

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]

2nd January 2024

For the attention of Licensing Southwark 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

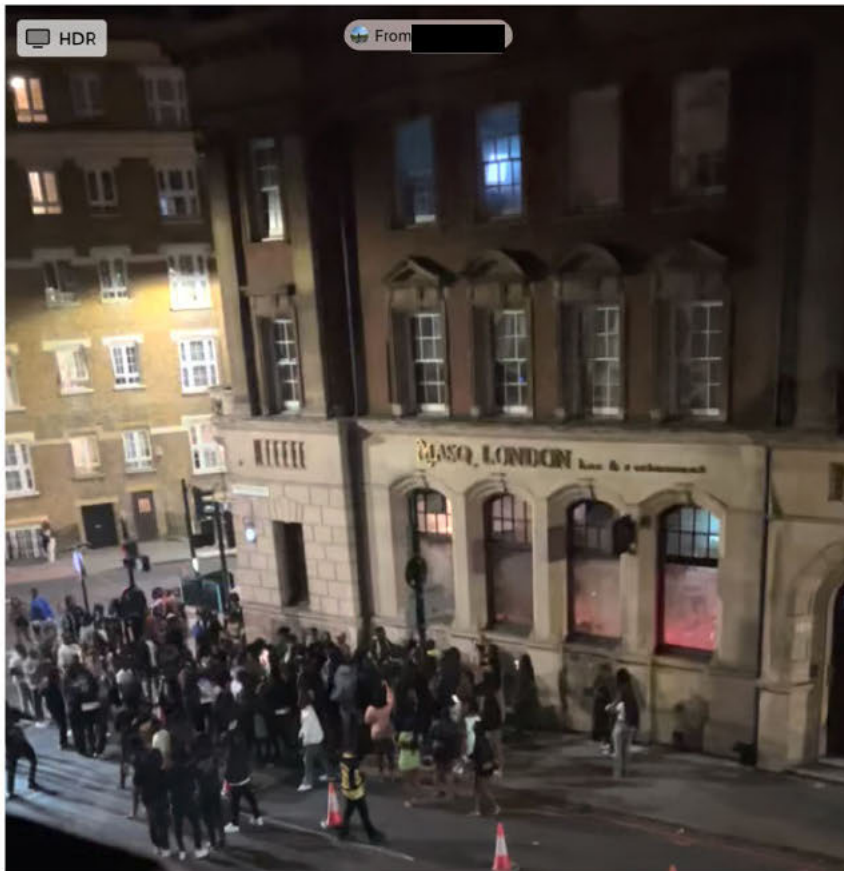
Appendix 1 Supporting photo evidence

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

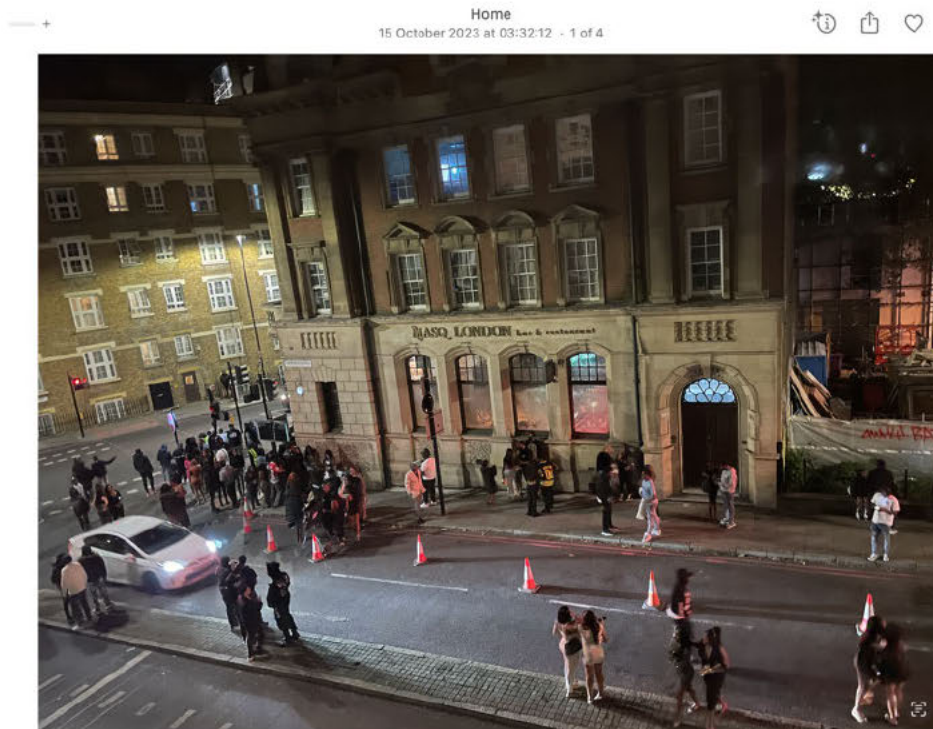


Photo 4 – 14/15th October 2023, 3.32am Patrons standing at the corner and in the middle of the middle of Queen Elizabeth street.



