

Heron, Andrew

From: [REDACTED]
Sent: 07 March 2018 07:28
To: Heron, Andrew
Subject: Fw: Application for review of licence - ref no: 976530
Attachments: IMG_3532.JPG; IMG_3533.JPG; IMG_3534.JPG

Hi Andrew

I was given your details and informed that it might be useful to send my email below to you directly (I have been having some problems with the correct email address for Southwark).

Best, [REDACTED]

From: [REDACTED]
Sent: 06 March 2018 21:42
To: licensing@southwark.gov.uk
Subject: Application for review of licence - ref no: 976530

Dear Sirs

I refer to application no. 976530 for a review of the premises licence for Lokma Limited, 11 Bermondsey Square, London SE1 3UN.

I am a resident of [REDACTED] Bermondsey Square and I live on the [REDACTED] in the block above this restaurant (although I do not live directly above the restaurant). This application has been brought to my attention, and I wanted to confirm that I also am disturbed by the noise in the restaurant, despite not being a direct neighbour.

I understand that a number of requests to lower the noise in the restaurant have been made, the restaurant briefly responds but with noise levels unfortunately quickly reverting.

I have been particularly disturbed by the restaurant's behaviour over the summer months, where I am more likely to have my balcony door open so I hear the noise very directly and where the restaurant significantly expands its physical presence into the square. In particular, find it very disturbing that the restaurant deems it acceptable, in the summer months, to:

- (i) take over a large area in the square, including the centre of the square which is a designated public area, and the entrance area to the residential area, to set out tables and sofas for its customers. Please note that this is a matter of public safety since on some occasions these tables have blocked or taken over what should be fire escape routes for the residential block;
- (ii) play music extremely loudly, to the extent that I have in the past been wary of holding social engagements on my balcony since it is simply not pleasurable to be outside with guests;
- (iii) provide entertainment (in the form of belly dancers) which is presumably intended for their customers, but which takes over the square including the entrance to the residential block, to the extent that

residents are expected to negotiate these dancers when trying to access the building. This behaviour very much prevents me from peacefully enjoy my home. I have attached some photos of the entrance to the residential block that were taken in July 2017 at around 9pm one week day evening.

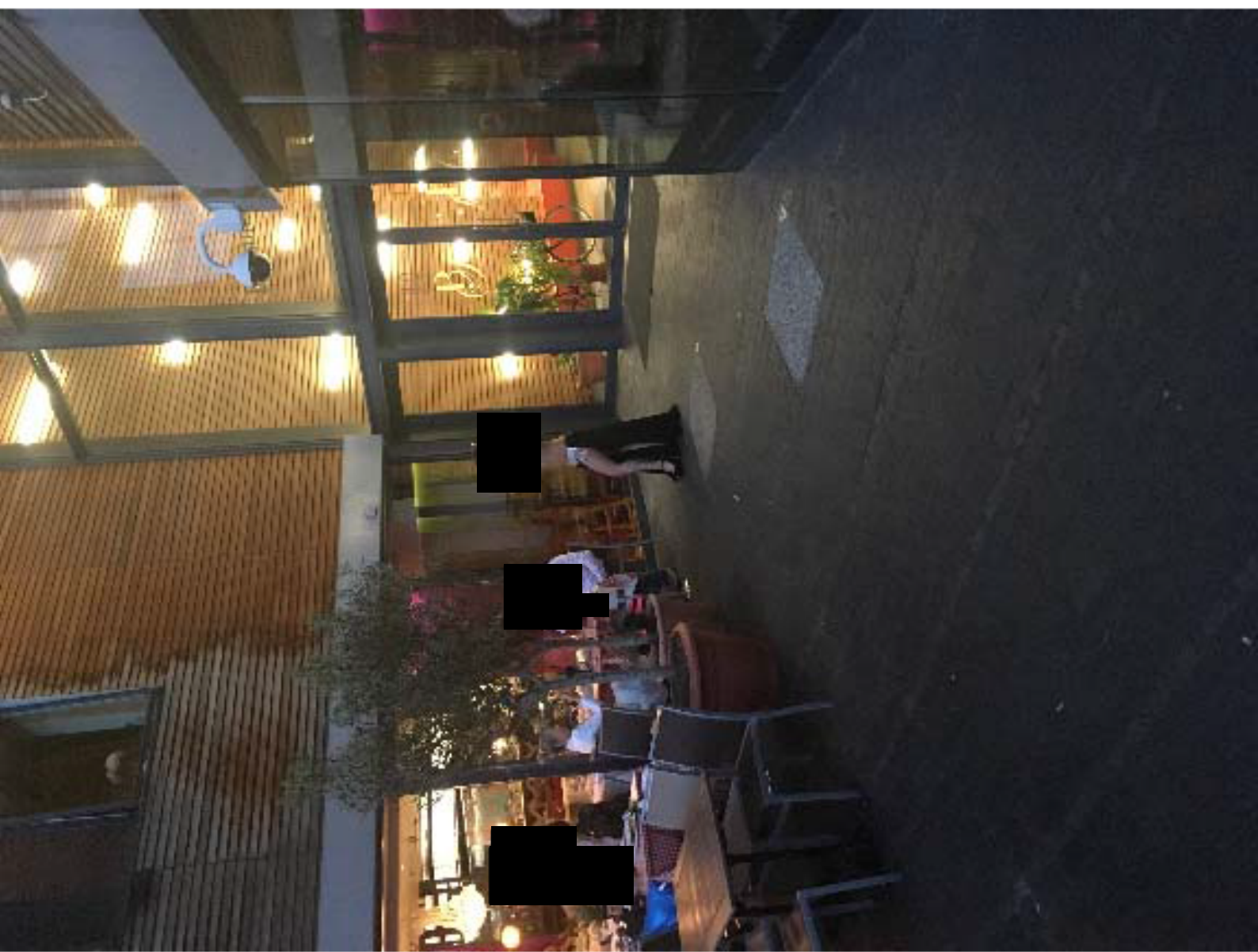
In your assessment of this application, I should be grateful if you would take into account the fact that the Bermondsey Square development was permitted to take place on the grounds that it would be a community centred build and very strict requirements were placed on the developers to ensure that the development fostered community. The terms of the build are publicly documented and information concerning this is widely available by way of a basic internet search. My view is that Lokma's behaviour restricts the fostering of local community and also causes unnecessary disruption and offence to local residents.

