

Licensing Sub-Committee

Friday 21 October 2016

10.00 am

Ground Floor Meeting Room G02B - 160 Tooley Street, London SE1 2QH

Membership

Councillor David Hubber
Councillor Sunny Lambe
Councillor Charlie Smith

Reserves

Councillor Adele Morris

INFORMATION FOR MEMBERS OF THE PUBLIC

Access to information

You have the right to request to inspect copies of minutes and reports on this agenda as well as the background documents used in the preparation of these reports.

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Access

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Contact

Andrew Weir on 020 7525 7222 or email: andrew.weir@southwark.gov.uk

Members of the committee are summoned to attend this meeting

Eleanor Kelly

Chief Executive

Date: 11 October 2016



Licensing Sub-Committee

Friday 21 October 2016
10.00 am

Ground Floor Meeting Room G02B - 160 Tooley Street, London SE1 2QH

Order of Business

| Item No. | Title | Page No. |
|----------|--|----------|
| | PART A - OPEN BUSINESS | |
| 1. | ELECTION OF CHAIR | |
| | To elect a chair for this meeting | |
| 2. | APOLOGIES | |
| | To receive any apologies for absence. | |
| 3. | CONFIRMATION OF VOTING MEMBERS | |
| | A representative of each political group will confirm the voting members of the committee. | |
| 4. | NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT | |
| | In special circumstances, an item of business may be added to an agenda within five clear days of the meeting. | |
| 5. | DISCLOSURE OF INTERESTS AND DISPENSATIONS | |
| | Members to declare any interests and dispensation in respect of any item of business to be considered at this meeting. | |
| 6. | LICENSING ACT 2003: D'CONNECT RESTAURANT, 11 JOHN RUSKIN STREET, LONDON SE5 0NS | 1 - 153 |

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

PART B - CLOSED BUSINESS

EXCLUSION OF PRESS AND PUBLIC

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

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

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

Date: 11 October 2016

| | | | |
|------------------------------------|--------------------------------|---|---|
| Item No. 6. | Classification: Open | Date: 21 October 2016 | Meeting Name: Licensing Sub-Committee |
| Report title: | | Licensing Act 2003: D'Connect Restaurant, 11 John Ruskin Street, London SE5 0NS | |
| Ward(s) or groups affected: | | Camberwell Green | |
| From: | | Strategic Director of Environment and Leisure | |

RECOMMENDATION

1. That the licensing sub-committee considers an application made by an other person under Section 51 of the Licensing Act 2003 (the Act) for a review of the premises licence held by Remi Shinaba Aderohunmu in respect of the premises known as D'Connect Restaurant, 11 John Ruskin Street, London SE5 0NS.
2. Notes:
 - a) The grounds for the review are stated in paragraph 13 of this report. A copy of the premises licence review application is attached as Appendix A.
 - b) The application for review of the premises licence is supported in representations submitted by six responsible authorities and nine 'other persons'. Copies of the representations are attached as Appendix B. Details of the representations are provided in paragraphs 16 to 26 of this report.
 - c) A copy of the current premises licence issued in respect of the premises is attached to this report as Appendix C.
 - d) A copy of the council's approved procedure for hearings of the sub-committee in relation to an application made under the Licensing Act 2003, along with a copy of the hearing regulations, has been circulated to all parties to the meeting.

BACKGROUND INFORMATION

The Licensing Act 2003

3. The Licensing Act 2003 provides a new licensing regime for:
 - The sale of and supply of alcohol
 - The provision of regulated entertainment
 - The provision of late night refreshment.
4. Within Southwark, the licensing responsibility is wholly administered by this council.
5. The Act requires the licensing authority to carry out its functions under the Act with a view to promoting the four stated licensing objectives. These are:
 - The prevention of crime and disorder

- The promotion of public safety
 - The prevention of nuisance
 - The protection of children from harm.
6. In carrying out its licensing functions, a licensing authority must also have regard to:
- The Act itself
 - The guidance to the act issued under Section 182 of the Act
 - Secondary regulations issued under the Act
 - The licensing authority's own statement of licensing policy
 - The application, including the operating schedule submitted as part of the application
 - Relevant representations.
7. The applications process involves the provision of all relevant information required under the Act to the licensing authority with copies provided by the applicant to the relevant responsible bodies. The application must also be advertised at the premises and in the local press. The responsible authorities and other persons within the local community may make representations on any part of the application where relevant to the four licensing objectives.
8. The premises licence once issued remains valid for the life of the business unless surrendered or revoked. However, under section 51 of the Act it remains open to any responsible authority or other person to apply to the local licensing authority for a review of the premises licence where there are ongoing concerns regarding one or more of the four stated licensing objectives.

KEY ISSUES FOR CONSIDERATION

The premises licence

9. The premises licence allows the provision of licensable activities as follows:
- **The sale of alcohol to be consumed on the premises on:**
 - Sunday from 10:00 to 01:00 the following day
 - Monday to Thursday from 10:00 to 01:00 the following day
 - Friday and Saturday from 10:00 to 02:30 the following day
 - **The provision of late night refreshment on:**
 - Sunday from 23:00 to 01:00 the following day
 - Monday to Wednesday from 23:00 to 01:30 the following day
 - Thursday from 23:00 to 02:00 the following day
 - Friday and Saturday from 23:00 to 02:30 the following day
 - **The provision of live music on:**
 - Friday from 22:00 to 02:00 the following day
 - Saturday from 17:00 to 21:30 the following day

- **The opening hours of the premises are as follows:**

Sunday to Thursday from 08:00 to 02:00 the following day
Friday and Saturday from 08:00 to 03:00 the following day

10. The licence is subject to the mandatory conditions set down under the Act and further conditions consistent with the operating schedule submitted with the application for the licence. A copy of the full premises licence is provided for as Appendix C.

Designated premises supervisor (DPS)

11. The current designated premises supervisor (DPS) named on the licence is Adebowale Aderibigbe. Adebowale Aderibigbe holds a personal licence issued by the London Borough of Bexley.

The review application

12. On 25 August 2016, an application was made on by an 'other person' under Section 51 of the Licensing Act 2003, for a review of the premises licence held by Remi Shinaba Aderohunmu in respect of the premises known as D'Connect Restaurant, 11 John Ruskin Street, London SE5 0NS.
13. The review application was submitted in respect of all four licensing objectives and can be summarised as follows:
 - Patrons of the premises fighting on John Ruskin Street
 - Suspected drug dealing related to the premises
 - Patrons drink driving
 - Patrons engaging in racism and intimidation of passers by
 - Patrons parking on double yellow lines making a dangerous passage for vehicles
 - Patrons congregating and drinking outside of the premises
 - Patrons shouting and talking loudly in the early hours of the morning outside of the premises and sounding their car horns
 - Patrons urinating profusely throughout the street and behaving aggressively and threateningly when confronted for such anti-social behaviour.
14. The applicant refers to various video clips and still images in the review application. The applicant has compiled all evidence referred to onto DVDs to be shown at the review hearing.
15. Full details of the grounds for the review are provided within review the application. The review application is provided in Appendix. A further representation from the applicant is attached as Appendix A1.

Representations from responsible authorities

16. This council's health and safety team, environmental protection team, public health directorate, trading standards team and licensing responsible authority have submitted representations supporting the review. The Metropolitan Police Service have also submitted a representation in support of the review.

17. The health and safety representation states that the premises have no maximum capacity limit and has been observed to be overcrowded, that large groups of people have been observed congregating outside the premises, that customers have been observed urinating on the pavement next to residential flats and that the management of the premises do not appear to have any control of their patrons. The representation also outlines various health and safety measures that health and safety recommend are undertaken in respect of the premises. Health and safety support the revocation of the licence and fully support the review application.
18. The environmental protection team's representation states that the noise and nuisance team have received complaints since 2014 in respect of people congregating in the street outside the premises, talking loudly and drinking. Should the sub-committee not be minded to revoke the licence the representation states three conditions that the environmental protection team suggests should be imposed on the licence by the sub-committee.
19. The public health directorate's representation is concerned that local residents have been extensively disturbed by the premises placing them at considerable loss of amenity. The public health directorate has concerns regarding the operation and management of the premises and therefore fully supports the review.
20. The trading standard's representation contends that toilet facilities at the premises may be inadequate thus leading to patrons urinating in the surrounding streets. The representation states that people have been observed urinating outside of the premises on a regular basis which constitutes a public nuisance. Trading standards contend that such public urination presents a health risk and also puts children at risk of being victims of public indecency. Trading standards recommend that the licence be revoked.
21. Licensing as a responsible authority submitted a representation in regards to all of the licensing objectives and states that there have been numerous complaints to the council regarding noise nuisance and anti-social behaviour due to the behaviour of customers of the premises, that council officers have observed people congregating outside the premises and engaging in anti-social behaviour, that council officers have observed a patron of the premises urinating against a wall a few doors away and patrons sitting in their vehicle playing loud music from the vehicle. Licensing as a responsible authority have no confidence that the management of the premises are promoting any of the licensing objectives. They fully support the review application.
22. The Metropolitan Police Service representation states that the premises have been visited by police and council officers on a number of occasions and that groups of patrons have been seen stood outside of the premises smoking, drinking and talking. Police officers have made the management of the premises aware of licence conditions however the premises remain problematic. The representation further states that there have been five calls to the police regarding noise nuisance, two police statements detailing a number of activities that would 'add to the anti-social behaviour' and one warning letter issued to the premises. The Metropolitan Police Service support the review application.

Representations from other persons

23. Nine representations have been submitted by other persons, those other persons all being local residents. The representations are relevant to all of the licensing

objectives and fully support the review application. In summary the representations state that the operation of the premises leads to:

- Broken sleep
- Suspected drug dealing
- Odour nuisance
- Intimidation of local residents and / or passers by
- Public urination and the associated health hazard
- Waste being deposited in the local streets (e.g. bottles, fast food packaging etc.) and associated health & nuisance hazards
- Patrons congregating and drinking outside of the premises
- Extreme levels of noise nuisance
- The premises operating past permitted hours
- Customers blocking the road and / or local pavements
- Patrons fighting
- Racism by customers
- Drink driving
- Local residents not feeling safe in their own area.

24. All of the representations strongly seek that the licence is revoked.
25. Copies of all representations and associated correspondence are attached to this report as appendix B. Representations from the nine local residents are identified as parties 1 to 9 in Appendix B.
26. One letter in support of the licensee has been submitted stating that it is vital that the licensee retains his licence to support his family and contending that the complaints in the review are exaggerations and largely false. The letter of support is attached as Appendix B1.

Operating History

27. A premises licence was issued in respect of the premises to Remi Shinaba Aderohunmu on 24 November 2005. The designated premises (DPS) specified in respect of the licence was Remi Shinaba Aderohunmu.
28. On 27 February 2010 a licensing inspection of the premises was undertaken. One breach of licence conditions was noted in that the premises licence summary was not displayed and CCTV was not in operation. A re-inspection was undertaken on 23 April 2010 and the premises were found to be being operated compliantly.
29. On 4 June 2011 a licensing inspection of the premises was undertaken. Breaches of various licence conditions were noted. A warning letter was sent to the premises. A re-inspection was undertaken on 29 July 2011 and the premises were found to be being operated compliantly. A copy of the warning letter is attached in Appendix D.
30. On 25 October 2011 a complaint was made by a local resident pertaining to customers engaging in anti-social behaviour, urinating in the street and causing noise nuisance. A visit by council and police officers to the premises was undertaken on 29 October 2011 and the complaint was discussed with the licensee.

31. On 19 October 2012 an application was made to specific Adebowale Aderibigbe as the DPS of the premises. An amended (and current) licence was consequently issued on 22 October 2012.
32. On 27 October 2014 the police referred a noise complaint that they received to the licensing unit for informative purposes and to be logged on the licensing unit's database.
33. On 21 September 2015 a complaint was made by a local resident pertaining to noise nuisance. The complainant was advised of the council's noise and nuisance team service and the licensee was apprised of the complaint.
34. On 24 September 2015 the police referred a noise complaint that they received to the licensing unit for informative purposes and to be logged on the licensing unit's database. In respect of the complaint, visits to the premises were undertaken on 10 October 2015 and 17 October 2015. Please see Appendix D for details of the visits.
35. On 26 September 2015 a licensing inspection of the premises was undertaken. The premises were found to be being operated compliantly.
36. Between 20 June 2016 and 12 September 2016, eight complaints from local residents have been made regarding anti-social behaviour, noise nuisance, public urination and alleged breaches of licence conditions. In response to these complaints 17 visits to the premises have been made by licensing officers between 3 July 2016 and 2 October 2016. Please see Appendix D for details of the visits.
37. No temporary event notices have been submitted in regards to the premises.
38. A list of licensing evening and night time visits to the premises is attached as Appendix D.
39. On 25 August 2016, an application was made on by an 'other person' under Section 51 of the Licensing Act 2003, for a review of the premises licence held by Remi Shinaba Aderohunmu in respect of the premises known as D'Connect Restaurant, 11 John Ruskin Street, London SE5 0NS.

The local area

40. A map of the area is attached to this report as Appendix E. The premises are identified by a black diamond at the centre of the map. The following licensed premises are also shown on the map:
 - **Legacy Restaurant, 53 Camberwell Road SE5 0EZ:**
 Sale of alcohol and late night refreshment: Monday to Thursday until 00:30 the following day and Friday to Sunday until 02:30 the following day
 - **Emukay Restaurant, 91 Camberwell Road, SE5 0EZ:**
 Sale of alcohol: Monday to Sunday until 02:00 the following day
 Late night refreshment: Monday to Sunday until 03:00 the following day
 Regulated entertainment: Monday to Sunday until 02:30 the following day

- **Southbank nightclub, 57-59 Camberwell Road, SE5 0EZ:**

Sale of alcohol, late night refreshment and the sale of alcohol: Monday to Wednesday until 00:00 (midnight), Thursday until 02:30 the following day and Friday to Sunday until 04:30 the following day

- **Astra Newsagents, 22 Camberwell Road, SE5 0EN:**

Sale of alcohol: Monday to Sunday until 22:00

- **Dallas Chicken and Ribs, 30 Camberwell Road, SE5 0EN:**

Late night refreshment: Monday to Sunday until 01:00

- **Abokobi Ghanaian Restaurant, 33 Camberwell Road, SE5 0EZ:**

Sale of alcohol and late night refreshment: Monday to Sunday until 23:30

Southwark council statement of licensing policy

41. Council assembly approved Southwark's statement of licensing policy 2016-20 on 25 November 2015. The policy came into effect on 1 January 2016. Sections of the statement that are considered to be of particular relevance to the sub-committee's consideration are:

- Section 3 - Purpose and Scope of the Policy. This reinforces the four licensing objectives and the fundamental principles upon which this Authority relies in determining licence applications.
- Section 5 – Determining Applications for Premises Licences and Club Premises certificates. This explains how the policy works and considers issues such as location; high standards of management; and the principles behind condition setting.
- Section 6 – Local Cumulative Impact Policies. This sets out this authority's approach to cumulative impact and defines the boundaries of the current special policy areas and the classifications of premises to which they apply. To be read in conjunction with Appendix B to the policy.
- Section 7 – Hours of Operation. This provides a guide to the hours of licensed operation that this Authority might consider appropriate by type of premises and (planning) area classification.
- Section 8 – The Prevention of Crime and Disorder. This provides general guidance on the promotion of the first licensing objective.
- Section 9 – Public Safety. This provides general guidance on the promotion of the second licensing objective.
- Section 10 – The Prevention of Nuisance. This provides general guidance on the promotion of the third licensing objective.

- Section 11 – The Protection of Children from Harm. This provides general guidance on the promotion of the fourth licensing objective.
42. The purpose of Southwark’s statement of licensing policy is to make clear to applicants what considerations will be taken into account when determining applications and should act as a guide to the sub-committee when considering the applications. However, the sub-committee must always consider each application on its own merits and allow exceptions to the normal policy where these are justified by the circumstances of the application.
43. Within Southwark’s statement of licensing policy 2016 - 2020, the premises are identified as being within the residential area. The closing times recommended in the statement of licensing policy in residential areas are as follows for the types of premises stated:
- Restaurants and cafes: 23:00
 - Public Houses / wine bars: 23:00
 - Nightclubs (with sui generis planning classification) are not recommended for residential areas. Note: the premises are not in a cumulative impact policy area.

Resource implications

44. There is no fee associated with this type of application.

Consultation

45. Consultation has been carried out on this application in accordance with the provisions of the Licensing Act 2003.

Community impact statement

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

SUPPLEMENTARY ADVICE FROM OTHER OFFICERS

Director of Law and Democracy

47. The sub-committee is asked to determine, under Section 51 of the Licensing Act 2003, following an application, made under Section 51 of the same act, for a review of premises licence. At any stage, following the grant of a premises licence, a responsible authority or any other person may ask the licensing authority to review the licence because of a matter arising at the premises in connection with any of the four licensing objectives.
48. The principles, which sub-committee members must apply, are set out below.

Principles for making the determination

49. Under Section 52 of the Licensing Act, the licensing authority must hold a hearing to determine the review and any relevant representations.

50. The four licensing objectives are:
- The prevention of crime and disorder
 - The protection of public safety
 - The prevention of nuisance
 - The protection of children from harm.
51. Each objective must be considered to be of equal importance. The authority must, having regard to the application and any relevant representations, take such of the following steps as it considers appropriate for the promotion of the licensing objectives. The steps are to:
- Modify the conditions of the licence by altering, omitting or adding any condition
 - Exclude a licensable activity from the scope of the licence
 - Remove the designated premises supervisor
 - Suspend the licence for a period not exceeding three months
 - Revoke the licence.
52. For the purpose of determining a relevant representation under section 52 of the Act a “relevant representation” means representations which:
- Are relevant to one or more of the licensing objectives
 - Are made by the holder of the premises licence, a responsible authority or an other person within the prescribed period
 - Have not been withdrawn
 - If made by an other person (who is not also a responsible authority), that they are not, in the opinion of the relevant licensing authority frivolous or vexatious.
53. Modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months.
54. The authority may decide that no action is necessary if it finds that the review does not require it to take any steps appropriate to promote the licensing objectives.
55. In deciding what remedial action if any it should take, the authority must direct its mind to the causes or concerns that the representations identify. The remedial action should generally be directed at these causes and should always be no more than an appropriate and proportionate response.
56. It is of particular importance that any detrimental financial impact that may result from a licensing authority’s decision is appropriate and proportionate to the promotion of the licensing objectives in the circumstances that gave rise to the application for review.

Reasons

57. Where the authority determines an application for review it must notify the determination and reasons why for making it to:
- The holder of the licence
 - The applicant
 - Any person who made relevant representations

- The chief officer of police for the area (or each police area) in which the premises are situated.

Hearing procedures

58. Subject to the licensing hearing regulations, the licensing committee may determine its own procedures. Key elements of the regulations are that:
- The hearing shall take the form of a discussion led by the authority. Cross examination shall not be permitted unless the authority considered that it is required for it to consider the representations
 - Members of the authority are free to ask any question of any party or other person appearing at the hearing
 - The committee must allow the parties an equal maximum period of time in which to exercise their rights to:
 - Address the authority
 - If given permission by the committee, question any other party.
 - In response to a point which the authority has given notice it will require clarification, give further information in support of their application.
 - The committee shall disregard any information given by a party which is not relevant:
 - To the particular application before the committee, and
 - The licensing objectives.
 - The hearing shall be in public, although the committee may exclude the public from all or part of a hearing where it considers that the public interest in doing so outweighs the public interest in the hearing, or that part of the hearing, taking place in private
 - In considering any representations or notice made by a party the authority may take into account documentary or other information produced by a party in support of their application, representations or notice (as applicable) either before the hearing or, with the consent of all the other parties, at the hearing.
59. This matter relates to the review of the premises licence under section 51 of the Licensing Act 2003. Regulation 26(1) (a) requires the sub-committee to make its determination at the conclusion of the hearing.

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

60. Sub-committee members will note that, in relation to this application, the council has multiple roles. Council officers from various departments have been asked to consider the application from the perspective of the council as authority responsible respectively for environmental health, trading standards, health and safety and as the planning authority.
61. Members should note that the licensing sub-committee is meeting on this occasion solely to perform the role of licensing authority. The sub-committee sits in quasi-judicial capacity, and must act impartially. It must offer a fair and unbiased hearing

of the application. In this case, members should disregard the council's broader policy objectives and role as statutory authority in other contexts. Members must direct themselves to making a determination solely based upon the licensing law, guidance and the council's statement of licensing policy.

62. As a quasi-judicial body the licensing sub-committee is required to consider the application on its merits. The sub-committee must take into account only relevant factors, and ignore irrelevant factors. The decision must be based on evidence, that is to say material, which tends logically to show the existence or non-existence of relevant facts, or the likelihood or unlikelihood of the occurrence of some future event, the occurrence of which would be relevant. The licensing sub-committee must give fair consideration to the contentions of all persons entitled to make representations to them.
63. The licensing sub-committee is entitled to consider events outside of the premises if they are relevant, i.e. are properly attributable to the premises being open. The proprietors do not have to be personally responsible for the incidents for the same to be relevant. However, if such events are not properly attributable to the premises being open, then the evidence is not relevant and should be excluded. Guidance is that the licensing authority will primarily focus on the direct impact of the activities taking place at the licensed premises on members of the public, living, working or engaged in normal activity in the area concerned.
64. Members will be aware of the council's code of conduct which requires them to declare personal and prejudicial interests. The code applies to members when considering licensing applications. In addition, as a quasi-judicial body, members are required to avoid both actual bias, and the appearance of bias.
65. The sub-committee can only consider matters within the application that have been raised through representations from other persons and responsible authorities.
66. Under the Human Rights Act 1998, the sub committee needs to consider the balance between the rights of the applicant and those making representations to the application when making their decision. The sub-committee has a duty under section 17 Crime and Disorder Act 1998 when making its decision to do all it can to prevent crime and disorder in the borough.
67. Other persons, responsible authorities and the applicant have the right to appeal the decision of the sub-committee to the magistrates' court within a period of 21 days beginning with the day on which the applicant was notified by the licensing authority of the decision to be appealed against.