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

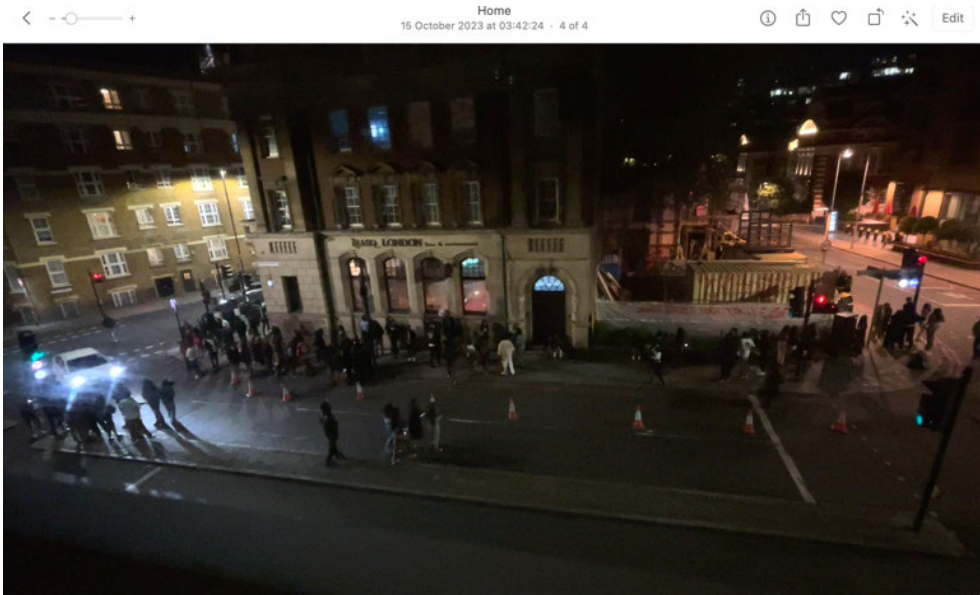


Photo 6 – 14/15th October 2023 3.42am Cars go slowly around patrons

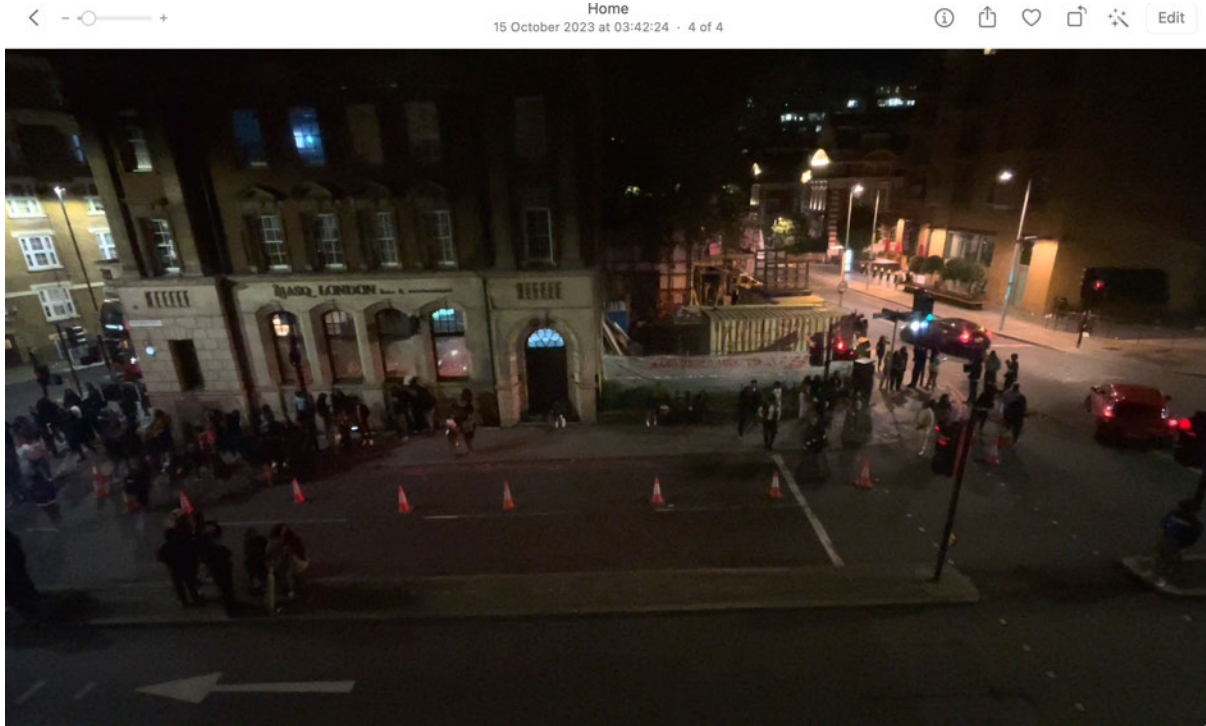
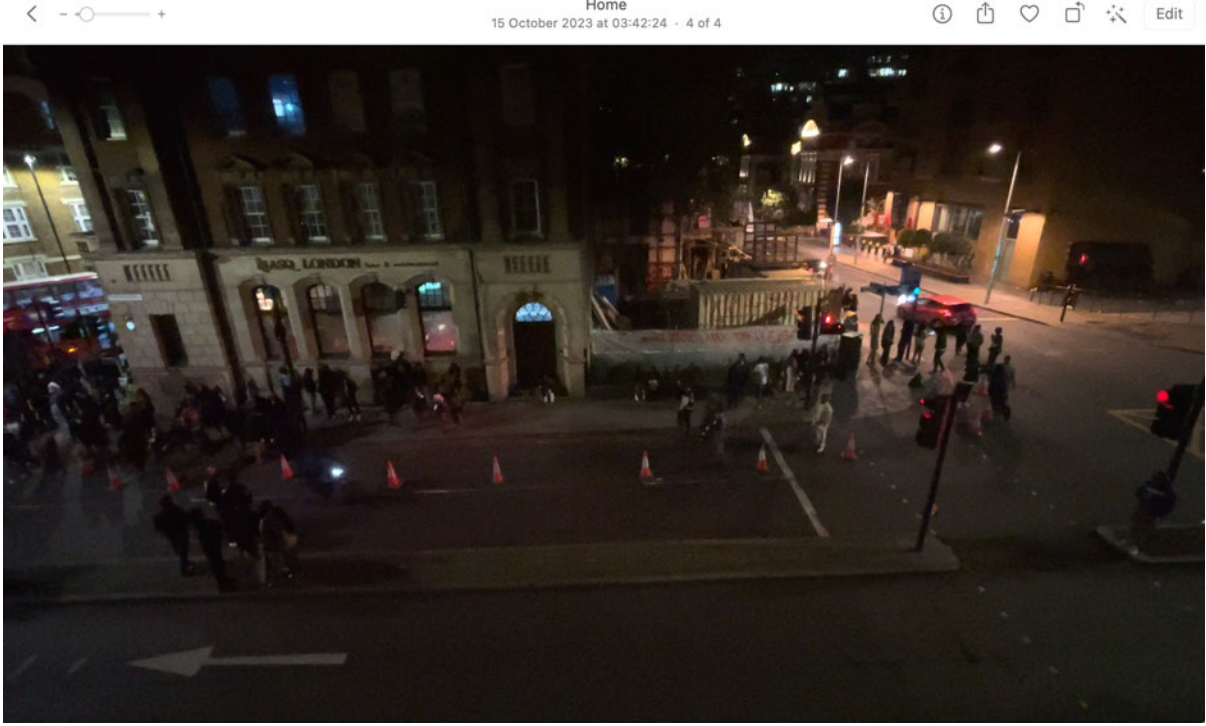


