.gov.uk](mailto:Sunil.Chopra@southwark.gov.uk)>

**Subject:** Cllr Representation Against Licence Application for Masq London

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

We, Emily Hickson, Sunil Chopra and Sam Dalton, write as Cllrs of London Bridge and West Bermondsey, the ward in which this establishment resides. We have strong concerns and would like to raise an objection to further extension of hours of this establishment until officers are certain that no more disturbance to residents will be received as a result of Masq's operations. We have reached these concerns as a result of numerous emails from residents of Shad Thames over the last 12 months concerning Masq.

**The Prevention of Public Nuisance**

This is the most compelling objection as it encompasses the most complaints we have received and have been reported onto the police and council business / licensing teams by us and North Bermondsey Cllrs in the last 12 months.

We have had repeated complaints about Masq patrons exiting the establishment and causing severe noise nuisance, either through shouting, playing music from vehicles, and congregating outside or near to people's residences. Residents report their attempts to engage with these patrons have been met with hostility. This problem is exacerbated by free parking being available outside residences near to the venue at Shad Thames, meaning patrons often gather there.

All of this is obviously having an impact on the sleep, wellbeing and feeling of safety of these residents.

Until these problems are fixed Masq should not be granted later hours, which will extend the lateness of the hour at which residents are disturbed.

**The Prevention of Crime and Disorder and Public Safety**

Residents have reported to us Masq patrons:

- using foul language
- a number of fights with at least one individual carrying a knife
- public consumption of drugs and alcohol
- littering

On multiple occasions, the Police have been called to attend.

**Councillor Emily Hickson**

Labour Party

Cllr for London Bridge and West Bermondsey

Deputy Cabinet Member, Green Finance

Other persons 26

02/01/24

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

We write as residents of Boss House, Boss Street to request that this licence variation is **refused** on the following grounds:

**1) The Prevention of Crime and Disorder and the Prevention of Public Nuisance**

Since this bar opened there have been numerous occasions when its customers have spilled out into the streets shouting obscene language, regularly arguing with each other which, on a few occasions, has led to fights breaking out. It seems that these customers use Boss Street as their location for calling Uber vehicles. We have witnesses these people drinking heavily in the street, leaving their empty bottles on the road or pavement and on a few occasions smashing bottles against the wall of the Dixon Hotel. Broken glass has also been found the morning after on the pavement directly outside Boss House.

In addition, whilst watching the above vents from our balcony we have seen people hanging around who appear to pass articles in a way which suggests to us that there may be drugs being passed to or by customers of MASQ.

We are aware that other residents have Masq customers urinating in Boss Street and against the side of the Dixon Hotel.

On multiple occasions, the Police have attended in order to prevent crime and restore order.

We see the extension of hours as likely to increase the nuisance the customers of this bar are causing. Our preference for the bar to have its licence to be removed completely. The behaviour already evidenced proves that a bar such as MASQ does not belong in this neighbourhood.

**Conclusion**

We strongly object to the extension of licensing hours believing it will only add to the deterioration of residents' living standards that MASQ has already caused.

[REDACTED]

[REDACTED] BOSS HOUSE, BOSS STREET SE12PT

Please provide receipt of delivery

Other person 27

DATE: 2<sup>nd</sup> January 2024

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I write as a resident of Crown Apartments, 2 Queen Elizabeth Street, to ask that this licence variation is **refused**.

From living opposite Masq since it has opened I can say my quality of life in this area has significantly decreased. I do not think they should be allowed to operate as a business full stop in Shad Thames, least of all extend their opening hours.

**1) The Prevention of Crime and Disorder**

I have personally witnessed multiple times, people that have been to Masq committing criminal activity. For example, drug dealing, shouting, screaming, urinating on the street and parking illegally. There is absolutely no respect or regard to locals. From living opposite I'm literally tormented by the loud music and antisocial behaviour. There is constant use of foul language and I am scared to walk home out of fear of being involved in something involving the people exiting Masq.

I have heard from fellow residents that an individual was seen carrying a knife. As a single female living alone I find this extremely distressing. I have previously called the council to complain about the noise but nothing has ever been done.

There is a pattern of these events occurring more frequently when Masq periodically operates extended opening hours. Later permanent licensing hours will likely only exacerbate crime and disorder.

**2) The Prevention of Public Nuisance**

After and during closing, Masq partygoers hang around their cars playing loud music, dancing in the street and screaming and shouting. This generates significant public nuisance by disturbing and waking residents and has required the frequent intervention of both residents and the Police.

Residents who have sought to engage with Masq revellers have been met with hostility and threats of violence.

On Masq's social media they advertise free parking at the club however the cars of the Masq partygoers literally park in Southwark residents parking bays. I have seen people dancing on their cars in the early hours of the morning. By extending the hours of Masq, this will only increase and cause even more issues.

### **3) Public Safety**

As a resident living opposite, I have felt extremely intimidated in my own home by the large groups that congregate around Masq. As I mentioned previously I am so concerned about walking home at night past Masq at risk of being victimised and shouted at.

I have feared for my own personal safety going into my own home which I have never done in the 7 years I have lived here.

### **Conclusion**

Given the significant and important issues highlighted above and Masq's continued failure to do anything about their anti social behaviour as an institution, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, nuisance and reduced public safety.

NAME: [REDACTED]

ADDRESS: [REDACTED] Crown Apartments, 2 Queen Elizabeth Street, London, SE1 2LL

Please provide receipt of delivery

Other person 28

From: [REDACTED]

Sent: Wednesday, December 13, 2023 3:03 PM

To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>

Subject: Objection to changes to licence ref 873208

Dear sir/madam,

Objection to changes to licence ref 873208

I wish to object, in the strongest terms, to the proposed extension of the licensing hours for Masq London, 201 Tooley Street (License application ref 873208).

As a local resident, this venue is already a source of regular problems in the area (reported to the Council on previous occasions), not least of which relate to noise and anti-social behaviour. The venue is a particular source of nuisance for the many local residents who live nearby (especially Devon Mansions) and in the local vicinity (including the many streets of Shad Thames).

The grounds of my objection are set out below.

#### PREVENTIUON OF PUBLIC NUISANCE

As a local resident, I have been regularly disturbed by loud music played inside the venue, especially when parties are held. The bass of the music has caused my windows to rattle and is clearly audible inside Devon Mansions flats opposite – even with windows closed. I have personally reported this to Southwark Council's noise team (who I know have spoken with the license holder about this). I am aware of other residents who have done the same.

Condition 346 of the license states: Provision and use of a noise limiting device.

Such a device is either being switched off or does not make a difference to the excessive noise that disturbs neighbours.

Condition 342 of the license states: All off sales of alcohol shall be provided in sealed containers and taken away from the premises.

Customers from the venue regularly gather outside to drink during the evening with open cups of alcohol, and often gather in large groups at closing time without being dispersed. Not only is this a breach of the license condition, it creates noise and litter. (Photo evidence available).

#### PREVENTION OF CRIME AND DISORDER

In addition to the disturbance from intoxicated customers outside the venue, I have regularly witnessed drug taking (most obviously use of helium balloons) by Masq



customers stood on the street who come out of, or go into the venue. These customers are not challenged by door staff.

Customers gathering outside in large groups often block the footpath, cycle lane and sometimes the roads. At it's worst time, Masq customers have caused additional major issues by using the footpath and cycle lanes to park their cars. This issue is not helped by the venue consistently advertising 'free parking' in their social media (evidence available), when in fact there is no such facilities nearby.

The issue of customer drunkenness is fuelled by regular 'bottomless' drinks promotions. These are routinely advertised on Masq social media (evidence available). As an example, there is a current post on their Instagram page promoting 'unlimited prosecco and unlimited wine' at Christmas events running from 24-28 December. (Evidence available).

This is a direct contravention of the following existing licence conditions:

Condition 347: Irresponsible drinks promotions will not be permitted in our premises.

Condition 485: (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions... (a) games or other activities which require or encourage, or are designed to require, encourage, individuals to - (i) drink a quantity of alcohol within a time limit...(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective

In summary, this venue is already the source of many problems of noise and anti-social behaviour affecting many hundreds of residents who live nearby. To allow the venue to extend their opening hours would further exacerbate these issues.

On the evidence of the venue's clear disregard for local residents, I would urge you to reject this application.

Yours faithfully,



 St George's Wharf

6 Shad Thames

London

Other person 29

From: [REDACTED]

Sent: Wednesday, December 13, 2023 12:46 PM

To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>

Subject: Objection - application no. 881900

Hello,

As a long-term resident of Devon Mansions, which is situated directly opposite Masq restaurant on Tooley Street, I would like to register a strong objection to their application for extended opening hours, specifically application no. 881900.

This establishment has already brought antisocial behaviour into our area which was significantly quieter before they opened their doors. This includes riotous behaviour from patrons when tipping out at closing time, loud music, loud shouting, loitering until the early hours etc.

A neighbour told me a while back of strippers being visible through Masq's windows in full view of their kids.

I have also noticed graffiti appearing on walls, something I myself complained to the council about but was ignored on the grounds that the graffiti was "on private property", despite being in full view of the public & making the area feel seedy & unsafe.

There have also been knife crime incidents since they opened. Of course I have no evidence that their customers were involved in that, but it seems highly coincidental that in the near 20 years that I have been resident here, it was only after Masq opened, that we have seen police cordons on two occasions & literal blood on the street right outside our front door & an increase in antisocial behaviour. The area has already got its problems without encouraging more.

Most importantly, this is a primarily RESIDENTIAL area. Masq's premises are quite literally surrounded by flats in which people live & whom need to go to work in the mornings etc. I believe that it is the wrong sort of business to be placed right in the middle residential housing & a license should not have been granted in the first place.

It should be a quiet restaurant only, like "The Story" situated next door to Masq & which has created no such problems nor disruption in the neighbourhood.

We do not need to be kept up at all hours by some sort of seedy bar/nightclub pretending to be a restaurant operating at all hours & attracting both crime & antisocial behavior to our streets.

Sincerely,

████████████████████

████████████████████

████ Devon Mansions, Tooley Street

Other person 30

**From:** [REDACTED]

**Sent:** Tuesday, January 2, 2024 10:50 PM

**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>

**Cc:** Bentley, Rachel <[Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk)>; McCallum, Hamish <[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>

**Subject:** Representation Against Licence Application for Masq London

Dear ward councillors,

DATE: 02 January 2024

Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX

I write as a resident of Shad Thames to ask that this licence variation is refused on the following three grounds:

1) The Prevention of Crime and Disorder

I have personally witnessed Masq patrons behaving in a disorderly and potentially criminal activity, particularly when returning to vehicles parked in Shad Thames, particularly Boss Street late at night and after closing.

I have been woken up and have witnessed from my window large groups of men and women hanging and staying around 3 or 4 parked vehicles playing very loud music, conversing loudly, using foul language, dancing and partying with no regard for local residents. On one occasion I called the Southwark noise abatement team. On that occasion I witnessed the public consumption of drugs and alcohol, with associated paraphernalia left littering the street.

I have lived here for 27 years and I have noticed there is a pattern of these events occurring more frequently when Masq periodically operates extended opening hours. These disturbances are a new phenomenon since Masq has opened.

2) The Prevention of Public Nuisance

The above disturbances also need to be taken into consideration to prevent public nuisance. I have felt intimidated trying to leave or approach my front door in the street late at night when these groups hang around.

I have am aware of residents who have sought to engage with Masq revellers who have been met with hostility and threats of violence.

Shad Thames is particularly impacted by public nuisance of this type because of the tightly packed residential buildings and streets which readily amplify and transmit noise. Masq patrons are likely to park in the few free parking areas, all of which are adjacent to residential buildings particularly Boss Street.

An extension of Masq's opening hours could lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.

3) Public Safety

As a Shad Thames resident, I have felt intimidated in my own flat by the large groups that congregate in Boss Street to continue their partying after Masq closes, particularly as they park in this street outside my flat.

Given the fighting, drug taking and potential carrying of weapons there is significant public safety risk. I have feared for the safety of local residents who engage with these groups.

Drug and alcohol paraphernalia left littering the street creates further safety risk to residents, including children who live in the area and commute through Shad Thames to nearby schools.

#### Conclusion

Given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, nuisance, and reduced public safety.

Yours sincerely,

NAME: [REDACTED]

ADDRESS: [REDACTED] Boss House, Boss Street, SE1 2PT

Please provide receipt of delivery

Other person 31

**From:** [REDACTED]  
**Sent:** Wednesday, January 3, 2024 8:50 AM  
**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
**Cc:** Bentley, Rachel <[Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk)>; McCallum, Hamish <[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>  
**Subject:** Representation Against Licence Application for Masq London

DATE: 03/01/2024

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I write as a parent of a young child and resident of Shad Thames to ask that this licence variation is **refused** on the following grounds:

**Protection of Children from Harm**

I have a [REDACTED]-month-old and am worried about MASQ extending its opening hours for the following reasons:

- [DISRUPTION OF SLEEP] Patrons leaving MASQ are loud and often wake my baby up. There are frequent fights (I have heard that a knife was involved in one fight), and the sounds of broken glass. It's scary for me! I don't know what it must be like for my baby.