In addition, I suspect that Lokma is not adhering to the terms of that build in that, it was a requirement that the remains of Bermondsey Abbey (which were found underneath the site of the restaurant) remained permanently on public display because of their historical significance. When I last went inside the restaurant the glass that displays the ruins of the Abbey had not been properly maintained and they were not available for viewing. I suspect Lokma may be in breach of its licence in this respect also.

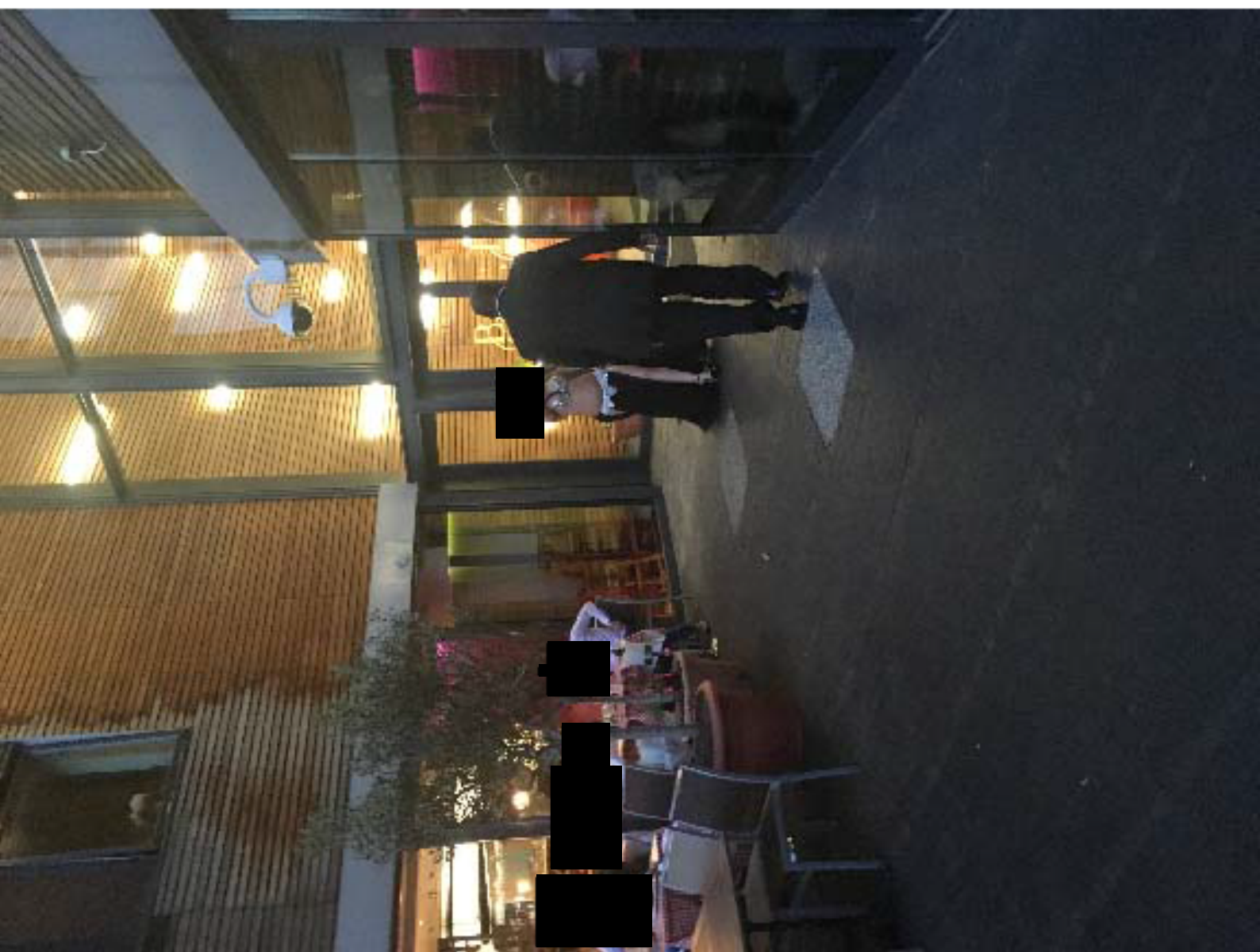
If withdrawal of Lokma's licence in its totality is being considered, I should be grateful if the concerns raised could be highlighted to any new proprietor so that the issue is not repeated.