Photo 7 – 14/15th October 2023 3.42am Cyclist trying to get through



30th December 2023 (note this is not New Years Eve)

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

London - Bermondsey
31 December 2023 at 02:48:04 - 63,268 of 63,378



Photo 9 – 30/31st 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 – 30/31st December 2023 2.51am intoxicated altercation in the middle of the road (have video evidence)

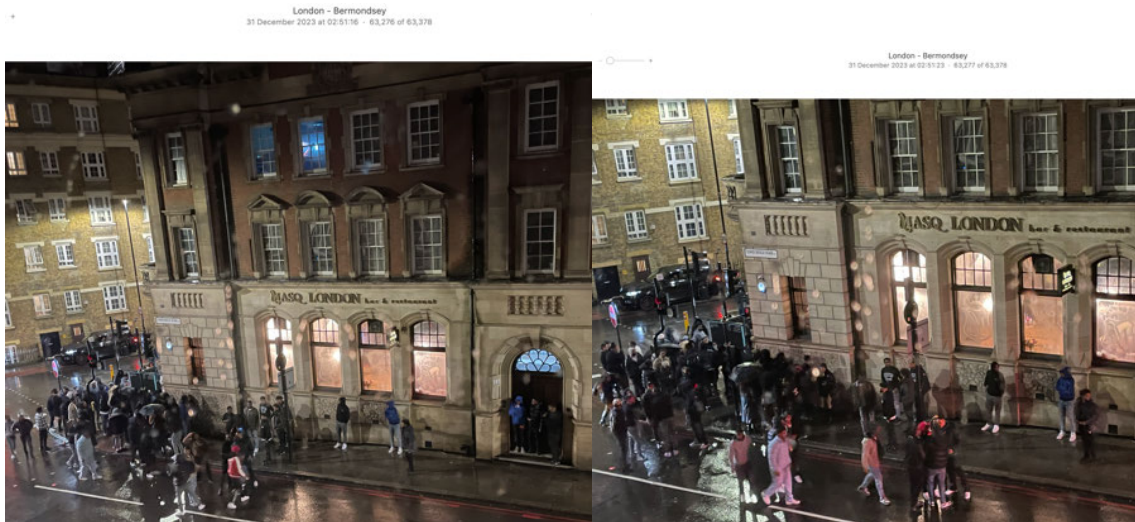


Photo 12 and 13 – 30/31st December 2023 2.51am patrons on road forcing motor vehicles to swerve. This is extremely dangerous to patrons and motorists (have video).

