

Southwark Licensing Team

Community Safety EHTS,
3rd Floor Hub 2
160 Tooley Street
PO Box 64529
London SE1 5LX

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**Application for the review of a premises licence or club premises certificate under the
Licensing Act 2003**

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I Mark Prickett, on behalf of Southwark Council's Environmental Protection Team

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description	
Thai Silk Railway Arches 94 To 95 Joan Street	
Post town London	Post code (if known) SE1 8DA

Name of premises licence holder or club holding club premises certificate (if known)
Soho Palace Limited

Number of premises licence or club premises certificate (if known)
849435

Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)

2) a responsible authority (please complete (C) below)

3) a member of the club to which this application relates
(please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr

Mrs

Miss

Ms

Other title
(for example, Rev)

Surname

First names

I am 18 years old or over

Please tick ✓ yes

**Current postal
address if
different from
premises
address**

Post town

Post Code

Daytime contact telephone number

**E-mail address
(optional)**

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Mark Prickett (Principal Enforcement Officer) Environmental Protection Team Regulatory Services Southwark Council 3rd floor, Hub 2 160 Tooley Street London SE1 2QH
Telephone number (if any) Direct line: 0207 525 0023 EPT: 0207 525 4261
E-mail address (optional) mark.prickett@southwark.gov.uk

This application to review relates to the following licensing objective(s)

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please tick one or more boxes ✓

Please state the ground(s) for review (please read guidance note 2)

The review application is submitted to address the premises licence at Thai Silk, Railway Arch 94 & 95 Joan Street, SE1 8DA after numerous complaints have been made to Southwark Council regarding public nuisance along with numerous visits by council officers to the premises who have witnessed public nuisance occurring.

Please provide as much information as possible to support the application (please read guidance note 3)

Southwark Council's Environmental Protection Team (EPT) submit a review application for Thai Silk, Railway Arch 94 & 95 Joan Street, SE1 8DA to address the existing premises licence no: 849435, granted 11th August 2015.

EPT seek to review existing conditions and apply further conditions to prevent future public nuisance being created from this premises.

PREMISES SITE CONTEXT

There are 6 railway arches located between Joan Street (to the north and east), Hatfields (to the west) and Isabella Street (to the south), SE1 8DA. The arches are numbered from 94 to 99.

Thai Silk premises covers 2 arches, numbered 94 & 95, with arch 94 dedicated to being the restaurant and arch 95 the bar.

Thai Silk is believed to have been in operation since 2006, with a recent change in management in 2015. EPT met with the new management for the first time in March 2015 (details of visit below) and as such information relating to this review application will commence from March 2015.

The 7 relevant conditions placed on the licence to address the 'prevention of public nuisance' licensing objective are as follows;

311 - That notices shall be displayed at all doors to the premises requesting that customers leave the premises in a quiet and orderly manner

342 - That regular parameter checks around the premises for noise escape or noisy patrons, and measures to be taken when there is noise escape, or noisy patron.

343 - That restriction shall be put on the use of the outside area after 23:00 hours.

344 - That the attendees of private parties and functions are directed by a competent member of staff to the rear entrance of the premises when leaving the event beyond the hour of (00.00) 12 midnight

345 - That customers are asked or encouraged by competent staff not to drink on the external parts of the restaurant beyond 11pm on Thursday, Friday and Saturday evenings.

346 - That the licensee or agent prevent localised nuisance that originated from the Thai Restaurant premises.

347 - The volume of music after 23:00 hours will be reduced to a level that does not go beyond the premises.

INVESTIGATION & COMPLAINT HISTORY

The council has undertaken a long investigation process with Thai Silk, prior to and since the new management has taken over. Relative correspondence and details of site meetings between both parties are detailed below.

All relevant information is presented in time order for the following separate sections;

- NTE visits
- Noise & Nuisance Team complaints
- Council correspondence with the premises.

- **NTE VISITS**

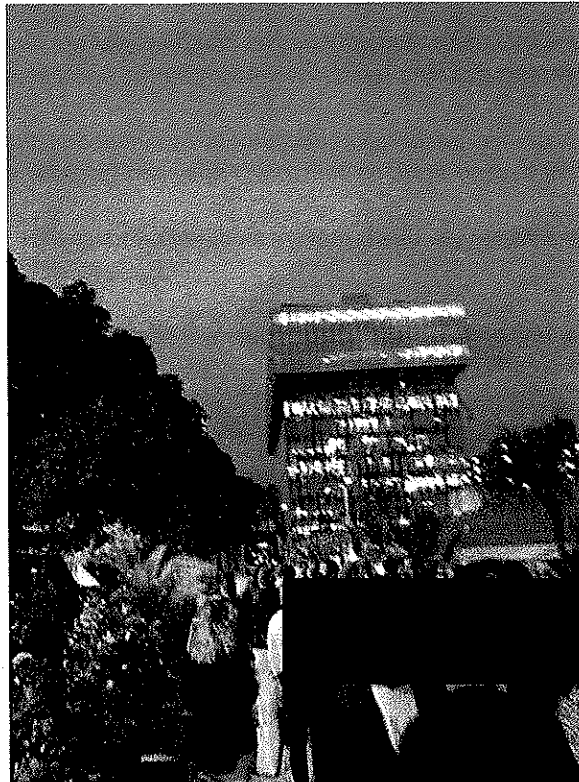
Southwark's Licensing department run a Night Time Economy Team (NTE) that operates on both Friday & Saturday nights. All NTE visits to Thai Silk are detailed in Appendix 1 however highlights of relevant visits and officer actions are summarised below;

May 2015 16/5/15 - NTE visit at 00:19 - "Had the 'Please leave Quietly signs displayed' it was very quiet we visited at 00:19hrs.". To note that no issues caused from premises when all patrons inside. **Demonstrating that when patrons inside and doors closed then no public nuisance being caused.**

29/5/15 - NTE visit at 22:31 - "RnB style music was being played in the premises...the installation of lobby doors would aid in reducing sound escape". **Loud amplified music leakage from the premises.**

July 2015 31/7/15 - NTE visit at 21:03 - "Visited area and on approach can hear LAM (Loud Audible Music), esp heavy bass, from The Cut. Nice evening, dozens of people drinking outside on the Styles House side of the TfL ventilation shaft. Pint glasses everywhere, not being collected. Thai Silk is blasting music, and the others are equally loud trying to compete. All premises have doors and windows open."