- [DANGEROUS ENVIRONMENT] My son has recently learned to walk, and Shad Thames is ordinarily suitable for him to take short walks around out of the pram, as it is a quiet area. After MASQ events, there is often broken glass on the ground outside our front door. Other members of my building have witnessed MASQ patrons urinating outside our building, which I am also worried about my child coming into contact with. Finally, I have seen the remnants of drug paraphernalia littering the streets following MASQ events, from disposable vape pens and cigarette butts to laughing gas canisters. I'm concerned about my son picking these up when we're outside.

- [POSSIBILITY OF VIOLENCE] I am scared to ask MASQ patrons to be quiet when they are congregating outside as other residents have been met with aggression when doing so.

MASQ is already a problem for my family, extending the opening hours will provide more opportunity for my son to come to harm through the above factors. MASQ has not done anything to address these matters, and it seems that the antisocial behaviour has only increased as MASQ has continued to host events.

Please provide receipt of delivery.

Kind regards,

[REDACTED]

Flat [REDACTED], Boss House, Boss Street, SE1 2PS

--

[REDACTED]

Other person 32

**From:** [REDACTED]

**Sent:** Wednesday, January 3, 2024 10:19 AM

**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>

**Cc:** Bentley, Rachel <[Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk)>; McCallum, Hamish

<[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>

**Subject:** Representation Against Licence Application for Masq London

FAO: Southwark Council Licensing Team

Date: 3 January 2024

Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX

I write as a concerned resident of Shad Thames to ask that the above referenced licence variation is refused on the following grounds:

### **1. The Prevention of Crime and Disorder**

I have repeatedly been disturbed by and witnessed Masq patrons engaging in a number of disorderly and potentially criminal activities, particularly when returning to vehicles parked in Shad Thames after closing hours at the venue.

My flat is on Boss Street, and my household have frequently been woken up in the early hours of the morning (1am – 3am) by groups of Masq patrons congregating around vehicles parked on our street playing very loud music, arguing in loud voices, using foul language, dancing and partying with no regard for local residents.

Their behaviour is drunken and intimidating. Any requests by residents who are brave enough to engage with them are ignored or worse threatened. I have seen a number of physical fights and shouting arguments between these individuals. These individuals are engaging in the public consumption of drugs and alcohol, with associated paraphernalia left littering the streets. Frequently there is also broken glass littering the sidewalk and street which is a danger to children and pets in this residential area.

I have also frequently observed large numbers of vehicles of the patrons illegally parked on Tooley Street across from Masq. In some cases the vehicles were literally parked on the footpath, blocking pedestrians and disabled access.

There is a pattern of these events occurring more frequently when Masq periodically operates extended opening hours, for example on the 27th and 28th of May 2023. Later permanent licensing hours will likely only exacerbate crime and disorder.

### **2. The Prevention of Public Nuisance**

For the factors already stated in relation to point 1, I believe these also are a public nuisance. As already stated, after closing, Masq patrons congregate around vehicles, play loud music, shout and argue late into the night. This generates significant public nuisance by disturbing and waking residents and has required the frequent intervention of both residents and the Police.



Residents who have sought to engage with Masq revellers have been met with hostility and threats of violence. Shad Thames is particularly impacted by public nuisance of this type because of the tightly packed residential buildings and streets which readily amplify and transmit noise. Masq patrons are likely to park in the few free parking areas, or even illegally, all of which are adjacent to residential buildings.

An extension of Masq's opening hours will lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week. This should be unacceptable for the council.

The most recent occasion (which has happened maybe 10-15 times this year) was just a few days ago, following which I again raised a noise complaint with Southwark council. My repeated complaints do not seem to be resulting in any improvement of activity by the licensee.

### **3. Public Safety**

As a homeowner in Shad Thames, I have repeatedly felt intimidated by the large groups that congregate in the neighborhood to continue their partying after Masq closes. This is of particular concern where they are parked directly outside the entrance to residential buildings.

I have feared for the safety of my family when entering the building during these periods. It has reached the point where I feel the need to warn my female partner and meet her to escort her home on nights when Masq is hosting events. Needless to say, no other venue in the area generates this type of fear or concern.

I am also aware that Masq patrons have been hostile to residents who have engaged with them. Given the fighting, drug taking and potential carrying of weapons there is significant public safety risk. I have feared for the safety of local residents who engage with these groups.

Extending licensing hours for this venue will increase the burden on the local community and by proxy the police.

### **Conclusion**

I am a proud supporter of local businesses, the vast majority of which provide colour and character to the local community. However, given the significant issues highlighted above and Masq's continued failure to address these matters, I believe there is substantial evidence that the Licensing Objectives are already not being met by this licensee.

Extending Masq's licensing hours, will further undermine the licencing objectives with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to children.

I urge the council in the strongest possible terms to reject this licence application and to continue to engage with the owners of this venue to ensure they are meeting the requirements of their licence.

NAME: [REDACTED]

ADDRESS: [REDACTED], Boss House, 2 Boss Street, London, SE1 2PS.

I would appreciate the provision of receipt of delivery to this email.

Yours sincerely,

[REDACTED]

--

[REDACTED]

[REDACTED]

Other person 33

**From:** [REDACTED]  
**Sent:** Wednesday, January 3, 2024 10:34 AM  
**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
**Subject:** License Application 881900

To the Licensing Team:

I write as a resident of Shad Thames to ask that the above license be refused.

I oppose this licensing application because I believe that an extension of Masq's hours is not in the interest of residents living close to the venue, including myself and my family.

I ask that the license application be rejected on the following grounds:

#### **The Prevention of Crime and Disorder**

I have personally witnessed - and reported to the police - disorderly and criminal behaviour by Masq patrons returning late at night or in the early morning hours to vehicles parked within Shad Thames, including drug taking and fighting.

Because Masq's frequently uses TENs to extend their licensable hours, their patrons often park in Shad Thames after residential parking expires at 11pm. Patrons returning to their vehicles in the early morning hours have subjected residents to disorderly and sometimes criminal behaviour on multiple occasions.

On numerous evenings/mornings I have been awoken by loud partying on the street and fighting. I witnessed a large fight eventually attended by the police involving at least 20 individuals.

Extending Masq's permanent licensing hours beyond residential parking hours would mean that this behavior and the associated disruptions would be even more frequent occurrences.

#### **Prevention of Public Nuisance**

Masq patrons often congregate around vehicles parked in Shad Thames for extended periods after leaving the venue, playing loud music, shouting, and sometimes taking drugs. This generates significant public nuisance and it has frequently woken me.

Shad Thames does not have the facilities available to accommodate late night street parties and those participating in these parties often leave drug paraphernalia and other rubbish on the pavements.

#### **Conclusion**

I believe that this application should be denied. While it is important for the interests of businesses and residents to be balanced, it is already clear that when Masq operates with TENs to extend their hours, the interests of residents are not being served. Permanently extending their hours will be an unfair burden on those living close to the venue.

With all best wishes,

[REDACTED]  
Southview House  
19a Queen Elizabeth Street  
London  
SE1 2LP

Other person 34

**From:** [REDACTED]

**Sent:** Wednesday, January 3, 2024 3:43 PM

**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>

**Cc:** Bentley, Rachel <[Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk)>; McCallum, Hamish <[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>

**Subject:** Representation Against Licence Application for Masq

DATE: 3rd January 2024

Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX

I write as a resident of Shad Thames to ask that this licence variation is refused on the following grounds:

1) The Prevention of Crime and Disorder

I have witnessed Masq patrons engaging in a number of disorderly and potentially criminal activities, particularly when returning to vehicles parked in Shad Thames late at night, after closing.

Large groups continue their party and congregate around vehicles shouting, playing very loud music, using foul language. All with no regard for local residents.

There have been a number of fights, with at least one individual carrying a knife and reports of gunfire.

Residents have witnessed the public consumption of drugs and alcohol, with associated paraphernalia left littering the streets.

I have witnessed Masq patrons urinate in the street and on residential buildings.

On multiple occasions the Police have attended in order to prevent crime and restore order.

There is a pattern of these events occurring more frequently when Masq periodically operates extended opening hours. Later permanent licensing hours will likely only exacerbate crime and disorder.

I have lived in the area for more than 20 years and have never witnessed any pub, bar or club with as many issues as Masq.

2) The Prevention of Public Nuisance

The abovementioned behaviour of Masq patrons, particularly after closing, generates significant public nuisance by severely disturbing residents. I have been woken on a great number of occasions by Masq patrons.

Residents who have sought to engage with Masq revellers have been met with hostile language and threats of serious violence. Police intervention is often needed to quell disturbance.

Shad Thames is particularly impacted by public nuisance of this type because of the tightly packed residential buildings and streets which readily transmit noise, and because Masq patrons are likely to park in the few free parking areas, all of which are adjacent to residential buildings.

An extension of Masq's opening hours could lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.

### 3) Public Safety

I am aware of a number of Shad Thames residents that have felt intimidated by the large groups that congregate in Shad Thames to continue their partying after Masq closes. This is of particular concern where they are parked directly outside the entrance to residential buildings.

I am aware that Masq patrons have been hostile to residents who have engaged with them. Given the fighting, drug taking and potential carrying of weapons there is significant public safety risk. I have feared for the safety of local residents who engage with these groups.

Drug and alcohol paraphernalia left littering the street creates further safety risk to residents, including children who live in the area and commute through Shad Thames to nearby schools, resident's dogs and tourists.

Masq patrons spill onto Tower Bridge road, Tooley Street, Queen Elizabeth Street, Boss Street and Lafone Street after closing with risk of harm from traffic, and no specific traffic calming measures in place.

### 4) Protection of Children from Harm

Resident's children could be harmed by the loss of sleep caused by late night partying, hostility and foul language from Masq patrons.

Resident's children and children commuting to school through Shad Thames could be harmed by alcoholic drinks, broken glass and the remnants of drugs left littering the street.

### Conclusion

Given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to children.

Again, having lived in the area for more than 20 years I strongly feel Masq is an outlier in terms of disorderly conduct and the licensing application should be reviewed with appropriate care.

  
Boss House, Boss Street  
London SE1 2PS

Please provide receipt of delivery

Other person 35

[REDACTED]  
Gainsford Street  
London SE1 2NB

Southwark Licensing Team  
3rd Floor, Hub 1  
PO BOX 64529  
London  
SE1P 5LX  
*Email: [licensing@southwark.gov.uk](mailto:licensing@southwark.gov.uk)*

**Re: Objection to License Application 881900**

Dear Licensing Team,

I'm writing as a concerned resident of Shad Thames to strongly object to License Application 881900.

Living in this community means a lot to us as a family, and I believe a balance should exist between local businesses and our daily lives.

Unfortunately, I've noticed that Masq's activities, especially with extended hours, are impacting this balance negatively.

Here are my specific concerns:

**Disorder and Safety:**

Instances of disorderly behavior and safety issues involving Masq patrons have increased, especially during late-night hours.

**Noise and Nuisance:**

Post-Masq gatherings are causing significant disturbances, affecting the quality of life for residents like me, and my young family.

**Public Safety:**

The safety of our streets is compromised when large groups gather for late-night activities.

**Children's Well-being:**

As a resident, I'm worried about the impact on children's sleep and their safety while navigating the hazardous aftermath of late-night events.

In conclusion, I request a reconsideration of License Application 881900. It's crucial to maintain the harmony of our community. If there's a hearing, please inform me of the details, as I'd like to attend and share my concerns.

Thank you for your understanding and attention to this matter.

Best regards,

[REDACTED]  
Gainsford Street  
London SE1 2NB

[REDACTED]

Other person 36

## **Representation against Licence Application for MASQ London, 201 Tooley Street, SE1 2JX**

We write to object to the above licence application.

We are writing as the elected councillors for North Bermondsey Ward in the London Borough of Southwark. Our ward contains a short stretch of Tower Bridge Road opposite where the MASQ London premises is located at the junction with Tooley Street. Many of the premises' immediate neighbours are residents in North Bermondsey Ward, including those on Tooley Street, Tower Bridge Road and in the wider Shad Thames' conservation area.

We have already had significant communications with the Council's licensing team, environmental protection team, highways team, Safer Neighbourhood Teams, TfL, building managers and residents groups and the Shad Thames Residents Association regarding this premises and the behaviour of its patrons. Whilst we are keen to support businesses in the area, we feel that an extension to the hours of this premises should not be approved.

The grounds of objection are based on our own knowledge, experience and observations; following representations received by us from a large number of residents and after multiple concerns have been raised with us as councillors before this variation was applied for. We would be grateful for the opportunity to address the relevant committee in due course to expand on these grounds for objection.

### **1. The prevention of crime and disorder**

As councillors, we have received a number of concerns from residents about crime and disorder associated with this premises. We have followed up on this with the local Safer Neighbourhood Team on several occasions. Recent concerns shared with us include regular fights and brawls breaking out between patrons of the venue, patrons congregating outside and on Tower Bridge Road itself, forcing cars to one lane of the road, and glass bottle being thrown at nearby buildings.