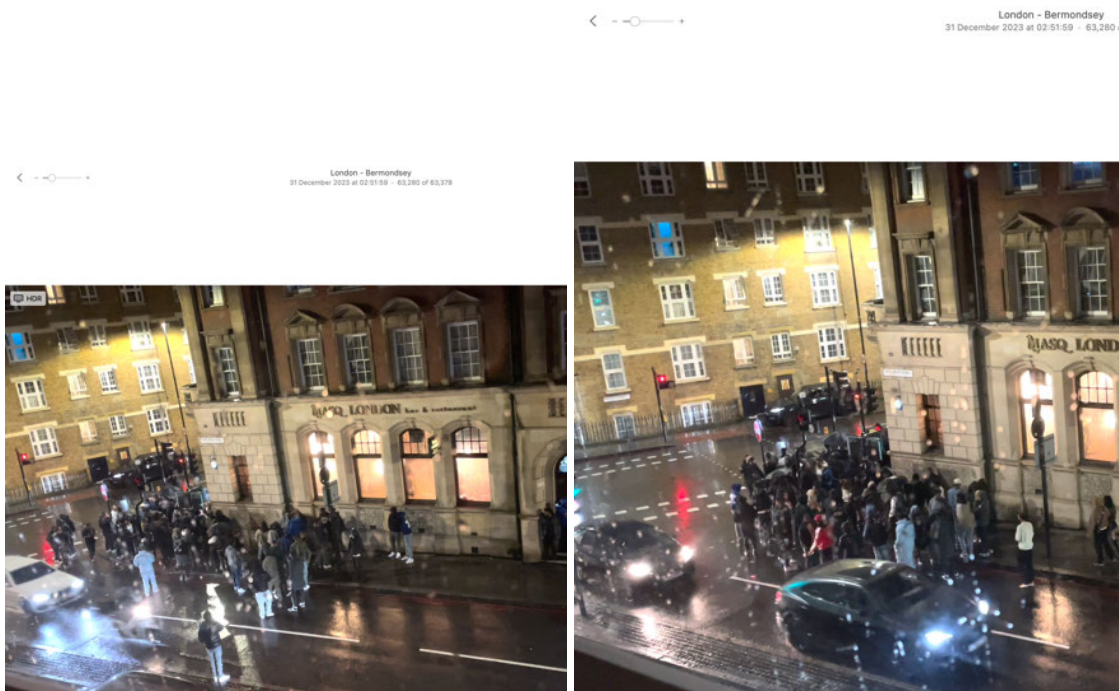


Photo 14 – 30/31st December 2023 3.02am vehicles now stopping outside MASQ to hang with patrons with hazard lights on. This is common. Passing motor vehicles are forced to slow down and converge to one lane. The premises itself is still operating



Photo 14 and 15 – 30/31st 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 15th October 2023:

From: 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 II Housing and Modernisation

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

From: noreply@southwark.gov.uk
Date: Sunday, October 15, 2023 at 03:39
To: environment@southwark.gov.uk
Subject: Noise complaints output

A noise complaint has been logged on the southwark website.

Ref no: 2097298

Form no: Environment - Noise Complaints

Received a voice message from the Noise and Nuisance team at 13.32 on 16th 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 31st 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, Cc: Rachel.Bentley@southwark.gov.uk, Hamish.McCallum@southwark.gov.uk, 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 15th 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

cc: Rachel.Bentley@southwark.gov.uk,
Hamish.McCallum@southwark.gov.uk
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.

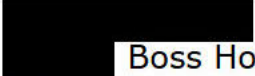
Here I speak only of my safety however there are also young children who live in these apartments and I do worry for them too. Not only from the broken sleep they must have as a result of this ongoing issue but also the influence of foul language and hostility they must also be subjected to. In addition 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: 27th 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 17th December):

1) The Prevention of Crime and Disorder

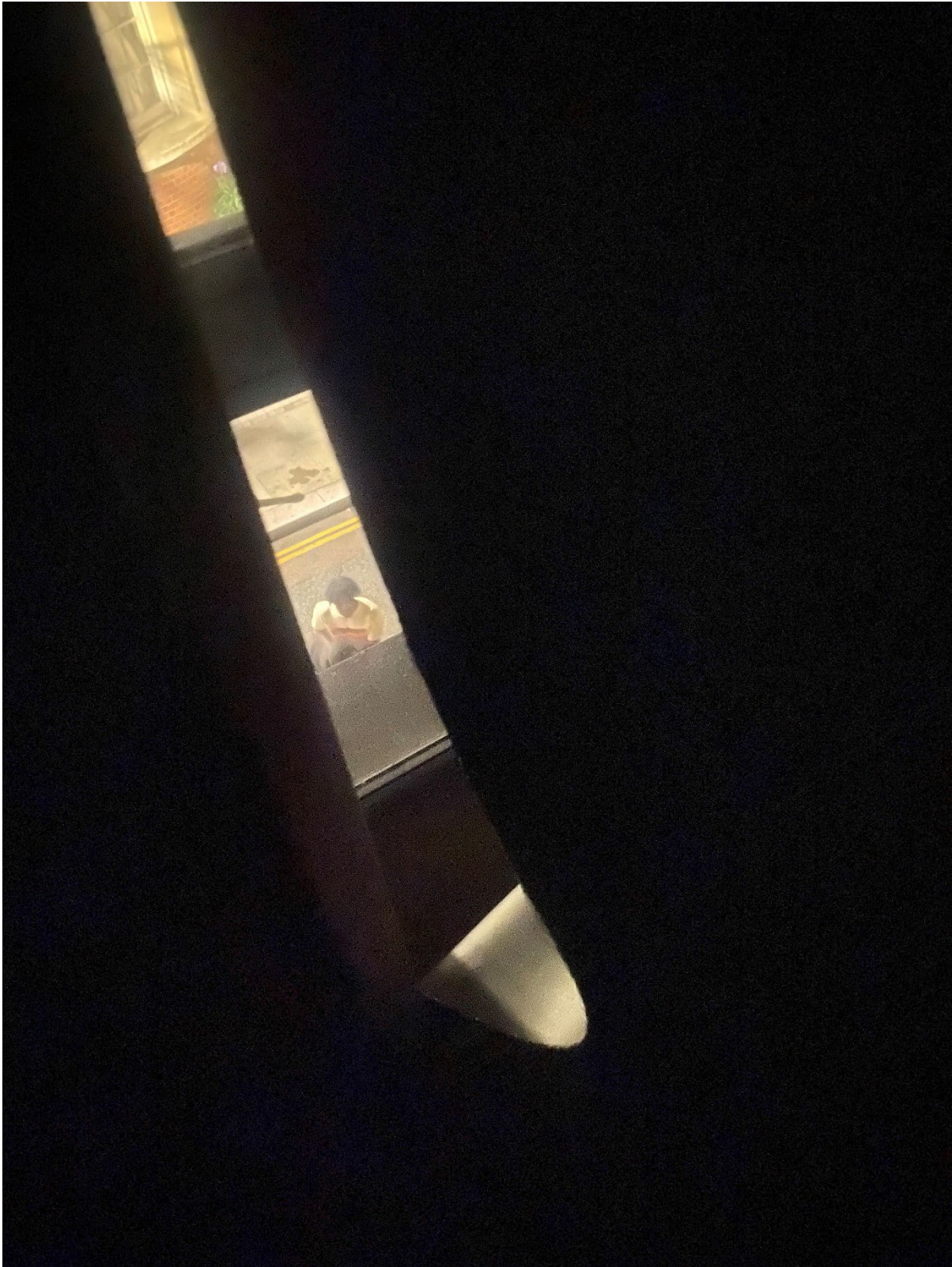
On various occasions, I have witnessed Masq patrons engaging in a number of disorderly and potentially criminal activities, particularly when returning to vehicles after closing to parked outside my flat on the 1st floor of Boss House and which overlooks Boss Street.