21:15 "All doors and windows open on nightclub side. Bass heavy LAM with DJ with amplified shouting over the mic. ID'd myself to doorman and asked to speak to manager. Spoke to Mr Kah Kit Yap who said he was the manager. People inside are whooping loudly and shouting to the music and in my opinion it would be audible in nearby residents homes. Advised Mr Yap to close his windows and doors and reduce the noise levels. He said he took over the restaurant on 27th May 2015. Mr Yap closed the doors and windows and as he was talking time I noticed a male hurt himself on the glass front door as he was expecting it to be open. It appeared as though the doors are normally always open, as a number of customers seemed surprised to have to open the door. There is a sign at the front of the premises: "Friendly notice: Thai Silk is now under new management owned by The Royal China Group". Facing the premises, the left side is a nightclub and the right side is the restaurant. We went inside to look around and it was extremely loud with the DJ shouting over the bass heavy music and people continually whooping and shouting to the music. Found the rear fire exit wide open, advised Mr Yap to close immediately as it should be available for emergency use. Private party upstairs. Went into staff office. Saw FRA (Fire Risk Assessment) - it raises a number of issues that require action. Dated June 2015. CCTV recordings viewed. Breach of condition 311 - door to nightclub did not have sign asking people to leave quietly. Breach of condition 341 - no evacuation procedure available with staff records. Breach of condition 342 - no noise checks. Mr Yap said he asks people to come inside after 22:00hrs. Summary at bar but licence not available. Premises requires an acoustic lobby for the entertainment it provides." **NTE officer noted loud amplified music leakage out of premises with door open, drinks and patrons permitted beyond the premises boundary and witnessed breaches of existing premises licence conditions.**



Aug 2015 7/8/15 - NTE visit at 20:30 - "Spoke with Andy Yap DPS of Thai Silk. Fire Risk assessment and staff training documents provided. Was shown copy of transfer paperwork. He stated that if DJ

style entertainment is being provided then the exterior doors will be closed at 20:30hrs but if background only the doors will be closed by 22:00hrs. Outside area being managed well, staff being sent out to clear empties. Music level not excessive in my opinion. Not as busy as in recent weeks, not much noise from patrons outside."

28/8/15 – NTE visit at 20:15 - "Arrived noticed crowds of people standing on the walkway outside Ev's bar, Jacks Bar and Thai Silk drinking and chatting. Thai silk had their front doors open music was very loud. All three venues were playing loud music and have their entire frontage open and people sitting opposite side of walkway and passageway. There were approximately 100+ people outside at the time of our visit. Music was entertainment level amplified significant local public nuisance." **All 3 premises witnessed causing a local public nuisance from patrons creating noise whilst beyond the premises boundary and from loud amplified music leaking from the premises with front doors open.** Pic above from NTE officer.

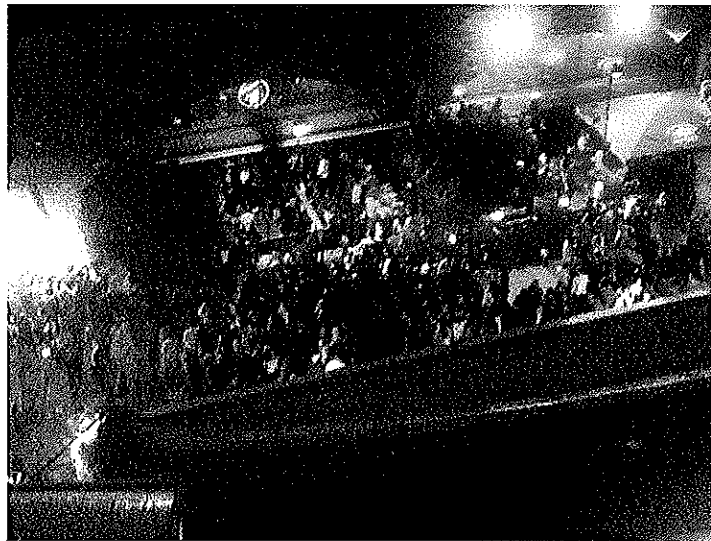
Sept 2015 25/9/15 - NTE visit at 21:00 "Stood outside Styles house at the Hatfields side and music noise was evident, especially bass. Isabella Street itself was busy with patrons, front doors of all premises were open and playing loud music. DPS from Thai Silk recognised me but didn't approach, shortly after music levels from Thai Silk were reduced and the front doors closed." **Patrons permitted beyond premises boundary, loud amplified music leaking from premises. Officer suggests management knew they were operating in breach of public nuisance licensing objective and only acted responsibly when saw NTE officer.**

- **NOISE & NUISANCE TEAM COMPLAINTS**

30/4/15 – Complaint to Noise Team at 22:05. Loud Audible Music from licensed premises on Isabella Street. No visit made by Noise Team to substantiate.

1/5/15 - Complaint to Noise Team made on 8th re 1st May. Alleged public nuisance from people/patrons leaving premises on Isabella Street.

23/7/15 – Complaint to Noise Team at 21:50. Loud Audible Music from licensed premises on Isabella Street. No visit made by Noise Team to substantiate. Picture opposite sent through as evidence;



To note that all but one complaint is logged at 22:05 or earlier.

Important to note that residents refused visits from Noise Team officers and were utilising the Noise Team service to record when disturbance was occurring so it could be logged on council complaint database. This list does not include the numerous direct email complaints received by the Licensing Team.

- **COUNCIL CORRESPONDANCE WITH THAI SILK**

(Sept 2014 A draft 'Isabella Street Action Plan' is drawn up by Jacks which outlined measures to prevent continued public nuisance from occurring from Jacks and other 2 premises on Isabella Street. For the full content of the action plan please see Appendix 2.

Dec 2014 Emails with Jacks confirming all 3 premises had agreed to adopt measures in action plan. Thai Silk management had verbally agreed to comply with this Action Plan.)

March/April 2015 Site visit on 6th March with EPT, Licensing, Highways & representatives from Thai

Silk, Jacks & EV. To note that Thai Silk new management team in charge at present was in attendance at this meeting.

EPT follow up email dated 15th April outlining current stance with public nuisance, recommended measures to adopt to prevent public nuisance occurring and following warning of review;
"It is for management to adequately control noise & patrons over the coming warmer months when al fresco drinking/dining is likely to be of high demand on a regular basis. Should substantiated complaints continue over the coming months then EPT will have no other option than to review the premises licences which could result in amended opening hours being imposed, restrictive conditions being placed upon the licence or possibly even revocation."

A copy of the full email can be found in Appendix 3.

No correspondence was received back to EPT from this email.

Sept/Oct 2015 After NTE visits on 31st July & 28th August 2015 whereby NTE officers witnessed substantial public nuisance from Thai Silk, EPT decision to review Thai Silk's premises licence on prevention of public nuisance grounds.

CONCLUSION

Southwark Council has carried out investigation against this premises for over 1.5 years, dating from February 2014 to present. Due to the recent change in management at Thai Silk in spring of 2015, details of visits and correspondence with the new premises management since this date is only considered for this review application.

The investigation has totalled numerous officer hours in the office responding to repeated complaints against the premises, corresponding with and meeting with the premises as well as a numerous investigative hours spent by officers on the NTE service.

Whilst there are some visits made by the NTE team, as detailed in Appendix 1, that state that Thai Silk has been compliant with premises licence conditions and Action Plan measures, there has more importantly however been instances since spring of 2015 of Thai Silk management not adequately addressing the following;

- Control the amplified music level within the premises and noise leakage from the premises.
- Management of patrons whilst in the external front terrace to prevent patrons spilling out in Isabella Street and beyond.
- Management of patrons whilst in the external front terrace from causing a public noise disturbance.
- Responded to advice from EPT which outlined site specific measures to prevent public nuisance from occurring.

Repeated witnessed instances of loud amplified music noise and patron noise from Thai Silk has led EPT to determine that this premises has caused a long standing public nuisance to neighbouring residents and as such premises management have not proven to operate the business with adequate regard to the prevention of public nuisance licensing objective.

On the first meeting of EPT and current Thai Silk management in March 2015 it was made clear of the nature of on-going public nuisance complaints Southwark had received and verbally warned of possible review action should the complaints not be remedied through this new management structure. This warning was followed up in via email to the previous Thai Silk manager on 15/4/15. Despite this verbal and written warning, substantial public nuisance was witnessed from the premises on 31/7/15 along with numerous premises licence breaches. The new management had advised the NTE officer on this date that they had been in full operation for 2 months.