Kind regards,

A large black rectangular redaction box covering the signature area.







PARTY B

Heron, Andrew

From: Regen, Licensing
Sent: 13 March 2018 15:30
To: Heron, Andrew; Tahir, Sarah
Subject: FW: LOKMA RESTAURANT , 11 Bermondsey Square

From: [REDACTED]
Sent: Tuesday, March 13, 2018 3:05 PM
To: Regen, Licensing
Subject: LOKMA RESTAURANT , 11 Bermondsey Square

Dear Sirs

pls review and the revoke the licensing of the above restaurant as they keep playing music too loud and outside acceptable hours.

The anti-social level of noise is particularly evident at week ends.

Best regards

[REDACTED]

PARTY C

Heron, Andrew

From: Tahir, Sarah
Sent: 15 March 2018 11:08
To: Heron, Andrew
Subject: FW: Application for license review Ref. 976530

From: Regen, Licensing
Sent: Thursday, March 15, 2018 8:13 AM
To: Tahir, Sarah
Subject: FW: Application for license review Ref. 976530

From: [REDACTED]
Sent: 14 March 2018 19:09
To: Regen, Licensing
Subject: Application for license review Ref. 976530

Dear Sir/Madam,

We are writing to you in support of an application for a review of the premises licence of Lokma Limited, 11 Bermondsey Square, London SE1 3UN Ref. N. 976530. The initial application has been made by Christian Dass.

Since the end of last year (November and December) and up to few weekends ago there has been a constant noise disturbance until the early hours of the morning especially over weekends, furthermore once the loud music and the party ends we have to put up with the restaurant guest leaving the square without having any consideration for the residents.

We are aware of the difficulties that a restaurant faces every day from attracting new customers to high cost of overheads but being a good neighbour and trying to solve matters in a friendly way, so far has not proved to be effective therefore,

We strongly support the review of Lokma's licence on the grounds of the prevention of crime and disorder and the prevention of public nuisance as in our opinion, the management has failed to act responsibly in terms of noise nuisance.

Regards

[REDACTED]

They have no consideration of their neighbours and perhaps they have forgotten that above them there are our homes.

The main incidents have always occurred towards the end of the week Fridays and Saturdays. We have refrained from contacting the Council as we thought that it would have affected the restaurant trading in a bad way and tried to liaise with them through our concierge and then with the managing agents but so far without success.

Given the fact that the restaurant owner and management have no consideration of their neighbours we are only left with the opportunity of supporting the application for a review of the premises licence of Lokma made by [REDACTED]

PARTY D

Heron, Andrew

From: [REDACTED]
Sent: 03 March 2018 23:26
To: Regen, Licensing
Cc: Heron, Andrew; [REDACTED]
Subject: Support for licence review (Lokma Limited - Ref No. 976530)

Follow Up Flag: Follow up
Flag Status: Completed

Dear Sir / Madam

We are writing to you in support of an application for a review of the premises licence of Lokma Limited, 11 Bermondsey Square, London SE1 3UN. The initial application has been made by [REDACTED].

We have previously contacted you regarding our concerns, most recently in an email dated 30 December 2017.

Over the past few months there has been significant noise disturbance until the early hours of the morning on repeated occasions, meaning that we are unable to sleep in our flat (loud music, shouting and chanting from within the restaurant and, later, patrons leaving the restaurant and arguing, shouting etc. on the street outside our window). The noise is loudest in our bedroom which disturbs sleep but, as you can imagine, it is also unpleasant to be subjected to this noise whilst we are trying to live in the property as a whole. We have lived in our flat for three years and have never previously experienced problems with this premises (when operating under the name of Del Aziz - although we understand ownership has remained the same now that the restaurant has been rebranded as Lokma).