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 4th 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:

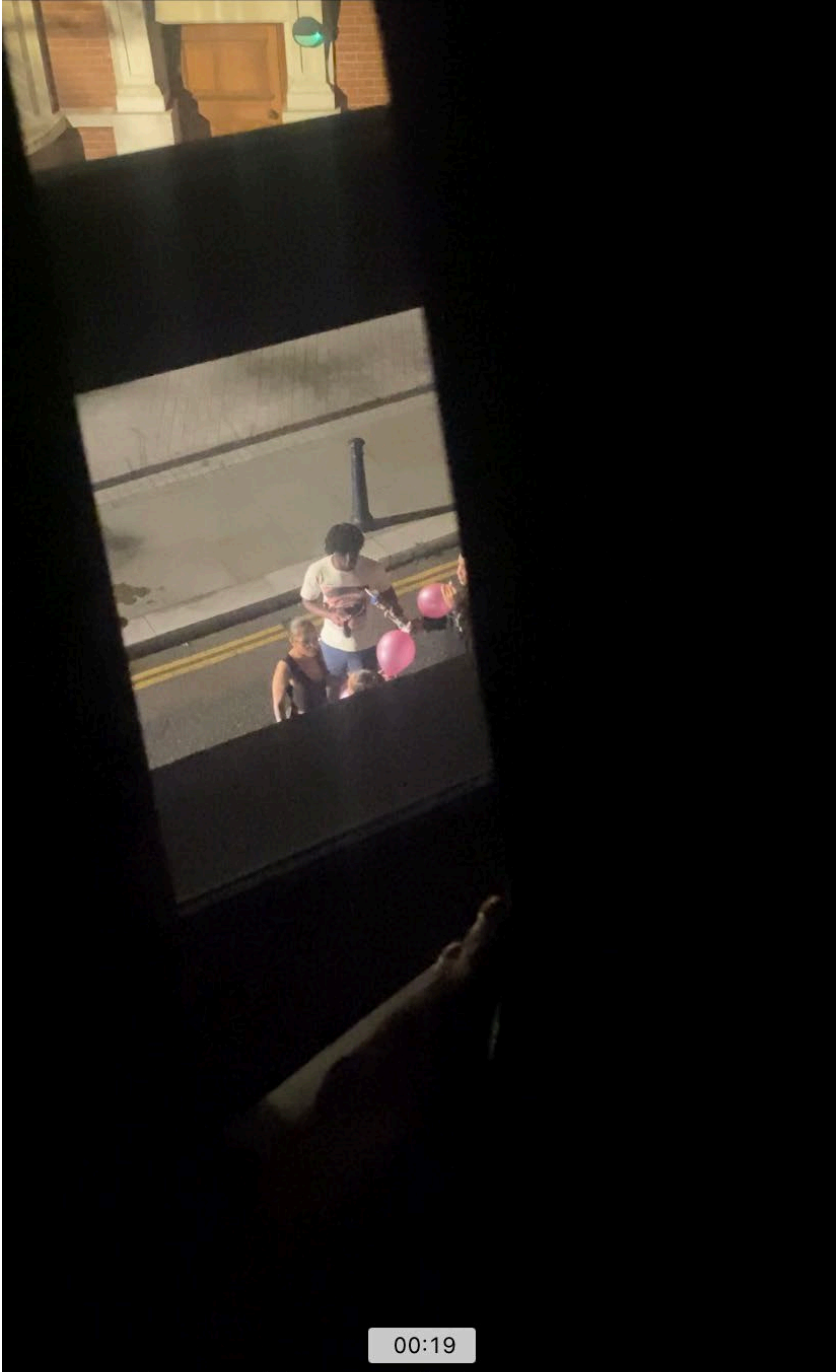


19:32

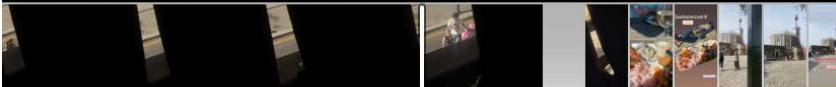


4 September
00:06

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 4th 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.