A month later on 28/8/15 substantial public noise nuisance was witnessed again by NTE officers from

loud audible music leaking from the premises while the concertina and front doors were all open. Patrons were also permitted to take drinks beyond the premises boundary into Isabella Street.

On the 25/9/15 during another NTE visit, a licensing officer noted that *"Isabella Street itself was busy with patrons, front doors of all premises were open and playing loud music. DPS from Thai Silk recognised me but didn't approach, shortly after music levels from Thai Silk were reduced and the front doors closed"*. This event demonstrating that the new management structure in place was conscious of the sensitivity of the area with regards to noise, of the need to lower music levels and of the recommended guidance to control public nuisance, however remedial action was only taken once a Southwark officer was present. This incident therefore provides EPT with little confidence that the new management structure will effectively control public nuisance from the Thai Silk premises with the existing suite of premises licence conditions.

EPT now consider that a review of the premises licence is the only option to appropriately address the public nuisance issues at Thai Silk.

EPT therefore seek to review existing conditions on Thai Silk premises licence and apply further conditions to prevent neighbouring residents from future public nuisance being created from this premises.

RECOMMENDATION

EPT consider the main issues creating public nuisance are from loud amplified music from within the premises and patron noise whilst the external frontage area is in use prior to 10pm.

The level of music noise within the premises when concertina doors are open and the external frontage area is in use is, through numerous officer visits, considered too loud. This is believed to also raise the volume of speech from patrons to able to speak to one another, with a cumulative impact of increased noise.

The vast majority of complaints from residents occur prior to the 10pm after which the external area closes. As such relevant conditions are required to address this.

From review of the complaints and NTE visits, once all patrons are inside post 10pm the other public nuisance issues are from noise leakage from premises when the front door is opening for access/egress and noise from patrons leaving the area.

To follow is a list of existing conditions to be removed and new conditions to be attached to premises licence 849435, which EPT consider relevant in order for Thai Silk to effectively control public nuisance. For the Licensing Sub-Committee's consideration;

REMOVAL OF CONDITIONS;

Removal of 311 *"That notices shall be displayed at all doors to the premises requesting that customers leave the premises in a quiet and orderly manner"*. Spirit of condition to be kept be reworded below.

Removal of 342 - *That regular parameter checks around the premises for noise escape or noisy patrons, and measures to be taken when there is noise escape, or noisy patron.* Spirit of condition to be kept be reworded below.

Removal of 343 - *That restriction shall be put on the use of the outside area after 23:00 hours.* Spirit of condition to be kept be reworded below and outdoor area to cease use at 22:00hrs.

Removal of 344 - *That the attendees of private parties and functions are directed by a competent member of staff to the rear entrance of the premises when leaving the event beyond the hour of (00.00) 12 midnight.*

Removal of 345 - *That customers are asked or encouraged by competent staff not to drink on the external parts of the restaurant beyond 11pm on Thursday, Friday and Saturday evenings.*

Removal of 346 - *That the licensee or agent prevent localised nuisance that originated from the Thai Restaurant premises.*

Removal of 347 - *The volume of music after 23:00 hours will be reduced to a level that does not go beyond the premises.*

NEW CONDITIONS;

Please note that for all reference to 'external frontage area', please refer to Appendix 4 for an indicative plan.

- A sound limiting device shall be installed, set and maintained, to ensure the maximum levels of volume and bass of music, song or speech from licensed entertainment permitted by the amplification system, does not cause a public nuisance in the vicinity of the premises or intrude inside the nearest or most exposed noise sensitive premises.
- All audio and musical equipment used in the premises, or brought into the premises by third parties which is permitted under the Licensing Act 2003 or the Live Music Act 2012, shall be played through the installed sound limiting device.
- During any licensed entertainment on the premises, permitted under the Licensing Act 2003 or the Live Music Act 2012, all doors, concertina doors and windows shall remain closed (except for access or egress).
- Any background music played (for when concertina doors are open) shall remain at a volume that permits normal conversation and that the volume control of any music is behind the bar/counter and is in the full control of staff at all times.
- There will be no patron access to and from the premises via the use of the rear door, except for use in case of emergency.
- Acoustic seals and brushes and self-closers (in accordance with BS 6459 Pt. 1 1984) shall be installed to all doors so as to minimise sound escape from the premises.
- An acoustic lobby of adequate dimensions and providing sufficient residence time shall be installed to the front door entrance to minimise sound escape from the premises, ensuring that all doors open in the direction of escape in case of emergency.
- Sound insulation shall be installed to baffle any intake and extract vents or air extraction systems to prevent sound escape from the premises.
- The premises shall be adequately ventilated to allow doors and windows to remain closed during licensed entertainment.
- All external plant required for the operation of the premises (air handling plant, condensers, kitchen extraction systems, etc.) shall be designed, installed and maintained to ensure that noise output from the external plant does not cause a public nuisance or intrude inside the nearest, or most exposed, noise sensitive premises.
- Amplified music, song or speech shall not be broadcast in external areas at any time.

- No external areas of the premises, including the external frontage area, shall be used for the purposes of licensed entertainment.
- External waste handling, collections, deliveries and the cleaning of external areas shall only occur between the hours of 09.00hrs and 23.00hrs.
- There shall be no movement of musical or amplification equipment to and from the premises between the hours of 23.00hrs and 09.00hrs.
- The use of the external frontage area, except for smoking, shall cease at 22:00hrs at which point all patrons will be instructed to move indoors.
- At 22:00, if not already done so, the external terrace canopy shall be deployed to cover the designated smoking area.
- There shall be no drinks permitted to be taken outside after 22:00hrs.
- There shall be no drinks permitted to be taken beyond the boundary of external frontage area at any time.
- After 22:00hrs, customers permitted to temporarily leave and then re-enter the premises to smoke must be restricted to the external frontage area. No more than 5 customers will be permitted to remain in this designated smoking area at any one time.
- Clearly legible signage will be prominently displayed at all patron exits, where it can easily be seen and read, requesting that patrons leave the premises in a quiet and orderly manner that is respectful to neighbours.
- Clearly legible signage will be prominently displayed at all patron exits, where it can easily be seen and read, requesting to the effect that patrons do not take drinks outside after 22:00hrs.
- Clearly legible signage will be prominently displayed in the external frontage area, where it can easily be seen and read, requesting to the effect that patrons are not permitted to take drinks off the premises and into Isabella Street.
- When licensed entertainment is being provided the premises management shall carry out regular checks to monitor the sound level at the closest noise sensitive location(s) to the premises and shall ensure that the sound level of the entertainment does not cause a public nuisance in the vicinity of the premises at the/those location(s). A written record of sound level checks shall be kept and shall contain details of: the time, date and location of each check, the person who undertook the check and any actions taken as a result of the check. Each check shall be signed in the record by the person who made the check. The monitoring record shall be kept at the premises and made available to officers of the police or council on request.
- The premises licence holder shall display telephone numbers for local taxi companies and permit patrons to wait inside the premises until the arrival of the taxi.
- The premises licence holder shall display a telephone number for local residents to contact management of the premises as and when necessary.
- A comprehensive Dispersal Policy shall be produced and implemented at the premises, with all staff trained on the most up to date policy. A record of staff training on the Dispersal Policy shall be kept at the premises and a copy of the policy and training records be made available to the

council or police on request.