Guidance

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

Strategic Director of Finance and Governance

69. The head of community safety and enforcement has confirmed that the costs of this process are borne by the service.

BACKGROUND DOCUMENTS

| Background papers | Held At | Contact |
|--|---|--|
| Licensing Act 2003 Home Office Guidance to the Act Secondary Regulations Southwark Statement of Licensing Policy Case file | Southwark Licensing, C/o Community Safety & Enforcement, 160 Tooley Street, London, SE1 2QH | Kirty Read Phone number: 020 7525 5748 |

APPENDICES

| No. | Title |
|-------------|---|
| Appendix A | Review application |
| Appendix A1 | Additional representation from the applicant for the review |
| Appendix B | Representations and related correspondence submitted by responsible authorities and other persons |
| Appendix B1 | Letter of support for the premises |
| Appendix C | The premises licence |
| Appendix D | List of licensing night time visits to the premises |
| Appendix E | Map of area |

AUDIT TRAIL

| | | |
|---|--|--------------------------|
| Lead Officer | Deborah Collins, Strategic Director of Environment and Leisure | |
| Report Author | Wesley McArthur, Principal Licensing Officer | |
| Version | Final | |
| Dated | 6 October 2016 | |
| Key Decision? | No | |
| CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER | | |
| Officer Title | Comments sought | Comments included |
| Director of Law and Democracy | Yes | Yes |
| Strategic Director of Finance and Governance | Yes | Yes |
| Cabinet Member | No | No |
| Date final report sent to Constitutional Team | | 7 October 2016 |

APPENDIX A

25/08/2016

Application for a review of a premises licence or club premises certificate under the Licensing Act
Ref No. 667208

Please enter the name of the applicant who is applying for the review of a premises licence under section 51/apply for a review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises

| | |
|--|--|
| | |
|--|--|

Postal address of premises or club premises, or if none, ordnance survey map reference or description

| | |
|--|-----------------------|
| Address Line 1 | 11 JOHN RUSKIN STREET |
| Address Line 2 | |
| Town | LONDON |
| County | |
| Post code | SE5 0NS |
| Ordnance survey map reference or description | |

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

| | |
|--|----------------------|
| | Adebowale Aderibigbe |
|--|----------------------|

Name of premises licence or club premises certificate (if known)

| | |
|--|----------------------|
| | D'Connect Restaurant |
|--|----------------------|

I am

| | |
|--|---|
| | 1) an individual, body or business which is not a responsible |
|--|---|

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

| | |
|--|--|
| | Please check one or more boxes if appropriate |
| | 1) the prevention of crime and disorder 2) public safety 3) the prevention of public nuisance 4) the protection of children from harm |

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

| | |
|--|---|
| | The grounds for review are: (1) the prevention of crime and disorder; (2) public safety; (3) the prevention of public nuisance; and (4) the prevention of children from harm. |
|--|---|

| | |
|--|--|
| | <p>(1) My partner and I have witnessed: fights on John Ruskin Street; what we suspect to be drug dealing; drink driving; racism and intimidation of passers-by.</p> <p>(2) Public safety is affected due to the issues raised in (1). Furthermore, the majority of D'Connect customers from 6pm in the evening seem to arrive by private vehicle (i.e. their own cars), which they park on double yellow lines making what is a dual carriageway a single track road resulting traffic and a dangerous passage for vehicles.</p> <p>(3) D'Connect customers: congregate and drink outside of the premises; shout and talk loudly in the early hours of the morning outside of the premises; sound car horns; urinate profusely throughout the street; and are aggressive and threatening when confronted for such antisocial behaviour.</p> <p>(4) D'Connect customers urinate throughout John Ruskin Street. Children play regularly on the street and when they fall over it is seen they fall and wipe their hands in the areas in which D'Connect customers have previously urinated the night before.</p> |
|--|--|

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

| | |
|--|--|
| | <p>The Council has been provided with the documentation relied on in relation to complaints regarding D'Connect and its customers. Should this be required to be resubmitted I list the following for ease of reference:</p> <ol style="list-style-type: none"> 1. Noise diary from 23 August 2015 to 17 July 2016 (links to photos and videos noted therein https://www.dropbox.com/sh/sh48vro2fkmmgpep/AAA6OFL7ixn8Z6oH9T99KMVna?dl=0); 2. Redacted petition signed by residents of John Ruskin Street complaining against D'Connect and its customers; 3. Redacted picture of a sign in a resident's flat regarding D'Connect customers urinating; 4. Comparison of D'Connect's existing licence terms and those of other licensed establishments in the area; 5. Complaints made on South Council Planning Portal naming D'Connect or 11 John Ruskin Street under reference 15/AP/1644 - Change of use from internet cafe (Use Class A1) to mini-cab office (Sui Generis). 13 JOHN RUSKIN STREET, LONDON, SE5 0NS; and 6. 85 pages of complaints reported to the Licensing Unit and NaNT disclosed under a Freedom of Information Request made on 2 July 2016. <p>Please see the noise diary in full for details, an extract is provided below by way of an example only:</p> <p>Saturday to Sunday 3 July 2016 --</p> <ul style="list-style-type: none"> • Approximately 8 customers congregating outside D'Connect, shouting from 00:28 (see 2016-07-03_1). • Man in white shirt urinating against the residential building (see 2016-07-03_2 and 2016-07-03_3). • Call to NaNT at 00:43 to investigate. • 3 men urinating on the street. • Fourth man in black jacket urinating on parked car at 00:58 (see 2016-07-03_4). • Peak noise level at 65db. Noise level reduced at 01:33 to 48db with occasional shouting. • Call from NaNT to request whether noise on going at 01:42 (1 hour later). Confirmed reduced but that they should come as it is likely to recommence. • Call from NaNT to request whether noise on going at 01:51. Confirmed noise had reduced to an acceptable level but as there were customers still outside and that D'Connect is meant to close at 02:30 we would like them to attend in any event. NaNT Team initially refused but confirmed they would do a "drive by" to see what the level was like but only after I insisted that I had complained in writing to the Licensing Unit that they were breaching their licence and if it did close on time we would expect the noise levels to pick up again. |
|--|--|

- Linda witnesses suspicious activity at 02:20 – male customer from D'Connect takes plastic drinks cup outside and presents the cup behind an open car door for another male to put an object in. The customer walked away and reached inside the cup to pull out the object and then put it in his trouser pocket.
- No call from NaNT, which does not operate past 02:30
- 6 further D'Connect customers urinating on the street in the same place shown in 2016-07-03_2. Cars honking horns to attract customers from D'Connect at 02:45.
- Lots of shouting from D'Connect customers leaving the premises and loud base music being played from cars collecting customers. Customers entering and exiting the premises at will at 02:50. Neighbours shout from windows.
- Quiet at 03:00.

Friday to Saturday 9 July 2016 --

- Loud shouting from customers outside of D'Connect and a doorman in a fluorescent vest is present (first time this has been seen) but takes no action against the 8 to 10 customers at 12.30. Customer in white t-shirt urinates against parked car at 01.14 (see 2016-07-09_1)
- Call to NaNT at 01:19 to investigate. Operator confirmed that they did not have resource to investigate for at least 1 hour.
- Linda witnesses further urinating from D'Connect customers against the building and shouts from the window that they should use the toilets in the bar. D'Connect customer shouts aggressively back at Linda and makes indiscernible threats. Linda shuts the window in fear (see 2016_07_09_2).
- Call to Police at 01:24 to request assistance regarding noise offences and report possible drugs offences.
- Call from Police at 01:28 who confirmed they would investigate. Confirmed we had previously made a complaint to the police and had been instructed to keep a noise diary. Reference provided CAD744-09-7-2016.
- Call from NaNT at 01:53. They confirmed they would not be able to investigate if noise was coming from "patrons" outside of the D'Connect. On request as to who would enforce the terms of the licence and further prevent noise should it continue throughout the night NaNT confirmed it would be the Licensing Unit although they would not be able to do anything immediately. On further refusal to accept this information, NaNT confirmed they would investigate to keep a record for the Licensing Unit.

Sunday to Monday 11 July 2016 --

- Loud talking and noise from cars doors opening and shutting with customers entering and leaving D'Connect from 23:30 until 00:20.
- Customer on the way to D'Connect stops urinating when shouted at (see 2016_07_11_1)
- Loud talking intermittently from 02:00 to 02:00.

The issues raised have resulted in me taking time off work as sick as I am disturbed nightly and unable to sleep, often between the hours of 23:00 to 04:00 Monday to Sunday (inclusive) by D'Connect customers shouting outside the premises and by car horns and car doors being open and shut when collecting D'Connect customers.

I feel unsafe living on John Ruskin Street due to the behaviour and criminal activity of D'Connect customers. Reports of drug dealing, fighting and throwing of glass bottles have been reported to the Police.

Children playing on John Ruskin Street are at risk of contracting infection from the urine of D'Connect customers.

Local businesses have requested I make this application on their behalf as their trade is affected by the amount of urine on the street; indeed, they and residents use bleach and industrial disinfectant to remove the putrid odours.

Have you made an application for review relating to this premises before?

| | |
|--|----|
| | No |
|--|----|

If yes, please state the date of the application

| | |
|--|--|
| | |
|--|--|

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

| | |
|--|---|
| | Representations have been made via email to Southwark Council, Licensing Unit and NaNT, providing all the documentations provided in this application. The photographic evidence has been supplied via a link to Dropbox due to their format. |
|--|---|

Checklist

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

Declaration - Full name of applicant or applicant's solicitor or other duly authorised agent. If signing on behalf of the applicant and please state in what capacity.

| | |
|---|------------|
| Applicant Full Name | ██████████ |
| Applicant's Solicitor/Other duly authorised agent Full name | |
| Date | 25/08/2016 |
| Capacity | |

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 4)

| | |
|-----------|------------|
| Full name | ██████████ |
|-----------|------------|

Address (please read guidance note 4)

| | |
|--|--------------------------|
| Address Line 1 | ████████████████████ |
| Address Line 2 | ████████████████████ |
| Town | ██████████ |
| County | |
| Post code | ██████████ |
| Telephone number (if any) | Please contact via email |
| If you would prefer us to correspond with you using an e-mail address your e-mail address (optional) | ████████████████████ |

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

| refno | type | catg | how_received | unit | pname | paddress | rdate | Text1 | Text2 |
|--------|---------------------|-------------------------|--------------|-------------------------|-----------|---|------------|--|---|
| 677952 | SER Service Request | L01 ENTERTAINMENT | Telephone | LIC Southwark Licensing | D'connect | 11-13 John Ruskin Street, London, SE5 ONS | 24/12/2012 | Entertainment: Please contact Mr Axxxxxxxxxxx to confirm if D'Connect Bar/restaurant 11 JOHN RUSKIN STREET, SE5 ONS has music license. | |
| 798630 | SER Service Request | L70 Lic General Enquiry | E-mail | LIC Southwark Licensing | D'connect | 11-13 John Ruskin Street, London, SE5 ONS | 27/10/2014 | From: Danny.M.Cloud@met.pnn.police.uk | There are peoples always gather around D-Connet african restaurant and Afro-tech hair saloon which is very noisy and annoy every night from midnight to 3:00 that severely influence to us. We need your help to solve this problem, please, Thank you very much. |
| 819140 | SER Service Request | L70 Lic General Enquiry | E-mail | LIC Southwark Licensing | D'connect | 11 John Ruskin Street, London, SE5 ONS | 21/09/2015 | Hi, I live in xx John Ruskin Street xxxxx There is a café/bar: Dconnect, 11 John Ruskin St, London SE5 ONS This bar is very noisy most nights of the week, last night music and shouting from their customers at 4am, this is most nights. Could you please advise how to proceed. | |
| 819326 | SER Service Request | L72 Public nuisance | E-mail | LIC Southwark Licensing | D'connect | 11 John Ruskin Street, London, SE5 ONS | 24/09/2015 | From:XXXXXXXX@met.pnn.police.uk | A resident has got in touch with me to say they will be out in the She hasn't spoken to anyone at the bar, but has confronted customers sometimes. She said they are usually compliant, but obviously she'd rather not be kept awake until 3am. On the face of it, it doesn't appear the bar is breaching its licence. However, if some officers could call by this weekend that would be really helpful. |
| 835670 | SER Service Request | L70 Lic General Enquiry | E-mail | LIC Southwark Licensing | D'connect | 11 John Ruskin Street, London, SE5 ONS | 27/06/2016 | Subject: Dconnect, 11 John Ruskin Street, SE5 ONS Dear Sirs I and other local residents are concerned that the restaurant bar known as Dconnect on John Ruskin Street is trading outside of its licensed hours and causing unacceptable levels of disturbance to the surrounding area. The establishment has caused me and my partner no end of upset due to The establishment has caused me and my partner no end of upset due to the fact that every day of the week (Monday to Sunday, inclusive) they serve alcohol until the early hours of the morning. Indeed, at this very moment drunk customers are shouting on the street. By way of further example, customers regularly leave at 4am or even 5am during week nights. On leaving the customers do not leave immediately but insist on loitering outside for over an hour and playing loud base music from their cars which reverberates around the surrounding residential buildings. It should be of particular concern to Southwark Council that, having been woken up in the early hours, we witness on a nightly basis Dconnect customers leaving the premises with bottles of beer. | These customers then get into their cars and drive off at high speeds. It is only a matter of time before they hurt themselves drink driving; or worse still, others. Neighbouring businesses on John Ruskin Street have put together a petition for Southwark Council to address the lack of respect Dconnect and its customers have for the residents and the local area. Their reason for doing so is that Dconnect's customers often urinate on the surrounding buildings (including our own) and have no choice but to purchase disinfectant, bleach and other cleaning fluids to mask the smell. I have a copy of this petition should it be required. My partner has kept a noise diary together with photos and videos over the period of over 6 months (August 2015 to March 2016) to help demonstrate why Dconnect's presence on John Ruskin Street and lack of respect for the local residents is an issue which should be investigated by Southwark Council. Upsettingly, the disturbances have been nightly since April so my partner has given up with this diary which is also available should it be required. Please would you acknowledge receipt of this complaint within 7 days. Please would you also confirm what hours Dconnect is licensed to serve alcohol and your procedures for investigating a breach of that licence. |

London Borough of Southwark

11-13

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 07:21

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1

TRADER: D'connect

ADDRESS: 11 John Ruskin Street
London
SE5 0NS

AREA: Camberwell

WARD: Camberwell Green Ward

TELNO: 020 7252 4955
UPRN/USRN: 200003454738
EASTING: 532379
NORTHING: 177795PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTYACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 831205
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 18/04/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 744941-K9T2 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made | | 15/04/2016 | | |
| 3 | A05 | Telephone call made no response @ 9.50am | | 18/04/2016 | | |
| 4 | AAC | Letter sent to comp | | 18/04/2016 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|
| 1 | A99 | 744941-K9T2 | | | | |

Action reference: 1021918 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| | | DO NOT AMEND THE ABOVE CRM REFERENCE 744941-K9T2 | | | | |
| 2 | A05 | Telephone call made TCTC @ 18.32 Hrs-Continuously ringing. | | 15/04/2016 | | |
| 3 | A05 | Telephone call made no response @ 9.50am | | 18/04/2016 | | |
| 4 | AAC | Letter sent to comp | | 18/04/2016 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1 TRADER: D'connect

ADDRESS: 11 John Ruskin Street
London
SE5 0NSAREA: Camberwell
WARD: Camberwell Green WardTELNO: 020 7252 4955
UPRN/USRN:200003454738
EASTING: 532379
NORTHING: 177795PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:36

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 833959
INVESTIGATING OFFICER: RB1 - Raymond Binya

DATE ACTION CLOSED: 31/05/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 765455-S1V3 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made | | 31/05/2016 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 765455-S1V3 DO NOT AMEND THE ABOVE CRM REFERENCE 765455-S1V3 | | | | |
| 2 | A05 | Telephone call made tctc @ 02.24hrs-noise had stopped and car has been drove off. NEA | | 31/05/2016 | | |

Action reference: 1025622 (Continued) Record: 1 Page: 2

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

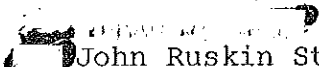
London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:36

NAME AND ADDRESS DETAILS

PREMISES REF: R08PA591JO/2 TRADER:

ADDRESS:  John Ruskin Street
 London
 SE5 0PQ

AREA: Camberwell
 WARD: Camberwell Green Ward

UPRN/USRN: 200003471793

EASTING: 532172

NORTHING: 177677

PRINCIPAL USAGE: R08 - HMO - Flat Conversion
 PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
 SOURCE DATABASE: COMPLAINTS
 Record number 834310
 INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 05/06/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 768165-Z0H5 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | AAH | Email Sent to passed to the noise team 1 @ 10:52 | | 05/06/2016 | | |
| 3 | NVV | Noise Visit | | 05/06/2016 | | |
| 4 | NON | no nuisance witnessed | | 05/06/2016 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 768165-Z0H5 DO NOT AMEND THE ABOVE CRM REFERENCE 768165-Z0H5 | | | | |

Action reference: 1026040 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 2 | AAH | Email Sent to passed to the noise team 1 @ 10:52 | | 05/06/2016 | 6CF | |

5/ 6/2016 11:00
This call had to be relogged. as this was initially raised on 834307. This information was not given to the tracker on duty, therefore information was not passed to the noise team.

A call was made to the resident to discover if the noise was still ongoing which it was. I then apologised to the resident for the delay

| | | | | | | |
|---|-----|---|--|------------|--|--|
| 3 | NVV | Noise Visit Taken 10.54, tctc at 10.56 noise was on. Visited comp' at 11.10 hrs, comp' advised that music had been reduced but has been going on for almost 2 days. I waited for about 7 minutes, there was no change in the noise level. I had an informal word with the occupier of the top flat to be mindful of his neighbours when playing LAM. | | 05/06/2016 | | |
|---|-----|---|--|------------|--|--|

| | | | | | | |
|---|-----|-----------------------|--|------------|--|--|
| 4 | NON | no nuisance witnessed | | 05/06/2016 | | |
|---|-----|-----------------------|--|------------|--|--|

NAME AND ADDRESS DETAILS

PREMISES REF: R08PA591JO/2

TRADER:

ADDRESS: First Floor Flat
91 John Ruskin Street
London
SE5 0PQ

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:200003471793

EASTING: 532172

NORTHING: 177677

PRINCIPAL USAGE: R08 - HMO - Flat Conversion
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:39

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA5JOHN/143 TRADER:

ADDRESS:

John Ruskin Street

London

SE5 0XH

AREA: Camberwell

WARD: Camberwell Green Ward

EASTING: 531781

NORTHING: 177348

PRINCIPAL USAGE: R11 - LBS Managed Dwelling

PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS
Record number 829849

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 21/03/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 732995-F0Y3 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made passed to the noise team 1 @ 20:13 | | 21/03/2016 | | |
| 3 | A05 | Telephone call made | | 21/03/2016 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 732995-F0Y3 DO NOT AMEND THE ABOVE CRM REFERENCE 732995-F0Y3 | | | | |
| 2 | A05 | Telephone call made | | 21/03/2016 | | |

Action reference: 1019899 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| | | passed to the noise team 1 @ 20:13 | | | | |
| 3 | A05 | Telephone call made tctc @ 20.25hrs and 20.33hrs-no answer, left message to call back if still being disturbed | | 21/03/2016 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA5JOHN/143 TRADER:

ADDRESS: 91, Holloway,
John Ruskin Street
London
SE5 0XH

AREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531781
NORTHING: 177348

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:42

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIER'S DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
 John Ruskin Street
 London
 SE5 0NS

AREA: Camberwell
 WARD: Camberwell Green Ward

TELNO: 0207 7708 2375

UPRN/USRN: 010000811596

EASTING: 532315

NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse

PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS

Record number 828610

INVESTIGATING OFFICER: - [redacted] a

DATE ACTION CLOSED: 04/03/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCR. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 722051-V2C5 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made Call made to the resident @ noise still ongoing @15:06 | | 28/02/2016 | | |
| 3 | A05 | Telephone call made to noise team @ 15:32 | 28/02/2016 | 28/02/2016 | | |
| 4 | A05 | Telephone call made | | 28/02/2016 | | |
| 5 | NVV | Noise Visit | | 28/02/2016 | | |
| 6 | NON | no nuisance witnessed | | 28/02/2016 | | |

Action reference: 1018126 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 7 | A64 | General Information: Notice Issued under Likelihood of nuisance | | 28/02/2016 | | |
| 8 | KAA | Notice Attached | | 28/02/2016 | | |
| 9 | A45 | Notice Served - Record Linked | | 28/02/2016 | | U 086007 |
| 10 | AAH | Email Sent to MTT for follow up | | 28/02/2016 | | |
| 11 | A05 | Telephone call made to (Network Rail) | | 03/03/2016 | | |
| 12 | A05 | Telephone call made to SY @ 16.41 Hrs-No message left. | | 03/03/2016 | | |
| 13 | AAH | Email Sent to Network Rail | | 03/03/2016 | | |
| 14 | AAB | Email Received from | | 04/03/2016 | | |
| 15 | AAH | Email Sent to | | 04/03/2016 | | |

ACTION EVENT DETAILS.

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 722051-V2C5 DO NOT AMEND THE ABOVE CRM REFERENCE 722051-V2C5 | | | | |
| 2 | A05 | Telephone call made Call made to the resident @ noise still ongoing @15:06 | | 28/02/2016 | | |
| 3 | A05 | Telephone call made to noise team @ 15:32 | 28/02/2016 | 28/02/2016 | | |
| 4 | A05 | Telephone call made tctc @ 15.40hrs-noise still ongoing | | 28/02/2016 | | |
| 5 | NVV | Noise Visit Arrived @ 16.30hrs and made assessment from living room. Low level of music was audible. _____ agreed that music was turned down, however, noise has been going on since last night and there is possibility that it will go on tonight. She also mentioned that this happened last summer when squatters broke into the premises and took ownership. Left _____ premises and walked to the car, heavy bassy music was audible on the street and could be heard while sitting in the car. Since we have had several complaints about the same premises, and the fact that it had been going since last night and that we are still receiving more complaints, I decided it was best enforcement action to issue a S80 Notice under likelihood. | | 28/02/2016 | | |

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:41

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
 John Ruskin Street
 London
 SE5 0NS

AREA: Camberwell
 WARD: Camberwell Green Ward

TELNO: 0207 7708 2375

UPRN/USRN: 010000811596

EASTING: 532315

NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
 PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
 SOURCE DATABASE: COMPLAINTS
 Record number 828613
 INVESTIGATING OFFICER:

DATE ACTION CLOSED: 28/02/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 722063-26H8 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made passed to the noise team 1 @ 17:03 | | 28/02/2016 | | |
| 3 | A05 | Telephone call made | | 28/02/2016 | | C 828610 |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 722063-26H8 DO NOT AMEND THE ABOVE CRM REFERENCE 722063-26H8 | | | | |

Action reference: 1018130 (Continued) Record: 1 Page: 2

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|--|-----------|------------|-----|----------|
| 2 | A05 | Telephone call made passed to the noise team 1 @ 17:03 | | 28/02/2016 | | |
| 3 | A05 | Telephone call made tctc @ 17.10hrs-Updated as per outcome of 828610 and advised to contact us if noise goes uoa again and becomes a nuisance. | | 28/02/2016 | | C 828610 |

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375
UPRN/USRN: 010000811596
EASTING: 532315
NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:41

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
 John Ruskin Street
 London
 SE5 0NS

AREA: Camberwell

WARD: Camberwell Green Ward

TELNO: 0207 7708 2375

UPRN/USRN:010000811596

EASTING: 532315

NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse

PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS

Record number 828595

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 28/02/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 722019-T5W4 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made and job passed to RB1 @ 08:28 | | 28/02/2016 | | |
| 3 | A05 | Telephone call made | | 28/02/2016 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 722019-T5W4 DO NOT AMEND THE ABOVE CRM REFERENCE 722019-T5W4 | | | | |

Action reference: 1018111 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|---------------------|
| 2 | A05 | Telephone call made and job passed to RBI @ 08:28 28/ 2/2016 8:29 | | 28/02/2016 | | |
| 3 | A05 | Telephone call made tctc @ 08.28hrs-noise had gone down, speaking to the squatters. Advised her of the new service hours as she was not aware that we work pass 2.30hrs on weekends. | | 28/02/2016 | | confirmed seeing us |

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2 TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS.AREA: Camberwell
WARD: Camberwell Green WardTELNO: 0207 7708 2375
UPRN/USRN:010000811596
EASTING: 532315
NORTHING: 177794PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|--|-----------|------------|-----|----------|
| | | One copy of Notice was hand delivered to one of the occupiers @ 16:55hrs. I recognised this male occupier, white of about 5'55 tall as the same person i spoke to on my first visit this morning. i explained to him clearly the consequences of breaching the Notice. | | | | |
| | | Another copy was attached at the entrance gate. This was later (after about 10mins) removed by the occupiers. | | | | |
| | | Before we left @ 17.30, we noticed music was completely turned off. | | | | |
| 6 | NON | no nuisance witnessed | | 28/02/2016 | | |
| 7 | A64 | General Information: Notice Issued under Likelihood of nuisance | | 28/02/2016 | | |
| 8 | KAA | Notice Attached | | 28/02/2016 | | |
| 9 | A45 | Notice Served - Record Linked | | 28/02/2016 | | U 086007 |
| 10 | AAH | Email Sent to [redacted] for follow up | | 28/02/2016 | | |

From: [redacted]
 Sent: Sunday, February 28, 2016 6:26 PM
 To: [redacted]
 Cc: [redacted]
 Subject: noise from Squatters at Railway Arch Unit 2 to 4, John Ruskin Street, London SE5 0NS

Hi

Please see APP 828592 and 828610 regarding noise nuisance at the above premises, S80 Notice was issued under likelihood of nuisance following several complaints. Please see contact detail for Network rail on the first APP for any of you guys to follow up.