Incidents such as the above have been relayed to the Council's licencing team by ourselves and residents, and until such a time that similar incidents cease on such a regular basis, we do not think it would be appropriate to grant an extension of the hours for licenced activities at MASQ London.

### **2. The prevention of public nuisance**

As with our comments above, residents nearby the MASQ London premises have been experiencing anti-social behaviour and nuisance from patrons of the premises. This has included loud music from vehicles of patrons, shouting and rowdy patrons, public urination and littering including of drug paraphernalia.

This disturbance for residents has been exacerbated by a recent spate of later closings at MASQ London under Temporary Events Notices. This has demonstrated to us as councillors that later closing hours for the premises would not be appropriate and would cause an unnecessary amount of noise and disturbance for local residents.

With regard to noise in particular, whilst the premises is in a central location, it is located next to Shad Thames in our ward, which is a quiet residential area. It is a conservation area and one of the most historic in London. Due to the unique layout of the streets and buildings, sound is amplified to the residents above street level. There are a number of other licenced premises in the area, and we have not had anywhere near the volume of concerns voiced to us by residents about these other venues. That leads us to believe that there are issues with

how MASQ London is managed, particularly with regard to their requirements to ensure that licenceable activities do not cause nuisance to nearby residents. We therefore do not think that an extension should be granted under the current circumstances.

### **3. Public safety**

With all the current concerns outlined above, there has been a clear impact of the licenced premises on the wellbeing of our residents. There have been a number of reports to us about glass bottles being thrown by patrons, posing a risk to public safety not only from the perspective of being hit by a bottle, but also from glass which is left on the floor and could pose a risk to residents and their pets.

We have also heard reports from residents that the single exit for patrons causes issues as the pavement is very narrow at this point. When large numbers of patrons leave at once, there is often no option but to filter out onto the road and the busy cycle lane. This naturally poses a large hazard to both the patrons themselves and motorists.

### **4. Protection of children from harm**

The late night activity from MASQ London and subsequent 'hanging-around' of patrons has the potential to disturb the sleep of young children, particularly when there are issues with noise and other anti-social behaviour activities outlined above. This would be exacerbated with later operation hours. Where we have also had reports of glass bottles being thrown and broken glass left on the floor as a result, this also poses a potential harm to children.

### **5. Overall**

Whilst we appreciate the central location of the premises, and we have been glad to see that disused building on Tower Bridge Road has been brought back into use, we do feel that the lack of willingness of the licensee to manage the behaviour of patrons has led to an overall negative impact from MASQ London on the local community.

For the reasons outlined above, we do not feel as ward councillors that an extension to the hours of operation for this premises would be beneficial to the local community. We feel that the benefits are firmly outweighed by the overall negative impact that this would have in terms of preventing crime and disorder, reduced public safety and additional public nuisance. Accordingly, we think this application should be rejected.

We hope to attend the committee meeting considering this application and will be glad to expand on the above points and to answer any questions the committee may have.

**CLLR RACHEL BENTLEY**  
**CLLR HAMISH MCCALLUM**  
**CLLR EMILY TESTER**



Other person 37

**From:** [REDACTED]  
**Sent:** Friday, January 12, 2024 11:31 AM  
**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
**Subject:** Objection to License Application 881900

**12 January 2024**

**Objection to License Application 881900**

Dear Licensing Team,

I'm writing as a concerned owner of a property situated in Queen Elizabeth Street / Horselydown Lane and would like to strongly object to License Application 881900.

I understand that our area is a lively mix of residential and commercial but feel that the needs of residents are not fairly considered. Some of my reasons for this are listed below.

**Crime, disorder and public nuisance** - there is already late night and early morning noise involving loud conversations, often with foul language and sometimes with aggressive behaviour. We often hear loud music from cars regardless of the time of day. We see people urinating in the street.

**Quiet enjoyment of our dwellings** - we should be allowed to do this but this is increasingly under threat not least for the reasons above.

Limiting the opening hours of the commercial interests in the area is key to allowing a fair balance to exist between the competing requirements of residents and business owners. Given that there are already problems for residents, increasing the opening hours of Masq will make matters worse, not better.

Please will you seriously consider my reasons for objecting to the License Application 881900.

Thank you for your efforts in this matter.

[REDACTED]

[REDACTED] Candishe House  
1 Queen Elizabeth Street  
London SE1 2LP

[REDACTED]

12 January 2024

Other person 38

From: [REDACTED]  
Sent: Monday, January 15, 2024 7:25 PM  
To: Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
Subject: Masq London 88190 - OBJECTION

I am writing to object to Masq operating at later hours than currently permitted.

Shad Thames serves as a convenient parking location for customers of Masq. Too often customers return to vehicles intoxicated and rowdy and continue to “party” into the night.

This constitutes a public nuisance and a risk to public safety particularly the safety of children.

Shad Thames is in decline as a desirable and safe place to live, especially for families. This is a direct consequence of the area transitioning to a licensed entertainment zone from a largely residential neighbourhood, either by design or accident.

The inexorable rise in licensed operations has negatively changed the character of the area and it’s livability.

Allowing Masq to open later would contribute further to this decline and accelerate it.

Yours faithfully,

[REDACTED]  
Queen Elizabeth Street  
London SE1 2LP

Other person 39

From: [REDACTED]  
Sent: Wednesday, January 17, 2024 10:14 AM  
To: Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
Subject: Masq Objection

Good morning,

Please don't extend the licensing hours of the Masq bar. Their customers park in shad thames and disturb residents when they leave – car doors slamming, engines revving, people puking in the street.

Thanks

**BERKELEY**  
CROFT

[REDACTED]  
Managing Partner  
[REDACTED]  
[REDACTED]  


---

[REDACTED] International House, 1 St. Katharine's Way, London, E1W 1UN

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Other person 40

From: [REDACTED]  
Sent: Wednesday, January 17, 2024 10:20 AM  
To: Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
Subject: Objection to Licensing Application No. 881900

[REDACTED]  
Horselydown Lane  
London SE1 2LN

Dear Members of the Licensing Team

I wish to object most strongly to this Application to extend such hours.  
As a nearby resident we already suffer from noise and unseemly behaviour from  
revellers and should not be subject to any extension for such activities.

Yours faithfully

[REDACTED]

Sent from my iPad

Other person 41

DATE: 12 January 2024

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I write as a resident of Shad Thames to ask that this licence variation is **refused** on the following grounds:

**1) The Prevention of Crime and Disorder**

I have witnessed or been made aware of Masq patrons engaging in a number of disorderly and/ or potentially criminal activities, particularly when returning to vehicles parked in Shad Thames after closing. Large groups regularly congregate around vehicles playing very loud music, conversing loudly, using foul language, dancing and partying with no regard for local residents. There have been a number of fights, with at least one individual carrying a knife. Residents have witnessed the public consumption of drugs and alcohol, with associated paraphernalia left littering the streets. Masq patrons also urinate in the street and on residential buildings.

On multiple occasions, the Police have attended in order to prevent crime and restore order.

There is a pattern of these events occurring more frequently when Masq periodically operates extended opening hours. Later permanent licensing hours will likely only exacerbate crime and disorder.

**2) The Prevention of Public Nuisance**

After closing, Masq patrons congregate around vehicles, play loud music, converse, dance and party late into the night. This generates significant public nuisance by disturbing and waking residents and has required the frequent intervention of both residents and the Police.

Residents who have sought to engage with Masq revellers have been met with hostility and threats of violence.

Shad Thames is particularly impacted by public nuisance of this type because of the tightly packed residential buildings and streets which readily amplify and transmit noise. Masq patrons are likely to park in the few free parking areas, all of which are adjacent to residential buildings. An extension of Masq's opening hours could lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.

**3) Public Safety**

As a Shad Thames resident, I have felt intimidated in my own home by the large groups that congregate in Shad Thames to continue their partying after Masq closes.

This is of particular concern where they are parked directly outside the entrance to residential buildings. I have feared for my own personal safety when entering the building during these periods.

I am aware that Masq patrons have been hostile to residents who have engaged with them. Given the fighting, drug taking and potential carrying of weapons there is significant public safety risk. I have feared for the safety of local residents who engage with these groups.

Drug and alcohol paraphernalia left littering the street creates further safety risk to residents, including children who live in the area and commute through Shad Thames to nearby schools.

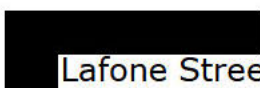
#### **4) Protection of Children from Harm**

Resident's children could be harmed by the loss of sleep caused by late night partying, hostility and foul language from Masq patrons.

Resident's children and children commuting to school through Shad Thames could be harmed by alcoholic drinks, broken glass and the remnants of drugs left littering the street.

#### **Conclusion**

Given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to children.

  
Lafone Street, SE1 2LX  
Please provide receipt of delivery

Other person 42

From: [REDACTED]  
Sent: Sunday, January 21, 2024 6:06 PM  
To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>  
Cc: Bentley, Rachel <Rachel.Bentley@southwark.gov.uk>; McCallum, Hamish <Hamish.McCallum@southwark.gov.uk>; Tester, Emily <Emily.Tester@southwark.gov.uk>  
Subject: Representation Against Licence Application for Masq London (881900)

Sunday, January 21st, 2024  
Dear Sir(s)/Madam(s),

Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX

Over the last few months we have experienced several nights where we have been woken in the early hours of the morning by customers of Masq leaving the establishment when it closed after late night licences who continued to party in the streets outside our flat where they have parked their cars. We therefore feel that we have no option but to write to you and voice our very strong opposition to any continued (or indeed extended) late night licensing for the bar/restaurant business trading as Masq London Ltd.

The Council (and for that matter the local Police) must be well aware of these issues and the frequency of their occurrence given the number of complaints that they have received from local residents.

I write therefore to request that the above license variation be refused. My main grounds are as follows:

- Based on the complaints that have been lodged it seems that it is clear that there is a strong correlation between increases in night time disturbances in the area and the opening of Masq; this is noticeably more apparent when Masq is operating late into the night/early morning. We would support this assertion by pointing out that there are several other licensed premises on the approach to Tower Bridge and the local area, none of which seem to have contributed significantly to any anti-social behavior or disturbance in the Queen Elizabeth Street area, during the 20+ years we have lived in the area. Of course these premises operate as “normal” public houses, with more regular closing times.
- It seems very clear that the patrons of Masq (or perhaps even the staff or management) prefer to drive to the venue. The typical vehicles that are preferred by the clientele, which seem to include a large number of SUV's, are not only noisy in and of themselves, but are also equipped with powerful audio equipment that we have witnessed being used at anti-social volume levels. The original wording on the Masq website that referred to “ample parking in the surrounding area” has now been removed; however, that doesn't seem to have resulted in any change in the behavior of Masq's clientele.
- Since most of the clientele seem to arrive after 11pm, and then remain at the venue until closing (sometimes as late as 3 or 4:00am), it is not uncommon to be

woken several times during the night. On both arrival and departure, the noise levels are high; both from elevated car audio volumes, and the associated shouted conversation which takes place over the top of it. We live on the [REDACTED] floor of Boss House and have regularly been disturbed, which gives an indication of the decibels being reached!

- During the summer months (but not exclusively), it has been common for people to remain for possibly an hour or more in Boss Street and Queen Elizabeth Street after Masq has closed, and to hold impromptu after-parties in the local streets. We have witnessed portable speakers being taken out of the vehicles and being placed outside to continue “partying” and the sound levels at that time in the morning are extremely disturbing for local residents.
- During the periods where groups of people are parked-up in Boss Street and Queen Elizabeth Street, we have witnessed alcohol being consumed; although many of those involved clearly show signs of intoxication beforehand. Other residents have also noted the consumption of drugs and a number of disturbances involving fights between both males and females, with at least one individual carrying a knife, as supported by the complaints that have been lodged with the Council and the Police, as well the associated paraphernalia left littering the local streets.
- It is quite common for those causing disturbance, both male and female, to urinate in the street; both on the pavement against Boss House, and outside the car park entrance to SouthView House/Hollybrook homes. In general, this isn’t done in a subtle manner; and pavement/building staining is regular evidence of this (alongside the more common shattered glass and vomit).
- On multiple occasions, the police have attended in order to prevent crime and restore order, however, whilst this has typically resulted in Masq’s clientele dispersing on each occasion after the Police have arrived, it doesn’t prevent the recurrence of these events and there is inevitably a delay between the start of the disturbance and the arrival of the Police which means that local residents experience significant disruption.
- As has happened to other residents, when we first attempted to request that the people in the street reduce the noise levels, we were met with abuse and threats of violence. For our own safety, we have subsequently felt unable to address any anti-social behavior directly.

As a consequence of the above events, on more than one occasion we have felt the need to adjust our own weekend plans, i.e. spend the night away from home, should we have become aware in advance of Masq having been granted a license extension.

Ultimately, the area surrounding Masq is primarily residential; this is the case on all sides, i.e. not just Shad Thames, but Devon Mansions and One Tower Bridge also. It seems probable that the residents of Boss House aren’t alone in suffering from disturbance, although the parking situation in Queen Elizabeth Street/Boss Street/Lafone Street may be peculiar to our experience.