- Alcohol for consumption off the premises is not sold for immediate consumption in the area around the premises and is supplied in sealed containers that require a tool such as a bottle opener or corkscrew to be opened.
- There shall be no new entry or re-entry of patrons to the premises after 01:00hrs, other than those who temporarily leave to smoke a cigarette.
- That all licensable activity will cease 30 minutes before closing times

Additional comments for committee / responsible authorities to consider;

- Capacity limit for external area
- SIA security condition for Thursday, Friday and Saturday evenings.

Have you made an application for review relating to the premises before

Please tick ✓ yes

If yes please state the date of that application

Day Month Year

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If you have made representations before relating to the premises please state what they were and when you made them

N/A

Please tick ✓

yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate **X**
- I understand that if I do not comply with the above requirements my application will be rejected **X**

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature

[Redacted Signature]

Date

7/12/2015

Capacity

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)

Mark Prickett (Principal Enforcement Officer)
Environmental Protection Team
Regulatory Services
Southwark Council
3rd floor, Hub 2
160 Tooley Street

Post town

London

Post Code

SE1 2QH

Telephone number (if any) 0207 525 0023

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional) mark.prickett@southwark.gov.uk

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

APPENDIX 1

THAI SILK NTE VISITS (28/2/2014 – 7/11/2015) - To note: All visits which have been recorded against Isabella Street ('The Street') have been kept as generally these notes refer to all 3 licensed premises. Some NTE visits have comments relating to Thai Silk but have been recorded against a different premises on Isabella Street, in these instances relative Thai Silk comments have been highlighted.

date	desc	officer	name	address	Adtext
28/02/2014	23:30 NTE Visit	Wesley McARTHUR	THAI SILK RESTAURANT & BAR	Railway Arches 94-95, Joan Street	<p>Visit to premises with KVD re' noise complaints. We observed the premises from Isabella Street opposite the premises entrance for a few minutes. At that time there was minimal soundscape from the premises while the entrance door was closed. The soundscape when the door is shut is not, IMO, likely to give rise to SN. There were not seats placed outside of the premises and there were no people congregating outside of the premises. 5 females and 1 male left the premises. They were speaking to each other at a 'normal' level, and did not loiter outside of the premises; they remained in Isabella Street for a few moments talking amongst themselves, and continued to talk at a normal level that would not, IMO, give rise to SN. It was noted, however, that when the entrance door is opened temporarily to let people in or out the sound escape from the premises rises significantly. When the entrance door was opened a dance music track ('Break of Dawn' by Rhythm on the Loose) could clearly be heard outside of the premises. If the doors are ever kept propped open the level of sound escape could possibly give rise to SN IMO. We went to the premises entrance. An IC1 female door supervisor was controlling access and egress to / from the front entrance. I, D'D myself and asked to speak to the manager. The door supervisor left and then returned with an IC4 male who identified himself as Khalifa Rashid (KR) and who stated that he was the manager of the premises. I, D'D myself to KR and apprised him of recent noise complaints in regards to the premises. I advised him to ensure that customer entering / leaving the premises must be managed in such a way so that their actions do not give rise to noise nuisance. I advised him that staff should monitor customer behaviour and ensure that their behaviour does not give rise to nuisance. I told KR that sound escape rises significantly when the entrance doors are open to allow access / egress and that KR should regularly monitor the level of sound escape from the premises. I advised that he should consider installing a lobby entrance to minimise sound escape from the premises and that he should ensure that the entrance door is not kept propped open at any time. I conducted a full inspection and also undertook an induction with KR. The premises were compliant but the following issues were noted: 1. I recommended that the perimeter checks required by condition 9503 are kept in a written log. 2. Some emergency escape routes were partially obstructed by goods / objects. 3. The emergency escape routes were not clearly delineated by sufficient signage. 4. All staff should be trained in the use of the fire extinguishers at the premises and be aware of the extinguishers locations. 5. The rear fire exit is also used as an exit / entrance to the premises, to minimise sound escape it should not be kept propped open. Compliance letter to follow.</p>

18/04/2014	23:15 NTE Visit premises closed ATOV	Farhad Chowdhury	THAI SILK RESTAURA NT & BAR	Railway Arches 94-95, Joan Street	18/4/2014 23:20 FRC premises was closed at the time of visitshutters were down.
03/05/2014	21:45 NTE Visit	Mark Orton	THE STREET	Street Bipy, Joan Street, London	Visited area to assess noise from licensed premises. Some musicbreakout from Jacks when premises door opens to admit patrons, somenoise from patrons outside speaking whilst smoking and drinking butnot excessive.
12/07/2014	21:17 NTE Visit	Jayne Tear	Thai Silk	Railway Arches 94 To 95, Joan Street, London, SE1 8DD	21:17 - 12/7/16 - JMT & SUE HUNTER THAI SILK RESTAURANT & BAR, 94-95 JOAN STREET, LONDON, SE1 8DAPremises very quiet no customers inside or outside no music emanatingfrom the premises
12/07/2014	21:45 NTE Visit	Jayne Tear	Thai Silk	Railway Arches 94 To 95, Joan Street, London, SE1 8DD	21:45 - 12/7/14 - JMT & SUE HUNTERTHAI SILK RESTAURANT & BAR, 94-95 JOAN STREET, LONDON, SE1 8DA -Saw a few more people in premises and decided to go in a speak to theManager. Mr Po Lee the owner came to speak to me. I explained that thecouncil had been recieving complaints about noise along the walkwayand outside the premises along there. I said that the complaint wasnot about his premises but that he should be mindful that when he hasmusic on that his doors should be closed to prevent noise escape. Iasked what time he brings people in from outside and he said 22:00hrs.Mr Po Lee has been very proactive and has installed a sound limitingdevice at his premises (although not a condition). He said that DaveSwaby had visited him appx 1 month ago and given advice re pointingthe speaker away from the door and in towards the premises and that hehad done that, although he said that his sound limitewr had broken atthe time but he now has it repaired and it is working. ATOV no peoplenoise or noise from music.


19/07/2014	00:15 NTE Visit	Jayne Tear	Thai Silk	Railway Arches 94 To 95, Joan Street, London, SE1 8DD	39/7/2014 00:15 JMT & COTTAI SILK RESTAURANT & BAR, 94-95 JOAN STREET, LONDON, SE1 8DA(00:15) Premises shutters down could see staff through shutters closing up. No noise emanating from premises. Looked like premises just closed as a few patrons hanging about outside getting ready to leave. All quiet outside though. Walked back to the car and whilst writing my notes 4 males came from the walkway shouting and joking about (3 black males and one white male, they got into an audi parked directly in front of us). They put the music from the vehicle loud and then turned it down when it went up again, One of them went back to the walkway and then came back to the car. Although I did not see these males come out of Jack's that is where I think they came from as all the other premises were closed. We left at 00:30.
01/08/2014	18:24 NTE Visit	Kristie Ashenden	JACKS	Railway Arch 96, Joan Street	Visited Isabella St area and took some photos. Huge numbers of people outside EV and Jacks (and to a much lesser extent, a few people of Thai Silk) and we had trouble getting through the crowds. Went inside Jacks and spoke to Michael. Advised we could hear bass from quite a distance and asked for it to be lowered. He said it is the busiest they've ever been. Explained that problems need to be addressed.
01/08/2014	22:13 NTE Visit	Kristie Ashenden	JACKS	Railway Arch 96, Joan Street	Still a large number of people outside and music can be heard as doors are open.