Kind Regards

Noise Enforcement Officer
 Noise and Nuisance Team
 132 Queens Road
 SE15 2HP
 Tel: [redacted]

| | | | | | | |
|----|-----|--|--|------------|--|--|
| 11 | A05 | Telephone call made to [redacted] (SY) (Network Rail) TCTC @ 13.20 Hrs-VM message left requesting call back to discuss on going issue with Squatters / Trespassers. | | 03/03/2016 | | |
| 12 | A05 | Telephone call made to SY @ 16.41 Hrs-No message left. | | 03/03/2016 | | |
| 13 | AAH | Email Sent to [redacted] Network Rail (NWR) @networkrail.co.uk | | 03/03/2016 | | |

Action reference: 1018126 (Continued) Record: 1 Page: 4

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|
| | | T: 07713228163 | | | | |

From:
 Sent: Thursday, March 03, 2016 5:54 PM
 To: 'workrail.co.uk'
 Cc:
 Subject: Re:-828592 / 828610-Occupancy of Braziers Diaries Railway
 Arch Unit 2-4 John Ruskin Street SE5 ONS

Dear

My colleague from the Noise and Nuisance team attended a complaint relating to noise nuisance (Loud Music) on Sunday 28 Feb. As a result an abatement notice was issued to the occupier of the premises on the same day. Reports relate to Squatters / Trespassers occupying the premises and playing music at an excessive level. This, in turn, has had a detrimental effect to residents in close proximity of the arches since last year. The Police have also been involved as on one occasion they had to secure the arch from any further ingress from trespassers.

Previous reports have been made to Network Rail via your main customer services contact centre (Ref-150904-000340 and 150903-000005). To date we have not received a reply to our initial enquiries.

I would like to know what measures have been or can be implemented to ensure this does not happen again.

If you are not the person responsible for this area then please accept my apologies and kindly forward to the appropriate person / department.

Regards

Principal Enforcement Officer
 Noise & Nuisance Team
 Southwark LBC
 132 Queens Road, London, SE15 2HP
 0207 525

| | | | |
|----|-----|--|------------|
| 14 | AAB | Email Received from NWR- From: [mailto:workrail.co.uk] Sent: March 04, 2016 11:34 AM To: Cc: Subject: RE: Re:-828592 / 828610-Occupancy of Braziers Diaries Railway Arch Unit 2-4 John Ruskin Street SE5 ONS | 04/03/2016 |
|----|-----|--|------------|

Henry

Thank you for your email . I understand the property you are referring to is known as Units 1-4 John Ruskin Street which was formerly occupied by Ruskin Private Hire. It is very unfortunate that the unit has been broken into a number of times and we have only recently completed a refurbishment scheme and the unit was ready to be

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|

offered on the market.

Our property management team are aware of the trespassers and there will be an onsite security guard over the weekend.

My colleagues in property management have been copied in to this email and will be able to assist should you require further information.

Regards

Asset Manager
 Network Rail
 Commercial Estate
 6 Burrell Street, London SE1 0UN
 M +44 (0) 11.
 networkrail.co.uk

www.networkrail.co.uk/property

15 AAH Email Sent to NWR.

04/03/2016

From:
 Sent: Friday, March 04, 2016 12:41 PM
 To:
 Cc: J.P.K.@networkrail.co.uk;
 Subject: Re:-828592 / 828610-Occupancy of Braziers Diaries Railway Arch Unit 2-4 John Ruskin Street SE5 ONS

Good afternoon

Many thanks for the prompt response. Will security be present every weekend or is this until the unit is adequately secured?

Kind Regards

Principal Enforcement Officer

Action reference: 1018126 (Continued) Record: 1 Page: 6

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2 TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375
UPRN/USRN:010000811596
EASTING: 532315
NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 07:22

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1

TRADER: D'connect

ADDRESS: 11 John Ruskin Street
London
SE5 0NSAREA: Camberwell
WARD: Camberwell Green WardTELNO: 020 7252 4955
UPRN/USRN: 200003454738
EASTING: 532379
NORTHING: 177795PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTYACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 807488
INVESTIGATING OFFICER:

DATE ACTION CLOSED: 28/03/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 543979-L3L5 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A64 | Passed to the NT | | 28/03/2015 | | |
| 3 | A05 | Telephone call made | | 28/03/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 543979-L3L5 DO NOT AMEND THE ABOVE CRM REFERENCE 543979-L3L5 | | | | |
| 2 | A64 | Passed to the NT 28/ 3/2015 2:57 | | 28/03/2015 | | |

Action reference: 990308 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 3 | A05 | Telephone call made tctc @ 03.03hrs-noise still ongoing but comp declined visit | | 28/03/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1

TRADER: D'connect

ADDRESS: 11 John Ruskin Street
London
SE5 ONS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955
UPRN/USRN:200003454738
EASTING: 532379
NORTHING: 177795

PRINCIPAL USAGE: F26 -- Restaurant / Cafe
PREMISES TYPE: P -- PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:43

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 828289

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 22/02/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 719474-Z6D6 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made advised to conatct highways | | 22/02/2016 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 719474-Z6D6 DO NOT AMEND THE ABOVE CRM REFERENCE 719474-Z6D6 | | | | |
| 2 | A05 | Telephone call made advised to conatct | | 22/02/2016 | | |

Action reference: 1017691 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|

highways

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:43

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 827688
INVESTIGATING OFFICER:

DATE ACTION CLOSED: 11/02/2016

ACTION EVENT DETAILS

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|---|-----------|------------|-----|----------|
| 1 | A99 | 714703-L4Q6 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made | | 11/02/2016 | | |

ACTION EVENT DETAILS

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|---|-----------|------------|-----|----------|
| 1 | A99 | 714703-L4Q6 DO NOT AMEND THE ABOVE CRM REFERENCE 714703-L4Q6 | | | | |
| 2 | A05 | Telephone call made tctc @ 16.10hrs-difficult to understand/communicate with him, advised to call back when he is being disturbed to get more advice. | | 11/02/2016 | | |

Action reference: 1016869 (Continued) Record: 1 Page: 2

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:44

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell

WARD: Camberwell Green Ward

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway

PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS
Record number 826030

INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 15/01/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 700814-R3K8 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made | 13/01/2016 | 13/01/2016 | | |
| 3 | A05 | Telephone call made | | 13/01/2016 | | |
| 4 | AVA | Visit To Premises | | 13/01/2016 | | |
| 5 | EC5 | COPA 74 S.60 Served | | 14/01/2016 | | |
| 6 | NBH | (MM) S60 Notice Cover Letter | | 14/01/2016 | | |
| 7 | AAB | Email Received from A&E Elkins ltd | | 13/01/2016 | | |
| 8 | A45 | Notice Served - Record Linked | | 14/01/2016 | | U 085640 |
| 9 | A64 | General Information | | 15/01/2016 | | |

Action reference: 1014630 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|
| 10 | KAA | Notice Attached | | 20/01/2016 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 700814-R3K8 DO NOT AMEND THE ABOVE CRM REFERENCE 700814-R3K8 | | | | |
| 2 | A05 | Telephone call made PASSED OVER NOISE JOB TO HKK @ 12:01 13/ 1/2016 12:03 | 13/01/2016 | 13/01/2016 | | |
| 3 | A05 | Telephone call made tctc 12.05 drilling not on going at time of call. Comp upset with neighbour said neighbour constantly swears at him and he is not happy n comp states council have contracted workmen on site to do works n not happy with noise n the fact he was not informed, workers are on site at 8am. Advised comp construction works can begin at 8am n in the meantime the team wld visit area to confirm BPM is applied within block concerning construction works. Regarding conflict with neighbour to address concerns with SABU or HO in which comp said he has.. | | 13/01/2016 | | |
| 4 | AVA | Visit To Premises Visit to site 145/183 - 185/223 Olney Road SE17 3HT Freephone no: 08001032926 spkn to senior site manager explained that he has 7 sites in total in southwark tn they are working on for a period of 8 - 15 weeks on each site. Advise SM that a sec 60 will be issued to all individual sites. | | 13/01/2016 | | |
| 5 | EC5 | COPA 74 S.60 Served | | 14/01/2016 | | |
| 6 | NBH | (MM) S60 Notice Cover Letter | | 14/01/2016 | | |
| 7 | AAE | Email Received from A&E Elkins ltd | | 13/01/2016 | | |

Thank you for your help this afternoon,
I can confirm that we are working on the various estate carrying the following works, re-wirers, new kitchens and bathroom and new lateral mains to the following blocks.

- 5-44 Gateway
- 45-77 Fielding street
- 41a -43a Fielding street
- 1-19 Pelier street
- 29-34 Langdale close
- 47-70 langdale close
- 20-28 langdale close
- 11-33 harding close
- 62-104 John Ruskin Street
- 48-60 John Ruskin Street
- 1-58 Slade walk
- +Plus 52 scattered Street propertys

Action reference: 1014630 (Continued) Record: 1 Page: 3

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|-------------|-----------|-----------|-----|----------|
|------|-------|-------------|-----------|-----------|-----|----------|

Regards

Senior Site Manager

| | | | | | | |
|---|-----|-------------------------------|--|------------|--|----------|
| 8 | A45 | Notice Served - Record Linked | | 14/01/2016 | | U 085640 |
|---|-----|-------------------------------|--|------------|--|----------|

| | | | | | | |
|---|-----|---|--|------------|--|--|
| 9 | A64 | General Information A & E Elkins, A & E House Unit 1a Industrial Trading Estate Juno Way, London, SE14 5RW | | 15/01/2016 | | |
|---|-----|---|--|------------|--|--|

Senior Site Manager

| | | | | | | |
|----|-----|-----------------|--|------------|--|--|
| 10 | KAA | Notice Attached | | 20/01/2016 | | |
|----|-----|-----------------|--|------------|--|--|

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:45

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell

WARD: Camberwell Green Ward

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway

PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS
Record number 823100

INVESTIGATING OFFICER: - 1

DATE ACTION CLOSED: 17/11/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 676373-L2Z5 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made | | 17/11/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 676373-L2Z5 DO NOT AMEND THE ABOVE CRM REFERENCE 676373-L2Z5 | | | | |
| 2 | A05 | Telephone call made tctc @ 16.24hrs-comp not sure of source address. Advised her permitted hours for noisy works and our service hours and telephone number for to call us if noisy works are carried out outside those hours. | | 17/11/2015 | | |

Action reference: 1010457 (Continued) Record: 1 Page: 2

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:45

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA3JOHN/98

TRADER:

ADDRESS: Trevelyan House
 John Ruskin Street
 London
 SE5 0SY
 EASTING: 531816
 NORTHING: 177469

AREA: Walworth
 WARD: Newington Ward

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
 PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
 SOURCE DATABASE: COMPLAINTS
 Record number 822966
 INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 14/11/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 675181-R8J1 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made passed to team 1 at 22.53 | | 14/11/2015 | | |
| 3 | NVV | Noise Visit | | 14/11/2015 | | |
| 4 | NON | no nuisance witnessed | | 14/11/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 675181-R8J1 DO NOT AMEND THE ABOVE CRM REFERENCE 675181-R8J1 | | | | |

Action reference: 1010270 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 2 | A05 | Telephone call made passed to team 1 at 22.53 | | 14/11/2015 | 6J1 | |
| 3 | NVV | Noise Visit Rec'd 22.54, tctc at 23.00 hrs, noise was on. I visited comp' at 23.30 hrs, she advised that music wasn't loud in her bedroom rather it was her daughter's which was being affected. She refused to give us access to her daughter's bedroom as she was sleeping. As a result of this, proper assessment could not be made. I had an informal chat with the occupiers of [redacted] (noise source) to be mindful of their neighbours. | | 14/11/2015 | | |
| 4 | NON | no nuisance witnessed | | 14/11/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA3JOHN/98

TRADER:

ADDRESS: Trevelyan House
John Ruskin Street
London
SE5 0SY

AREA: Walworth
WARD: Newington Ward

EASTING: 531816
NORTHING: 177469

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:48

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS
Record number 819005

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 10/10/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 643836-L7V0 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made - job past to noise team | | 19/09/2015 | | |
| 3 | A05 | Telephone call made | | 19/09/2015 | | |
| 4 | NVV | Noise visit | | 19/09/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 643836-L7V0 DO NOT AMEND THE ABOVE CRM REFERENCE 643836-L7V0 | | | | |

Action reference: 1005135 (Continued) Record: 1 Page: 2

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|--|-----------|------------|-----|----------|
| 2 | A05 | Telephone call made - job past to noise team 19/ 9/2015 15:59 6AJ | | 19/09/2015 | | |
| 3 | A05 | Telephone call made tetc 16.00 line busy tetc 16.15 ongoing | | 19/09/2015 | | |
| 4 | NVV | Noise Visit on route CSO called comp cancelled 16.22 | | 19/09/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green WardEASTING: 531667
NORTHING: 177282PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:46

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 820018
INVESTIGATING OFFICER:

DATE ACTION CLOSED: 04/10/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 650741-W5D1 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made. Msg left 03:55 | 04/10/2015 | 04/10/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 650741-W5D1 DO NOT AMEND THE ABOVE CRM REFERENCE 650741-W5D1 | | | | |
| 2 | A05 | Telephone call made. Msg left 03:55 4/10/2015 3:55 | 04/10/2015 | 04/10/2015 | | |

Action reference: 1006413 (Continued) Record: 1 Page: 2

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:46

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA3JOHN/189 TRADER:

ADDRESS: Hanworth House Brand
 John Ruskin Street
 London
 SE5 0XN
 AREA: Walworth
 WARD:
 UPRN/USRN:200003452955
 EASTING: 0
 NORTHING: 0

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
 PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
 SOURCE DATABASE: COMPLAINTS
 Record number 819530
 INVESTIGATING OFFICER: - 1

DATE ACTION CLOSED: 27/09/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 647510-S3D6 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made customer states noise has stopped after knocking on there door | | 27/09/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 647510-S3D6 DO NOT AMEND THE ABOVE CRM REFERENCE 647510-S3D6 | | | | |
| 2 | A05 | Telephone call made customer states | | 27/09/2015 | | |

Action reference: 1005772 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| | | noise has stopped after knocking on there door | | | | |
| | | Telephone call made customer states noise has stopped after knocking on there door | 27/9/2015 | 14:33 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA3JOHN/189 TRADER:

ADDRESS: Hanworth House Brand
John Ruskin Street
London
SE5 0XN

AREA: Walworth
WARD:

UPRN/USRN: 200003452955

EASTING: 0

NORTHING: 0

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:47

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 819301.
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 24/09/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 646122-D6F5 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A64 | General Information passed to noise team at 00:56 | | 24/09/2015 | | |
| 3 | A05 | Telephone call made | | 24/09/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 646122-D6F5 DO NOT AMEND THE ABOVE CRM REFERENCE 646122-D6F5 | | | | |

Action reference: 1005478 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 2 | A64 | General Information passed to noise team at 00:56 24/ 9/2015 0:56 6H7 | | 24/09/2015 | | |
| 3 | A05 | Telephone call made Taken 00.53. Tctc at 00.55 noise had ceased. Comp' made mention of licence activities from the alleged source. I advised him to call the Licensing Team in the morning to log a complaint. | | 24/09/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:48

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
 John Ruskin Street
 London
 SE5 0NS

AREA: Camberwell
 WARD: Camberwell Green Ward

TELNO: 0207 7708 2375

UPRN/USRN: 010000811596

EASTING: 532315

NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
 PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
 SOURCE DATABASE: COMPLAINTS

Record number 818147

INVESTIGATING OFFICER: I -

DATE ACTION CLOSED: 07/09/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 635436-G1N8 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made | | 07/09/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 635436-G1N8 DO NOT AMEND THE ABOVE CRM REFERENCE 635436-G1N8 | | | | |
| 2 | A05 | Telephone call made TCTC @ 11.43 Hrs-Addressed over the weekend by RVS 818151 / 818152- Network rail are involved, according to customer-Advised customer to | | 07/09/2015 | CTH | |

Action reference: 1004016 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|-----------------------------------|------------------|------------------|------------|-----------------|
| | | call back when a further problem. | | | | |

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2 TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NSAREA: Camberwell
WARD: Camberwell Green WardTELNO: 0207 7708 2375
UPRN/USRN: 010000811596
EASTING: 532315
NORTHING: 177794PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark


CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:50

NAME AND ADDRESS DETAILS

PREMISES REF: R03PA5115J/2

TRADER:

ADDRESS:  John Ruskin Street
London
SE5 0PQ

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN: 200003454817

EASTING: 532125

NORTHING: 177637

PRINCIPAL USAGE: R03 - Single Family Dwelling
 PREMISES TYPE: P - PROPERTY
 SUBSIDIARY USAGE: FO1 - Invalid Code

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
 SOURCE DATABASE: COMPLAINTS
 Record number 818180
 INVESTIGATING OFFICER: - a

DATE ACTION CLOSED: 07/09/2015

ACTION EVENT DETAILS

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|---|------------|------------|-----|----------|
| 1 | A99 | 635565-R5G5 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made nuisance has ceased @ 00:58. | 07/09/2015 | 07/09/2015 | | |
| 3 | NAQ | APP Correct and OK'd | | 13/10/2015 | | |

ACTION EVENT DETAILS

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|--|-----------|-----------|-----|----------|
| 1 | A99 | 635565-R5G5 DO NOT AMEND THE ABOVE CRM REFERENCE 635565-R5G5 | | | | |

Action reference: 1004049 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 2 | A05 | Telephone call made nuisance has ceased @ 00:58 7/ 9/2015 0:58 | 07/09/2015 | 07/09/2015 | - | |
| 3 | NAQ | APP Correct and OK'd | | 13/10/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: R03PA5115J/2 TRADER:

ADDRESS: . John Ruskin Street
London
SE5 0PQ

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 200003454817
EASTING: 532125
NORTHING: 177637

PRINCIPAL USAGE: R03 - Single Family Dwelling
PREMISES TYPE: P - PROPERTY
SUBSIDIARY USAGE: FO1 - Invalid Code

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:50

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA3JOHN/189 TRADER:

ADDRESS: Hanworth House Brand
 John Ruskin Street
 London
 SE5 0XN

AREA: Walworth
 WARD:

UPRN/USRN:200003452955
 EASTING: 0
 NORTHING: 0

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
 PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
 SOURCE DATABASE: COMPLAINTS
 Record number 818132
 INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 06/09/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 635416-P4C8 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A04 | Telephone call received PASSED TO TEAM 1 | 06/09/2015 | 06/09/2015 | | |
| 3 | A05 | Telephone call made | 06/09/2015 | 06/09/2015 | | |
| 4 | NAQ | APP Correct and OK'd | | 13/10/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 635416-P4C8 DO NOT AMEND THE ABOVE CRM REFERENCE 635416-P4C8 | | | | |

Action reference: 1004001 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 2 | A04 | Telephone call received PASSED TO TEAM 1 6/ 9/2015 2:24 | 06/09/2015 | 06/09/2015 | | |
| 3 | A05 | Telephone call made Taken 01.57 hours, tctc 01.58 hours, complainant advised me that the noise had ceased. NEA | 06/09/2015 | 06/09/2015 | | |
| 4 | NAQ | APP Correct and OK'd | | 13/10/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA3JOHN/189 TRADER:

ADDRESS: Flat 115, Hanworth House Brand
John Ruskin Street
London
SE5 OXN

AREA: Walworth
WARD:

UPRN/USRN: 200003452955

EASTING: 0

NORTHING: 0

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:49

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIER'S DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
 John Ruskin Street
 London
 SE5 0NS
 TELNO: 0207 7708 2375
 UPRN/USRN:10000811596
 EASTING: 532315
 NORTHING: 177794

AREA: Camberwell
 WARD: Camberwell Green Ward

PRINCIPAL USAGE: F33 - Food Warehouse
 PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
 SOURCE DATABASE: COMPLAINTS
 Record number 818152
 INVESTIGATING OFFICER: - }

DATE ACTION CLOSED: 06/09/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 635441-WIN5 | | | | |
| 2 | A05 | Telephone call made - job past to the noise team | | 06/09/2015 | | |
| 3 | NVV | Noise Visit | | 06/09/2015 | | |
| 4 | NON | no nuisance witnessed | | 06/09/2015 | | |
| 5 | NAQ | APP Correct and OK'd | | 13/10/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|

Action reference: 1004021 (Continued) Record: 1 Page: 2

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|---|-----------|------------|-----|----------|
| 1 | A99 | 635441-W1M5 635441-W1M5 | | | | |
| 2 | A05 | Telephone call made - job past to the noise team 6/ 9/2015 8:24 | | 06/09/2015 | | |
| 3 | NVV | Noise Visit Taken & tctc at 08.20 hrs: noise from somewhere in the area - started at around 05.00am - to visit. At 08.40 hrs arr with HKK and from street faint bass beat audible. Tel comp and told her that we are dealing with situation and if LAM could be still heard in her flat - replied by negative. Advice given to comp. From my observation unit 2-4 occupied by squatters, I had an informal caht with them and explained consequences for playing of . . . Left requires no further action and cso informed. | | 06/09/2015 | | |
| 4 | NON | no nuisance witnessed | | 06/09/2015 | | |
| 5 | NAQ | APP Correct and OK'd | | 13/10/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2 TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 ONSAREA: Camberwell
WARD: Camberwell Green WardTELNO: 0207 7708 2375
UPRN/USRN:10000811596
EASTING: 532315
NORTHING: 177794PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:51

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
 John Ruskin Street
 London
 SE5 0NS
 TELNO: 0207 7708 2375
 UPRN/USRN:010000811596
 EASTING: 532315
 NORTHING: 177794

AREA: Camberwell
 WARD: Camberwell Green Ward

PRINCIPAL USAGE: F33 - Food Warehouse
 PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
 SOURCE DATABASE: COMPLAINTS
 Record number 817880
 INVESTIGATING OFFICER: ...