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

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

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>
Sent: Tuesday, December 19, 2023 4:56 PM
To: Regen, Licensing <Licensing.Regen@southwark.gov.uk>
Cc: McCallum, Hamish <Hamish.McCallum@southwark.gov.uk>; Tester, Emily <Emily.Tester@southwark.gov.uk>; Bentley, Rachel <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 1st 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 patrols 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.



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Posts

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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

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



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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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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

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

W: 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>

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 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>

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 881900: Masq London, 201 Restaurant Tooley Street, SE1 2JX

16th 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

A solid black rectangular box used to redact the signature of the sender.

Other person 17

From: [REDACTED]

Sent: Sunday, December 17, 2023 2:04 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, December 17th 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 17th, 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 14th/15th 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 17th) 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

■ 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: 15th 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:

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

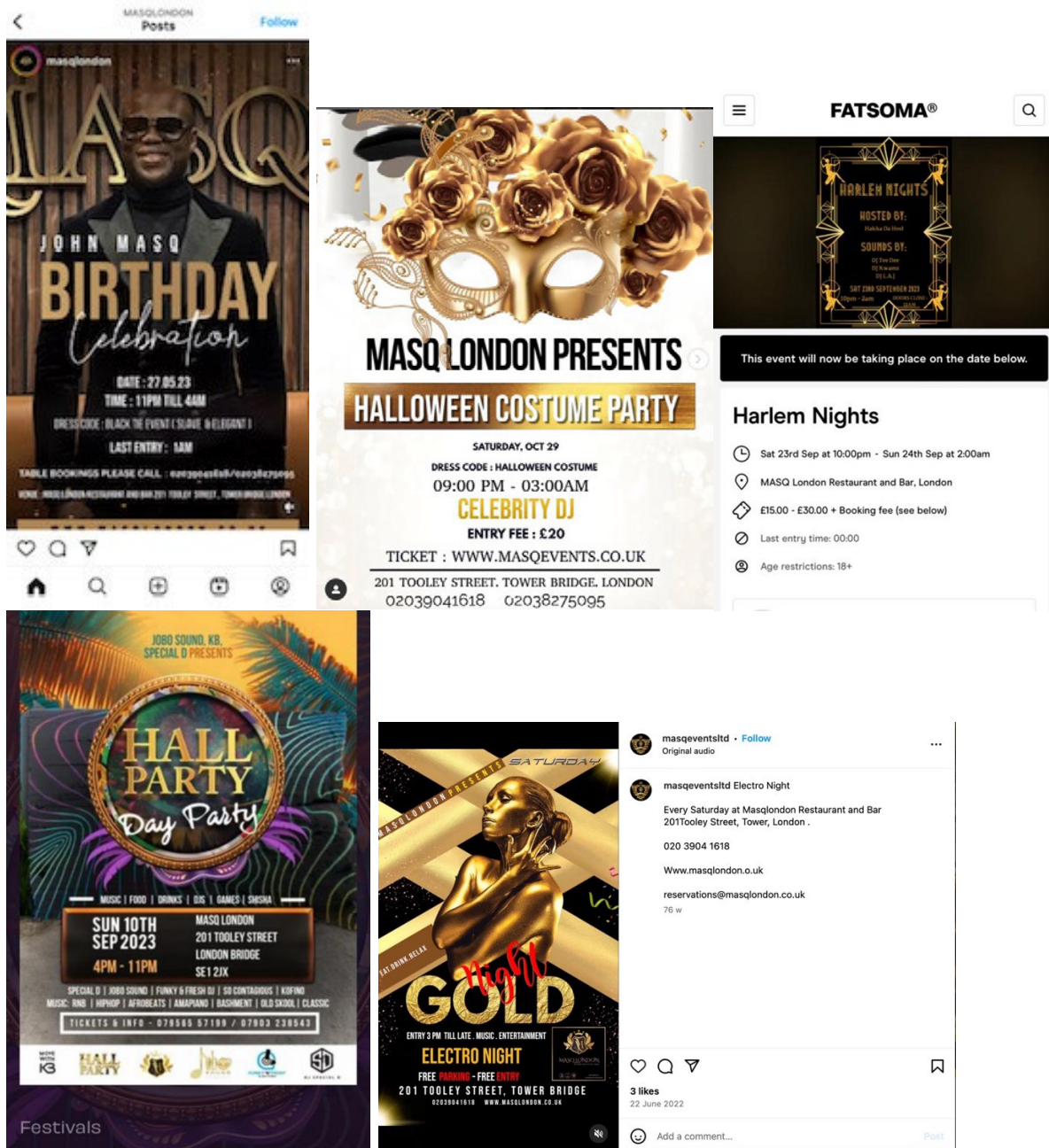
ADDRESS: [REDACTED] **Boss House, Boss Street, London, SE1 2PS**

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.



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

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

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

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>

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

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>
Cc: <core@shadthames.org> <core@shadthames.org>; Bentley, Rachel <Rachel.Bentley@southwark.gov.uk>; McCallum, Hamish <Hamish.McCallum@southwark.gov.uk>; Tester, Emily <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.