08/08/2014	20:00 NTE Visit	Wesley McArth ur	JACKS	Railway Arch 96, Joan Street	8/8/2014 20:00 WJM/Visit to Isabella Street with Sarah Newman (SN) to observe customer behaviour in regards to Jacks, EV & Thai Silk. On approach to Isabella Street from Hatfield (walking past StylesHouse) crowd noise could be heard and increased significantly by the time we reached the junction of Isabella Street and Hatfields. There were approximately 65 people drinking, smoking, and socialising across the length of Isabella Street. The external (terrace) areas of EV, Jacks and Thai Silk were all being used to capacity. Isabella Street, whilst busy, was easily traversable and IMO a wheelchair or pushchair would have been able to navigate the street without any problems. On discussing this issue with SN she agreed with me. RnB style music was being played at Jacks and could clearly be heard all along Isabella Street and at the junction of Isabella Street and Hatfields. The bass content of the music was very prominent, although the high and mid range frequencies of the music being played were not excessive. Crowd noise from Isabella Street could be heard at the entry to Styleshouse, but was unlikely, IMO, to be the cause of SNN. There were SIA door supervisors at each premises and what appeared to be an SIA marshal positioned on Isabella Street directly outside of Jacks. SN took various photos of the locale. We noted that there were also people drinking, smoking, and socialising in the passage way between Isabella Street and the r/o the tube station.
08/11/2014	01:22 NTE Visit	Kristie Ashend en	THAI SILK RESTAURA NT & BAR	Railway Arches 94-95, Joan Street	all isabella st premises closed
14/12/2014	01:10 NTE Visit	Mark Orton	CONSTRUC TION STREET	Isabella Street	MAD & MBALL premises closed and area quiet, no sign of ASB or persons loitering in the area, no music noise from premises or vehicles.

19/12/2014	21:40 NTE Visit	Farhad Chowdhury	JACKS	Railway Arch 96, Joan Street	19/12/2014 19:40 FRC2) Isabella Street SE1 - Visited at 21:50hrs, approximately 8-10 people outside Jacks bar, they were drinking in the passagethoroughfare which was not part of their premises. I went to speak to the manager Michael Whitfield, by then the SIA staff were getting people inside the premises. The manager apologised and said that the SIA staff know that they are not allowed outside after 10pm and they should have been inside their space. I have warned the manager to ensure this does not happen again. There were no customers outside EV restaurant, we also visited Thai Silk and noticed lots of people in the outside smoking area.
06/02/2015	22:29 NTE Visit	Kristie Ashenden	THAI SILK RESTAURANT & BAR	Railway Arches 94-95, Joan Street	Visit with JCM. Can hear bass heavy music from Thai Silk, spoke to Mr Lee who reduced volume immediately.
07/02/2015	23:11 NTE Visit	Kristie Ashenden	THAI SILK RESTAURANT & BAR	Railway Arches 94-95, Joan Street	With SUE Hunter. Visited Isabella St, Thai Silk bar closed, no issues.

INVESTIGATION INTO REVIEW COMMENCES FROM MARCH 2014 - NEW PREMISES MANAGEMENT ON SITE

14/03/2015	01:31 NTE Visit	Kristie Ashenden	THAI SILK RESTAURANT & BAR	Railway Arches 94-95, Joan Street	Visited Isabella St with FRC - all premises closed and quiet
16/05/2015	00:19 NTE Visit	Farhad Chowdhury	EV RESTAURANT BAR AND DELICATESS EN	97-99 Isabella Street, Off Joan Street/Hatfields	17/5/2015 00:19 FRC1 visited on Saturday night and checked all three premises EV's Bar, Jacks and Thai Silk all three premises had the "Please leave Quietly signs displayed" it was very quiet we visited at 00:19hrs.
29/05/2015	22:31 NTE Visit	Wesley McArthur	EV RESTAURANT BAR AND DELICATESS EN	97-99 Isabella Street, Off Joan Street/Hatfields	29/5/2015 22:31 WJM Observation with Adam Burchett (AB) of the area re' on going noise complaint. We stood on Hatfields between Styles House and 1-10 Tait & Benson House. The weather was dry and cool, with little to no breeze. Traffic on The Cut and Hatfields was light but regular. From where we were stood we could hear the voices of people walking along The Cut, traffic noise was louder than the peoples voices. We couldn't hear any voices or music from the direction of Isabella Street. We then went and stood at the entrance to Styles house (facing Isabella Street) and could only hear traffic noise (no music or raised voices). We then walked to the junction of Isabella Street and Hatfields and looked down Isabella Street. There was no one drinking whilst on the public

					<p>footpath / public areas on Isabella Street. As we walked past EV we noted that there were 12 people using EV's terrace area. They were talking at normal conversational levels and not engaging in ASB. RnB style music could be heard emanating from EV. The sound escape caused by the music wasn't very loud with the entrance door shut but the sound level increased significantly when EV's entrance door was opened for access and egress. We then stood outside Jacks and noted 6 people talking and smoking in Jacks' terrace area. They were talking at a normal conversational level. RnB style music was being played in the premises (a different song to the one being played at EV). The sound escape caused by the music wasn't very loud with the entrance door shut but the sound level increased significantly when Jack's entrance door was opened for access and egress. We then stood outside Thai Silk. Nobody was using Thai Silk's terrace area. RnB style music was being played in the premises (a different song to the one being played at Jacks). Nobody entered or exited Thai Silk whilst we were outside of Thai Silk. All 3 premises had SIA D/S controlling entrances / exits to and from each premises. We didn't witness any ASB, customers with raised voices or customers congregating to drink in the public areas in / near Isabella Street. When we walked back to the junction of Hatfields and Isabella Street it was noted that the level of sound escape heard from this point was significantly lower than when in Isabella Street itself. We then stood on Hatfields between Styles House and 1-10 Tait & Benson House again, and the premises / customers on Isabella Street couldn't be heard. At ground level the sound escape from the premises is unlikely to constitute S/N/N IMO, however the installation of lobby doors would aid in reducing sound escape from each premises. We drove away from the area via Hatfields towards The Cut with the front car windows fully turned down and couldn't hear any sound escape from the premises on Isabella Street as we left. Photo's of area taken as attached</p>
30/05/2015	22:43	Farhad Chowdhury	EV RESTAURANT BAR AND DELICATESS	 <p>97-99 Isabella Street, Off Joan Street/Hatfields</p>	<p>30/5/2015 22:43 FRC No Music audible, nobody outside very quiet no noise witnessed, also visited outside Jacks bar and Thai silk the area was all quiet premises were all open but no music audible. We also visited Styles house and did not witness any noise all peaceful at the time of our visit at 22:43hrs.</p>
05/06/2015	22:02	Kristie Ashenden	THE STREET	<p>Street Bldg, Isabella Street, London</p>	<p>With Sue Hunter. Very cold evening, no one standing on Network Rail land, a few people walking through Isabella st, however no nuisance witnessed from any of the premises.</p>