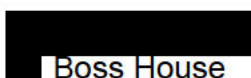
Living in London, and for that matter enjoying the vibrant nighttime economy in Shad Thames and the surrounding area ourselves, we recognise that a balance always has to be struck between the needs of businesses and local residents. However, in this case it doesn't seem either appropriate or reasonable for the desire of one local business to make a profit from operating into the early hours of the morning to cause so much disruption to their neighbours, who they obviously have little or no regard for.

In summary, we feel strongly that the transition of this supposed "restaurant" business to a more nightclub-oriented operation is wholly inappropriate. In our opinion, it will inevitably lead to the issues that we have highlighted above being exacerbated; and threatens further increases in 1) crime and disorder, 2) public nuisance, as well as 3) reduced public safety.

We would also call into question whether it is actually even feasible for the above issues to be fully addressed, while the business remains in operation (given empirical evidence to date).

We would be grateful if you could acknowledge receipt of this communication.

Yours sincerely,

  
Boss House  
2 Boss Street  
London  
SE1 2PT

Sent from my iPad

Other person 42

From: [REDACTED]  
Sent: Sunday, January 21, 2024 6:05 PM  
To: Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
Subject: Objection to application 881900 Masq

**Representation Against Licence Application**  
**881900: Masq London, 201 Restaurant Tooley Street, SE1**  
**2JX**

I write as a resident of Shad Thames to ask that this licence variation is **refused** on the following grounds:

**1) The Prevention of Crime and Disorder**

I have witnessed Masq patrons engaging in a disorderly and/ or potentially criminal activities in Horselydown Lane.

Shouting, profanities, I emailed a video last summer to the Southwark noise department, but nothing ever gets done by them. There have been a number of fights, throwing glass, waking up residents. Children!

**2) The Prevention of Public Nuisance**

After closing, Masq patrons congregate around vehicles, play loud music, converse, dance and party late into the night. This generates significant public nuisance by disturbing and waking residents and has required the frequent intervention of both residents and the Police.

**3) Public Safety**

As a Shad Thames resident, I have felt intimidated in my own home by the large groups that congregate in Shad Thames to continue their partying after Masq closes.

I really wonder where these kind of people come from. With establishments, like the Story restaurant, and Baluchi trying to establish an area for nice dining out, the Masq establishment does not fit in.

It is not a restaurant, it operates as a bar, and it should be closed as it will lead to the total destruction of the area because nice diners will stay away. And of course you never see a police patrol in Shad Thames.

**4) Protection of Children from Harm**

Resident's children could be harmed by the loss of sleep caused by late night partying, hostility and foul language from Masq patrons.

Resident's children and children commuting to school through Shad Thames could be harmed by alcoholic drinks, broken glass and the remnants of drugs left littering the street.

### **Conclusion**

Given the significant issues highlighted above I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to children. Masq is not even a restaurant. It operates as a bar !

NAME: [REDACTED]

ADDRESS: [REDACTED] Admiral Court - Horselydown Lane SE1 2LJ

Please provide receipt of delivery

Other person 44

**From:** [REDACTED]  
**Sent:** Sunday, January 21, 2024 10:13 PM  
**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
**Cc:** Bentley, Rachel <[Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk)>; McCallum, Hamish <[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>  
**Subject:** Representation Against Licence Application 881900 for Masq London

21 January 2023

Dear Southwark Licensing

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX (“Masq”)**

I am an owner and resident at Crown Apartments, which is located directly opposite Masq on Tower Bridge Road. I ask that this licence variation is refused on the grounds of **(a) The Prevention of Public Nuisance; and (b) The Prevention of Crime and Disorder.**

**Loud music noise from Masq waking me up or preventing me from sleeping**

My apartment is on the [REDACTED]th floor and faces directly on to Tower Bridge Road. My bedroom in particular is right across the road from Masq.

On very many occasions since Masq opened, I have been unable to get to sleep or been woken during the night due to the very loud music with a heavy thumping repetitive bass which emanates from Masq.

This happens both on days where they have a standard 11pm closing time, and on days where, I assume, they must have sought a special licence until 3am.

Masq makes my life an absolute misery. These are not standard club tunes which would be bad enough. To have banging, repetitive, heavy bass when you are trying to go to sleep to be able to work in the morning, or banging repetitive heavy bass from 1am through to 3am when it's the weekend, or worse still, it's Christmas eve, and you have a few days off, are trying to get some rest, is just hellish.

I have contacted Southwark Council Noise & Nuisance Team but on those occasions they have not attended to obtain evidence of the noise, nor have they taken any action, as far as I am aware, based on my phone calls or email correspondence. This lack of action is also extremely concerning and utterly exasperating. It should be taken into account that noise made by Masq is not tackled by Southwark Noise & Nuisance Team.

I set out some examples below where, from my records of contemporaneous correspondence I am able to point to specific dates for the disturbances. These are just examples, and the disturbance has occurred on multiple other occasions – essentially any time when I have been at home and Masq has an extended licence, plus some additional times during normal opening hours.

Any extension of Masq's licensing hours will exacerbate an already totally unacceptable level of public nuisance.

**Example dates of disturbance and my contact with the Noise and Nuisance Team**

**1. Wednesday 12 July 2023 before 11pm and continuing beyond supposed closing time at 11pm through to at least 11:30pm.**

I called Southwark Noise and Nuisance Team at 10:53pm. No one answered, so I sent an email to them at 11:14pm. Please see the email chains attached (starting at the bottom of each) which includes a screenshot of my phone log showing the date and time of the call I made. The email chain explains that I was being prevented from sleeping due to loud music noise from Masq, and shows that an anonymous person in the Noise & Nuisance Team didn't action my complaint despite multiple requests that they investigate.

**2. 18 February 2023 from 1:30am-3am**

I was woken at 1:30am by loud music noise from Masq and was kept awake until closing at 3am. I attach, at the bottom of this email, a screenshot of a WhatsApp chat with some of my neighbours at Crown Apartments which confirms the date this occurred and also details previous nuisance.

**3. Christmas 2022**

I was woken on 24 December, 26 and 30 December 2022 by loud music from Masq at around 1am each time and was kept awake until 3am when the club shut. The screenshot of the WhatsApp chat referred to above makes reference to the Xmas disturbances.

I was away from home over Christmas 2023 so I can't give any information about noise this last Christmas.

**Disturbance by those leaving Masq**

The entrance to our building is on Queen Elizabeth Street in the Shad Thames area. Cars are parked by those going to Masq on Queen Elizabeth Street and the wider Shad Thames area. Particularly on nights with extended opening hours rather than their usual closing time of 11pm or 12, those returning to their vehicles create noise with music and shouting and general mayhem.

Any extension of Masq's opening hours would lead to even more frequent public nuisance in the early hours and up to 7 days a week.

**Background and lack of candour**

Prior to opening, in 2020 Masq sought nightclub licensing hours through to 3am in their original licensing application. Those hours were refused following multiple objections by my neighbours and others. Masq was given licensing hours for a restaurant and bar. What Masq has done is basically ignore the restrictions and run a club and events venue anyway through special licences, rather than a restaurant and bar. Masq say in their application that they need the extended licensing hours to make their business viable. Their business would have been viable if they had opened an actual restaurant in line with their licence and were not instead seemingly trying to run a nightclub by the backdoor.

At the time of the original licensing application, Masq made representations about the kind of venue they were opening. Please see the link below for an article in the Southwark News from October 2020.

<https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsouthwarknews.co.uk%2Farea%2Fbermondsey%2Fbermondsey-bar-se1-well-to-do%2F&data=05%7C02%7Ckfoxmurphy%40eip.com%7C3b66612d7c6a4ff3ba5a08dc1ac3fc33%7C621fe8bff8d34bd889e801b9aaede3df%7C1%7C0%7C638414676249017367%7CUnknown%7CTWFpbGZsb3d8eyJWlloiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjE1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=SEt14kyL7DOODovkHIFN%2BaPCD9rGssyKsOBo936%2BYZg%3D&reserved=0>

It references Masq saying in their application that

*“Overall, we want our regulars to be well-to-do (or aspiring to be so), we want them to come to our bar in small, or intimate groups (e.g. mature city professionals in smart business casual),”*

*“But we don’t want to attract in [a] large crowd, unless it’s a private party.”*

*Regulars will want a “quiet, intimate, and beautiful atmosphere that matches their level of sophistication,”*

And further that

*The applicants have also stated they want a stage for what they call “live subtle music” such as jazz and karaoke.*

Given Masq originally requested club licensing hours, not restaurant hours, I was somewhat skeptical about the representations made by Masq as to the type of venue Masq wished to run, but would have been happy to be proved wrong. Unfortunately, Masq have done exactly what we as residents feared. This isn’t a quiet restaurant for mature city professionals. Masq are attempting to run a full-on nightclub/event space for a somewhat different clientele who are seemingly, to a large extent (given all the cars parked) not from the local area.

This suggests that the representations these applicants make need to be taken with a big pinch of salt. It seems that Masq cannot be trusted to be candid. Further it seems that Masq do not care at all about the residents and the community and nuisance and the distress Masq causes. They care about making money at the expense of everyone around them.

Just for comparison, Wetherspoons (which is right beside our building) is a good neighbour.

## **Conclusion**

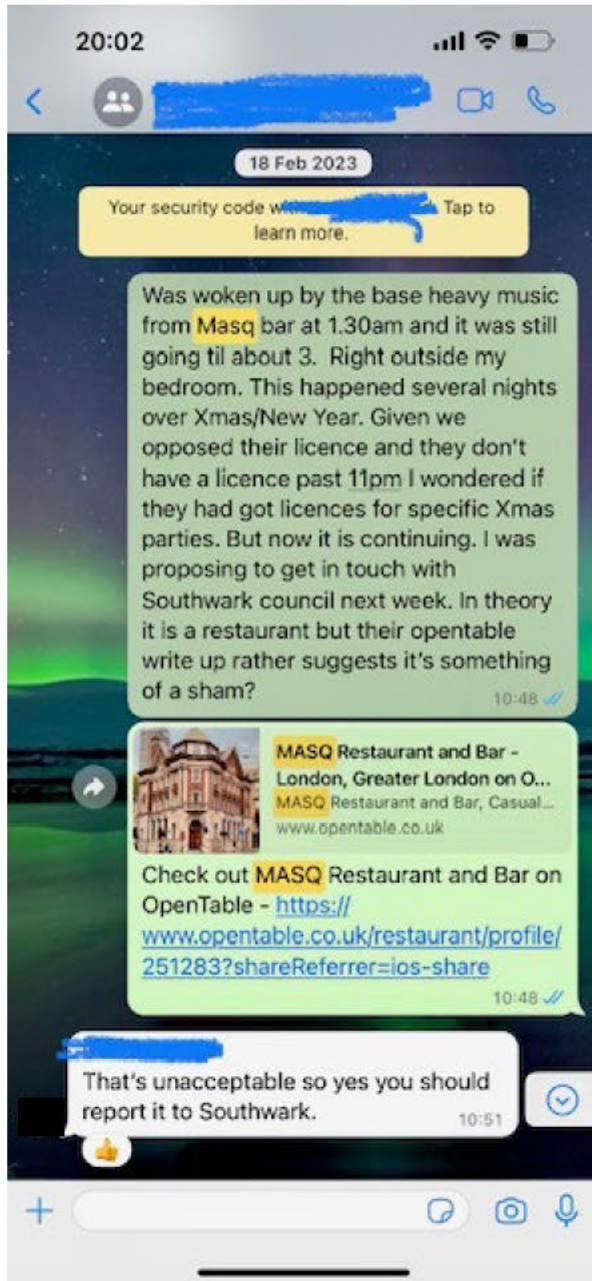
Given such significant public nuisance created even with the existing licensing hours highlighted above, Masq’s apparent lack of candour about their plans with the licensing team previously, and continued failure to address nuisance, crime and disorder, I believe that the Licensing Objectives would be undermined by extending Masq’s licensing hours, with a strong likelihood of further nuisance and crime and disorder.

Although it may be out of scope for consideration of this licence application, in my view Masq’s existing licence should be restricted further so that there can be no opening over Christmas until 3am and there should be no more granting of special licences until 3am at other times during the year. Frankly I think Masq’s licence should be revoked altogether.

I would be grateful to receive receipt of delivery of this objection.