I set out below a list of recent incidents:

Saturday 18 / Sunday 19 November:

The restaurant was hosting a party and extremely loud music was audible in our flat, such that we were unable to sleep. At around midnight I went down to speak to the manager of the restaurant and the night porter for 12 Bermondsey Square. Following our conversation, the manager did turn the music down slightly for around 20 minutes, after which time it was back to the original volume until the party ended at just past 0100. We called Southwark council to complain about the noise and the reference number for the complaint raised on this evening is SWK970288.

Friday 1 December / Saturday 2 December:

The restaurant hosted another event and, once again, very loud music was audible in our flat. I went down to speak to the manager of Lokma and again, he did turn the music down for a brief period. However, as before, it was turned back to full volume after this time and continued until just after 0110 on Saturday morning. After the music was turned off, we were still able to hear shouting, chanting and singing from visitors to the restaurant. This continued until 0200. I would also like to note that upon my visit to the restaurant to raise my concerns (and in contrast to our previous exchange), the manager refused to engage with me and told me to "get over it, it's Friday night".

We called Southwark council and two officers came to investigate. The reference number for this complaint is SWK974313z1v0 (and subsequently 974330 and 974344, as we liaised with them several times).

Saturday 23 December / Sunday 24 December:

At c.1.15am we called Southwark Council's noise and antisocial behaviour team to report excessive noise. Council employees attended at our property at c.1.45am and agreed that the level of noise constituted a statutory nuisance. The restaurant was then served with an abatement notice to that effect and ceased playing the loud music shortly thereafter. At that point we were able to get to sleep but were subsequently re-awoken from c.2.45-3.15am when there was a lot of very loud noise from people departing the venue, including shouting in the street due to what appeared to be some people having an altercation. We had similar experiences on 18/19 November and 1/2 December.

The reference for the council's visit on 23/24 December is 980046, and the reference for our ongoing correspondence with the noise and antisocial behaviour team in respect of Lokma restaurant is 980254.

Saturday 17 February / Sunday 18 February:

Again, very loud music was audible in our property. We made the first call to Southwark council at around 11pm, and understand that they responded to a call out from one of our neighbours later that evening. The reference number for this complaint is 997753.

We are in strong support of a review of Lokma's licence on the grounds of the prevention of crime and disorder and the prevention of public nuisance. In our view, the proprietor has failed to act responsibly in terms of noise nuisance. Lokma is situated in a residential block of flats and on regular occasions at the weekends is effectively operating as a nightclub. Our flat is situated directly above the premises and, as a result, we are significantly impacted by the level of noise and the use of the restaurant in this way. Even after the restaurant closes in the early hours of the morning, we are able to hear customers leaving noisily via Abbey Street for a significant period.

We believe that Lokma has repeatedly breached the following term of its licence:

344 - That sound insulation will be installed

We have attempted to engage with the manager of Lokma on two occasions and, furthermore, often try to telephone the restaurant to ask them to reduce the noise (calls are never answered).

Please do let us know if we can do anything further in support of this licence review.

Many thanks

[Redacted signature]

[Redacted address]

PARTY E

Heron, Andrew

From: Tahir, Sarah
Sent: 13 March 2018 11:34
To: Heron, Andrew
Subject: FW: Lokma restaurant complaint - licence 861669

[Logged onto CMU = 873495](#)

From: Regen, Licensing
Sent: Tuesday, March 13, 2018 11:18 AM
To: Tahir, Sarah
Subject: FW: Lokma restaurant complaint - licence 861669

[Log in cmu for the officer for Llc](#)

thanks

From: [REDACTED]
Sent: Tuesday, March 13, 2018 10:39 AM
To: Regen, Licensing
Cc: [REDACTED]
Subject: Fwd: Lokma restaurant complaint - licence 861669

I live above the restaurant called Lokma which is situated at 11 Bermondsey Square. Lokma has had a number of loud events over the last few months. These events have prevented me from sleeping. The events have cause disruption into the early hours of the morning. This type of event is not appropriate for a business located in a mixed use development. The restaurant is in a building which also contains over 70 flats.

The licence has a condition that soundproofing should be installed (condition 344) and a sound limiting device be installed and used (condition 309) these does not appear to have been done. The licence also states that the outside space should not be used after 10 pm (condition 312). This condition has been ignored on a number of occasions. In the summer months people are regularly sitting outside being served until between 11pm and midnight.

The recent late night events have caused a public nuisance. I have reported the events to the council noise team on a number of occasion although I have not reported them all as the time the council team take to respond can be a disturbance.

I understand one of my neighbours has made an application for the review of the premises licence which I support. This is reference number 976530.

Please let me know if you need more information or if I need to do anything else to progress this complaint.

Regards

[REDACTED]