25/07/2015	21:09 NTE Visit	Richard Kalu	THE STREET	Street Blpu, Isabella Street, London	<p>Visited Isabella Street with Farhad Chowdhury. No patrons located on the road all patrons by in large were contained in the external frontsmoking/ dining area of the various premises on the street. Spoke to management of all premises about complaints received of anti social behavior along Isabella Street. We had an interesting conversation with a Ugar Ezgi of Ev, 98 Isabella Street. Advised that the ASB issues was not actually as a result of the operation of the business along Isabella Street. Advised that what is happening is that 2 - 3 Rickshaw drivers are parking up and playing music to draw crowds around them and they are getting paid to entertain a crowd. He advised us that he has personally gone over to the Rickshaw drivers in an attempt to move them on as he said it was affecting his business with member so the public crowding the road which left his customers feeling intimidated. We have been advised that he has CCTV footage which details the issue on the road which supported his report to us that the Rickshaw drivers are responsible for whipping members of the public into a frenzy and playing loud music. Action - Can we report this to Police to see if we can get a visible police presence on Isabella Street to deter the Rickshaw drivers. NTE to monitor Isabella Street next weekend.</p>
31/07/2015	21:03 NTE Visit	Kristie Ashenden	Thai Silk	Railway Arches 94 To 95, Joan Street, London, SE1 8DD	<p>With Matt Bourne. Visited area and on approach can hear LAW, esp heavy bass, from The Cut. Nice evening, dozens of people drinking outside on the Styles House side of the TfL ventilation shaft. Took a photo of Thai Silk to show how many people are blocking Isabella St. Pint glasses everywhere, not being collected. Thai Silk is blasting music, and the others are equally loud trying to compete. All premises have doors and windows open.</p>

31/07/2015	21:15 NTE Visit	Kristie Ashenden	Thai Silk	Railway Arches 94 To 95, Joan Street, London, SE1 8DD	With Matt Bourne. All doors and windows open on nightclub side. Bassheavy LAM with DJ with amplified shouting over the mic. I'd myself to doorman and asked to speak to manager. Spoke to Mr Kah Kit Yap who said he was the manager. People inside are whooping loudly and shouting to the music and in my opinion it would be audible in nearby residents homes. Advised Mr Yap to close his windows and doors and reduce the noise levels. He said he took over the restaurant on 27th May 2015. Mr Yap closed the doors and windows and as he was talking to me I noticed a male hurt himself on the glass front door as he was expecting it to be open. It appeared as though the doors are normally always open, as a number of customers seemed surprised to have to open the door. There is a sign at the front of the premises: "Friendly notice: Thai Silk is now under new management owned by The Royal China Group". Facing the premises, the left side is a nightclub and the right side is the restaurant. We went inside to look around and it was extremely loud with the DJ shouting over the bass heavy music and people continually whooping and shouting to the music. Found the rear fire exit wide open, advised Mr Yap to close immediately as it should be available for emergency use. Private party upstairs. Went into staff office. Saw FRA - it raises a number of issues that require reaction. Dated June 2015. CCTV recordings viewed. Breach of condition 8002 - door to nightclub did not have sign asking people to leave quietly. Breach of condition 9502 - no evacuation procedure available with staff records. Breach of condition 9503 - no noise checks. Mr Yap said he asks people to come inside after 22:00hrs. Summary at bar but licence not available. Premises requires an acoustic lobby for the entertainment it provides. Will report back to MPI.
07/08/2015	20:30 NTE Visit MAD & RF	Mark Orton	Thai Silk	Railway Arches 94 To 95, Joan Street, London, SE1 8DA	Spoke with Andy Yap DPS of Thai Silk. Fire Risk assessment and staff training documents provided. Was shown copy of transfer paperwork. He stated that if DJ style entertainment is being provided then the exterior doors will be closed at 20:30hrs but if background only then doors will be closed by 22:00hrs. Outside area being managed well, staff being sent out to clear empties. Music level not excessive in my opinion. Not as busy as in recent weeks, not much noise from patrons outside. At rear of TFL vent there were empty drink bottles and cans with tesco carrier bags (photos attached).
08/08/2015	22:15 NTE Visit MAD & RF	Mark Orton	Thai Silk	Railway Arches 94 To 95, Joan Street, London, SE1 8DA	Very quiet, all o/s areas closing or already closed. Bottles and cans in tesco bags at rear of tfl vent. Alcohol in tesco bags probably brought from store on the Cut.

28/08/2015	20:15 NTE Visit	Farhad Chowdhury	Thai Silk	Railway Arches 94 To 95, Joan Street, London, SE1 8DA	28/8/2015 20:15 FRCAs we arrived noticed crowds of people standing on the walkway outside EV's bar, Jacks Bar and Thai Silk drinking and chatting. Thai silk had their front doors open music was very loud. All three venues were playing loud music and have their entire frontage open and people sitting opposite side of walkway and passageway in the gardens. Security SIA staff seen us and followed us, there were approximately 100+ people outside at the time of our visit. Music was entertaining level amplified significant local public nuisance. Sarah Newman and Imade notes and took photos with our phones and we left at 20:23hrs.
14/09/2015	22:40 NTE Visit	Jayne Tear	Thai Silk	Railway Arches 94 To 95, Joan Street, London, SE1 8DD	22:40 on 11/9/2015 JMT & COT at JACKS, Railway Arch 96, Joan Street, SE1 8DA, EV RESTAURANT BAR AND DELICATESSEN, 97-99 Isabella Street, Off Joan Street/Hatfields, London, SE1 8DA, THAI SILK, Railway Arches 94 To 95, Joan Street, London, SE1 8DA All very quiet – hardly any customers inside either premises – no one outside on public walkway. Will visit again later in the evening.
12/09/2015	01:20 NTE Visit	Jayne Tear	Thai Silk	Railway Arches 94 To 95, Joan Street, London, SE1 8DD	01:20 on 12/9/2015 JMT & COT back at JACKS, Railway Arch 96, Joan Street, SE1 8DA, EV RESTAURANT BAR AND DELICATESSEN, 97-99 Isabella Street, Off Joan Street/Hatfields, London, SE1 8DA, THAI SILK, Railway Arches 94 To 95, Joan Street, London, SE1 8DA All very quiet – nothing to report
12/09/2015	22:45 NTE Visit	Jayne Tear	Thai Silk	Railway Arches 94 To 95, Joan Street, London, SE1 8DD	22:45 on 12/9/2015 JMT & COT back at JACKS, Railway Arch 96, Joan Street, SE1 8DA, EV RESTAURANT BAR AND DELICATESSEN, 97-99 Isabella Street, Off Joan Street/Hatfields, London, SE1 8DA, THAI SILK, Railway Arches 94 To 95, Joan Street, London, SE1 8DA Walked all around premises – all very quiet – no patrons outside in any of the three premises.
18/09/2015	21:20 NTE Visit	Richard Kalu	THE STREET	Street Bipu, Isabella Street, London	No members of public located on road. Sound escape from premises was minimal. SIA staff presence in all premises. Majority of patrons watching the Rugby on TV no issues of concern noted.