DATE ACTION CLOSED: 02/09/2015

ACTION EVENT DETAILS

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|---|-----------|------------|-----|----------|
| 1 | A99 | 632377-J026 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made | | 02/09/2015 | | |

ACTION EVENT DETAILS

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|---|-----------|------------|-----|----------|
| 1 | A99 | 632377-J026 DO NOT AMEND THE ABOVE CRM REFERENCE 632377-J026 | | | | |
| 2 | A05 | Telephone call made TCTC @ 11.46 Hrs-Ongoing issue (Every Weekend)-Noise from people shouting and amplified music. | | 02/09/2015 | | |

Action reference: 1003669 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|

| | | | | | | |
|--|--|---|--|--|--|--|
| | | Customer contacted Police at the time. Customer explained that the Noise team did attend and were able to reduce the noise-Customer believes that the warehouse belongs to Southwark. | | | | |
|--|--|---|--|--|--|--|

Procedures explained-Advised customer call back when a further problem.

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street

London

SE5 0NS

AREA: Camberwell

WARD: Camberwell Green Ward

TELNO: 0207 7708 2375

UPRN/USRN:010000811596

EASTING: 532315

NORTHING: 177794

PRINCIPAL USAGE:

F33 - Food Warehouse

PREMISES TYPE:

P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark


CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:53

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA5JOHN/47

TRADER:

ADDRESS:  Aberfeldy House
 John Ruskin Street
 London
 SE5 0XJ
 EASTING: 531781
 NORTHING: 177348

AREA: Camberwell
 WARD:

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
 PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
 SOURCE DATABASE: COMPLAINTS
 Record number 817664
 INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 01/09/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 631393-W7P6 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made | | 01/09/2015 | | |
| 3 | A05 | Telephone call to comp | | 01/09/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 631393-W7P6 DO NOT AMEND THE ABOVE CRM REFERENCE 631393-W7P6 | | | | |
| 2 | A05 | Telephone call made tctc 10.49, he said he was in a lesson and asked to be called back in 3 hours. | | 01/09/2015 | | |

Action reference: 1003437 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 3 | A05 | Telephone call to comp tctc 15.38, comp said that he'd tolerated music noise disturbance from his neighbour for months, but it seems to be worsening and he wanted to make us aware of it. I advised him that there's no evidential value in posting reports of noise disturbance after the event and advised him of the NRR service No., times and investigation procedure. He said that he had not yet informed his RSO about the problem, advised him to do so by e mail and to use the NRR service at time of disturbance as and when necessary. | | 01/09/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA5JOHN/47 TRADER:

ADDRESS: , Aberfeldy House
John Ruskin Street
London
SE5 0XJ

AREA: Camberwell
WARD:

EASTING: 531781
NORTHING: 177348

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:51

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN:010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway

PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS

Record number 817753

INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 30/08/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 631586-POC8 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made - job past to the noise team (8.30) | | 30/08/2015 | | |
| 3 | NVV | Noise Visit | | 30/08/2015 | | |
| 4 | NON | no nuisance witnessed | | 30/08/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|
| 1 | A99 | 631586-POC8 | | | | |

Action reference: 1003526 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| | | DO NOT AMEND THE ABOVE CRM REFERENCE 631586-POC8 | | | | |
| 2 | A05 | Telephone call made - job past to the noise team (8.30) 30/ 8/2015 9:30 6AJ | | 30/08/2015 | | |
| 3 | NVV | Noise Visit details are contained in APP 817752 | | 30/08/2015 | | 2 |
| 4 | NON | no nuisance witnessed | | 30/08/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green WardUPRN/USRN: 010009789975
EASTING: 531667
NORTHING: 177282PRINCIPAL USAGE: L09 -- Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:52

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
 John Ruskin Street
 London
 SE5 0NS

AREA: Camberwell
 WARD: Camberwell Green Ward

TELNO: 0207 7708 2375

UPRN/USRN: 010000811596

EASTING: 532315

NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
 PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
 SOURCE DATABASE: COMPLAINTS
 Record number 817752

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 30/08/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 631585-W1P1 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made - job past to the noise team at 08:30 | | 30/08/2015 | | |
| 3 | A05 | Telephone call made | | 30/08/2015 | | |
| 4 | NVV | Noise Visit | | 30/08/2015 | | |
| 5 | NON | no nuisance witnessed | | 30/08/2015 | | |
| 6 | AAH | Email Sent to Network Rail using their online system | | 03/09/2015 | | |
| 7 | AAB | Email Received from Network Rail | | 04/09/2015 | | |

Action reference: 1003525 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|----------------------------|------------------|------------------|------------|-----------------|
| 8 | AAH | Email Sent to Network Rail | | 04/09/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|---|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 631585-W1P1 DO NOT AMEND THE ABOVE CRM REFERENCE 631585-W1P1 | | | | |
| 2 | A05 | Telephone call made - job past to the noise team at 08:30 30/ 8/2015 9:13 I | | 30/08/2015 | | |
| 3 | A05 | Telephone call made tctc @8.31hrs- was informed that the noise from squatters was still ongoing and a visit was arranged | | 30/08/2015 | | |
| 4 | NVV | Noise Visit Joint visit with AXQ Arrived at 9.03hrs; saw people outside units 2 and 3 in the Arches. Bass music was heard from the complainant's living room however the music did not constitute a stat nuisance. music heard had durations of under a minute. The bass was the issue identified by the complainant. It was alleged that the party started since 4am. Contact was made with the squatters who were known as regular ones known to officers in the borough. the music was switched off and majority of the people were seen leaving the site at 9.25am Business space advertised: Network Rail Arches 1-4 0800 830 840 networkrail.co.uk/property | | 30/08/2015 | | |
| 5 | NON | no nuisance witnessed | | 30/08/2015 | | |
| 6 | AAH | Email Sent to Network Rail using their online system Your Question has been Submitted | | 03/09/2015 | | |
| <p>Thanks for submitting your question. Use this reference number for follow up: # 150903-000005</p> <p>A member of our support team will get back to you soon.</p> <p>If you need to update your question, click the Your Account tab and select the question to open and update it.</p> | | | | | | |
| 7 | AAB | Email Received from Network Rail From: Network Rail [mailto:communications_crm@mailgb.custhelp.com] Sent: Thursday, September 03, 2015 12:34 AM To: [redacted] Subject: Squatters occupying your premises [Incident: 150903-000005] | | 04/09/2015 | | |

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|

~~You recently requested personal assistance from our on-line Support Centre. Below is a summary of your request and our response.~~

Please do not respond to this E-mail as it will return to a mailbox that is not monitored.

To access your question from our support site, [Click here](#)
 Subject
 Squatters occupying your premises

Response By E-mail (03/09/2015 12.33 AM)
 Dear

Thank you for contacting Network Rail.

In order for us to assign your enquiry to the correct team, please could you provide some additional details for our investigations, specifically the location of these arches. For your convenience, this enquiry has been assigned the unique service request number: 150903-000005

If we don't hear from you within the next five days, we will close this case as we are unable to progress it without the additional information.

In the meantime, should you need to contact Network Rail again, please do not hesitate to call our 24-hour National Helpline on 03457 11 41 41 quoting the reference number provided.

Yours sincerely,

Community Relations Team
 Network Rail

Response By E-mail (03/09/2015 12.33 AM)
 Dear

Thank you for contacting Network Rail.

In order for us to assign your enquiry to the correct team, please could you provide some additional details for our investigations, specifically the location of these arches. For your convenience, this enquiry has been assigned the unique service request number: 150903-000005

If we don't hear from you within the next five days, we will close this case as we are unable to progress it without the additional information.

In the meantime, should you need to contact Network Rail again, please do not hesitate to call our 24-hour National Helpline on 03457 11 41 41 quoting the reference number provided.

Yours sincerely,

Community Relations Team
 Network Rail

Customer By CSS Web (03/09/2015 12.26 AM)

Action reference: 1003525 (Continued) Record: 1 Page: 4

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| | | It is the Network Rail Arches units 1-4; units 2 and 3 are occupied by squatters who hold noisy parties | | | | |
| | | Question Reference # 150903-000005 | | | | |
| | | • Date Created: 03/09/2015 12.26 AM | | | | |
| | | • Date Last Updated: 03/09/2015 12.33 AM | | | | |
| | | • Status: Waiting for Customer | | | | |

8 AAH Email Sent to Network Rail 04/09/2015 OA2

Your Question has been Submitted

unique service request number: 150903-000005

Dear John Padgett,

Thank you for your email.
The information you require was sent with my email to you.

The details you require Network Rail Arches 1-4 which is opposite John Ruskin Street London SE5 ONX.

Kind Regards,

Mayowa Alabi
Noise Enforcement Officer
Noise & Nuisance Team
Southwark Council
132 Queens Road
SE15 2HP

Thanks for submitting your question. Use this reference number for follow up: #150904-000340

A member of our support team will get back to you soon.

If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it.

If you don't have an account yet, go to Account Assistance, enter your email address and click Email My Username. We'll send you a link to set up your account. Then you can log in and update your question.
Account Assistance

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:54

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 817594
INVESTIGATING OFFICER: 1 -

DATE ACTION CLOSED: 28/08/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 630859-J1F7 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A38 | Officer Case Review | | 28/08/2015 | | |
| 3 | A05 | Telephone call made | | 28/08/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 630859-J1F7 DO NOT AMEND THE ABOVE CRM REFERENCE 630859-J1F7 | | | | |
| 2 | A30 | Officer Case Review See APP 812071, 817505 and 817576. | | 28/08/2015 | | |

Action reference: 1003351 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 3 | A05 | Telephone call made Etc 10.52. comp immediately launched into a loud and breathless eight minute tirade about her situation, the alleged noise disturbance and an appt that her RSO had apparently missed with her yesterday. She said that she had not logged this as an NTT and had not wanted the NT to call her, rather she wanted the RSO to phone her to explain why she had missed her appointment etc. I asked if she knew the source of the noise; she became very irate at being asked that and said that she had no idea, that was what she expected the Council to find out and why she wanted the RSO to visit her. She said that the RSO had been asked to call her and that at first she had thought my call was related to that. She reiterated that she did not need any advice on using the NRR service, she had already done so. We agreed that we should end the call in case the RSO was trying to call her..... | | 28/08/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green WardEASTING: 531667
NORTHING: 177282PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:53

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 817576

INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 28/08/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 630687-C8S7 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made- Tracker callback @ 00:48hrs. Informed comp that NT on an alarm job and will be awhile before we get to her. Does not want to be contacted again tonight as she might be asleep. She will go to her estate office in the morning. MFA | | 28/08/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|
| 1 | A99 | 630687-C8S7 | | | | |

Action reference: 1003329 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| | | DO NOT AMEND THE ABOVE CRM REFERENCE 630687-C8S7 | | | | |
| 2 | A05 | Telephone call made- Tracker callback @ 00:48hrs. Informed comp that NT on an alarm job and will be awhile before we get to her. Does not want to be contacted again tonight as she might be asleep. She will go to her estate office in the morning. NFA | | 28/08/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:55

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 817505

INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 27/08/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 629979-D4V0 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A64 | General Information: Job passed on to RBI@ 23:59hrs | | 27/08/2015 | | |
| 3 | A05 | Telephone call made | | 27/08/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 629979-D4V0 DO NOT AMEND THE ABOVE CRM REFERENCE 629979-D4V0 | | | | |

Action reference: 1003251 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 2 | A64 | General Information: Job passed on to RBI@ 23:59hrs | | 27/08/2015 | | |
| 3 | A05 | Telephone call made tctc @ 0.05hrs-noise had stopped. Comp mentioned RSO is due to visit her tomorrow to discuss her problems.Advice given-NFA | | 27/08/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green WardUPRN/USRN:010009789975
EASTING: 531667
NORTHING: 177282PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:57

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS
Record number 813704

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 03/07/2015

ACTION EVENT DETAILS

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|--|-----------|------------|-----|----------|
| 1 | A99 | 598164-Z6N1 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A64 | NT were unable to deal with this as client did not want to be contacted and they would need to be able to do this so as to be able to witness a nuisance | | 03/07/2015 | | |

ACTION EVENT DETAILS

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|--|-----------|-----------|-----|----------|
| 1 | A99 | 598164-Z6N1 DO NOT AMEND THE ABOVE CRM REFERENCE 598164-Z6N1 | | | | |

Action reference: 998287 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 2 | A64 | NT were unable to deal with this as client did not want to be contacted and they would need to be able to do this so as to be able to witness a nuisance | | 03/07/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 07:23

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1

TRADER: D'connect

ADDRESS: 11 John Ruskin Street
London
SE5 ONSAREA: Camberwell
WARD: Camberwell Green WardTELNO: 020 7252 4955
UPRN/USRN:200003454738
EASTING: 532379
NORTHING: 177795PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTYACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 806837
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 17/03/2015

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 536752-C1R0 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made | | 17/03/2015 | | |
| 3 | NAN | Advisory Letter to Designated Premises Supervisor | | 17/03/2015 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 536752-C1R0 DO NOT AMEND THE ABOVE CRM REFERENCE 536752-C1R0 | | | | |

Action reference: 989374 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 2 | A05 | Telephone call made TCTC @ 11.32 Hrs-Ongoing problems with anti-social noise (Shouting, talking loud) from licenced bar and restaurant, D'Connect. Comp stated that the problem is sometimes at it worst when they are closed and the crowd does not disperse after closing. Advised comp that he would need to contact the police when people are gathering on the highway, when closed, and to contact us to carry out an assessment when open. Informed comp of our remit, operational times and service procedures. Advisory letter to go. Note:-Condition-Premises Licence Ref 323-That staff make regular checks to ensure that patrons attending the premises do not cause nuisance or noise in the surrounding area both prior to attending and after leaving the premises. Advised comp that Licensing may be involved to ensure the prevention of the undermining of the above condition. | | 17/03/2015 | | |
| 3 | NAN | Advisory Letter to Designated Premises Supervisor | | 17/03/2015 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1

TRADER: D'connect

ADDRESS: 11 John Ruskin Street
London
SE5 0NSAREA: Camberwell
WARD: Camberwell Green WardTELNO: 020 7252 4955
UPRN/USRN:200003454738
EASTING: 532379
NORTHING: 177795PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 07:23

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1

TRADER: D'connect

ADDRESS: 11-13 John Ruskin Street
London
SE5 0NSAREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTYACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 798123
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 19/10/2014

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 448336-V2L9 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Passed to the NT | | 19/10/2014 | | |
| 3 | A05 | Telephone call made | | 19/10/2014 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 448336-V2L9 DO NOT AMEND THE ABOVE CRM REFERENCE 448336-V2L9 | | | | |
| 2 | A05 | Passed to the NT 19/10/2014 2:14 | | 19/10/2014 | | |
| 3 | A05 | Telephone call made tctc 02.00 no answer tctc 02.10 left msg to call back if still | | 19/10/2014 | | |

Action reference: 977653 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|
| | | ngoing. | | | | |

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1 TRADER: D'connect

ADDRESS: 11-13 John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 07:24

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1 TRADER: D'connect

ADDRESS: 11-13 John Ruskin Street
London
SE5 0NSAREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTYACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS
Record number 798129

INVESTIGATING OFFICER: - /

DATE ACTION CLOSED: 19/10/2014

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 448351-D5X3 | | | | |
| 2 | A05 | Telephone call made - | | 19/10/2014 | | |
| 3 | A64 | General Information: passed to Lic NTE | | 19/10/2014 | | |
| 4 | AVA | Visit To Premises: Licensing NTE | | 19/10/2014 | | |
| | | NON | | | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 448351-D5X3 448351-D5X3 | | | | |
| 2 | A05 | Telephone call made - Taken & tctc at 02.16 hrs- complaining about 30 ppl o/s the D' Connect Bar along JR Street. He stated that they were drinking, loud and | | 19/10/2014 | | |

Action reference: 977659 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| | | smoking o/s on the street and pavement. I told him that we will need to visit to carry out a noise assessment and to send a report to Licensing. He did not want a visit at this time especially to make a noise assessment in his broom. | | | | |
| 3 | A64 | General Information: passed to Lic NTE Taken & tctc at 02.16 hrs- complaining about 30 ppl o/s the D' Connect Bar along JR Street. He stated that they were drinking, loud and smoking o/s on the street and pavement. I told him that we will need to visit to carry out a noise assessment and to send a report to Licensing. He did not want a visit at this time especially to make a noise assessment in his broom. | | 19/10/2014 | | |
| | | At 02.58 hrs, I contacted NTE (), and asked if possible for them to visit this address: explained noise complaint. | | | | |
| | | At 03.26 hrs, recd call from that there were only 8 x ppl o/s and no nuisance observed from licensing view. I thanked her for the visit, as we are only 1 x team on duty. | | | | |
| 4 | AVA | Visit To Premises: Licensing NTE | | 19/10/2014 | | |
| | | NON | | | | |

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1 TRADER: D'connect

ADDRESS: 11-13 John Ruskin Street
London
SE5 0NSAREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

JRS

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:32

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 835993

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 03/07/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 781183-W2P1 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made who advised noise is still on going | 03/07/2016 | 03/07/2016 | | |
| 3 | AAH | Email Sent to noise team @ 01:50 | 03/07/2016 | 03/07/2016 | | |
| 4 | NVV | Noise Visit | | 03/07/2016 | | |
| 5 | NON | no nuisance witnessed | | 03/07/2016 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|
|-------------|--------------|--------------------|------------------|------------------|------------|-----------------|

Action reference: 1028589 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 781183-W2P1 DO NOT AMEND THE ABOVE CRM REFERENCE 781183-W2P1 | | | | |
| 2 | A05 | Telephone call made who advised noise is still on going | 03/07/2016 | 03/07/2016 | | |
| 3 | AAH | Email Sent to noise team @ 01:50 | 03/07/2016 | 03/07/2016 | | |
| 4 | NVV | Noise Visit Taken 01.50, tctc at 01.51 noise had been reduced but client would like us to witness anti-social behaviour from people congregating outside of D'connect bar. Visited area at 02.20 hrs, witnessed about 5 people outside of the bar, but I did not witness any anti-social behaviour being exhibited. I waited few metres away from the bar for about 10 minutes, situation remained the same. | | 03/07/2016 | | 2 |
| 5 | NON | no nuisance witnessed | | 03/07/2016 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:34

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 834800
INVESTIGATING OFFICER: K -

DATE ACTION CLOSED: 12/06/2016

ACTION EVENT DETAILS

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|--|-----------|------------|-----|----------|
| 1 | A99 | 771743-N5V9 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made @ 11:33PM resident confirmed noise on going Noise job emailed to @ 23:45 | | 11/06/2016 | | |
| 3 | A05 | Telephone call made | | 11/06/2016 | | |
| 4 | NVV | Noise Visit | | 12/06/2016 | | |
| 5 | NON | no nuisance witnessed | | 12/06/2016 | | |

ACTION EVENT DETAILS

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|-------------|-----------|-----------|-----|----------|
|------|-------|-------------|-----------|-----------|-----|----------|

Action reference: 1026748 (Continued) Record: 1 Page: 2

| ITEM | EVENT | DESCRIPTION | SCH. DATE | ACT. DATE | OFF | ACTIVITY |
|------|-------|--|-----------|------------|-----|----------|
| 1 | A99 | 771743-N5V9 DO NOT AMEND THE ABOVE CRM REFERENCE 771743-N5V9 | | | | |
| 2 | A05 | Telephone call made @ 11:33PM resident confirmed noise on going Noise job emailed to @ 23:45 11/ 6/2016 23:45 ; Noise job emailed to HKK @ 23:45 11/ 6/2016 23:35 ; Telephone call made @ 11:33PM resident confirmed noise on going | | 11/06/2016 | | |
| 3 | A05 | Telephone call made TCTC 23.55 lam on | | 11/06/2016 | | |
| 4 | NVV | Noise Visit A: 00:25 noise stopped 10 min ago. Nfa | | 12/06/2016 | | |
| 5 | NON | no nuisance witnessed | | 12/06/2016 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE:

L09 -- Highway

PREMISES TYPE:

R -- ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:34

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5GROS/4

TRADER: THE STREET

ADDRESS: Street Blpu
Grosvenor Terrace
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789852

EASTING: 531969

NORTHING: 177438

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 834797
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 11/06/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 771738-Z2R8 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A05 | Telephone call made @ 11:17pm noise still on going Noise job passed to @ 23:26 | | 11/06/2016 | | |
| 3 | A05 | Telephone call made | | 11/06/2016 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 771738-Z2R8 DO NOT AMEND THE ABOVE CRM REFERENCE 771738-Z2R8 | | | | |

Action reference: 1026745 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 2 | A05 | Telephone call made @ 11:17pm noise still on going Noise job passed to @ 23:26 12/ 6/2016 1:30 : Noise job passed to P45 @ 23:26 11/ 6/2016 23:20 : Telephone call made @ 11:17pm noise still on going | | 11/06/2016 | 6GN | |
| 3 | A05 | Telephone call made tctc 23:20 no answer. tctc 23:36 left voicemail. tctc 23:41 message left to call back if still disturbed. | | 11/06/2016 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5GROS/4

TRADER: THE STREET

ADDRESS: Street Blpu
Grosvenor Terrace
London

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN: 010009789852.

EASTING: 531969

NORTHING: 177438

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:35

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM, STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 834307
INVESTIGATING OFFICER: - J.ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 768157-X0L7 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | A64 | General Information Information was not passed to the noise tracker. Call made to resident.noise still ongoing CRM had to be relogged - @10:30 | | 05/06/2016 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 768157-X0L7 DO NOT AMEND THE ABOVE CRM REFERENCE 768157-X0L7 | | | | |

Action reference: 1026037 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---------------------|------------------|------------------|------------|-----------------|
| 2 | A64 | General Information | | 05/06/2016 | | |

Information was not passed to the noise tracker. Call made to resident.noise still ongoing CRM had to be relogged - @10:30
This call had to be relogged. APP ref 834310
This information was not given to the tracker on duty, therefore information was not passed to the noise team.