Yours sincerely

[REDACTED]  
 [REDACTED] rown Apartments  
 2 Queen Elizabeth St  
 London  
 SE1 2LL



From: [REDACTED]  
 Sent: Sunday, January 21, 2024 7:59 PM  
 To: [REDACTED]  
 Subject: Fwd: Unacceptable noise from Masq Bar, Tower Bridge Road

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]

**Date:** 18 July 2023 at 08:11:58 BST

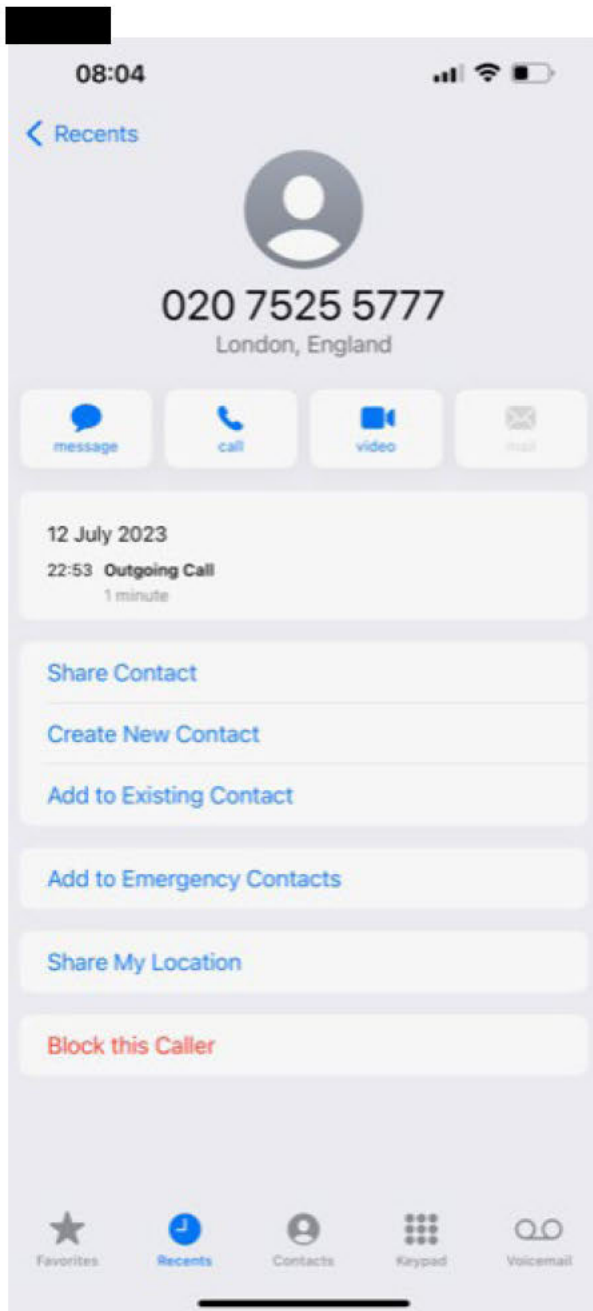
**To:** Noise and Nuisance <[noiseandnuisance@southwark.gov.uk](mailto:noiseandnuisance@southwark.gov.uk)>

**Subject:** Re: Unacceptable noise from Masq Bar, Tower Bridge Road

Hello again

So it's ok with you that calls were coming in and not being answered? That is not the operation of a service. I attach a screenshot showing my call log.

Your job is to help the community in preventing further nuisance isn't it? How is your further email helping prevent further nuisance? Don't you want to leave work at the end of the day feeling satisfaction that you helped someone rather than made their life worse?



Sent from my iPhone



On 18 Jul 2023, at 06:48, Noise and Nuisance <[noiseandnuisance@southwark.gov.uk](mailto:noiseandnuisance@southwark.gov.uk)> wrote:

Dear [REDACTED].

No problems were reported to us, with the telephone lines, by the contact centre.

Looking at the call logs, calls were coming in during the period in question.

Noise & Nuisance Team

Southwark Council

132 Queens Road

SE15 2HP

Call Centre number : 0207 525 5777

From: [REDACTED]

Sent: Monday, July 17, 2023 12:52 PM

To: Noise and Nuisance <[noiseandnuisance@southwark.gov.uk](mailto:noiseandnuisance@southwark.gov.uk)>

Subject: Re: Unacceptable noise from Masq Bar, Tower Bridge Road

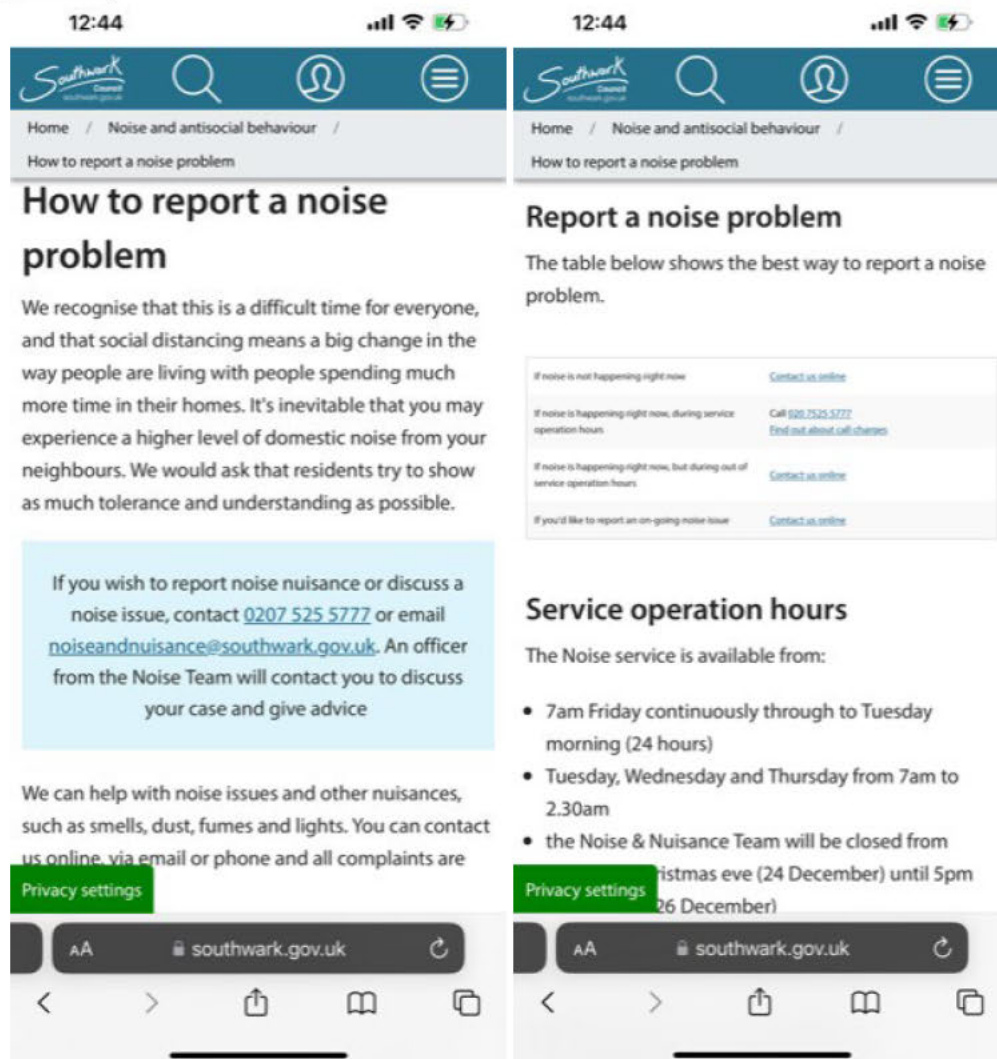
Hello again

No, I did not misunderstand the information on the website. I attach screen shots.

As I said at the beginning, I did call the correct number when the noise was occurring. That call was not answered. I therefore sent an email. The service by which an officer would attend when the noise was occurring ought to have been operating but was not. How is this nuisance going to be resolved if calls are not answered, so no one attends and emails are not acted upon?

Thanks

[REDACTED]



Sent from my iPhone

On 13 Jul 2023, at 10:31, Noise and Nuisance <[noiseandnuisance@southwark.gov.uk](mailto:noiseandnuisance@southwark.gov.uk)> wrote:

Dear [REDACTED]

It would appear that you have misunderstood the information as given on the web site. For clarity I have copied in the relevant paragraphs and highlighted the pertinent points .

**1) If the Noise is happening now :**

Noise and nuisance

How to report a noise problem

**Call us on 0207 525 5777 to report a noise issue**

Our service is available:

7am Friday continuously through to 2:30am Tuesday morning (24 hrs)

Tuesday, Wednesday and Thursday from 7am to 2.30am the following morning

the Noise & Nuisance Team will be closed from midnight Christmas eve (24 December) until 5pm Boxing Day (26 December)

**2) If the noise is not happening :**

Noise Officers will discuss your situation and give you advice. **If the noise nuisance is not happening at present but you'd like advice or have questions, email us at [noiseandnuisance@southwark.gov.uk](mailto:noiseandnuisance@southwark.gov.uk) or phone 0207 525 5777.**

**3) The need to witness**

If an officer from the council's Noise and Nuisance Team witnesses and agrees that a statutory nuisance is happening, they will serve an abatement notice. This requires whoever is responsible to stop or restrict the noise.

If you call us when the noise is happening and we can witness the problem, if it then fills the criteria to be a Statutory Nuisance , we will take the appropriate action

I hope that this clarifies the situation for you.

Noise & Nuisance Team

Southwark Council

132 Queens Road

SE15 2HP

Call Centre number : 0207 525 5777

-----Original Message-----

From: [REDACTED]

Sent: Thursday, July 13, 2023 9:13 AM

To: Noise and Nuisance <[noiseandnuisance@southwark.gov.uk](mailto:noiseandnuisance@southwark.gov.uk)>

Subject: Re: Unacceptable noise from Masq Bar, Tower Bridge Road

Hello again

The website advises that in case of nuisance either call the number or send an email. It is not correct that if the noise team do not attend at the time then nothing can be done, both (i) considering the advice on the website; and (ii) as a legal matter. And I say that as a solicitor.

Please let me know what you propose to do to obtain the further evidence you say you need.

Thanks

[REDACTED]

Sent from my iPhone

> On 13 Jul 2023, at 08:21, Noise and Nuisance <[noiseandnuisance@southwark.gov.uk](mailto:noiseandnuisance@southwark.gov.uk)> wrote:

>

> Dear [REDACTED]

>

> As explained below, the only evidence that can be given in a case of Statutory Nuisance.

> Is that witnessed by the authorised officer, thus currently we have no evidence of an offence.

>

> If you have concerns about Licence conditions please address these to the Licencing Team.

>

>

> Noise & Nuisance Team

> Southwark Council

> 132 Queens Road  
> SE15 2HP  
> Call Centre number : 0207 525 5777

>  
>  
>  
>

> -----Original Message-----

> From: [REDACTED]  
> Sent: Thursday, July 13, 2023 7:54 AM  
> To: Noise and Nuisance <[noiseandnuisance@southwark.gov.uk](mailto:noiseandnuisance@southwark.gov.uk)>  
> Subject: Re: Unacceptable noise from Masq Bar, Tower Bridge Road

>

> Hi there

>

> I called the number you provide below last night when the nuisance was occurring and no one answered! I was then asked if I wanted to take a survey over the handling of my complaint.

> I left a message on the survey saying that no one had answered.

>

> It is not correct that my complaint can be ignored because no one answered the phone and therefore "an authorised officer" didn't attend.

>

> I have provided evidence of the nuisance in an email written at the time.

>

> Please advise what next steps you will be taking to monitor (i) the noise coming from Masq bar (ii) breaches of licence conditions.

>

> Thank you.

>

> [REDACTED]

>

>

>

> Sent from my iPhone

>

>> On 13 Jul 2023, at 06:41, Noise and Nuisance <[noiseandnuisance@southwark.gov.uk](mailto:noiseandnuisance@southwark.gov.uk)> wrote:

>>

>> Dear [REDACTED]

>>

>> The Council deals with noise, and other associated problems by means of Statutory Nuisance .

>> In that the problem is witnessed by an authorised officer, and in their opinion, the nuisance from one property would in the opinion of the officer, affect the average person's use or enjoyment of that property.

>> Various criteria are taken into consideration, volume and characteristic of the noise, time of day and duration, as well as the area.

>>

>> Only what the officer witness's during their visit can be taken into consideration, allowing for the time of day and other variables.

>> If the issues witnessed are not within the remit of the team, we will pass the information to any relevant team or organisation, if any.

>> The pertinent point is that all problems have to be witnessed by the authorised officer, if we are to take action.

>>

>> Thus you should call us when you feel that you are being disturbed, whilst the problem is ongoing, via the Environmental Call Centre on 0207 525 5777.

>> If the problem can then be witnessed by an authorised officer, the appropriate action will be taken by us.

>>

>> The Noise Rapid Response operation times are as follows:

>> 7.00 am Friday through to 2.30 am Tuesday, and then 7.00am through to 2.30am the following morning on Tuesday, Wednesday & Thursday.”

>>

>> Noise & Nuisance Team

>> Southwark Council

>> 132 Queens Road

>> SE15 2HP

>> Call Centre number : 0207 525 5777

>>

>>

>>

>> -----Original Message-----

>> From: [REDACTED]

>> Sent: Wednesday, July 12, 2023 11:14 PM

>> To: Noise and Nuisance <[noiseandnuisance@southwark.gov.uk](mailto:noiseandnuisance@southwark.gov.uk)>

>> Subject: Unacceptable noise from Masq Bar, Tower Bridge Road

>>

>> Hi there

>>

>> I tried calling the number on the website but there is no reply.

>>

>> I live opposite Masq Bar & Grill. There are unacceptable levels of music noise this evening, which is preventing me from sleeping. It is 11pm on a Wednesday evening!! Like most people I have to work in the morning!! Really not ok!!