25/09/2015	21:00 NTE Visit MAD & AB	Mark Orton	EV RESTAURA NT BAR AND DELICATESS EN	97-99 Isabella Street, Off Joan Street/Hatfields	Monitoring visit to Isabella St SE1. Stood outside Styles house at the Hatfields side and music noise was evident, especially bass. Isabella Street itself was busy with patrons, front doors of all premises were open and playing loud music. AB and I walked the length of the street and paused outside each premises. DPS from Thai Silk recognised me but didn't approach, shortly after music levels from Thai Silk were reduced and the front doors closed. I spoke with the manager of Jaks Bar, Will, who stated he would reduce the volume. We entered EV Bar and spoke with Ugur who immediately reduced the volume and came outside to check the volume. He stated he would shortly be closing the front doors. As we left Isabella St, Jacks Bar had not reduced music volume. At the back of the TFL vent there were people drinking alcohol that appeared to have been bought from Tesco as there were Tesco carrier bags with empty bottles and cans in the vicinity. People drinking in this area are not disposing of their empty bottles and cans responsibly, leaving them strewn near the vent and in nearby planters and on the ground.
02/10/2015	20:40 NTE Visit	Richard Kalu	THE STREET	Street Blpu, Isabella Street, London	Visited Isabella Street at request of David Franklin. Visit carried out with John. At time of visit no patrons were located along the stretch of road. I noted that some patrons wandered out into the road to smoke or talk and SIA staff were very quick in asking patrons to come back within the front courtyard smoking areas of their premises. In regards to noise breakout from the premises no significant concerns were noted and noise appeared to be more in relation to people noises as opposed to amplified music.
17/10/2015	20:55 NTE Visit	Farhad Chowdhury	EV RESTAURA NT BAR AND DELICATESS EN	97-99 Isabella Street, Off Joan Street/Hatfields	17/10/2015 20:55 FRC Nobody in the walkway empty all quiet, some people sitting outside Jacks and music audible, also some people sitting outside Thai silk but walkway clear and peaceful.
07/11/2015	19:55 NTE Visit	Farhad Chowdhury	THE STREET	Street Blpu, Isabella Street, London	7/11/2015 19:55 FRC Observations all quiet, nobody in the walkway or garden area, all quiet, there were some people sitting outside Jacks and Thai Silk some background music but not loud. No crowds outside.

APPENDIX 2

ISABELLA STREET ACTION PLAN SEPTEMBER 2014

Drafted and agreed to by members of EV, Thai Silk and Jacks Bar respectively. The aim of this plan is to alleviate and abate the noise levels disrupting residents of Styles House during months where patrons of any business operating on Isabella Street may be outside of the premises. This Action plan has been developed in conjunction with advice from Southwark Council.

The points we wish to address are:

1. Decrease levels of noise coming from Isabella Street from 6pm to Midnight.
2. Decrease levels of noise as patrons leave the premises at any point during opening hours and up to an hour after premises are closed.
3. Decrease noise pollution caused by music levels from all premises.
4. Decrease noise from any patron who may be smoking outside the premises after 10pm.

Below is an outline of the steps all premises on Isabella Street have agreed to take in order to achieve the above four aims.

Action Points:

- 1.1 Introduced two Stewards to patrol Isabella Street on Thursday and Friday nights. These stewards are trained doormen but are there in an informal capacity to help move customers standing outside all venues inside or within the boundary outside. They are fully briefed to urge customers standing in the open to be aware of the residents surrounding them. They will take action if they feel that any group or individual are creating noise levels that are unacceptable.
 - 1.2 All patrons are inside the premises and the doors are closed no later than 10pm. Closing the doors and concertina windows will help prevent any extra noise exiting the building after that time.
 - 1.3 Encouraging door staff where possible to prompt patrons to stay inside the premises and enjoy their evening to try and discourage large groups forming outside and around the venues.
 - 1.4 Ensure that music levels are kept at an appropriate level so that patrons are not shouting upon leaving due to affected acclimatised hearing. The stewards are briefed to make sure that all music is not audible from Isabella Street at all times of the evening.
 - 1.5 Ensure that on Monday, Tuesday, Wednesday and Saturday nights that all members of staff are aware of the importance of making sure patrons of all venues on Isabella Street are leaving quietly, not blocking the street and enjoying the outside areas without causing disturbance to residents surrounding.
 - 1.6 Put up signs on Isabella Street, surrounding the back of the Underground shaft and in the attractive leafy areas telling patrons politely to return to the place that they acquired their beverage and be respectful to the surrounding residents.
-
- 2.1 Stewards are hired to stay up to an hour after closing time to ensure that all patrons leave the premises and Isabella Street quietly and respectfully.
 - 2.2 Stewards are working throughout the evening to ensure that patrons leave all premises and Isabella Street quietly.
 - 2.3 Discourage smokers to stand outside the premises in groups.

2.4 Bring the music levels down in stages from 1hr before closing so that patron's ears can re-acclimatise to an appropriate level of talking when leaving.

2.5 Ensure on Monday, Tuesday, Wednesday and Saturday nights there are enough members of staff on duty to monitor patrons leaving in a quiet and respectful manor.

3.1 Stewards are briefed to patrol outside all premises during the evening on Isabella Street to make sure no music is audible from the road and advise where appropriate each manager to turn the music down.

3.2 Make sure that on Monday, Tuesday, Wednesday and Saturday staff in all bars are responsible for exiting the premises at various points throughout the night and checking that the music levels are low enough and not audible from Isabella Street.

3.3 Mutual patrolling on Monday, Tuesday, Wednesday and Saturday nights between managers and staff of all premises on Isabella Street encouraging each other to keep the music at an appropriate level.

4.1 Discourage any smokers from exiting the main venue to smoke outside for extended periods of time by prompting their return inside as quickly as possible after they have extinguished their cigarette.

4.2 Briefing all doormen and staff on appropriate levels of audible noise from the premises if patrons are outside after 10pm smoking. Re-iterate no tolerance of unacceptable noise levels to patrons if they are persistently noisy.

We expect and hope that if all premises comply and co-operate with these guidelines the noise radiating from Isabella Street of an evening will be reduced significantly. Stewards are in place as of 29th August and will be trialled throughout the month of September.

APPENDIX 3

Prickett, Mark

Subject: FW: Isabella Street
Attachments: ISABELLA STREET ACTION PLAN SEPTEMBER 2014 DRAFT.docx

From: Prickett, Mark
Sent: Wednesday, April 15, 2015 12:36 PM

To: [REDACTED]
'ev'

Cc: Taylor, Craig; Newman, Sarah; Parkins, Richard; Franklin, David
Subject: RE: Isabella Street

Dear all,

On the back on Ian Law's email below I wish to add further comment with regards the Environmental Protection Team's (EPT) stance regarding noise from the licensed premises on Isabella Street;

Firstly, thank you all again for your time on Friday 6th March to discuss matters.

It was suggested during the meeting that EPT would arrange a visit to agree and set maximum noise levels at the premises. To clarify EPT will not be providing this service, it is for each premises DPS/Management team to set their own amplified music & bass levels to ensure that any noise emitted from their premises does not cause noise disturbance at the closest noise sensitive receptor and/or residential property, so as to comply with the 'prevention of public nuisance' licensing objective detailed under the Licensing Act 2003. EPT are happy to offer advice on how to accomplish this, but we will not agreeing a set level per se.

I attach the noise management action plan put in place in September 2014. The terms and control measures within this action plan were agreed to by all 3 premises' management at the meeting on Friday 6th March. If this is not the case for your premises please advise us at your earliest convenience.

It is noted that all 3 premises licences for EV, Jacks & Thai Silk have differing conditions, specifically with regards to the time at which the external areas to the front of the arches must close and patrons brought inside. However all 3 premises have agreed to a 10pm closure of external areas, as per the noise management plan mentioned above. This is the cut off time that is expected to continue for all 3 premises into the foreseeable future, again if this is not found agreeable please advise.

