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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	<p>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.</p>
22/09/2023	20:35 NTE Visit	WMA	<p>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 4AA 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 is known 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</p>

			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 premisesATOV.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, 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

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, 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

CC: Yemi John Jegede (premises DPS)