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
emily.tester@southwark.gov.uk hamish.mccallum@southwark.gov.uk
emily.hickson@southwark.gov.uk,
CllrSunil.Chopra@southwark.gov.uk sam.dalton@southwark.gov.uk
Alper.Kagan@met.police.uk
Lorge.Sepulveda@met.police.uk
Marlam.IanKhan@met.police.uk
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>

Sent: Tuesday, January 2, 2024 6:58 PM

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

Cc: Dalton, Sam <sam.dalton@southwark.gov.uk>; Chopra, Sunil <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: 2nd 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,

[REDACTED]

[REDACTED]

[REDACTED] 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>

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

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:

ADDRESS: 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>

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

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>

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

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>
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>

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

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

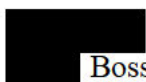
Resident's children could be harmed by the loss of sleep caused by late night partying, hostility and foul language from Masq patrons.

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

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]

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>
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>
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>
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] 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>
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.

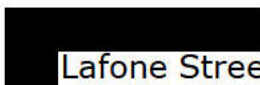
4) Protection of Children from Harm

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.

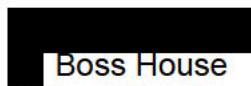
Living in London, and for that matter enjoying the vibrant nighttime economy in Shad Thames and the surrounding area ourselves, we recognise that a balance always has to be struck between the needs of businesses and local residents. However, in this case it doesn't seem either appropriate or reasonable 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>
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>

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 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%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikk1haWwiLCJXVCi6Mn0%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

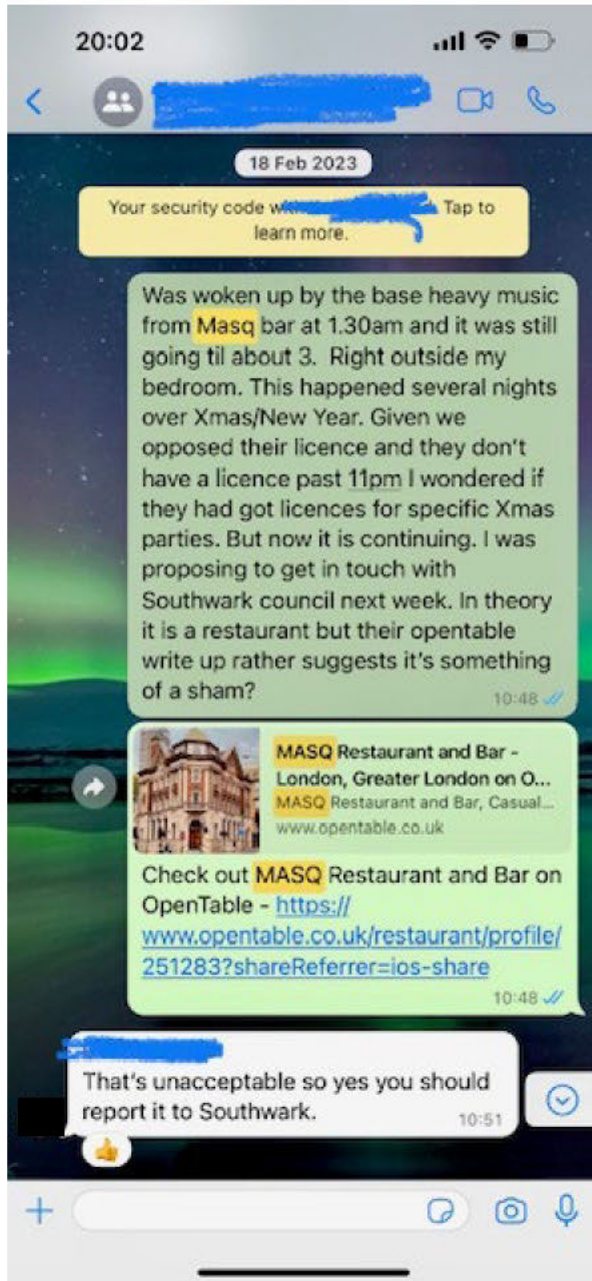
Given such significant public nuisance created even with the existing licensing hours highlighted above, Masq’s apparent lack of candour about their plans with the licensing team previously, and continued failure to address nuisance, crime and disorder, I believe that the Licensing Objectives would be 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