Visits to Isabella Street were undertaken over the winter months by myself and the licensing department's Night Time Economy Team and concerns were still held over noise emissions from all premises. The following list of advice is offered to you (on top of the noise management plan) to assist you in managing your premises in compliance with the 'prevention of public nuisance' licensing objective;

- Close all external areas to patron use at 10pm, only smokers are permitted to use the external area after this time. Limit the number of smokers allowed outside to a sensible number to prevent large groups forming (e.g. 5-10 people).
- No drinks allowed outside after 10pm – signage erected and security to enforce when present. This prevents smokers from loitering outside for extended periods. Encourage all smokers to stay within your premises frontage.
- When concertina doors/premises frontages are open during the day (up to 10pm), the noise level of any amplified music, sound or speech should not be audible at the façade of Styles House, both at the base and at the top residential properties of the tower block. This is for management to assess and in so doing we would strongly welcome premises management correspondence with residents to build up a working relationship. It is recommended that when premises' frontages are open internal noise levels should revert to background level with internal speakers facing into the arch, not towards the Isabella Street frontage.
- Premises management to be aware of the 'Lombard effect' – for instance when music noise levels are at 70-75dB, the conversational volume of patrons inevitably rises in attempt to be above the music level. This

~~increases the background level by approx 15dB. This is to be avoided before 10pm and when premises frontage is open.~~

- After 10pm, close all front doors. Noise leakage from premises still occurs when doors are opened for access/egress. It is strongly recommended that premises management look to install acoustically valid lobbied entrances with enough residence time to allow one door to be shut before another one opens to prevent noise leakage from access/egress.

As mentioned to you all during our meeting, all 3 premises licences are favourable to the licensee as they were granted without too many restrictive conditions imposed. It is for management to adequately control noise & patrons over the coming warmer months when al fresco drinking/dining is likely to be of high demand on a regular basis. Should substantiated complaints continue over the coming months then EPT will have no other option than to review the premises licences which could result in amended opening hours being imposed, restrictive conditions being placed upon the licence or possibly even revocation.

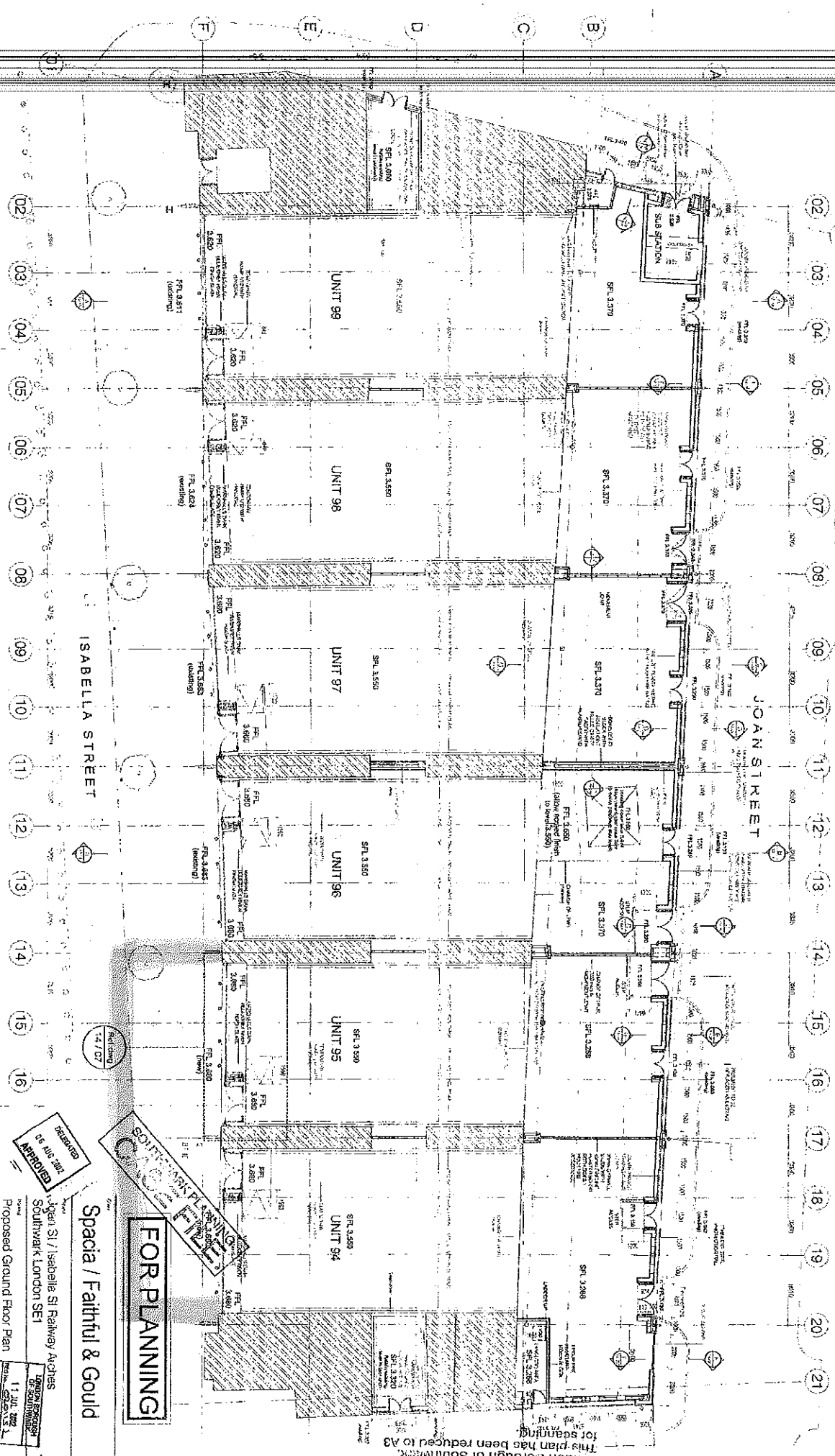
Kind regards,

Mark Prickett
Principal Enforcement Officer
Environmental Protection Team
Southwark Council

Tel: 0207 525 0023

Environmental Protection Team | EH&TS | Community Safety & Enforcement
3rd floor | Hub 2 | 160 Tooley Street | London | SE1 2QH

THAI SUEK - INDICATIVE PLAN



EXTERNAL FRONTAGE AREA /
DESIGNATED SMOKING AREA

ISABELLA STREET

JOAN STREET

Spacia / Faithful & Gould

FOR PLANNING

Approved
11 JUN 2002
LONDON BOROUGH OF SOUTHWICK
PLANNING DIVISION

- 1 04/07/02 Sub Station revised, door a heavy external door.
- 2 04/07/02 Sub Station, door a heavy external door.
- 3 04/07/02 Sub Station, door a heavy external door.
- 4 04/07/02 Sub Station, door a heavy external door.
- 5 04/07/02 Sub Station, door a heavy external door.
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- 16 04/07/02 Sub Station, door a heavy external door.
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- 18 04/07/02 Sub Station, door a heavy external door.
- 19 04/07/02 Sub Station, door a heavy external door.
- 20 04/07/02 Sub Station, door a heavy external door.
- 21 04/07/02 Sub Station, door a heavy external door.

Spacia / Faithful & Gould
 Architectural
 11 JUN 2002
 LONDON BOROUGH OF SOUTHWICK
 PLANNING DIVISION
 Proposed Ground Floor Plan
 11 JUN 2002
 LONDON BOROUGH OF SOUTHWICK
 PLANNING DIVISION
 DRAWING NUMBER: 4953 12-1
 DATE: 02/10/01
 SCALE: 1:100
 SHEET: 6/11

This plan has been reduced to A3 for scanning
 London Borough of Southwicks