A call was made to the resident to discover if the noise was still ongoing which it was. I then apologised to the resident for the delay

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:37

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 833883
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 29/05/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 765170-Y9G3 DO NOT AMEND THE ABOVE CRM REFERENCE | | | | |
| 2 | AAH | Email Sent to @ 00:48 | 29/05/2016 | 29/05/2016 | | |
| 3 | NVV | Noise Visit | | 29/05/2016 | | |
| 4 | NON | no nuisance witnessed | | 29/05/2016 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 765170-Y9G3 DO NOT AMEND THE ABOVE CRM REFERENCE 765170-Y9G3 | | | | |

Action reference: 1025543 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 2 | AAH | Email Sent to @ 00:48 | 29/05/2016 | 29/05/2016 | | |
| 3 | NVV | Noise Visit Taken 00.48, tctc at 01.50 noise was on. Visited comp' at 01.20 hrs, comp' advised that music had ceased. | | 29/05/2016 | | |
| 4 | NON | no nuisance witnessed | | 29/05/2016 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:38

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILSACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 832094
INVESTIGATING OFFICER:

DATE ACTION CLOSED: 30/04/2016

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|---|------------------|------------------|------------|-----------------|
| 1 | A99 | 751622-S0N1 | | | | |
| 2 | AAH | Email Sent to Passed to the noise team 1 @ 13:59 | | 30/04/2016 | | |
| 3 | A05 | Telephone call made to cus | | 30/04/2016 | | |

ACTION EVENT DETAILS

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| 1 | A99 | 751622-S0N1 751622-S0N1 | | | | |
| 2 | AAH | Email Sent to Passed to the noise team | | 30/04/2016 | | |

Action reference: 1023238 (Continued) Record: 1 Page: 2

| <u>ITEM</u> | <u>EVENT</u> | <u>DESCRIPTION</u> | <u>SCH. DATE</u> | <u>ACT. DATE</u> | <u>OFF</u> | <u>ACTIVITY</u> |
|-------------|--------------|--|------------------|------------------|------------|-----------------|
| | | 1 @ 13:59 | | | | |
| 3 | A05 | Telephone call made to cus Taken at 13.59 hrs & tctc at 14.02 hrs - noise off - advice given and cso informed; | | 30/04/2016 | | |

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
LondonAREA: Camberwell
WARD: Camberwell Green WardUPRN/USRN: 010009789975
EASTING: 531667
NORTHING: 177282PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

Comments in relation to Dconnect, 11 John Ruskin Street noted in the planning application to 13 John Ruskin Street

URL: http://planbuild.southwark.gov.uk:8190/online-applications/applicationDetails.do?activeTab=neighbourComments&keyVal= STHWR_DCAPR_9560188&neighbourCommentsPager.page=3

Reference: 15/AP/1644 | Change of use from internet cafe (Use Class A1) to mini-cab office (Sui Generis). | 13 JOHN RUSKIN STREET, LONDON, SE5 0NS

Comment submitted date: Wed 22 Jul 2015

letter of objections on DMS & on line

Comment submitted date: Tue 14 Jul 2015

I live above the address with other tenants and we are in collective support of the idea of the mini cab office. Even though, the restaurant at No. 11 has been causing a lot of nuisance to the community as reiterate by other commentators, that should not deter the progress of a minicab project that will enhance the assistance/service to the community in its own little way. In other word,we occupants at No. 13a are in great support of the idea.

Comment submitted date: Mon 13 Jul 2015

In as much as the business will support the lively hood of families involved I have no objection to it. as long as the operators must put in place measures not to disturb the community late at night.

Comment submitted date: Tue 07 Jul 2015

We the undersigned would like to lodge an objection to the proposed use of 13b John Ruskin Street as a 24 hour Cab Office. Not only is this area served by a multitude of Mini Cab Companies, but what also has to be taken into consideration is that this office will be situated next door to the "D'Connect Bar & Restaurant", whose clientele brings a great deal of distress and noise pollution and wanton urinating in the late evening and early morning to the Tenants and Residents of the Gateway Estae especially the inhaitants of Dartford Street which overlooks it. If this office is allowed to go ahead people using the services of this office in the late evening and early morning will be speaking into an intercorn on the door of the office when ordering a cab, they would then have to wait outside until their vehicle arrives. This we believe will exacerbate an already on going problem. Petition is in the related documents folder.

Comment submitted date: Mon 29 Jun 2015

theres 5 people living in this house and they all object this because we already have a restaurante down stairs (connect bar & restaurant) they stay open all nights making noise laud music talking laud out side every morning theres alot of rubbish out side our doors smell off urine because they urinate infront of our doors aswell. we spoke to our neighbours infront and next doors and they all object this. so opening a mini cap woundlt help just would cause more problems. thank you for your time.

| | |
|------------------------|--|
| Reference: | 12/EN/0172 |
| Alternative Reference: | 1515-13 |
| Address: | 13 JOHN RUSKIN STREET LONDON SE5 ONS |
| Status: | Signed-off |
| Type: | Non-compliance with plans |
| Decision: | Close case - Misc. e.g. duplicate entry |
| Close Reason: | Final closure - miscellaneous reason |
| Community Council: | Not Available |
| Ward: | Camberwell Green |
| Case Officer: | Gavin Blackburn |
| Nature of Complaint: | Should have ceased by 1:00am on friday and a Saturday the same condition doesn't relate to the connected 11.(inspected at 01.30am-still open D'Connect Bar & Restaurant about 20 people inside 0207 252 4955 |

Premises D'Connect, 11 John Ruskin Street, SE5 0NS
Licence Number 839552

The opening hours of the premises

| | |
|-----------|---------------|
| Monday | 08:00 - 02:00 |
| Tuesday | 08:00 - 02:00 |
| Wednesday | 08:00 - 02:00 |
| Thursday | 08:00 - 02:00 |
| Friday | 08:00 - 03:00 |
| Saturday | 08:00 - 03:00 |
| Sunday | 08:00 - 02:00 |

Live Music - Indoors

| | |
|----------|---------------|
| Friday | 22:00 - 02:00 |
| Saturday | 17:00 - 21:30 |

Late Night Refreshment - Indoors

| | |
|-----------|---------------|
| Monday | 23:00 - 01:30 |
| Tuesday | 23:00 - 01:30 |
| Wednesday | 23:00 - 01:30 |
| Thursday | 23:00 - 02:00 |
| Friday | 23:00 - 02:30 |
| Saturday | 23:00 - 02:30 |
| Sunday | 23:00 - 01:00 |

Sale by retail of alcohol to be consumed on premises

| | |
|-----------|---------------|
| Monday | 10:00 - 02:00 |
| Tuesday | 10:00 - 02:00 |
| Wednesday | 10:00 - 02:00 |
| Thursday | 10:00 - 02:00 |
| Friday | 10:00 - 02:30 |
| Saturday | 10:00 - 02:30 |
| Sunday | 10:00 - 01:00 |

The Beehive, 60-62 Carter Street, SE17 3EW
9444

Late night refreshment - indoors

| | |
|-----------|----------------|
| Monday | 23:00 to 23:30 |
| Tuesday | 23:00 to 23:30 |
| Wednesday | 23:00 to 23:30 |
| Thursday | 23:00 to 23:30 |
| Friday | 23:00 to 23:30 |
| Saturday | 23:00 to 23:30 |

Sale by retail of alcohol to be consumed off premises

| | |
|-----------|----------------|
| Monday | 10:00 to 23:00 |
| Tuesday | 10:00 to 23:00 |
| Wednesday | 10:00 to 23:00 |
| Thursday | 10:00 to 23:00 |
| Friday | 10:00 to 23:00 |
| Saturday | 10:00 to 23:00 |
| Sunday | 12:00 to 22:30 |

Sir Robert Peel, 7 Langdale Close, SE17 3UF
824911

Entertainment similar to live/recorded music - indoors

| | |
|-----------|----------------|
| Monday | 09:00 to 23:00 |
| Tuesday | 09:00 to 23:00 |
| Wednesday | 09:00 to 23:00 |
| Thursday | 09:00 to 23:00 |
| Friday | 09:00 to 00:30 |
| Saturday | 09:00 to 00:30 |
| Sunday | 09:00 to 22:30 |

Late night refreshment - indoors

| | |
|-----------|----------------|
| Monday | 23:00 to 23:30 |
| Tuesday | 23:00 to 23:30 |
| Wednesday | 23:00 to 23:30 |
| Thursday | 23:00 to 23:30 |
| Friday | 23:00 to 23:30 |
| Saturday | 23:00 to 23:30 |

Live music - indoors

| | |
|-----------|----------------|
| Monday | 09:00 to 23:00 |
| Tuesday | 09:00 to 23:00 |
| Wednesday | 09:00 to 23:00 |
| Thursday | 09:00 to 23:00 |
| Friday | 09:00 to 00:30 |
| Saturday | 09:00 to 00:30 |
| Sunday | 09:00 to 22:30 |

Performance of dance - indoors

| | |
|-----------|----------------|
| Monday | 09:00 to 23:00 |
| Tuesday | 09:00 to 23:00 |
| Wednesday | 09:00 to 23:00 |
| Thursday | 09:00 to 23:00 |
| Friday | 09:00 to 00:30 |
| Saturday | 09:00 to 00:30 |
| Sunday | 09:00 to 22:30 |

Recorded music - indoors

Sale by retail of alcohol to be consumed off premises

| | |
|-----------|----------------|
| Monday | 10:00 to 23:00 |
| Tuesday | 10:00 to 23:00 |
| Wednesday | 10:00 to 23:00 |
| Thursday | 10:00 to 23:00 |
| Friday | 10:00 to 23:00 |
| Saturday | 10:00 to 23:00 |
| Sunday | 12:00 to 22:30 |

Sale by retail of alcohol to be consumed on premises

| | |
|-----------|----------------|
| Monday | 10:00 to 23:00 |
| Tuesday | 10:00 to 23:00 |
| Wednesday | 10:00 to 23:00 |
| Thursday | 10:00 to 23:00 |
| Friday | 10:00 to 23:00 |
| Saturday | 10:00 to 23:00 |
| Sunday | 12:00 to 22:30 |

Noise Diary

| Date | Time | Description | Evidence |
|-----------------------|----------------------|--|--------------------|
| Sunday 23/08/15 | 00:35 | Loud talking outside. Male returned to acquaintances, directly outside Marbles House having urinated in the corner between Marbles House and another residence. | Video |
| Sunday 23/08/15 | 13:47 | Litter left along the pavement outside D-Connect bar, cigarette butts in corner | Photo |
| Sunday 20/09/15 | 14:30 | Beer bottle left on the wall of the Marble House residence / litter on pavement | Photo |
| Sunday 20/09/15 | 23:23 | Loud shouting. Male seen urinating towards parked cars | Video |
| Sunday 20/09/15 | 23:24 | Loud shouting. Male seen urinating in road behind parked car, before walking towards D-Connect with another male who was in the driver's seat of the parked car | Video |
| Thursday 24/09/15 | 23:50 to 23:57 | Loud talking. People walking around in front of Marbles House, urine visible on the ground | Photos |
| Saturday 03/10/15 | 00:41 | Urine in corner between Marbles House and neighbouring residence | Photos |
| Monday 19/10/15 | 02:15 | Loud talking, shouting as people walked away from D-Connect (presumably to go home). | None |
| Monday 19/10/15 | 23:00 | Loud shouting from outside D-Connect | None |
| Thursday 22/10/15 | 23:00 to 00:30 | Man smoking marijuana outside D-Connect. Loud shouting outside from about 4 young males walking up and down the pavement (from D-Connect up to Marbles House). Loud shouting from parked car Loud talking from parked car. 2 men exit the car and walk towards D-Connect bar. More loud shouting outside D-Connect | Photo / Video |
| Monday 26/10/15 | 01:30 | Loud shouting outside D-Connect | None |
| Tuesday 27/10/15 | 18:30 | Man outside D-Connect eating monkey nuts and throwing all the shells on the floor (accompanied by another man). | None |
| Sunday 08/11/15 | 23:00 to 05:00 | Lots of very loud shouting outside at 23:00. Groups of up to 15/20 people crowded directly outside Marbles House (reported to the police) at 03:40. More loud shouting and screaming Loud shouting directly outside Marbles House at 05:00 | None |
| Monday 09/11/15 | 02:00 | Loud shouting directly outside Marbles House | None |
| Tuesday 10/11/15 | 00:54 | Loud shouting, in and out of cars | Photos |
| Friday 13/11/15 | 00:42 | Loud shouting directly outside D-Connect | None |
| Saturday 14/11/15 | 06:26 to 07:30 | Car blasting Caribbean music – man gets out and walks to D-Connect. Urine visible on pavement at 06:26. Loud shouting from approximately 6 people. Man urinating in public at 07:30 | Photo |
| Sunday 15/11/15 | 05:30 | Loud shouting | None |
| Saturday 28/11/15 | 02:15 to 02:50 | Loud shouting, people in and out of cars Loud shouting, people in and out of cars As above, male urinating in the corner by Marbles House and other residence | Photos / Video |
| Sunday 29/11/15 | 03:50 to 05:07 | Loud talking / shouting, group of 5 men outside | Photo |
| Wednesday 02/12/16 | 00:04 | Male seen smoking inside D-Connect | Video |
| Friday 04/12/15 | 23:47 to | Loud shouting. Group of men waiting outside as an acquaintance arrives in a car. Car bumps vehicle in front and behind as he | Photos / Videos |

| | | | |
|---|----------------------|---|-------------------|
| | 23:57 | attempts to parallel park several times. | |
| Saturday 05/12/15 | 02:05 | Loud shouting outside | Photos |
| Sunday 20/12/15 | 01:00 | Cars parked in middle of the road outside D-Connect, talking to punters – obstructing the road and causing traffic. | Photo |
| Wednesday 30/12/15 | 12:21 | Loud shouting. Man got into car (driver sider) with a bottle of what appeared to be beer. | Photo |
| Monday 04/01/16 | 03:01 | Loud talking outside Marbles House, by parked car | Photo |
| Monday 25/01/16 | 12:55 to 01:09 | Lots of noise as people got in and out of cars to go to D-Connect | Photos |
| Monday 15/02/16 | 01:41 to 01:46 | Loud shouting and general noise as people arrive to go to D-Connect | Photos |
| Saturday 20/02/16 | 01:23 | Cars parked outside Marbles House with windows open and talking to each other loudly. | Photos |
| Sunday 21/02/16 | 04:51 to 04:56 | Loud shouting, lots of people walking around | Photos / Video |
| Friday 26/02/16 | 02:19 | Loud shouting. Group of young males hanging around opposite the bar. | Photo |
| Saturday 27/02/16 | 01:29 | General noise disturbance. Urine visible on the pavement. | Video |
| Sunday 28/02/16 | 22:50 to 23:01 | White van repeatedly revving engine loudly, drove round the corner and came back to John Ruskin Street and continued to rev loudly | Photos / Video |
| Monday 07/03/16 | 08:09 | Empty beer bottles left on the pavement on John Ruskin Street near D-Connect bar | Photos |
| Tuesday 08/03/16 | 22:10 to 22:12 | Loud talking, between people moving around in their vehicles, entering and exiting the bar. Urine also visible on the pavement. | Photos |
| Tuesday 15/03/16 | 01:30 | Loud talking/shouting. Group of several males at the rear of a parked car. | Photo |
| Complaint made in writing to Southwark Council Licensing Unit and NaNT Team on 02/07/2016 | | | |
| Saturday / Sunday 03/07/2016 | 00:28 to 03:00 | <ul style="list-style-type: none"> • Approximately 8 customers congregating outside D'Connect, shouting from 00:28 (see 2016-07-03_1). • Man in white shirt urinating against the residential building (see 2016-07-03_2 and 2016-07-03_3). • Call to NaNT at 00:43 to investigate. • 3 men urinating on the street. • Fourth man in black jacket urinating on parked car at 00:58 (see 2016-07-03_4). • Peak noise level at 65db. Noise level reduced at 01:33 to 48db with occasional shouting. • Call from NaNT to request whether noise on going at 01:42 (1 hour later). Confirmed reduced but that they should come as it is likely to recommence. • Call from NaNT to request whether noise on going at 01:51. Confirmed noise had reduced to an acceptable level but as there were customers still outside and that D'Connect is meant to close at 02:30 we would like them to attend in any event. NaNT Team initially refused but confirmed they would do a "drive by" to see what the level was like but only after I insisted that I had complained in writing to the Licensing Unit that they were breaching their licence and if it did close on time we would expect the noise levels to pick up again. • [REDACTED] witnesses suspicious activity at 02:20 – male customer from D'Connect takes plastic drinks cup outside and presents the | 2016-07-03_1 to 4 |

| | | | |
|------------------------------------|-------------------|---|-------------------|
| | | <p>cup behind an open car door for another male to put an object in. The customer walked away and reached inside the cup to pull out the object and then put it in his trouser pocket.</p> <ul style="list-style-type: none"> • No call from NaNT, which does not operate past 02:30 • 6 further D'Connect customers urinating on the street in the same place shown in 2016-07-03_2. Cars honking horns to attract customers from D'Connect at 02:45. • Lots of shouting from D'Connect customers leaving the premises and loud base music being played from cars collecting customers. Customers entering and exiting the premises at will at 02:50. Neighbours shout from windows. • Quiet at 03:00. | |
| Wednesday / Thursday 07/07/2016 | 23:20 | <ul style="list-style-type: none"> • Shouting from customers outside D'Connect. | None |
| Thursday 07/07/2016 | 07:50 | <ul style="list-style-type: none"> • C&R Tyres confirm that they have needed to bleach the street and shop fronts to remove smell of urine. | None |
| Friday / Saturday 09/07/2016 | 12:30 to 02:15 | <ul style="list-style-type: none"> • Loud shouting from customers outside of D'Connect and a doorman in a fluorescent vest is present (first time this has been seen) but takes no action against the 8 to 10 customers at 12.30. Customer in white t-shirt urinates against parked car at 01.14 (see 2016-07-09_1) • Call to NaNT at 01:19 to investigate. Operator confirmed that they did not have resource to investigate for at least 1 hour. • [REDACTED] witnesses further urinating from D'Connect customers against the building and shouts from the window that they should use the toilets in the bar. D'Connect customer shouts aggressively back at [REDACTED] and makes indiscernible threats. [REDACTED] shuts the window in fear (see 2016_07_09_2). • Call to Police at 01:24 to request assistance regarding noise offences and report possible drugs offences. • Call from Police at 01:28 who confirmed they would investigate. Confirmed we had previously made a complaint to the police and had been instructed to keep a noise diary. Reference provided CAD744-09-7-2016. • Call from NaNT at 01:53. They confirmed they would not be able to investigate if noise was coming from "patrons" outside of the D'Connect. On request as to who would enforce the terms of the licence and further prevent noise should it continue throughout the night NaNT confirmed it would be the Licensing Unit although they would not be able to do anything immediately. On further refusal to accept this information, NaNT confirmed they would investigate to keep a record for the Licensing Unit. | 2016-07-09_1 to 2 |
| Saturday / Sunday 10/07/2016 | 02:40 to 03:20 | <ul style="list-style-type: none"> • Loud talking and noise from cars doors opening and shutting with customers entering and leaving D'Connect from 02:40 to 03:20. | None |
| Sunday / Monday 11/07/2016 | 23:30 to 02:00 | <ul style="list-style-type: none"> • Loud talking and noise from cars doors opening and shutting with customers entering and leaving D'Connect from 23:30 until 00:20. • Customer on the way to D'Connect stops urinating when shouted at (see 2016_07_11_1) • Loud talking intermittently from 02:00 to 02:00. | 2016-07-11_1 |
| Wednesday / Thursday 14/07/2016 | 23:00 to 00:00 | <ul style="list-style-type: none"> • Loud talking and intermittent shouting from D'Connect customers outside the front of the bar. | None |
| Friday / Saturday 16/07/2016 | 00:00 to 01:45 | <ul style="list-style-type: none"> • Loud talking and intermittent shouting from D'Connect customers outside the front of the bar from 00:00. • 2 customers seen urinating against 19/21 John Ruskin Street. • Loud banging of car doors as customers arrive and leave | 2016-07-16_1 to 2 |

| | | | |
|------------------------------------|----------------------|---|------|
| | | <p>D'Connect at 01:15.</p> <ul style="list-style-type: none"> • Customer urinates against 19/21 John Ruskin Street at 01:22. When asked to stop and to go in D'Connect customer shouts back angrily but acknowledges it is unacceptable (see 2016-07-16_1). • 19 John Ruskin Street has put up a sign requesting D'Connect customers to stop urinating against their building (see 2016-07-16_2). | |
| Saturday / Sunday 17/07/2016 | 02:45 to 03:15 | <ul style="list-style-type: none"> • Loud talking and noise from cars doors opening and shutting with customers entering and leaving D'Connect from 02:45 to 03:15. | None |

Gateway Tenants & Residents Assoc.

To Southwark Environmental Services

Reference Number - 659358 [Anti Social] 659374 [Cleaning]

Re - 11 John Ruskin Street - D'Connect Bar & Restaurant

To Whom it may concern

1. We the undersigned would like to lodge a very strong complaint against "D'Connect Bar & Restaurant". Their clientele brings with them a great deal of distress, noise pollution and wanton urinating in the late evening and early morning seven days a week to the Tenants and Residents of the Gateway Estate, especially the inhabitants of [REDACTED] Dartford Street which overlooks it. We would also like to point out it is not only the Tenants and Residents of the Gateway Estate that are distressed by this but also the neighbouring businesses who before they open have to clean away the urine from the front of their establishments. Some of our tenants and some of the businesses have tried to come to some kind of compromise with "D'Connect" management but this has proved to be futile, so we wish for the Southwark Council to look into the licensing criteria of "D'Connect", and also why is there a nightclub that sometimes does not close its premises until 7am situated in such a densely populated residential area?

2. Would it be possible for the Council to look into the situation as it stands now concerning the rubbish bins housed at the junction of John Ruskin Street and Camberwell Road, this is because it attracts fly tippers, rats and foxes and at times the volume of rubbish is so great that it forces mothers pushing prams into the street on their way to and from John Ruskin school.

Both of the above matters were brought to the council's attention as recently as of two weeks ago by the proprietor of [REDACTED] the above references are in relation to his complaints.