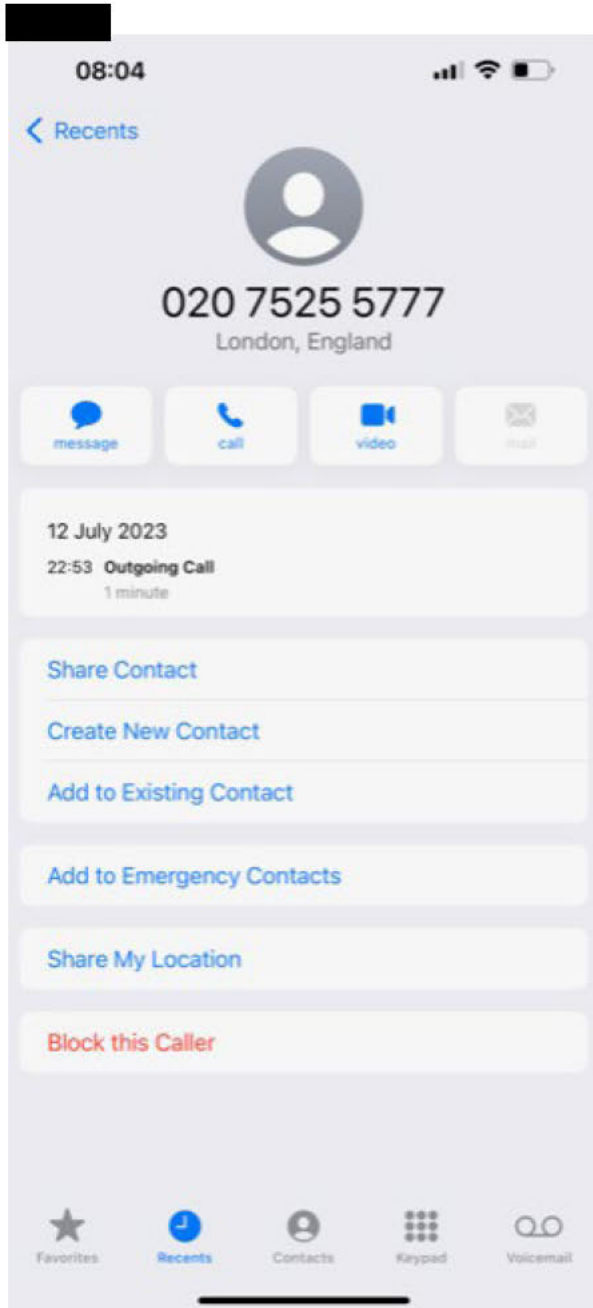
To: Noise and Nuisance <noiseandnuisance@southwark.gov.uk>

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> 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>

Subject: Re: Unacceptable noise from Masq Bar, Tower Bridge Road

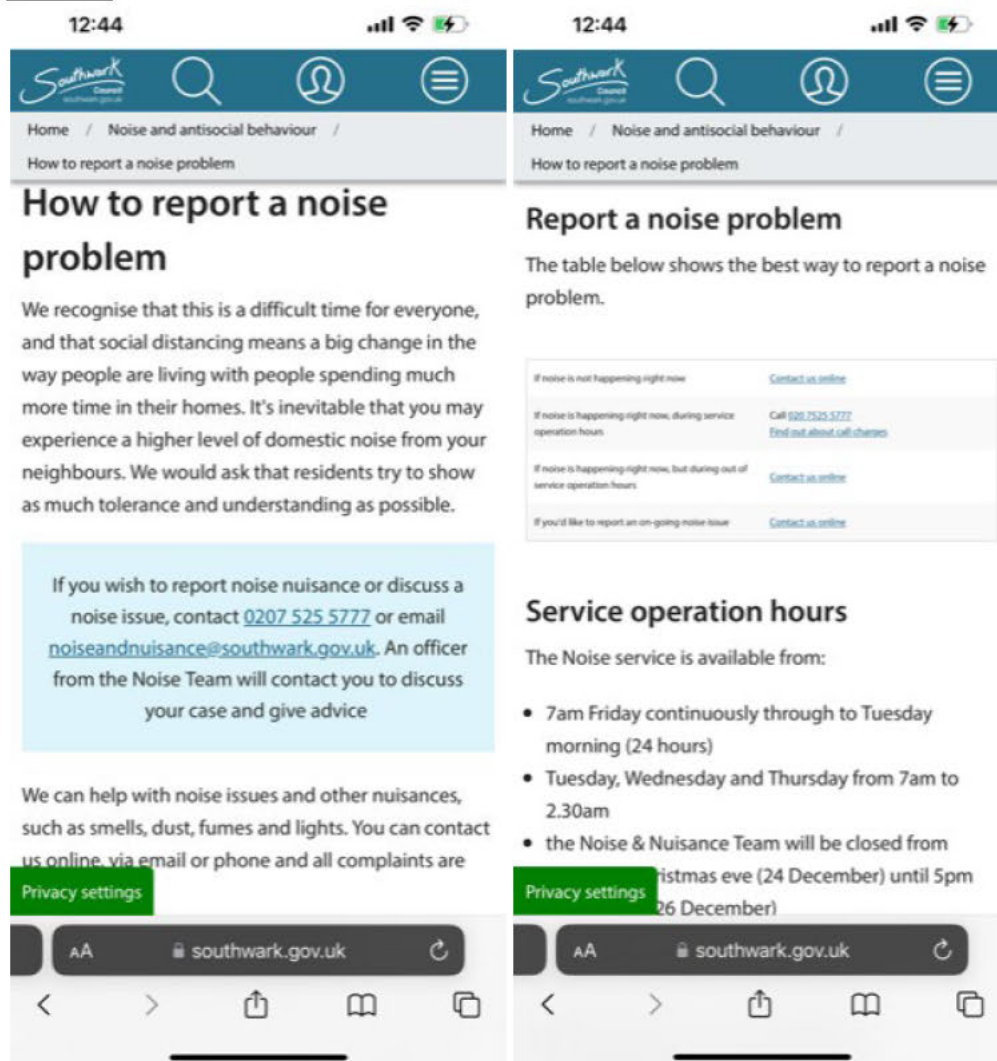
Hello again

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> 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 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>

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> 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>
> 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> 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>

>> 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.

>>

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CAUTION: This email originated from outside of EIP. Do not click links or open attachments unless you recognise the sender and know the content is safe.

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>
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> 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>
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

Please see attached,

Please acknowledge receipt.

[REDACTED]
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 47

22nd 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 3rd / 4th 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: 22nd 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