>>

>> This is not the first time. This bar is on numerous occasions in breach of its licence - its opening times were restricted, given its proximity to residents and the objections made before it opened. They wanted club opening times and were refused, but seem to have basically opened a club anyway. Before opening they made representations about the type of music which would be played (jazz etc) which appear to be false. This is loud, club music with heavy base!

>>

>> This place needs to be investigated and shut down.

>>

>> I would be grateful if you would please let me know what steps will be taken to address the noise nuisance in the short and long term.

>>

>> Many thanks.

>>

>> [REDACTED]

>>

>> [REDACTED]

>> Crown Apartments

>> 2 Queen Elizabeth St

>> SE12LL

>>

>> [REDACTED]

>>

>> Sent from my iPhone

>> [<https://cdn.southwark.gov.uk/comms/southwark-2030.jpg>]

>>

>> The email you received and any files transmitted with it are confidential, may be covered by legal and/or professional privilege and are intended solely for the use of the individual or entity to whom they are addressed.

>>

>> If you have received this in error please notify us immediately.

>>

>> If you are not the intended recipient of the email or the person responsible for delivering it to them you may not copy it, forward it or otherwise use it for any purpose or disclose its contents to any other person. To do so may be unlawful.

>>

>> Where opinions are expressed in the email they are not necessarily those of Southwark Council and Southwark Council is not responsible for any changes made to the message after it has been sent.

>

> The email you received and any files transmitted with it are confidential, may be covered by legal and/or professional privilege and are intended solely for the use of the individual or entity to whom they are addressed.

>

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Other person 45

DATE: 22/01/2024

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I write as a resident of Shad Thames to ask that this licence variation is **refused** on the following grounds:

We have lived in dearest Southwark for many years, and not once seen the chaos created by Masq partygoers. We are happy to see a local business thriving, but this shouldn't come at the expense of residents. We often walk our dog late at night, and since Masq started operating their TENS, we find ourselves checking if they'd be open each night, owing to the number of disturbances that have occurred, and their gravity. We simply don't feel safe.

We're not asking for Masq to be closed down. We're just hoping to avoid an escalation in the nuisance and crime we've already seen unfold.

**1) The Prevention of Crime and Disorder**

I have witnessed or been made aware of Masq patrons engaging in a number of disorderly and/ or potentially criminal activities, particularly when returning to vehicles parked in Shad Thames after closing. Large groups regularly congregate around vehicles playing very loud music, conversing loudly, using foul language, dancing and partying with no regard for local residents. There have been a number of fights, with at least one individual carrying a knife. Residents have witnessed the public consumption of drugs and alcohol, with associated paraphernalia left littering the streets. Masq patrons also urinate in the street and on residential buildings.

On multiple occasions, the Police have attended in order to prevent crime and restore order.

There is a pattern of these events occurring more frequently when Masq periodically operates extended opening hours. Later permanent licensing hours will likely only exacerbate crime and disorder.

**2) The Prevention of Public Nuisance**

After closing, Masq patrons congregate around vehicles, play loud music, converse, dance and party late into the night. This generates significant

public nuisance by disturbing and waking residents and has required the frequent intervention of both residents and the Police.

Residents who have sought to engage with Masq revellers have been met with hostility and threats of violence.

Shad Thames is particularly impacted by public nuisance of this type because of the tightly packed residential buildings and streets which readily amplify and transmit noise. Masq patrons are likely to park in the few free parking areas, all of which are adjacent to residential buildings. An extension of Masq's opening hours could lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.

### **3) Public Safety**

As a Shad Thames resident, I have felt intimidated in my own home by the large groups that congregate in Shad Thames to continue their partying after Masq closes.

This is of particular concern where they are parked directly outside the entrance to residential buildings. I have feared for my own personal safety when entering the building during these periods.

I am aware that Masq patrons have been hostile to residents who have engaged with them. Given the fighting, drug taking and potential carrying of weapons there is significant public safety risk. I have feared for the safety of local residents who engage with these groups.

Drug and alcohol paraphernalia left littering the street creates further safety risk to residents, including children who live in the area and commute through Shad Thames to nearby schools.

### **4) Protection of Children from Harm**

Resident's children could be harmed by the loss of sleep caused by late night partying, hostility and foul language from Masq patrons.

Resident's children and children commuting to school through Shad Thames could be harmed by alcoholic drinks, broken glass and the remnants of drugs left littering the street.

### **Conclusion**

Given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, nuisance, reduced public safety and potential harm to children.

NAME: [REDACTED]

ADDRESS: [REDACTED] Boss House, 2 Boss Street, London, SE1 2PS

Please provide receipt of delivery



Other person 46

**From:** [REDACTED]  
**Sent:** Monday, January 22, 2024 10:29 PM  
**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
**Subject:** Re: Representation Against Licence Application for Masq London

Hi

[REDACTED] Boss House  
2 Boss Street  
London SE12PS

On Monday, 22 January 2024 at 15:35:22 GMT, Regen, Licensing  
<[licensing.regen@southwark.gov.uk](mailto:licensing.regen@southwark.gov.uk)> wrote:

Dear [REDACTED]

Thank you for your email. However, we are unable to process your representation as you have not provided your full postal address.

Kind regards,

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, January 22, 2024 3:01 PM  
**To:** Regen, Licensing <[Licensing.Regen@southwark.gov.uk](mailto:Licensing.Regen@southwark.gov.uk)>  
**Cc:** Bentley, Rachel <[Rachel.Bentley@southwark.gov.uk](mailto:Rachel.Bentley@southwark.gov.uk)>; McCallum, Hamish <[Hamish.McCallum@southwark.gov.uk](mailto:Hamish.McCallum@southwark.gov.uk)>; Tester, Emily <[Emily.Tester@southwark.gov.uk](mailto:Emily.Tester@southwark.gov.uk)>  
**Subject:** Representation Against Licence Application for Masq London

Please see attached,

Please acknowledge receipt.

[REDACTED]  
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Other person 47

22<sup>nd</sup> January 2023

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

Dear Council,

I write as a resident of Shad Thames to ask that this licence variation is **refused** for the prevention of crime and disorder.

I was particularly affected on 3<sup>rd</sup> / 4<sup>th</sup> September, when the level of disturbances that night was such that I raised a crime reference to the Council (SWK- [REDACTED] - SASBU). Very regularly, Masq patrons engage in a number of ANTISOCIAL, and criminal behaviours. When returning to vehicles parked in Boss street, our street, large groups regularly meet around vehicles playing very loud music, conversing loudly, using foul language, dancing and partying with ABSOLUTELY no regard for local residents, and threaten residents who have sought to engage with them.

My work as a doctor requires me to occasionally go out in the middle of the night and use the main entrance. I am really concerned about Masq extending opening hours, as it would not feel safe at all for me to use the main entrance. I am concerned that there have been a number of fights, with at least one individual carrying a knife, and local residents have witnessed the public consumption of drugs and alcohol. I know that there will be a pattern of these events occurring more frequently when Masq periodically operates extended opening hours. Later permanent licensing hours will likely only exacerbate crime and disorder.

Given the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder and nuisance.

NAME: [REDACTED] [REDACTED]

ADDRESS: [REDACTED] Boss House, Boss street, SE12PT

Please provide receipt of delivery

Other person 48

DATE: 22<sup>nd</sup> January 2024

**Representation Against Licence Application 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX**

I write as a resident of Shad Thames to ask that this licence variation is **refused** on the following grounds:

**1) The Prevention of Crime and Disorder; 2) The Prevention of Public Nuisance; and 3) Public Safety**

Last year, I lived on the [REDACTED] floor of Boss House. (This year, I live on the [REDACTED] floor and am still a resident of the building.) In both flats, my bedroom faces west and looks out onto Boss Street at its intersection with Tooley Street. On those occasions where Masq has previously requested extensions to their licensing hours, the actions of their patrons on the street in the early hours of the morning have been a huge disruption. I can remember one evening that clearly stands out in my mind – it was in the early hours of September 3-4, 2023 (a Sunday evening when most residents are asleep have to get up for work the following day).

Allow me to describe the scene and sequence of events:

- Masq has just closed at around midnight. Masq patrons return to their vehicles parked on Boss Street and continue to party. There is a group of about 10-15 people, both male and female. They start blaring music so incredibly loudly from all vehicles, pulling out bottles of liquor, inhaling helium balloons to get high, urinating on the side of the building and all the while shouting, screaming, swearing, singing and dancing.
- I am awoken by this loud disruption and open my window to observe what is happening. I see other residents do the same and start to hear bottles being thrown on the ground or side of the building and breaking. The party is already in full force. More partygoers begin to arrive.
- The police arrive as there are reports that one of the revellers had a knife. A group of Masq patrons is questioned about whether a knife (or knives) was in their possession and the drunk men who are questioned start swearing and shouting at the police. The police leave and do not break up the party.

- I am getting so frustrated that I start shouting at the group to get them to leave, but I am cursed at and threatened in response. If I had been on the ground floor (as I am now), I would have feared for my safety, especially as I am a woman who lives alone.
- I call Southwark Council twice to file two separate noise complaints as the partying simply will not cease. No action is taken and, as residents, we are left to helplessly wait until the police return or the revellers tire themselves out and go home.
- I don't go back to sleep that evening until 2:30 or 3:00 a.m.

This is a regular occurrence on weekends when Masq operates extended opening hours. The Police have attended on multiple occasions in order to prevent crime and restore order. Later permanent licensing hours will likely only exacerbate crime and disorder and could lead to more frequent public nuisance, potentially in the early hours and up to 7 days a week.

As a Shad Thames resident, I have felt intimidated and unsafe in my own home by the large groups that congregate in Shad Thames to continue their partying after Masq closes. Given the close proximity of the Masq patrons to the entrance of the building, it is entirely plausible that one of them could "piggyback" into the building and endanger the safety of not only the residents, but the concierge team and front desk staff who would be their first point of contact. Given the fighting, drugs and potential carrying of weapons, there is a significant public safety risk. I have feared for the safety of local residents, concierges and/or security staff who engage with these groups.

### **Conclusion**

In light of the significant issues highlighted above and Masq's continued failure to address these matters, I believe that the Licensing Objectives would be undermined by extending Masq's licensing hours, with a strong likelihood of further crime and disorder, public nuisance and reduced public safety.

NAME: [REDACTED]

ADDRESS: [REDACTED], **Boss House, 2 Boss Street, London SE1 2PS**

Please provide receipt of delivery

Temporary Event Notices – Masq London

APPENDIX E

refno	start_date	end_date	times	max no people	sale of alcohol	for consumption	reg ent	Inr	police obj	ept obj	
878197	28/08/2022	29/08/2022	23:00 to 03:00	200	Yes	On Premises	Yes	Yes	No	No	
878324	02/10/2022	02/10/2022	00:01 to 03:00	200	Yes	On Premises	Yes	Yes	No	No	
878367	25/09/2022	26/09/2022	00:01 - 02:00	200	Yes	On Premises	Yes	Yes	No	No	
878447	22/10/2022	23/10/2022	00:01 - 03:00	200	Yes	On Premises	Yes	Yes	No	No	
878473	15/10/2022	16/10/2022	00:01 - 3:00	200	Yes	On Premises	Yes	Yes	No	No	
878509	29/10/2022	30/10/2022	00:01 - 3:00	200	Yes	On Premises	Yes	Yes	No	No	
878741	19/11/2022	20/11/2022	00:01 - 3:00	200	Yes	On Premises	Yes	Yes	No	No	
878747	26/11/2022	27/11/2022	00:01 - 3:00	200	Yes	On Premises	Yes	Yes	No	No	
878819	03/12/2022	04/12/2022	00:01 - 3:00	200	Yes	On Premises	Yes	Yes	No	No	
879004	10/12/2022	11/12/2022	00:01 to 04:00	200	Yes	On Premises	Yes	Yes	No	No	
879065	12/12/2022	12/12/2022	00:01 - 03:00	100	Yes	On Premises	Yes	Yes	No	No	REJECTED Less than 5 days, no 24 hour gap
879114	17/12/2022	18/12/2022	00:01 to 04:00	200	Yes	On Premises	Yes	Yes	No	No	
879126	24/12/2022	25/12/2022	00:01 to 04:00	200	Yes	On Premises	Yes	Yes	No	No	
879127	31/12/2022	31/12/2022	00:01 to 02:59	200	Yes	On Premises	Yes	Yes	No	No	
879167	01/01/2023	02/01/2023	03:01 to 05:00	200	Yes	On Premises	Yes	Yes	No	No	Rejected- No 24hr gap