We the residents of Marbles House, 21 John Ruskin Street, SE5 ODE support the complaint presented by Gateway Tenants & Residents Association regarding:

- 1) D'Connect Bar & Restaurant of 11 John Ruskin Street
- 2) The Rubbish bins located at the Camberwell Road end of John Ruskin Street

Undersigned by Residents of Marbles House

1)

2)

3)

4)

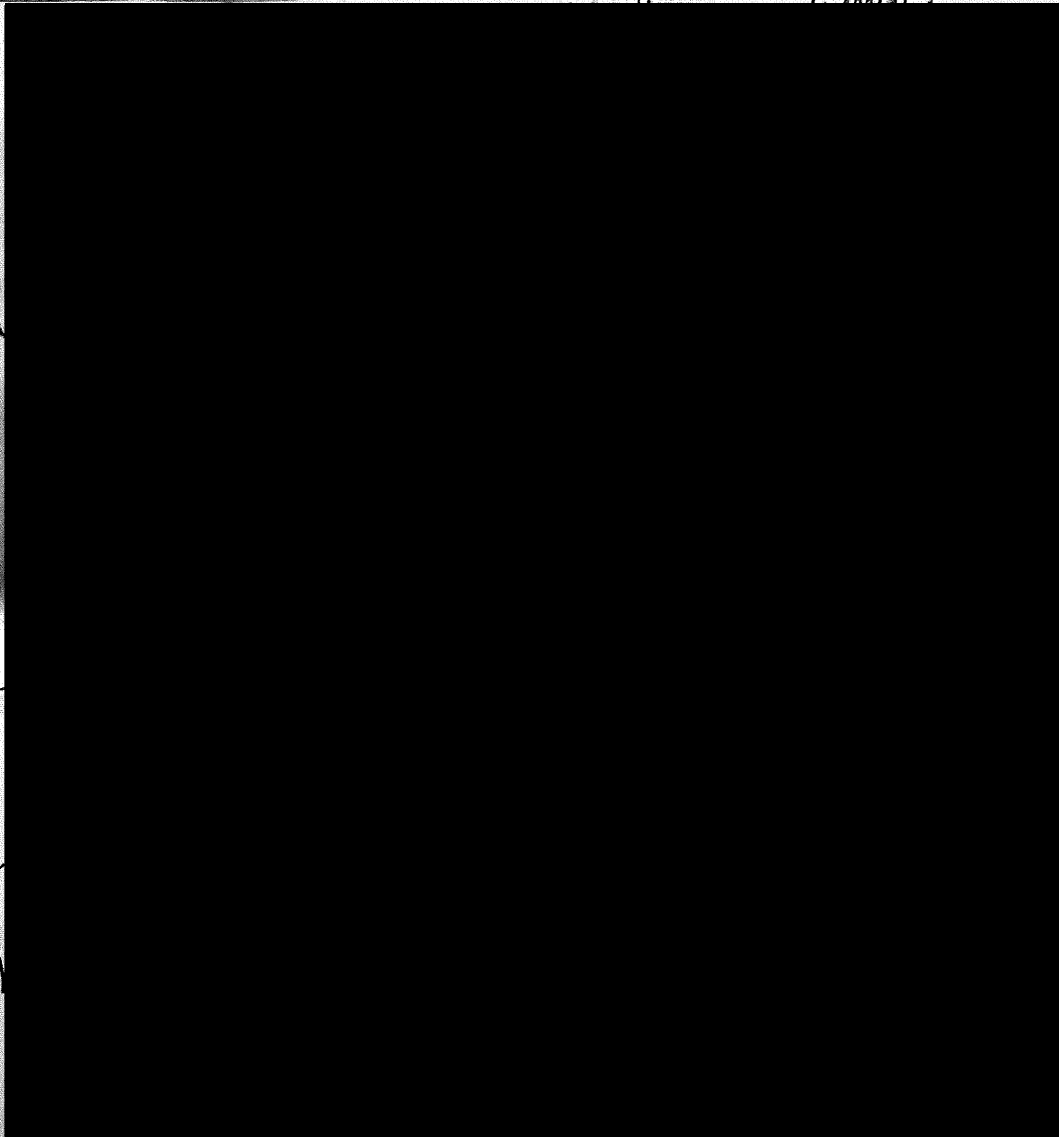
5)

6)

7)

8)

9)



10/11/15
 10/11/15
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 23/11/15

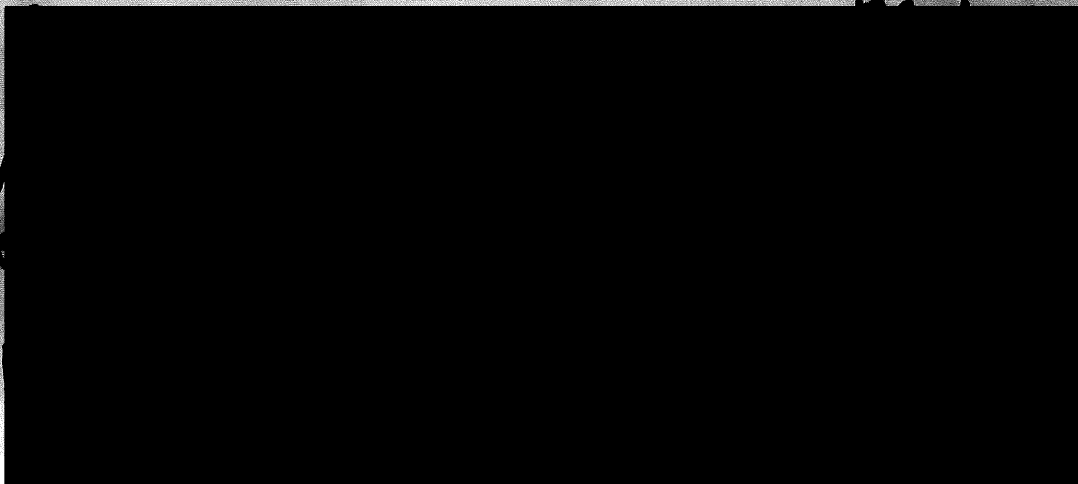
John Ruskin Street - Residents - in connection to Item 2, Rubbish Bins

10)

11)

12)

13)

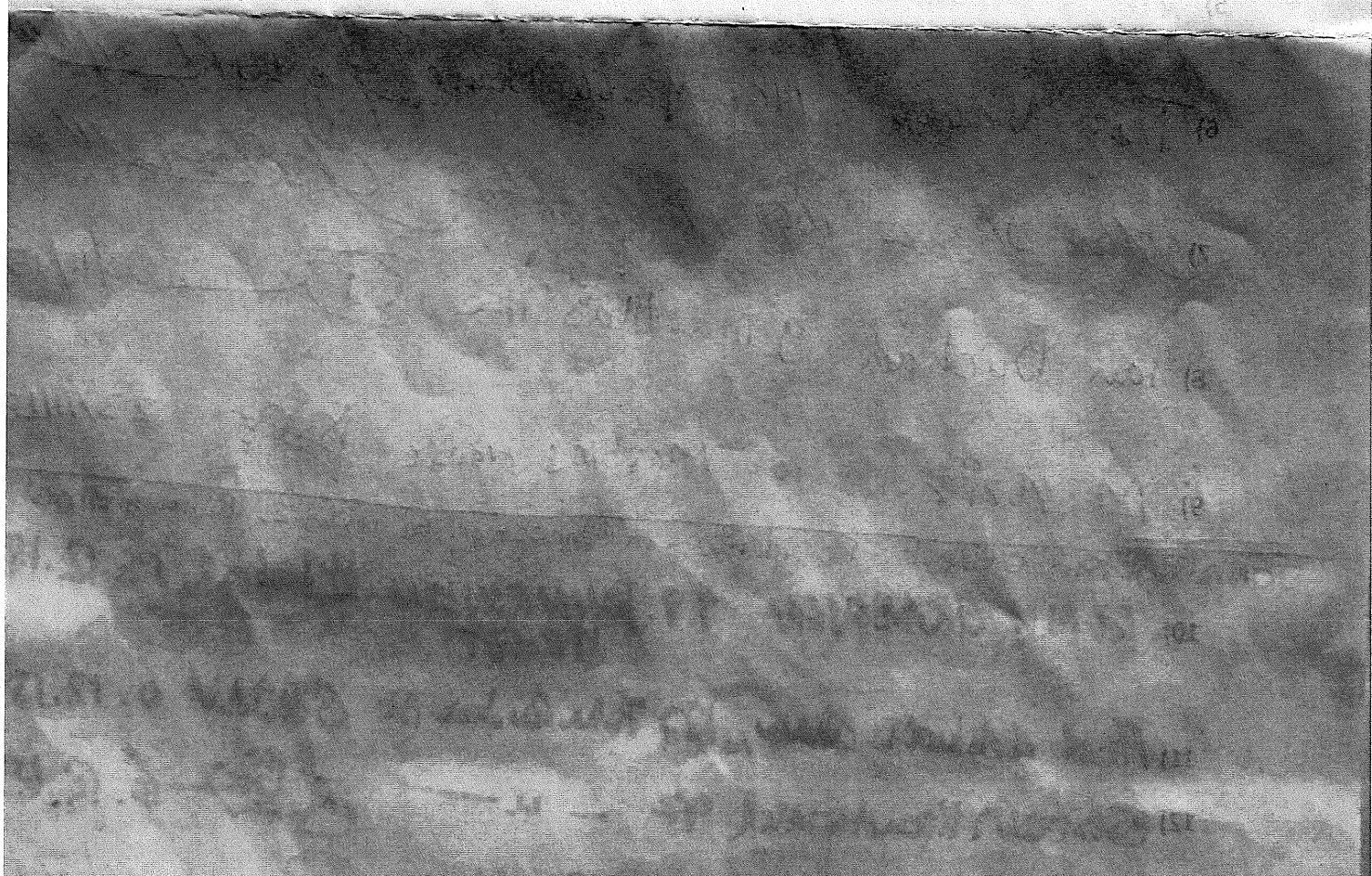
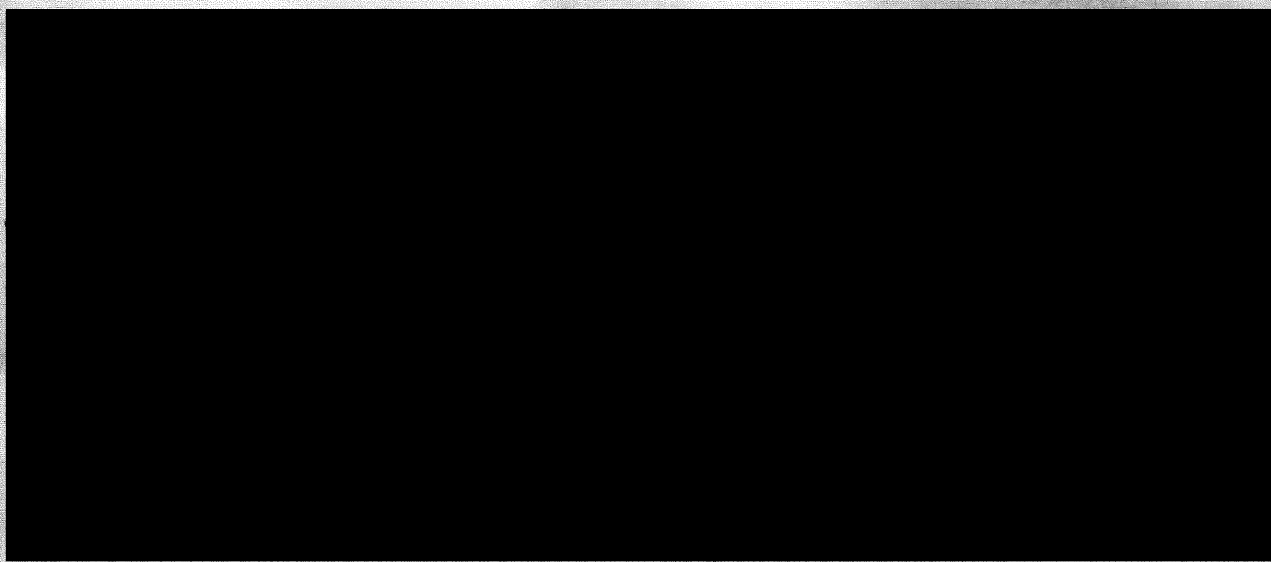


06.12.15
 6.12.15
 6.12.15
 06/12/15

14)

15)

16)



Polite Notice

**Please do not urinate here
or stand here to make
noise as there are people
in this apartment. Please
respect their privacy.**

Thank you

**John
Ruskin
Street**

From: [REDACTED]
Sent: Sunday, September 18, 2016 11:40 PM
To: Regen, Licensing; Noise and Nuisance; McArthur, Wesley;
Subject: Re: D'Connect, 21 John Ruskin Street

Should the attachments be too large. Please see below in any event.

[REDACTED]
On 18 Sep 2016, at 23:38, [REDACTED]:

I write further to recent complaints and the application made in relation to review D'Connect's licence.

Loud noise from D'Connect customers leaving the bar, urinating on the street and customers threatening neighbours has shown another typical Sunday night on John Ruskin Street.

In particular, I am concerned that a young girl who requested that customers be respectful that she has work at 5am tomorrow morning was responded to with insults and threatening behaviour.

The customers were clearly intoxicated from the videos attached and proceeded to drive off.

Please record this incident.

[REDACTED]
<Video_1.MOV>
<Video.MOV>

From: [REDACTED]
Sent: Sunday, September 18, 2016 11:53 PM
To: Regen, Licensing; Noise and Nuisance; McArthur, Wesley;
Subject: Re: D'Connect, 21 John Ruskin Street

As the noise is ongoing I thought I would share a snippet here:

<https://twitter.com/legaltony/status/777640571296964608>

[REDACTED]

From: [REDACTED]
Sent: Monday, September 19, 2016 12:29 AM
To: Regen, Licensing; Noise and Nuisance; McArthur, Wesley;
Subject: Re: D'Connect, 21 John Ruskin Street

Still ongoing. Here's another snippet as we're all still awake before our early starts for work tomorrow:

<https://twitter.com/legaltony/status/777648890166276096>

[REDACTED]

From: [REDACTED]
Sent: Monday, September 19, 2016 9:56 PM
To: Regen, Licensing; Noise and Nuisance; McArthur, Wesley
Subject: Re: D'Connect, 21 John Ruskin Street

I write to complain again. D'Connect customer urinating on park car before being driven off.

[REDACTED]

Sent: Sunday, September 25, 2016 10:45 PM
To: Regen, Licensing; Noise and Nuisance
Cc: McArthur, Wesley; Williams, Kieron
Subject: D'Connect, 11 John Ruskin Street, London SE5 0NS

Dear Sirs

I write further to recent complaints relating to the above premises.

Even though the consultation period is over, please see photos attached of another incident tonight of loud noise from D'Connect customers entering and leaving the bar and urinating on our building/on the street.

When will residents ever get to go to sleep?

[REDACTED]



From: [REDACTED]
Sent: Sunday, September 25, 2016 10:55 PM
To: Regen, Licensing; Noise and Nuisance
Cc: McArthur, Wesley; Williams, Kieron
Subject: Re: D'Connect, 11 John Ruskin Street, London SE5 0NS

Here's some more footage of the current level noise, which will no doubt continue until the early hours of tomorrow morning.

[REDACTED]

Sent: Sunday, September 25, 2016 11:06 PM
To: Regen, Licensing; Noise and Nuisance
Cc: McArthur, Wesley; Williams, Kieron
Subject: Re: D'Connect, 11 John Ruskin Street, London SE5 0NS

And more urinating and shouting by these customers.



MEMO: Licensing Unit

To Licensing Date 1st September 2016

Copies

From Farhad Chowdhury Telephone

Email _____

Subject D'Connect , 11 John Ruskin Street, London SE5 ONS

I write in reference to an application made by local residents for an review of the Premises Licence in respect of **D'Connect, 11 John Ruskin Street, London SE5 ONS**. Made under The Licensing Act 2003.

I would make the following comments in support of the local residents review. I have visited the premises and monitored the premises on a number of occasions whilst working on the Night Time Economy Team. The premises appear to be very overcrowded and I have observed large groups of people congregating outside at night on the pavement, the reason for this could be because there is no adequate space inside the premises. I have also observed customers urinating on the pavement at night next to residents flats which is a public nuisance, the management of the premises do not appear to have any control of their patrons.

- There is no maximum capacity limit set on the premises licence. The licensee needs to calculate their maximum accommodation limit for the premises using the technical standards for places of entertainment; I attach a link to the document RU Safe below which explains how to work out the accommodation limit.
<http://www.rusafe.org.uk/>
- Suitable and sufficient sanitary conveniences needs to be provided inside the premises with suitable hand washing facilities and supply of hot and cold running water and drying facilities.
- A suitable and sufficient risk assessment needs to be carried out of the premises to include violence at work.
- Provide a noise at work risk assessment.
- Provide suitable and sufficient ventilation in the premises.

I therefore fully support the local residents Review for a revocation of their premises licence.

Farhad Chowdhury
Principal Enforcement Officer

Licensing Unit - Environment & Leisure, Hub 1B, 3rd Floor, PO Box 64529, London SE1P 5LX
Switchboard - 020 7525 5000 Website - www.southwark.gov.uk
Strategic Director of Environment & Leisure – Debra Collins

From: Legassick, Bill
Sent: Friday, September 16, 2016 6:32 PM
To: McArthur, Wesley
Cc: Regen, Licensing
Subject: Review of D'Connect Restaurant, 11 John Ruskin Street, London SE5 0NS

Wesley

I refer to the review of the licence at D'Connect Restaurant at 11 John Ruskin Street London SE5 0NS on the 25th August 2016.

I am writing to confirm that the Environmental Protection Team supports the applicant for the review. Checking the Management Information System, the Noise and Nuisance Team has received a number of complaints in respect of people congregating in the street outside the premises, talking loudly and drinking since April 2014.

If the outcome of the review, results in a continuation of the licence, the Environmental Protection Team will be requesting the Committee to consider that the following recommended conditions to be included on the premises licence:-

"1. That alcohol shall not be sold or supplied for consumption on the premises otherwise than to the following persons:

- (a) persons taking table meals and for consumption by such persons as ancillary to their meal,*
- (b) persons waiting to be served a table meal*

Any person consuming alcohol must be seated at a table.

2. There shall be no drinks permitted outside at any time.

3. There shall be no more than 4 persons permitted outside, to smoke only, in John Ruskin Street or in the garden of the property after 20.00 hours."

Before the hearing, I may have further information that I wish to be included in this representation.

Bill Legassick
Principal Environmental Health Officer

From: Pinder, Richard
Sent: Tuesday, September 20, 2016 12:40 PM
To: McArthur, Wesley
Cc: Sharpe, Carolyn
Subject: Application for review

To whom it may concern:

Re: D'Connect Restaurant, 11 John Ruskin Street London SE5 0NS

On behalf of the Acting Director of Public Health for Southwark (a responsible authority under the Licensing Act 2003) I wish to express my concern over the alleged events to have taken place at D'Connect Restaurant since August 2015. Local residents have been extensively disturbed by this premises placing them at considerable risk of loss of amenity. Given that this is not an isolated incident and the length of time disturbance has been logged by local residents, I have concerns regarding the operation and management of this premises.

Therefore I fully support that the licence for D'Connect Restaurant be reviewed.

If you have any further questions, please do not hesitate to contact me.

Yours faithfully,

Richard Pinder
on behalf of Dr Jin Lim, Acting Director of Public Health

Dr Richard Pinder

From:
Sent: Wednesday, September 21, 2016 9:02 AM
To: Regen, Licensing
Subject: licence review

Sir/Madam

Please see attached letter detailing Southwark police licensing support in regards to the D'Connect review

Regards
 Pc Mark Lynch 246MD
 Southwark Licensing/NTE
 Southwark Police Station
 323 Borough High Street
 SE1 3JL



The Licensing Unit
 Floor 3
 160 Tooley Street
 London
 SE1 2QH

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

Tel:
 Email:

Our reference: MD/ /16

Date: 2016

Re:-D'Connect 11 John Ruskin Street SE5 ONS

Dear Sir/Madam

Police are in possession of an application from residents of the Gateway Estate SE5 for a review of the above premises licence under Section 51 of the licensing act 2003.

Police have the following comments to make:

The application provides detailed evidence of a number of incidents relating to anti social behaviour by patrons of your premises.

The premises have been visited on a number of occasions by police and officers from Southwark council and on these occasions there have been groups of patrons stood outside the venue ,some smoking and/or some consuming alcohol whilst talking amongst themselves. The management have been made aware of licence condition **323 - That staff make regular checks to ensure that patrons attending the premises do not cause nuisance or noise in the surrounding area both prior to attending and after leaving the premises,** however despite this stepped approach by means of advice the premises remains

problematic . The premises also appears not to have a dispersal policy at closing time. found in breach of these conditions on a number of separate occasions.

In addition to the evidence provided by Local residents police can confirm that there has been:

- 5 calls to police regarding anti-social behaviour relating to noise nuisance. 2016
- 2 Police statements detailing a number of activites that would add to the ASB. 2016
- 1 warning letter issued by police.2016

There also appears to be some ambiguity as to the premises licence as it states it operates as a restaurant however it is clear that this is only part of its operation and it would be more appropriate to be called a bar/restaurant.

In view of the above police would like to support the review application made by residents

Yours Sincerely

Pc Mark Lynch 246MD
Southwark Police Licensing Unit

From: Masini, Bill
Sent: Wednesday, September 21, 2016 4:30 PM
To: Regen, Licensing
Cc: Tear, Jayne
Subject: Review of D'Connect Restaurant - 11 Ruskin Street SE5 ONS

As a Responsible Authority under The Licensing Act, Trading Standards makes a representation in support of the application submitted by Anthony Lyons to review the Premise Licence for D'Connect Restaurant of 11 John Ruskin Street, London SE5 ONS.

The representation is submitted under the licensing objectives of Protection of Children from Harm and the Prevention of Public Nuisance.

Trading Standards understand there is a lack of toilet facilities which for a premise where drinks are consumed is clearly inadequate. People have been observed urinating immediately outside the premise or further along the street having come from the premise on a regular basis. This constitutes a public nuisance. Whilst this takes place in the evening children could be exposed to this at the time or the aftermath the following days putting both adults and children at risk of harm from a health aspect and public indecency.

Bearing in mind this premise is also in a residential area with people living immediately above, Trading Standards are of the view that until the issues of anti social behaviour (which also includes excessive noise in the immediate vicinity and from the premise itself) are addressed (extremely difficult to achieve) there should be no premise licence for this establishment and therefore the current licence should be revoked.

Bill Masini - Trading Standards Officer
Southwark Council Trading Standards | Environment & Leisure

MEMO: Licensing Unit

To Licensing Unit **Date** 22 September 2016

Copies

From Jayne Tear **Telephone** **Fax**

Email j

Subject Re D' Connect Restaurant, 11 John Ruskin Street, London, SE5 0NS
Application to review the premises licence

I write with regards to the above application to review the premises licence submitted by Mr Anthony Lyons under the Licensing Act 2003.

The application is submitted under the prevention of public nuisance; the prevention of crime and disorder; public safety; and the protection of children from harm licensing objectives and the grounds for the review are concerned with:

'fights on John Ruskin Street; suspected drug dealing; drink driving; racism and intimidation of passers-by. The majority of D'Connect customers from 6pm in the evening who arrive by private vehicle (i.e. their own cars), which they park on double yellow lines making what is a dual carriageway a single track road resulting traffic and a dangerous passage for vehicles. D'Connect customers: congregate and drink outside of the premises; shout and talk loudly in the early hours of the morning outside of the premises; sound car horns; urinate profusely throughout the street; and are aggressive and threatening when confronted for such antisocial behaviour'.

My representation is concerned with the prevention of crime and disorder, the prevention of public nuisance, public safety and the protection of children from harm.

There have been numerous complaints to the council regarding noise and antisocial behaviour from the patrons of the premises. Furthermore officers working on the Night Time Economy Team (NTET) have observed people congregating outside at night on the pavement and committing anti-social behaviour. I have observed a patron of the premises urinating against a wall a few doors away and other patrons sitting in their vehicle playing loud music from the vehicle.

In spite of the management of the premises being given advice and warnings from council officers and the police, they have not rectified these issues and do not appear to have any control of their patrons

I therefore submit this representation in full support of [REDACTED] the applicant and I have no confidence that the management of the premises are promoting any of the licensing objectives.

I will provide further supporting information to this representation at a later stage.

Jayne Tear
Principal Licensing officer
In the capacity of the Licensing Responsible Authority

From:**Date:** 25 August 2016 at 11:21:00 BST**To:** alexanderlisowski@southwark.gov.uk**Subject:** Renewal of license D'Connect, 11 John Ruskin Street

Dear Mr Lisowski

I am writing on behalf of my daughter,

I frequently visit and return home exhausted as I have had so little sleep due to the noise and disturbance from D'Connect.

My daughter is deemed a vulnerable adult and she has a 6 year old child. Her health suffers even more with the nightly, yes nightly, noise from this bar.

Over the past 2 years I have complained as have many neighbours to no avail. I have tried reasoning to be called, 'A f█████g white c█████t who was going to be raped'. When I attempted to report this, clearly I fear for my daughter and granddaughter as she does herself, I was told that 'I thought you said this was a rascist complaint?' And on another occasion that they (? Your colleagues) only investigate complaints about music. I am taking these remarks to Sadiq Khan and Harriet Harman.

Only men frequent this place. There are scantily clad females who appear to work their and loudly flaunt themselves on the pavement. Men visit often throughout the night with music blaring from their cars which they allow to play on with the doors/tops open. Many visit for just a couple of minutes.

Groups of 30 or more men gather nightly on the pavement, drinking, rowing, shouting, openly urinating. As I described, pleading with them results in a baying mob under the window.

Customers of the Afro Techs barber along the road appear to use it as an off licence and so the noise starts early afternoon and continues until they disperse usually about 5.00 - 6.00 daily. Then the barber opens for business a couple of hours later.

Due to their lounging around outside they frequently set off car alarms which they disregard.

Should you call the 'restaurant' number it simply rings and is never answered.

I was astounded to find that this place was actually licensed as I assumed it was a shabeen. One can only boggle at how this was ever allowed.

As I am currently staying with my daughter, I had the opportunity to canvas the neighbours with your letter. I was met with a universal hatred of D'Connect and its clients' behaviour. Many were distressed and dismayed that this was their experience of London and therefore Great Britain. All the adjacent businesses are united in their loathing of having to clean up the filth and human effluent on a daily basis and would rejoice in its demise.

I appreciate that that is 3rd party but these people begged me to represent them as they do not have English as a first language.

Whilst I was talking to residents of the council flats opposite, I was shadowed by a group of African youths who kept their distance but made their presence felt. They glowered at me when I invited them to join the conversation. They were speaking with African accents.

Please listen to us. These men are out of control and I fear for my daughter whose health has degenerated due to chronic fear and lack of sleep. The impact of this on my granddaughter is becoming felt too. The noise disturbs her too and she is tired at school.

This bar rules the neighbourhood and holds it to ransom for its own selfish ends.

Anonymity is essential especially at the hearing. I have not the slightest doubt they would violently retaliate and as previous attempts of formal complaints proved insulting and fruitless, I should not expect the emergency services to react any differently in the future.

Please feel free to contact me should you need and please, please hear the heartfelt sentiment expressed in these words.

An entire community is pleading with you.

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, August 23, 2016 5:04 PM
To: McArthur, Wesley
Subject: Re: Representation against D'Connect for October 6th Hearing

Hi Mr. McArthur,

Thank you so much for your quick reply to my representation. Apologies for not including my address previously. My address is as follows:

[REDACTED]

For further reference, my flat is situated [REDACTED] and overlooks John Ruskin Street from the rail bridge to Walworth Road meaning that D'Connect is directly in my line of sight.

Please let me know if you would like any more information or details and I would be happy to pass those along to you. Thanks for all of your help in this and I look forward to speaking with you again soon.

All the best,

[REDACTED]

On Aug 23, 2016, at 2:38 PM, McArthur, Wesley <Wesley.McArthur@southwark.gov.uk> wrote:

Dear [REDACTED],

Please provide me with your full residential address. This is a requirement of the Licensing Act 2003. Please note that your address will be kept anonymous in any publically distributed reports or papers, however if at the hearing to determine the review application the licensee specifically requests the address of a person who has submitted a representation then it may be disclosed (but it wouldn't be disseminated publically).

Regards,

Wesley McArthur

Principal Enforcement Officer

London Borough of Southwark

E-mail: wesley.mcarthur@southwark.gov.uk

General: licensing@southwark.gov.uk

Phone: 020 7525 5779

Fax: 020 7525 5705

Address: Licensing, Health & Safety, Hub 1, 3rd Floor, 160 Tooley Street, SE1 2TZ

From: Lisowski, Alexander
Sent: Tuesday, August 23, 2016 9:44 AM
To: McArthur, Wesley
Subject: FW: Representation against D'Connect for October 6th Hearing

Wes,

Please see e-mails below re representations for D'Connect. I couldn't update APP as you're shown logged in to the report.

Alex.

From: Lisowski, Alexander
Sent: Tuesday, August 23, 2016 9:36 AM
To: [REDACTED]
Subject: RE: Representation against D'Connect for October 6th Hearing

Dear [REDACTED]

Thank you for your representations for the review of D'Connect. One of my colleagues, Mr McArthur, is preparing the review for the hearing. I have passed your e-mail to him. You will subsequently receive a formal invitation to the review, and a copy of the report that will be presented to the Licensing Sub-Committee.

In the meantime it would be helpful to keep a diary of any future happenings at D'Connect. Just simple entries showing date and time and brief details of what happened. It would show that whether or not D'Connect has taken any notice of the fact that they are being reviewed.

Yours sincerely,

Mr A. Lisowski,
 Licensing Enforcement Officer,
 The London Borough of Southwark.

From: [REDACTED]
Sent: Tuesday, August 23, 2016 1:00 AM
To: Lisowski, Alexander
Subject: Representation against D'Connect for October 6th Hearing

As an immediate member of the community who has lived on John Ruskin Street adjacent to D'Connect for almost 5 years, I can say with confidence and personal experience that they are - and have been - an unequivocal nuisance to the neighborhood and to the quality of life for those in the vicinity.

Living in London, especially in the area that we live in, a thick skin of tolerance is eventually generated to deal with noise in the city. From sirens, to children playing in the park, and to car horns or people talking, you eventually acclimate - or at least tolerate - most of the sounds that you hear on a daily basis. D'Connect, however, has been a complete aberration. I can only speak for my time in the neighbourhood but for those five years they have gotten progressively worse as seemingly their confidence has grown that nothing will be done about them and their constant violations of community standards. I have a litany of examples and personal stories about how they have affected me and my quality of life but, in the interest of time, I will only choose a handful that truly stand out to me. I will start with the most recent.

Only a few weeks ago, during the last weekend of July, I arrived home just after midnight from a long 12 hour shift at work and the noise on the street was bouncing and echoing between the buildings so loudly that I opened my window to hear just how loud it was and to see what was going on below me on the street. The door to D'Connect was wide open and there were at least a dozen people spilling out on to the streets. As I watched and listened to what was going on below, the first thing I heard was somebody from either my building or one of the buildings next to me yelling out the window telling them to 'shut up' and 'be quiet'. Three of the men in front of D'Connect took exception to this and began yelling back even more aggressively at her. I then watched four of them cross John Ruskin Street just in front of the Gateway Estate where one of them openly began peeing on or in between two cars parallel parked in the spaces on the street while the others made their way to Dartford Street to where their car was parked. This was when they saw me in my window. They began yelling and cursing at me telling me to go back inside and asking me 'what the f*** was I looking at'. I engaged them at this point and I told them to be quiet and that this was a residential neighbourhood and that I would call the police if they kept yelling at me and making noise. Some heated words were exchanged from both of us until they got in their car and drove off and I shut my window. This is only the latest example and is absolutely not the first time I have been accosted both on the street and from my window by patrons from D'Connect.

The most appalling instance I can recall actually happened last summer at around 4 in the morning sometime in the month of June or July. I often work long and antisocial hours for my job so I had arrived home from a late shift at about 3:30am. I was sitting on my sofa watching TV before bed with the windows open when I heard a massive crash outside on the street. I jumped up and saw a car come to a halt after having hit the street light in front of my property. The car careened onto the pavement. Moments later, it set fire. The individual who was in the car got out and looked shocked as they stood by the road. I called the police, turned off my lights, and watched the events unfold from my window as this all happened. Moments later, 4 or 5 patrons came running out from D'Connect and began talking to the individual who crashed the car. After about 30 seconds to a minute of discussion they escorted the person who crashed the car into the restaurant, turned off all the lights to make it look like nobody was in D'Connect, and even put the metal gate down to make it look like they had closed down for the night while they harboured the person involved in the accident on the premises. I called the police and told them this and I watched as they approached D'Connect and tried to look inside where they we all knew they were hiding. There are two sides to this story that are particularly upsetting. The first being that they harboured somebody who had both been involved in an accident and who left the scene of the crime. However, perhaps the more telling part of this story is that there were a number of people at D'Connect at all drinking after 4 in the morning. This was the most egregious example of their disregard for noise, quiet hours, the law, and even their license to operate.

These two examples don't even take into account the number of times I have seen people throw trash on the street, break bottles on the pavement, stay open after hours, completely ignore any kind of quiet hours pee against building (there is even a sign on the window of a residence two or three doors down from D'Connect that implores people to stop peeing on their doorstep and against their building - I have seen people pee on this specific premises who have come from D'Connect when I have either returned from work or have been on my way to work).

D'Connect particularly affects me because of my antisocial hours of work which often means that I wake up because of them and their noise violations. However, the toll that they have had on our community as a whole over time has been far worse. Is it a massive inconvenience to be woken up due to them operating illegally? Absolutely. Am I the only one that has had this problem? Absolutely not. We live in a neighbourhood with children, families, members of the working class, students, retirees, and people who, as far as I can see, abide by the rules and community standards we have been given. There is no reason why one business should be allowed to operate when they continually and habitually flout the rules they have been given by the community and by their license to operate.

And finally, on a personal level, I am sick of it. I am sick of their disruptions, attitudes towards local residents, and I resent the fact that they have not been punished or shut down for this after 5 years of worsening behaviour. Shut them down once and for all. It is time for a fresh start both for D'Connect and the area around Walworth Road and John Ruskin Street where they operate. Let the owner find a new place of business where he or she can reapply for a new license under stricter control. Let the neighbourhood have the peace back that we so desperately want, need, and deserve. The owner and, by proxy, the patrons have shown nothing but disregard for the rules they signed onto when they received their license and thus should no longer have the benefit of the doubt when it comes to correcting their behaviour. D'Connect is now out of chances to make amends to the community. Do the right thing. Shut down D'Connect and let us all move on from this horrid arrangement that has now gone on for way too long. Please. Shut them down now.

The email you received and any files transmitted with it are confidential, may be covered by legal and/or professional privilege and are intended solely for the use of the individual or entity to whom they are addressed. If you have received this in error please notify us immediately. If you are not the intended recipient of the email or the person responsible for delivering it to them you may not copy it, forward it or otherwise use it for any purpose or disclose its contents to any other person. To do so may be unlawful. Where opinions are expressed in the email they are not necessarily those of Southwark Council and Southwark Council is not responsible for any changes made to the message after it has been sent.

Party 3

From: [REDACTED]
Sent: Saturday, August 27, 2016 7:09 PM
To: Regen, Licensing
Cc: McArthur, Wesley; anthony_lyons@hotmail.co.uk
Subject: D'Connect Restaurant, 11 John RuskinStreet, London, SE5 0NS (ref: L1U 855283)

Dear Southwark

I am writing to make reputations about the about licencing review. I would like to challenge not only the current licencing hours but the general issue of the D'Connect Bar being a 'bad neighbour' and showing little if any respect for those of us living near the bar.

I live in a block of flats further along the street from the bar. I have lived here for a number of years and raised previous complaints about the bar which appeared to be ignored or had little affect.

The problems with the bar are as follows.

1. The hours of operation of the bar seem at odds with the street being a residential one, with a number of families living close by.
The bar often has a large number of men drinking and smoking outside the bar till the early hours of the morning causing a number of problems.
2. It can be difficult to get past the groups of men smoking and drinking, they are loud in their conversations, often shouting, these incident have been noted beyond the hours of the licencing operations. I have return home at the weekend at between 4-5 am and there are groups of men still outside the open bar drinking. Etc
3. I have witnessed men that I have seen outside the bar minutes before, as I came home, urinating up the wall of my block of flats, as I pull my bedroom curtains. I have shouted down to them only to be very rudely replied to.
4. I have spoken to the men as I have come home on more than one occasion to find men urinating up the wall and asked them to return to the bar to use the facilities. To be spoken to rudely and aggressively by them. .
5. Recently I raised a complaint as after 4 pm I saw three men (they woke me up with their loud conversation/ shouting) two were talking to the other man while they urinated separately, one up the wall of the block and one against a car. Even when they are asked to move away they ignore me or respond rudely, they continue to shout/ converse, which make it necessary to either close all windows and even that does nt always help, or stay awake till they go.
6. I have witnessed at least two fights between men from the bar, the worse one was at 5 am roughly, and there were at least six people involved, with two men fighting/ arguing with eachother and trying to hit eachother with the woman desperately trying to stop them.
7. Streams of urine can be found on a regularly basis by the block in the morning and I have been out with hot bleach water in the morning to wash it away as the street smells of urine and there are a small number of families who play outside during the day, which is both unpleasant for them to experience and unreasonable behaviour in the first place.
8. I found someone from the bar urinating against the wall of the block at just before 8 am one morning, and I went down and washed the urine away with water/ bleach etc and spoke with the man who simply told me to 'go away'. This was witnessed by the man who runs the tyre shop as he had arrived early.
9. I have gone to work the next morning/ or gone out to find empty beer bottle on the wall of the block and often found them broken on the floors, which is dangerous as children play there and during the week, children walk up this street to go to the local primary school which is 300/ 400 yards up the street

These actions by customers of the bar, cause me to be woken on a regular basis, mean that I cant leave windows open in the summer to manage the heat, and inconvenience me in that I often cant return to sleep for some time afterwards.

The smells of urine is terrible some mornings and mean I have to go down and wash it away as children play there and I wish to live in a reasonable area, broken glass can often be found on the street too.

I note that a significate number of customers appear to arrive and depart by car, being loud, using their car horn and saying very loud good byes, this is often after the end of the licencing times.

I previously raised complaints with the Council and Councillor's which is pointless and little happened to reduce the problems and the impact of being woken most nights at times.

It has to be noted that things seem better to a degree since the licencing review has been called but smoking and drinking outside the bar continues.

These issues not only mean I have been subjected to rude and aggressive responses from the customers, but struggled to get back to sleep due to the noise from them and their cars coming and going at all hours. The impact of the street is to make it unsafe from residents, and their children and I avoid walking down that side of the street due to the glass and the smell of urine.

yours sincerely

A black rectangular redaction box covering the signature area.

Party 4

From: [REDACTED]
Sent: Wednesday, September 07, 2016 1:02 PM
To: McArthur, Wesley
Subject: Re: ref L1U 855283 D'Connect

The Licensing Unit
Hub 1
3rd Floor
160 Tooley Street
SE1 2TZ

Date: 07/09/16

Dear Sirs,

Re: Application for the review of the premises licence issued in respect of D'Connect Restaurant, 11 John Ruskin Street, SE5 0NS (application number 855283)

I submit the following representation in support of the above review application. My representation is relevant to the following licensing objectives:

The prevention of crime and disorder
The protection of children from harm
The protection of public safety and
The prevention of public nuisance

The noise level from the place is extreme. I don't know what license they have but pretty much every night of the week there are people outside until around 4.30 am (when the management drag the metal shutter down) frequently arguing in shouting level voices.

I had to call the police on Wednesday 24th August at 6am as a woman was screaming for help on John Ruskin St. as she was apparently being dragged from some vehicle. It sounded like a murder in the making, as it often does outside D'Connect. The police arrived quickly and settled things down.

One time a drunk and aggressive man was beating up a wheelie bin with a stick whilst shouting threateningly. Another occurrence it sounded like the permanent crowd of shouting drunk African people had trapped a fox. The noise was horrendous. The list of disturbance is long. They customers seem to have no respect for the residents in the residential area all around them. I sleep with earplugs every night and am still awoken twice or even thrice nightly.

Regards,

[REDACTED]

[REDACTED]

Party 5

From: [REDACTED]
Sent: Tuesday, August 30, 2016 11:23 PM
To: Regen, Licensing; McArthur, Wesley
Cc: [REDACTED]
Subject: Ref: L1U 855283

Ref L1U 855283

Dear sirs,

In reference to D'connect I totally agree with the problems that [REDACTED] has experienced. I can't remember an night where I haven't been woken up by loud customers of D'Connect. I live [REDACTED] too and the noise is terrible. I have lived in [REDACTED] for over a year and I nearly moved because of the noise problems at D'Connect.

When I first moved in I did complain to noise pollution team but they said nothing could be done.

I do not feel safe living here with D'Connect open across the street. There are fights and arguments throughout the night every night, outside D'Connect and they spill over all over the surrounding areas. One particular incident was below my window at 4am I had to shout at the couple arguing from my window for half an hour to stop as they put it "it's Saturday night so it's ok"

I do not feel safe walking past D'Connect late at night, customers are not considerate of other people, blocking the pavement and I will cross the road to use the other side of the pavement to walk down the street.

Customers are very loud, shouting, sitting in cars playing loud music and beeping horns at all hours.

This has impacted on my work life as I have had little sleep, also I have had to cancel social plans when I get no sleep at the weekends. I do not invite friends over to stay at my flat as I know they will not get any sleep from the noise made from D'Connect.

I am unable to sleep with my windows open as the noise is terrible even when closed, this makes sleep in the summer months terrible.

I have considered approaching D'Connect to voice my problems but I feel that the customers and staff are unapproachable and frightening at times.

I hope that you can resolve the problems at D'Connect and hopefully close D'Connect down, myself and my two flatmates have experienced the above problems.

Kind Regards and on behalf of [REDACTED]

[REDACTED]

Party 6

-----Original Message-----

From: [REDACTED]
Sent: Sunday, September 18, 2016 8:25 PM
To: Regen, Licensing; McArthur, Wesley; [REDACTED]
Subject: Licensing review - D'Connect - 21 John Ruskin St - L1U 855283

Dear Southwark Council,

I am writing to lodge my objection to the current licensing arrangements at D'Connect bar and restaurant, 21 John Ruskin Street, SE5 0DE, you reference L1U 855283.

The main grounds for my objection are:

Patrons regularly gathering outside the entrance to the property and spelling down the street. This usually occurs from early evening until often late into the night/early morning (often 0400). This creates an unacceptable level of noise and is audible in our flat, which is on the ground floor and faces out onto the street. It is impossible to keep windows open at night because the noise is so loud - people often shout loudly to each other or take phone calls.

The number of people gathering on the street outside our property. There are often in excess of 10 patrons outside on the street at night. As a woman I do not feel confident walking through large groups of men particularly late at night. It is noticeable how many people (particularly women) will cross the street in order to avoid an altercation as the patrons are often drunk. It is an extremely intimidating environment to have to live in.

Public urination is a real problem. It is not uncommon to see men relieving themselves directly outside the window of our flat. This is extremely unpleasant and particularly in the summer months when the smell is incredibly strong. When walking through/past the premises men will often urinate in full view of passers by. They often leave rubbish (beer bottles, fast food boxes etc.) outside our property often pushing it through the bars of the fence.

The issues at D'Connect are not isolated to a Friday/ Saturday night, in fact there are often more customers on a Sunday and Monday night. It is also common throughout the winter and summer months.

Many of D'Connect's customers appear to arrive by car and they park their cars directly outside the front of the property. Often they sit inside the cars with loud music playing, engines running, in the small hours of the night conversing with the groups of the men on the pavement and drinking/smoking.

In short the the current licensing hours for D'Connect are not conducive to a residential neighbourhood. They encourage and promote antisocial behaviour. To my knowledge D'Connect's customers do not live on John Ruskin Street. They come to drink and socialise in the bar (or effectively out on the street). When they leave in the early hours of the morning the residents and businesses on John Ruskin Street are left with their detritus.

I urge the licensing committee to take into account the views of local residents when considering the conditions of the licence.

Yours sincerely,

Party 7

From: [REDACTED]
Sent: Sunday, September 18, 2016 8:33 PM
To: Regen, Licensing; McArthur, Wesley; [REDACTED]
Subject: Licensing review D'Connect 11 John Ruskin Street L1U855283

Dear Southwark Council,

I write to support the review of D'connect's license. In my view it should have it completely revoked. A noisy bar is completely inappropriate on a residential road surrounded by residential properties and a few small businesses.

Living just a few doors down from D'Connect, it negatively affects my life almost every day. Every evening there are men, patrons of the bar, standing outside talking or arguing loudly, either with each other or mobile phones. The men also don't keep close to the bar but drunkenly wander about the pavement, blocking it, and are completely oblivious to anyone trying to get past. They drop their rubbish in the street, let their kids run up and down unsupervised by the busy road.

Worst of all, men urinate up and down the pavement, which makes the whole street stink. It is deeply unpleasant, unwelcoming and often intimidating to live near.

The majority of the time, if I need to go that way, I cross to the other side of the road to avoid having to push past drunk men who are there from early afternoon. As a young man I don't often feel intimidated but the atmosphere the bar creates is deeply unwelcoming and must be much worse for women or older people.

The bar also attracts a huge number of cars. Almost all of whom are double parked on the yellow lines. The drivers scream up and down and I've seen a number of near misses with people cross the road. Furthermore many people, who seem connected with the bar, sit in their cars with loud music on and the doors open. This is disruptive to us when we're on the street and when we're in our flat, which faces on to John Ruskin Street.

Finally, on a number of Saturdays over the summer, D'Connect seems to have parties in the garden which are incredibly noisy and have gone on until 5 or 6am. There sound like there are 40, 50 people or more all shouting at each other. It is impossible to sleep.

D'Connect really is a blot on Walworth. The owners may claim that some or all of the above activity is not of their making or their customers. This is clearly untrue and the bar clearly acts as a base for a whole bunch of people who go in and out of it, and hang around in the street. Simply, if the bar wasn't there, neither would they be. For residents, the sooner the bar goes, the better. Reducing licensing hours is not enough.

It also beggars belief that Southwark Council and Police have done nothing to enforce standards of behaviour on the pavement on John Ruskin Street. If there were similar behaviour in any other part of London this wouldn't be tolerated, yet absolutely nothing seems to be done to require D'Connect to keep its customers inside or to move people on who are just hanging around behaving antisocially.

Party 8

From: [REDACTED]
Sent: Tuesday, September 20, 2016 3:23 PM
To: Regen, Licensing; McArthur, Wesley; [REDACTED]
Subject: Representation for licence review of D'Connect Restaurant, 11 John Ruskin Street, London, SE5 0NS (ref: L1U 855283)

Dear Sir/Madam,

Please take this email as an official representation regarding the licence review of above D'Connect Restaurant that is due to be heard on 21st Oct 2016.

The grounds for review

- (1) Prevention of crime and disorder - I have witnessed what I suspect to be drug dealing and intimidation of passers-by.
- (2) Public safety - Public safety is affected due to the issues raised in (1). Furthermore, the majority of D'Connect customers from 6pm in the evening appear to arrive by private vehicle which they park on double yellow lines making what is a dual carriageway a single track road. This bottlenecks the junction onto the larger Walworth Road artery and makes it difficult for pedestrians to navigate and a dangerous passage for vehicles.
- (3) Prevention of public nuisance - D'Connect customers congregate and drink outside of the premises, and progressively get louder and rowdier through the day and into the early hours of the morning without much thought or care for the high proportion of local residents. Noise levels are generally high and car music and horns blare out erratically.
- (4) Prevention of children from harm - D'Connect customers urinate throughout John Ruskin Street despite desperate notices posted in homeowners' properties asking them to refrain from doing so. Children play regularly on the street and this is a health hazard to them and their parents/adults alike.