879169	02/01/2023	02/01/2023	03:00 to 05:00	200	Yes	On Premises	Yes	Yes	No	No	
879283	21/01/2023	22/01/2023	00:01 to 04:00 daily	200	Yes	On Premises	Yes	Yes	No	No	
879579	18/02/2023	19/02/2023	00:01 to 04:00	150	Yes	On Premises	Yes	Yes	No	No	
879729	26/03/2023	26/03/2023	00:01 to 03:10	150	Yes	On Premises	Yes	Yes	No	No	
879928	09/04/2023	09/04/2023	00:01 to 23:59	150	Yes	On Premises	Yes	Yes	No	No	
880048	30/04/2023	30/04/2023	00:01 to 23:59	150	Yes	On Premises	Yes	Yes	No	No	
880138	14/05/2023	14/05/2023	00:01 to 23:59	150	Yes	On Premises	Yes	Yes	No	No	
880148	28/05/2023	29/05/2023	00:01 to 23:59	180	Yes	On Premises	Yes	Yes	No	No	
880512	01/07/2023	01/07/2023	00:01 - 05:00	150	Yes	On Premises	Yes	Yes	No	No	Withdrawn
880907	10/09/2023	10/09/2023	00:01 to 03:00	150	Yes	On Premises	Yes	Yes	No	No	
881265	22/10/2023	22/10/2023	00:01 to 03:00	150	Yes	On Premises	Yes	Yes	No	No	
881266	15/10/2023	15/10/2023	00:01 to 03:00	100	Yes	On Premises	Yes	Yes	No	No	
881311	29/10/2023	29/10/2023	00:01 to 03:00	150	Yes	On Premises	Yes	Yes	No	No	
881384	09/12/2023	09/12/2023	00:01 to 03:00	150	Yes	On Premises	Yes	Yes	No	No	
881650	26/11/2023	26/11/2023	00:01 to 03:00	150	Yes	On Premises	Yes	Yes	No	No	
881652	17/12/2023	17/12/2023	00:01 to 03:00	150	Yes	On Premises	No	Yes	No	No	
881870	24/12/2023	24/12/2023	00:00 to 03:00	150	Yes	On Premises	Yes	Yes	No	No	
881896	30/12/2023	31/12/2023	00:01 to 03:00	200	Yes	On Premises	Yes	Yes	No	No	

882064	21/01/2024	21/01/2024	00:01 to 02:30	180	Yes	On Premises	Yes	Yes	No	No	
882140	29/01/2024	29/01/2024	00:01 to 23:00	200	Yes	On Premises	Yes	Yes	No	No	withdrawn
882174	28/01/2024	29/01/2024	Start : 00:01 on 28/01/24 End : 23:00 on 29/01/24	200	Yes	On Premises	Yes	Yes	No	No	

refno	date	time	catg	unit	Notes
980009	03/07/2022	20.3	N71 Other / Unidentified	Noise Rapid Response	Loud bass music
980124	05/07/2022	8.15	L72 Public nuisance	Southwark Licensing	Sunday 10pm loud bass music, drunk patrons asb in street
980204	05/07/2022	11.3	L72 Public nuisance	Southwark Licensing	loud music, asb in street, parking
980282	07/07/2022	12.5	L72 Public nuisance	Southwark Licensing	Public nuisance complaint - please see actions
991486	31/12/2022	1.53	N71 Other / Unidentified	Noise Rapid Response	Noise - Other Unidentified - RR
A00096	29/05/2023	7.47	N05 People Noise - Adjacent to Licensed Premises	Noise Team	Noise - Noise from patrons exiting licensed bar
A00141	30/05/2023	11.3	L72 Public nuisance	Southwark Licensing	3.15am and this the third night in a row
A00143	30/05/2023	11.3	L72 Public nuisance	Southwark Licensing	Masq patrons out of control drunk loud blocking traffic causing horns
A00179	30/05/2023	16.2	N04 People Noise - Banging, shouting, unreasonable behaviour etc	Noise Team	People noise
A00234	31/05/2023	12.3	L72 Public nuisance	Southwark Licensing	Crowds of drunk people queuing and gathering outside Masq
A00242	31/05/2023	13.5	L72 Public nuisance	Southwark Licensing	Public nuisance complaint
A06505	05/09/2023	14.4	L72 Public nuisance	Southwark Licensing	Masq patrons in Boss Street anti-social behaviour & noise nuisance
A06990	11/09/2023	14.2	L72 Public nuisance	Southwark Licensing	Crowds gathered o/s Masq yelling obscenities being aggressive
A07016	11/09/2023	18.1	L72 Public nuisance	Southwark Licensing	Masq patrons in Boss Street anti-social behaviour & noise nuisance
A13187	02/01/2024	11.3	L72 Public nuisance	Southwark Licensing	patrons congregating noisily on the corner entrance



adate	desc	aofficer	adtext
22/07/2022	23:45 NTE Visit	CJ	Spoke with management about the complaint and he informed me he would monitor dispersal and people noise when patrons leave the premises. During my visit the premises did have a number of patrons but no issues were witnessed.
26/08/2022	20:50 NTE Visit	CJ	Visit to the premises with RM, a full licensing inspection was completed and several breaches were found including 289, 293, 340,341, 343 and 346. A warning letter will need to be sent in relation to these breaches.
03/06/2023	00:08hrs NTE Visit	RK	Visit to premises with KA (Principal Environmental Health Officer).Premises closed and non-operational ATOV.
07/07/2023	20:22 NTE Visit	WMA	Visit to the premises with Trading Standards officer CJ. On entering the premises I saw that a four piece band was tuning up. There were approximately 5 customers in the premises. We were informed by a waitress behind the bar that the manager had just popped out and would be back very soon, so we decided to wait for the manager. Approximately 10 minutes later a man introduced himself to us and identified himself as Yemi John Jegede, the DPS and manager of the premises. I explained the recent complaints regarding the premises and the possible consequences if it is substantiated that nuisance or ASB is arising due to the operation of the premises. I advised Mr Jegede that he could advise customers of the nearest transport hubs to the premises, to visit the premises by public transport, to avoid parking in local streets, of where the nearest public transport stops and to leave the locale in a quiet and orderly manner on the premises' website and / or social media accounts. Mr Jegede stated that he believes that complaints arose because of an event held on 29 May 2023 when the premises were operating late under a TEN. I explained that if no TEN is in place then he must shut at the times stated on the PL issued in respect of the premises (and that this means that all customers must have vacated the premises by this time).I conducted a full inspection and noted breaches of the following licence conditions:288 & 289 – Mr Jegede couldn't operate the CCTV, demonstrate that it was working or that 31 days worth of footage was available (i.e. footage dating back to 7 June 2023 should have been available).293, 340, 343, 346 and 4AA. In addition to these breaches the premises licence summary was not displayed. Further to the above I advised that brighter management lights should be installed in the stairwell leading to the basement because the stairwell was very dark and could present a hazard. During the inspection there was only up to a maximum of 7 customers at the premises at any one time. No ASB or nuisance was witnessed arising from the premises. There was no evidence that the premises were being operated as a night club as tables and chairs were set out through the ground floor of the premises and the basement comprises small to medium private rooms. Warning letter to follow.

22/09/2023	19:51 NTE Visit	WMA	Visit to the premises with CJ of Trading Standards at 19:51 hours. On arrival at the premises the doors were open. As I entered the premises I noted that it appeared that the premises was being prepared for an event. A man I know to be the premises' licensee & DPS, John Jegede, approached me and stated that the premises were not open yet and would likely be open just after 8pm I advised that I had had come to undertake a re-inspection of the premises and would likely visit the premises again later that night.
22/09/2023	20:35 NTE Visit	WMA	Visit to the premises with CJ of Trading Standards at 20:35 hours. On approaching the premises we saw 2 SIA door supervisors outside the entrance to the premises. There was no queue or customers congregating outside of the premises. No ASB in the vicinity of the premises was noted. On entering the premises I saw many people in smart attire sat at formally arranged tables. A balloon arch was in the main public area next to a decorative sign saying '30'. A man I know to be the premises' licensee & DPS, John Jegede (JJ), approached me. He stated that a 30th birthday party was taking place. I conducted a re-inspection of the premises. The premises are now compliant with conditions 288, 289, 340, 343 and 4A of the premises licence issued in respect of the premises. Regarding condition 293 in respect of staff training, JJ stated he is making all relevant staff take a course provided by CPL Learning (who are a hospitality sector training provider which I know to me). JJ stated that at the moment only one person had completed the course. I advised JJ that once all relevant staff members have finished the course, JJ should send me copies of their course certificates to prove that they have completed the course. Regarding condition 346 which requires that a sound limiter be installed at the premises JJ stated that he was under the impression that the council would supply a sound limiter. I explained that he must source a SL himself and have his sound engineer correctly install and calibrate the SL. I reiterated to JJ that the premises must be cleared of all customers by midnight on Friday and Saturday and that if he wanted to extend the hours permitted for licensable activities at the premises he could submit a TEN, which he was well aware of, as he has submitted them before. I advised that he could also consider applying for a variation to the licence to extend standard operating hours on a Friday and Saturday. I advised him that we had received a flyer in respect of an event advertised to finish at 2am on Saturday (23/09/2023) and that there was no TEN in place to allow an extension of hours for licensable activities until 2am on that date. I reiterated that we had received complaints about customer behaviour in the locale and that he should monitor, and if required, modify, customer behaviour at and in the vicinity of the premises. Although a DJ was playing music there was no significant sound escape from the premises. On leaving the premises we didn't note any ASB in the locale, customers congregating outside or significant sound escape from the premises. As the premises is nearly compliant a second

			warning letter will be sent. I advised that if by the time of the next re-inspection the premises were not fully complaint we would instigate legal proceedings.
22/12/2023	20:48hrs NTE Visit - PUBLIC NOTICENOT ON DISPLAY	RK	Visit to premises with AB (Environmental Enforcement Officer).No licensing public notices on display externally at the premisesATO.V.X9 males outside premises smoking and talking possibly connected to the premises. Dynamic risk assessment undertaken / no pictures taken to avoid potential confrontation with patrons / members of the public outside the premises.

**Masq London Ltd**  
201 Tooley Street  
London  
SE1 2JX

**Licensing Unit**  
Direct Line: 020 7525 5779  
Direct Fax: 020 7525 5705  
Our ref': INU 094481

*Via post and email*

06 September 2023

Dear Masq London Ltd,

**RE: THE LICENSING ACT 2003 (*The Act*) – WARNING LETTER  
(Masq, 201 Tooley Street, London, SE1 2JX)**

On 7 July 2023 at approximately 20:22 hours, and then on 08 July 2023 at approximately 00:40 hours, a licensing enforcement officer undertook inspections of the above premises to determine whether licensable activities at the premises were being provided in accordance with the premises licence issued in respect of the premises, or that the premises was otherwise being operated in accordance with *The Act*.

In addition to the above, the officer also considered 'risk assessment' criteria that would help determine the frequency of future inspections of the premises.

During the inspection the officer witnessed the following:

**1. Breaches of conditions 288 & 289 of the premises licence issued in respect of the premises which state –**

- **288** That a CCTV system be installed at the premises and be maintained in good working order and be continually recording at all times the premises are in use under the licence. The CCTV System must be capable of capturing a clear facial image of every person who enters the premises.
- **289** All CCTV footage be kept for a period of 31 days and shall on request be made immediately available to officers of the police and the council.

The manager / premises' DPS was not able to demonstrate that the CCTV system installed at the premises was in working order or that CCTV footage was being kept for 31 days.

**2. Breach of condition 293 which states -**

- **293** That all staff are trained in their responsibilities under the licensing act 2003 and training records to be kept and updated every 6 months and shall, upon request, be made immediately available to Officers of the Police and the Council.

There were no staff training records available, and the manager / DPS confirmed that none had been devised or kept.

**3. Breach of condition 340 which states -**

- **340** That suitable notices shall be displayed requesting people to leave the premises in a quiet and orderly manner so as not to disturb local residents.

No notices requesting people to leave the premises in a quiet and orderly manner were displayed at the premises.

**4. Breach of condition 343 which states –**

- **343** That clear legible signage shall be prominently displayed where it can be easily seen and read, requesting that ‘off sales’ of alcohol are not be opened and consumed in the vicinity of the premises.

No signage regarding ‘off sales’ was displayed at the premises.

**5. Breach of condition 346 which states –**

- **346** Provision and use of a noise limiting device.

No noise limiting device was available or in use at the premises.

**6. Breach of condition 4AA which states –**

- **4AA** That a challenge 25 scheme shall be maintained at the premises requiring that staff selling alcohol request that any customer who looks under 21 years old, and who is attempting to purchase alcohol, provides valid photographic identification proving that the customer is at least 18 years old. Valid photographic identification is composed of a driving licence, passport, UK armed services ID card and any Proof of Age Standards Scheme (PASS) accredited card such as the Proof of Age London (PAL) card.

No challenge 25 policy was in place at the premises and bar staff questioned at the premises were not aware of what a challenge 25 policy is.

**7. Breach of section 57 of *The Act* –**

The premises licence summary, or a certified copy of the premises licence summary, was not displayed at the premises as is required by section 57 of *The Act*.

## **8. Out of hours operation –**

The premises were still in operation, with customers inside, at 00:40 hours on 08 July 2023. The premises should have been shut by 00:00 hours (midnight). During the visit to the premises at 20:22 hours on 07 July 2023, Yemi John Jegede who is the premises' DPS / manager, and director of Masq London Ltd (the premises licence holder), was specifically advised that all customers should be out of the premises by 00:00 hours.

Each of the matters listed above constitute either breaches of the premises licence issued by this Council under *The Act*, or other offences under *The Act*.

Section 136 (1) (a) of the Licensing Act 2003 states that:

- **A person commits an offence if -**

**He carries on or attempts to carry on a licensable activity on or from any premises otherwise than under and in accordance with an authorisation; or**

**knowingly allows a licensable activity to be so carried on.**

**A person guilty of an offence under this section is liable on summary conviction to imprisonment for a term not exceeding six months or to a fine not exceeding £20,000, or to both.**

As stated above, you were carrying out (and knowingly) licensable activities otherwise than under and in accordance with an authorisation.

**You must ensure that licensable activities at the premises are provided in accordance with the terms and conditions of the premises licence issued in respect of the premises, and that the hours of operation stated in the licence are adhered to. Further visits to the premises will be made regarding these matters. Licensing officers, or other authorised officers, will gain admission to the premises in the same way as ordinary members of the public, and will not necessarily make themselves known to the staff or the licence holder at the time of the visit.**

We hope that this warning will ensure that compliance is achieved and no further action will be required.

If compliance is not achieved then this Council may take formal action up to and including a review of the premises licence, and / or prosecution.

***Please note that this warning letter is not necessarily the end of this matter and that further enforcement action is being considered.***

**Further matters:**

- It is advised that a brighter light bulb be installed in the stairwell between the ground floor and basement. The stairwell is quite dark and could pose a trip hazard to guests using the stairwell.
- Mr Jegede was advised to ensure that customer dispersal from the premises is managed so that it does not cause nuisance in the vicinity of the premises. Mr Jegede was also advised to manage customers congregating outside of the premises so that they do not cause nuisance or disorder in the vicinity of the premises. Mr Jegede was told that complaints had been received from local residents alleging that customers leaving the premises, and congregating outside of the premises, were causing noise nuisance and engaging in disorderly behaviour in the locale.

Please note that if it is substantiated by this Council that statutory, or public, noise nuisance is emanating from the premises, or is caused by the operation of the premises, then this council may take enforcement action. Such enforcement action could include the seizure of any equipment related to the nuisance (e.g. amplifiers or speakers etc.), or prosecution. Local residents also have the option to submit an application to review a premises licence, should the residents feel that the operation of a licensed premises is leading to nuisance and / or disorder.

You may wish to consider writing a dispersal policy for the premises, and briefing any door staff or security staff as to their expected duties regarding the control of customers leaving the premises or congregating outside of the premises.

For your information details of the council's Noise and Nuisance Team are available via:

[How to report a noise problem - Southwark Council](#)

Details of the review procedure are available via:

[Review of an existing premises licence - Southwark Council](#)

For your assistance, I have attached some guidance and training regarding the prevention of selling alcohol to underage customers. This information can form *part* of the training that you provide to your staff. I have also attached some example dispersal policies.

Thank you in anticipation of your co-operation. Should you wish to discuss the above with a licensing enforcement officer then please contact us by email at [licensing@southwark.gov.uk](mailto:licensing@southwark.gov.uk), or by telephone on 020 7525 5779 between 09:00 hours and 17:00 hours, Monday to Friday. Alternatively you can write to us, or visit us (by appointment only), at the address below.

Yours sincerely,

W. McArthur

**Wesley McArthur**

Principal Enforcement Officer

[wesley.mcarthur@southwark.gov.uk](mailto:wesley.mcarthur@southwark.gov.uk)

**Attachments:**      Age verification guidance  
                            Example dispersal policies

**CC:**                      Yemi John Jegede (premises DPS)



**Masq London Ltd**  
201 Tooley Street  
London  
SE1 2JX

**Licensing Unit**  
Direct Line: 020 7525 5779  
Direct Fax: 020 7525 5705  
Our ref: INU 094481

*Via email only*

████████████████████  
  
23 September 2023

Dear Masq London Ltd,

**RE: THE LICENSING ACT 2003 (*The Act*) – SECOND WARNING LETTER  
(Masq, 201 Tooley Street, London, SE1 2JX)**

Following the warning letter that was sent to you on the 06 September 2023, a licensing enforcement officer re-inspected your premises on 23 September 2023 at approximately 20:35 hours to determine whether licensable activities were now being carried at the premises out in accordance with the premises licence issued in respect of the premises.

Although many of the prior breaches of the premises licence issued in respect of the premises had been rectified, during the inspection the officers witnessed the following:

**1. Continued breach of condition 293 which states -**

- **293** That all staff are trained in their responsibilities under the licensing act 2003 and training records to be kept and updated every 6 months and shall, upon request, be made immediately available to Officers of the Police and the Council.

There were no staff training records available, however the premises' manager / DPS (Mr John Jegede) stated that all relevant staff were due to undertake a suitable training course to be provided by CPL Learning. Please ensure that such training is undertaken as soon as possible. As and when staff complete the training course please send us copies of the certificate confirming that the staff members have completed the course. I previously sent you training materials regarding suitable age identification. Please ensure that staff are familiar with the acceptable forms of age identification.

## **2. Continued breach of condition 346 which states –**

- **346** Provision and use of a noise limiting device.

No noise limiting device was available or in use at the premises.

Each of the matters listed above constitute continued breaches of the premises licence issued by this Council under *The Act*.

Section 136 (1) (a) of the Licensing Act 2003 states that:

- **A person commits an offence if -**

**He carries on or attempts to carry on a licensable activity on or from any premises otherwise than under and in accordance with an authorisation; or**

**knowingly allows a licensable activity to be so carried on.**

**A person guilty of an offence under this section is liable on summary conviction to imprisonment for a term not exceeding six months or to a fine not exceeding £20,000, or to both.**

As stated above, you were knowingly carrying out licensable activities otherwise than under and in accordance with an authorisation.

You must ensure that licensable activities at the premises are provided in accordance with the terms and conditions of the premises licence issued in respect of the premises, and that the hours of operation stated in the licence are adhered to. Further visits to the premises will be made regarding these matters. Licensing officers, or other authorised officers, will gain admission to the premises in the same way as ordinary members of the public, and will not necessarily make themselves known to the staff or the licence holder at the time of the visit.

**If compliance is not achieved then this Council will instigate legal proceedings.**

***Please note that this warning letter is not necessarily the end of this matter and that further enforcement action is being considered.***

### **Further matters:**

- We received promotional material for an event to take place at the premises with an advertised finish time of 02:00 hours on Sunday 24 September 2023. No suitable authorisation is in place to allow licensable activities to take place at the premises until 02:00 hours on 24 September 2023.

Mr Jegede was advised of the above, and reminded that all customers must have vacated the premises by the closing time stated for each day of the week on the premises licence issued in respect of the premises, unless another authorisation allowing for licensable activities to be extended past standard permitted hours is in place regarding the premises.

- Mr Jegede was reminded to ensure that customer dispersal from the premises is managed so that it does not cause nuisance in the vicinity of the premises. Mr Jegede was also advised to manage customers congregating outside of the premises so that they do not cause nuisance or disorder in the vicinity of the premises. Mr Jegede was reminded that complaints had been received from local residents alleging that customers leaving the premises, and congregating outside of the premises, were causing noise nuisance and engaging in disorderly behaviour in the locale.

It is noted that at the time of the inspection customers were behaving in an orderly manner, that no customers were congregating outside of the premises or in the locale, and that no anti-social related to the premises was observed.

Thank you in anticipation of your co-operation. Should you wish to discuss the above with a licensing enforcement officer then please contact us by email at [licensing@southwark.gov.uk](mailto:licensing@southwark.gov.uk), or by telephone on 020 7525 5779 between 09:00 hours and 17:00 hours, Monday to Friday. Alternatively you can write to us, or visit us (by appointment only), at the address below.

Yours sincerely,



**Wesley McArthur**

Principal Enforcement Officer

[wesley.mcarthur@southwark.gov.uk](mailto:wesley.mcarthur@southwark.gov.uk)

**CC:** Yemi John Jegede (premises DPS)

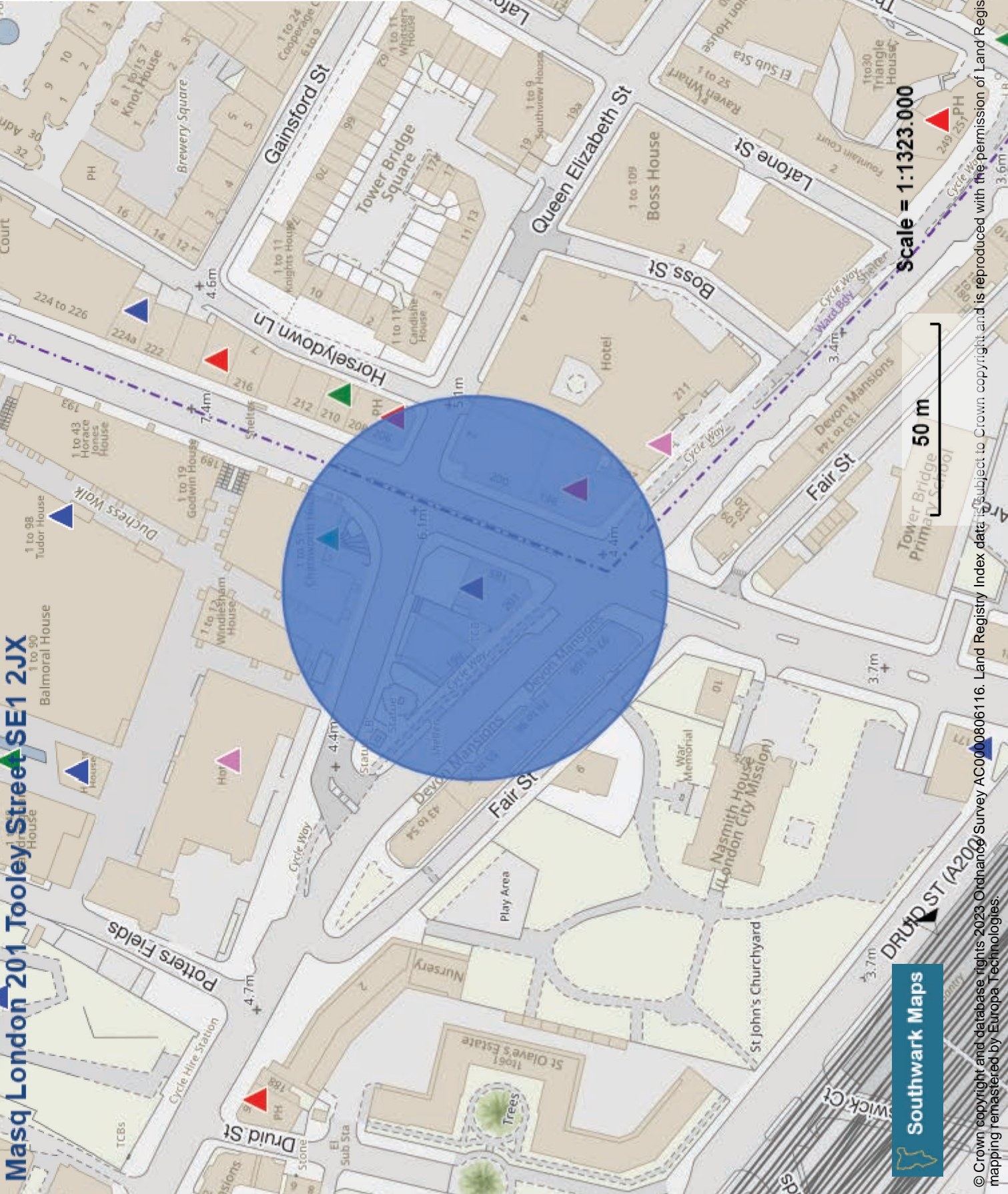
Masq London 201 Tooley Street SE1 2JX

**Annotations**

- Circle 1

**Licensed Premises**

- Licensed premises - Drinking Establishments
- Licensed premises - Eaterie
- Licensed premises - Off-Sales
- Licensed premises - Other
- Licensed premises - Takeaway
- Licensed premises - Unkno
- All licenced premises



Southwark Maps

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**LICENSING SUB-COMMITTEE DISTRIBUTION LIST (OPEN) MUNICIPAL YEAR 2023-24**

**NOTE:** Original held by Constitutional Team; all amendments/queries to Andrew Weir - Tel: 020 7525 7222

Name	No of copies	Name	No of copies
<b>Members</b>		<b>Officers</b>	
Councillor Margy Newens	1	Debra Allday, legal team	1
Councillor Ian Wingfield	1	Toyin Calfos, legal team	By email
Councillor Charlie Smith	1	Charlotte Precious, legal team	By email
<b>Reserve</b>		David Franklin, licensing team	By email
Councillor Sunny Lambe	1	Andrew Heron, licensing team	By email
Ward councillors	By email	Wesley McArthur, licensing team	By email
		P.C. Mark Lynch, Metropolitan Police Service	By email
		P.C. Ian Clements, Metropolitan Police Service	By email
		Andrew Weir, constitutional team	By email
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		<b>Dated:</b> 6 February 2024	