Brief explanation of problems, when they occurred and how they have personally affected me

I believe drug dealing has occurred at least 3 times as I've passed the premises, normally when it's dark. One passer-by was intimidated in broad daylight which is un-nerving to say the least and makes me feel unsafe and on edge when I pass the restaurant. The issues raised above regarding public nuisance have resulted in me having broken sleep, often between the hours of 23:00 to 04:00, and I am unable to open my window for ventilation in the summer months due to the noise levels keeping me awake. My rental property is just a few neighbouring buildings down the road and my bedroom window opens onto John Ruskin Street. Conversations will continue right outside, often at 2-3am, even after I loudly slam the window shut. I have not been involved in direct confrontation as yet but this sadly may be unavoidable, despite my laid back nature. I prefer to live in a healthy, clean environment that does not smell of waste products, as this residential street often does, solely due to the customers who frequent D'Connect Restaurant.

Many thanks for your support and help in resolving this matter.

[REDACTED]

Party 9

From: [REDACTED]

Sent: Wednesday, September 21, 2016 9:29 PM

To: Regen, Licensing; McArthur, Wesley

Cc: Anthony Lyons

Subject: Representation - Review of D'Connect, 11 John Ruskin Street, London SE5 0NS

Dear Sirs

I write to make a representation in support of the application to review the licence of D'Connect situate at 11 John Ruskin Street, London SE5 0NS that is due to be heard on 21 October 2016.

Grounds for review

- (1) Prevention of crime and disorder - I have witnessed what I suspect to be drug dealing.
- (2) Public safety - Public safety is affected due to the issues raised in (1). Furthermore, I have witnessed drunk and dangerous driving on multiple occasions.
- (3) Prevention of public nuisance - D'Connect customers congregate and drink outside of the premises, and progressively get louder and rowdier through the evening and into the early hours of the morning without much thought or care for the high proportion of local residents. Noise levels are generally high and car music and horns blare out erratically. There is also a lot of litter left outside the premises and along the road in the mornings after customers have been drinking.
- (4) Prevention of children from harm – D'Connect customers urinate throughout John Ruskin Street. Children play regularly on the street and this is a health hazard to them and their parents/adults alike. I have also witnessed on multiple occasions the use of marijuana outside the premises during the day and this may be harmful to children at close proximity.

Brief explanation of problems, when they occurred and how they have personally affected me

I have witnessed all of the above over 17 months, of which 9 months was recorded in a noise diary and submitted to the Council by [REDACTED]

The constant noise on John Ruskin Street, emitted by the customers of D'Connect, has caused me so much lack of sleep and such a great deal of stress and anxiety that I have even sought medical and professional support. It has affected my personal life as well as my overall performance at work due to extreme tiredness. I have since lost my job and I feel this ongoing disruption at our doorstep is partly to blame for that.

On top of reporting the incidents to the Council's Noise and Nuisance Team (who have been of little to no help and return my calls often over an hour or two after the complaint is made) and to the police, I have also confronted the customers directly on multiple occasions by speaking to them through my bedroom window. Some customers have been aggressive in response and generally there is a great lack of respect for our neighbourhood.

I once witnessed 7 different men urinate around the street in the space of 30 minutes. At one time, two of them were doing so together, against our building. The smell in the morning is vile. I have even seen them urinate on parked cars. There is also a great deal of drink driving and I am concerned that soon enough there will be a serious accident.

It is evident that they have been at D'Connect as they carry red plastic cups or beer bottles and sometimes throw them out of their car windows as they drive off.

Please revoke the licence of this establishment without delay.

Yours faithfully,

[REDACTED]



Dear Sir/Madam

I'm writing this letter in regards to my dad's license for his shop (D'connect Restaurant, 11 John Ruskin Street, London, SE5 0NS).

If my dad were to lose his license I don't know how we would cope, considering it is one of the main sources of income within my family. Furthermore at a crucial time such as this where my brother and I are going to university it's vital that he keeps his license.

In addition, the complaints made seem to me to be a huge exaggeration and largely false.

Thank you for taking the time to consider my letter.

Kind Regards

Email: 

APPENDIX C

Licensing Act 2003 Premises Licence



Environmental Health & Trading Standards
Licensing Unit
Hub 2, 3rd Floor
PO Box 64529
London, SE1P 5LX

Premises licence number

839552

Part 1 - Premises details

| | |
|---|-----------------------------|
| Postal address of premises, or if none, ordnance survey map reference or description | |
| D'Connect Restaurant 11-13 John Ruskin Street London SE5 0NS | |
| Ordnance survey map reference (if applicable), 177795532374 | |
| Post town London | Post code SE5 0NS |
| Telephone number [REDACTED] | |

Where the licence is time limited the dates

Licensable activities authorised by the licence

Live Music - Indoors
Late Night Refreshment - Indoors
Sale by retail of alcohol to be consumed on premises

The opening hours of the premises

For any non standard timings see **Annex 2**

| | |
|-----------|---------------|
| Monday | 08:00 - 02:00 |
| Tuesday | 08:00 - 02:00 |
| Wednesday | 08:00 - 02:00 |
| Thursday | 08:00 - 02:00 |
| Friday | 08:00 - 03:00 |
| Saturday | 08:00 - 03:00 |

| | |
|--------|---------------|
| Sunday | 08:00 - 02:00 |
|--------|---------------|

| |
|--|
| <p>Where the licence authorises supplies of alcohol whether these are on and/ or off supplies Sale by retail of alcohol to be consumed on premises</p> |
|--|

The times the licence authorises the carrying out of licensable activities

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

Live Music - Indoors

| | |
|----------|---------------|
| Friday | 22:00 - 02:00 |
| Saturday | 17:00 - 21:30 |

Late Night Refreshment - Indoors

| | |
|-----------|---------------|
| Monday | 23:00 - 01:30 |
| Tuesday | 23:00 - 01:30 |
| Wednesday | 23:00 - 01:30 |
| Thursday | 23:00 - 02:00 |
| Friday | 23:00 - 02:30 |
| Saturday | 23:00 - 02:30 |
| Sunday | 23:00 - 01:00 |

Sale by retail of alcohol to be consumed on premises

| | |
|-----------|---------------|
| Monday | 10:00 - 02:00 |
| Tuesday | 10:00 - 02:00 |
| Wednesday | 10:00 - 02:00 |
| Thursday | 10:00 - 02:00 |
| Friday | 10:00 - 02:30 |
| Saturday | 10:00 - 02:30 |
| Sunday | 10:00 - 01:00 |

Part 2

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

Remi Shinaba Aderohunmu

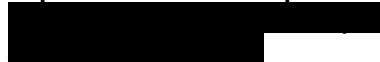


Registered number of holder, for example company number, charity number (where applicable)

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



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



Licence Issue date 22/10/2012

Anti-Social Behaviour, Noise Nuisance &
Licensing Manager
Hub 2, 3rd Floor
PO Box 64529
London, SE1P 5LX
020 7525 5748
licensing@southwark.gov.uk

Annex 1 - Mandatory conditions

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

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

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

107 Any individual carrying out security activities at the premises must be licensed by the Security Industry Authority. This does not apply where the premises are being used primarily as a Qualifying Club under a Club Premises Certificate, under a Temporary Event Notice, or primarily as a cinema, restaurant or theatre

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979(6);

(b) "permitted price" is the price found by applying the formula $P = D + (D \times V)$, where-

(i) P is the permitted price,

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

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

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

(i) the holder of the premises licence:

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

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

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

(v) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994(7).

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

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

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

489 The responsible person shall ensure that -

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

(i) Beer or cider: 1/2 pint;

(ii) Gin, rum, vodka or whisky: 25 ml or 35 ml; and

(iii) Still wine in a glass: 125 ml;

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

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

Annex 2 - Conditions consistent with the operating Schedule

163 a.All escape routes and exits including external exits shall be maintained unobstructed, in good order with non- slippery and even surfaces, free of trip hazards and clearly identified in accordance with the approved arrangements.

b.All exits door shall be available and easily operable without the use of a key, card, code or similar means. Only approved fastenings shall be used.

c.Any removable security fastening shall be removed from the doors prior to opening the premises to the public. All such fastenings shall be kept in the approved positions.

d.If required, exit doors shall be secured in the fully open position when the public are present.

e.All fire-doors shall be maintained effectively self-closing and shall not be held open other than by approved devices.

f.Fire-resisting doors to ducts, service shafts and cupboards shall be kept locked shut.

g.The edges of treads of steps and stairways shall be maintained so as to be conspicuous.

247 The means of escape provided for all persons on the premises shall be maintained unobstructed, immediately available and clearly identifiable in accordance with the approved arrangements. Where tables and seats are provided, clear gangways to exits shall be maintained, in accordance with the approved arrangements to the satisfaction of the Council, bars, wire guards or the like shall not be fitted to windows, nor shall the windows be otherwise obstructed in a manner likely to render them unavailable for the purposes of exit in case of emergency.

255 a.Fire extinguishers and equipment shall be efficiently maintained in satisfactory working order and kept available for instant use. They shall be in the charge of a suitable person specially nominated for the purpose.

b.Portable fire extinguishers shall be examined at least once a year and periodically tested in accordance with the current British Standard by a competent person and the date of such test shall be clearly marked on the appropriate extinguishers or on stout tabs securely attached to them. Extinguishers which incorporate an antifreeze agent shall be examined and recharged in compliance with manufacturer's instructions.

c.Where provided hydraulic hose reels shall be tested once a year to check that they are in working order and produce a satisfactory jet of water, and the test shall be recorded in a log book.

d.All testing of fire extinguishers and equipment shall be at the expense of the licensee.

288 That the CCTV system installed upon the premises shall be maintained in good working condition and operable at all times

289 That recordings taken by the CCTV system installed upon the premises shall be kept and made available for inspection by authorised officers for a period of thirty one (31) days

296 Only responsible drinks promotions will be allowed at the premises.

298 That suitable notices shall be displayed stating "No Drugs".

309 That a Sound Limiter Device will be fitted and be set to a level agreed by the Local Authority and all recorded music will be played through it

310 That all doors and windows excepting any that may be required to be locked open for the purposes of means of escape, shall be kept closed whenever public entertainment is being provided upon the premises

323 That staff make regular checks to ensure that patrons attending the premises do not cause nuisance or noise in the surrounding area both prior to attending and after leaving the premises.

324 That a notice be displayed at the premises giving the telephone numbers of local mini-cab firms

327 That signs shall be displayed informing customers and staff that sales of alcohol will not be made to under 18s and that age identification will be required

334 That an age identification scheme shall be established and maintained. The scheme shall Require the production of evidence of age (comprising any PASS accredited card or passport or driving licence) from any person appearing to staff engaged in selling or supplying alcohol to be under the age of 18 and who is attempting to buy alcohol

340 That all fire exits on the premises will be clearly marked

341 That any Live Music on the premises will be of an acoustic nature

342 That at all times during performances there shall be SIA badged Door Supervision at the premises

343 That the staff shall endeavour to discourage binge drinking

344 That staff shall be alert to the possibility of drug dealing and drug dealers on their premises and shall cooperate with the police if any crime is perceived to be committed

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

Annex 4 - Plans - Attached

Licence No. 839552

Plan No. N/A

Plan Date September 2005

APPENDIX D

| Date | Time | Officer | Notes |
|------------|-------|------------------|--|
| 27/07/2013 | 00:00 | Roy Fielding | Visited due to complaints received and found about 5 males outside the front of the bar talking. |
| 27/07/2013 | 02:44 | Roy Fielding | Visited due to complaints and found it to be closed. |
| 22/08/2014 | 21:30 | Mark Orton | Visited premises, spoke with DPS, Ade, he assured that the fee was paid in November 2013 and also notified KR that the address of the premises had changed from 11-13 to 11. DPS stated he would email proof of payment to me. No other issues at time of visit. |
| 05/10/2014 | 04:20 | Richard Kalu | Observed the premises and noted at the time of visit that there was no activity at the premises. |
| 05/10/2014 | 04:20 | Richard Kalu | No activity closed at time of visit. |
| 15/11/2014 | 00:40 | Tracy McCarthy | Attended premises at 00:40 hours, spoke to a male who furnished me with the owners details Mr Debo Aderabigbe on [REDACTED]. Explained that we have tried to gain access to carry out a FH inspection. I was told the premises only opens between 01:00hrs and 03:00hrs. |
| 06/12/2014 | 20:34 | Dave Swaby | Food inspection conducted by John. |
| 26/09/2015 | 01:12 | Mark Orton | Visited premises with AB and NTE Police following complaint from local resident. Monitored o/s premises for 15 minutes before calling Police to inspect. No issues o/s from patrons talking, over the period of 15 minutes two groups of three persons exited the premises to smoke at different times, voices just audible. Once Police arrived we entered the premises to discuss the complaint with the manager, [REDACTED], who was quite amenable. Mr [REDACTED] stated he would speak with his patrons to ensure that they didn't cause nuisance when smoking outside or leaving the premises. Carried out full inspection, no issues. Full inspection with Police, no issues. Monitored for some time o/s before entering, some patrons o/s smoking but voices weren't audible. Spoke with manager who was very amenable and he stated he would remind his customers to leave the premises quietly. |
| 10/10/2015 | 02:45 | Jayne Tear | D'Connect Restaurant, 11 John Ruskin Street, London, SE5 ONS10/10/2015 at 02:45 JMT & KVD SHADOWED BY CLLR HAMVAS Could not hear any LAM emanating from the premises. Appx 6 males outside talking loudly 2 had drinks with them, one had a glass and one had a bottle. Entered premises id ourselves and spoke to [REDACTED]. He said the premises were closed now. I said that I had seen the customers with drinks outside and he said that he had also seen it on his CCTV and told them to bring the drink back inside the premises. I explained that when customers are leaving to go home he should be supervising that they are not shouting and talking loudly as there had been complaint re noise. |
| 11/10/2015 | 01:11 | Wesley McArthur | Visit with Ken Dale (KD) re' ASB and noise issues. Premises shut and surrounding area quiet. |
| 17/10/2015 | 02:10 | Jayne Tear | D'Connect Restaurant, 11 John Ruskin Street, London, SE5 ONS02:10 on 17/10/15 JMT & COT – all quiet outside, no patrons outside. |
| 18/10/2015 | 02:56 | Farhad Chowdhury | FRC still open two men outside smoking |
| 22/11/2015 | 03:05 | Farhad Chowdhury | At 2:53hrs noted there were a group outside the premises talking lots of activity outside, Police decided to observe from opposite side of road for a while. We visited at 3:05hrs they had approx. 45-50 people inside the premises, they were open past their hours we spoke to the licensee Mr Ade Ripigbe and the manager Mr [REDACTED] and advised them to close. There were still a lot of people at 3:30hrs and customers were outside on the street causing noise and public nuisance. We had customers getting involved there was a birthday party and no sign of people leaving. Mr Ripigbe said he thought his licence was until 4am and he was letting people drink up. Police advised to turn the lights off that will get people out, we waited outside for another 10 minutes anew people left but there were still a lot of people inside. |

Appendix D – Licensing night time visits to the premises

| | | | |
|------------|-------|--------------------|---|
| 08/02/2016 | 02:11 | Farhad Chowdhury | 4 people outside talking loudly and shouting |
| 25/06/2016 | 21:00 | Alexander Lisowski | Reports received re loud music coming from the premises. Drove past the venue at 21.00pm on Saturday, 25th June, and 01.08am on Sunday, 26th June, 2016. No sound of music coming from the venue. See Complaint 835670. Issues with the venue now being dealt with on that report.29/ 6/2016 13:07 MQ3 |
| 02/07/2016 | 02:44 | Richard Kalu | Visit to premises with Adam Burtchet. Premises was closed ATOV. No patrons located at the front of the premises or in the immediate vicinity of the premises. |
| 03/07/2016 | 03:30 | Alexander Lisowski | I attended the venue with NTE Police at 03.30am on Sunday, 3rd July, 2016. Venue should have stopped serving alcohol at 02.30am and closed at 03.00am. It was still open with about 10 customers present. The premises licence holder, Mr Remi Shibnaba Aderohunmu, and the designated premises supervisor, Mr Adebowale Aderibigbe, were not present. The manager for the night was Mr [REDACTED]. The CCTV at the venue was working. There was a display screen showing the live footage from 4 cameras. I asked Mr [REDACTED] to show me footage from 03.00am that morning. He spent about 5 minutes trying to do so but couldn't do it. I left a note with Mr [REDACTED] detailing the times of the CCTV footage I required to see. On Monday, 4th July, 2016, I sent a letter to the PLH, Mr Aderohunmu, requesting CCTV footage for the period 02.30am to 03.45am Sunday, 3 rd July, 2016. Letter sent to D'Connect. I have given until 14th July, 2016, for the CCTV footage to be produced. The Police officer who accompanied me on this visit has done a statement. Prior to my visit the Police officer had witnessed seeing around 25 people on the pavement outside the venue at 01.00am. This statement is attached to a subsequent report. Subsequently, I have been informed that a member of the public made complaint to Police about D'Connect prior to my arrival. Copy of that complaint and my e-mail response to it attached to a subsequent report. 6/ 7/2016 9:57 MQ3 |
| 09/07/2016 | 20:50 | Richard Kalu | Visit to premises with Farhad Chowdhury. Hand delivered enforcement letter in relation to CCTV request. Discussed this with operator and advised that he could not provide CCTV for this period as there had been a problem with his CCTV unit. I immediately requested to see CCTV in operation and was shown CCTV. I asked why CCTV was not in operation at the time officers visited the premises the following week and was advised that the hard drive unit had been corrupted however they had got a technician to come in and fix the CCTV system. I saw evidence that the CCTV is now working and in full operation. Advised management that we are now in receipt of various residents' complaints alleging that the premise is operating past there permitted hours and patrons are causing anti social behaviour issues to the wider residential community. I have reminded the operator of his responsibilities in relation this licensing hours and conditions. I have also raised concern to him that if the issues in relation to his premises persist that he ran the risk of Review of his licence or potentially being prosecuted for licensing related breaches. |
| 16/07/2016 | 01:06 | Richard Kalu | Visit to premises with Farhad Chowdhury. Operational. X5 males stood outside premises talking. Voices were not really audible. No ASB issues identified ATOV. No SIA staff were identified at the front of the premises. Observations 01:11hrs - Noted that a male left the premises went to a wall a few doors down from the premises and urinated and the walked back inside the premises.01:18hrs – Noted that a male leaves the premises walks down the road a few doors down and urinates against a wall then return back to the premises. 01:26hrs - A further X2 males came out the premises and joined in conversation with the X5 males who were outside speaking. After 5 min all entered back within the premises. 01:35hrs – X 2 males leave the premises and begin conversation. Voices not audible. Left premises at 01:40hrs X2 males outside the premises speaking still. |

Appendix D – Licensing night time visits to the premises

| | | | |
|------------|-------|--------------------|--|
| 23/07/2016 | 02:30 | Alexander Lisowski | Saturday, 23rd July, 2016, at 02.30am, did observations from car inside street near venue. Parked to right of venue. Vision partially obscured by parked cars and moving traffic. Lights on at venue. Various people came out of venue. Some remained on pavement for a few minutes before going back into bar or leaving the area. Not all were smoking. During this time one male came and out bar and went along the street towards the support of a railway bridge. Stopped in front of it with his back to me. Appeared to be urinating. Then returned to the bar. At 02.55am was spotted by customers of bar. Lights went of in venue. Two male customers came towards the car. Drove off. 29/ 7/2016 14:31 MQ3 |
| 24/07/2016 | 02:05 | Farhad Chowdhury | Three people standing outside the premises, all quiet outside. |
| 24/07/2016 | 03:00 | Farhad Chowdhury | All quiet outside nobody outside. |
| 06/08/2016 | 03:15 | Alexander Lisowski | Venue has previously stayed open beyond the hours allowed by the licence. There are also complaints about customers committing ASB in the street outside the venue, and customers urinating in the street. On Saturdays the venue should close at 3am Sunday morning. Visited at 3.15am, Sunday, 7th August, 2016. The venue was closed but staff were still on premises. Manager, [REDACTED], present. Premises licence holder and designated premises supervisor not present. Venue should stop serving alcohol at 2.30am. Asked to see CCTV footage from 02.30 to 3am to check if they had stopped serving alcohol on time. Mr [REDACTED] stated that he didn't have his password and couldn't use the CCTV control. I arranged to re-visit the venue between 8.30pm and 9.00pm Saturday evening to be shown the CCTV. Unable to get there until 9.40pm. Mr [REDACTED] not present. Member of staff present wasn't able to operate the CCTV. Toilet facilities checked. There is a water closet on the ground floor. It looked clean. 10/ 8/2016 11:24 MQ3 |
| 14/08/2016 | 03:05 | Alexander Lisowski | On Sunday, 14th August, 2016, at 03.05am, I visited the venue with 3AA. The public area of the venue was in darkness and all the customers were leaving. At the time of the visit there were 3 people standing at the corner of John Ruskin Street and Gateway. They were talking amongst themselves. Not known if they were customers from D'Connect. At 03.10am, 5 males came from Camberwell Road into John Ruskin Street, got into a car parked there and drove off. 17/ 8/2016 11:12 MQ3 |
| 27/08/2016 | 19:30 | Alexander Lisowski | Venue visited at 19.30pm on Saturday, 27th August, 2016. Check made in connection with review, on behalf of EPT. Checked if venue is confirming with its' A3 planning status (restaurant). I went into the kitchen. There was a woman there cooking food. The manager, [REDACTED], was able to show me a menu card. In the customer area of the venue, on one of the tables, there was bowl of rice and bowl of meat in a sauce. The venue was functioning as a restaurant at the time of my visit. 30/ 8/2016 15:08 MQ3 |
| 09/09/2016 | 01:25 | Richard Kalu | Visit to premises with Ken Andrews. When we drove on to John Ruskin Street off Walworth Road there were X12 young males stood on the junction of Walworth Road / John Ruskin Street. The males were stood around a car playing music and smoking and drinking. They did not appear to be connected to D'Connect and as we drove down the road and parked with a vantage point of D'Connect and the males stood on the corner of John Ruskin Street it was appeared that they were unconnected. I noted that there were X3 males stood outside the front of D'Connect. They just appeared to be talking and I did not witness alcohol being consumed. After 3 – 4 minutes these males stood outside the front of D'Connect entered back into the premises. Myself and Ken Andrews decided to drive past the premises to asses for noise however no noise escape could be heard coming from the premises. As we drove down the road and approached the males stood on the corner of John Ruskin Street, they appeared to become agitated by our presence and we drove off. Phone call made to Police NTE to provide an update. |

Appendix D – Licensing night time visits to the premises

| | | | |
|------------|-------|--------------------|--|
| 10/09/2016 | 02:42 | Richard Kalu | Visit to premises with Ken Andrews. No activity |
| 11/09/2016 | 00:55 | Farhad Chowdhury | Observations from the street, we sat in our car opposite the premises and observed three people outside, two female and one male. A customer came out of the premises and lady asked the man to take a picture of her in the middle of the road. Cars had to swerve past the lady to avoid her they were using car horns. They then all left by their car. At 00:59hrs I seen four men enter the premises, there appears to be a door staff in a hoody on the doors. Four people outside very noise shouting and laughing loud. We left at 1:05hrs |
| 11/09/2016 | 01:50 | Farhad Chowdhury | Seen eight people outside on the pavement talking loudly all customers of D'Connect, I could hear loud laughter and shouting, doors opening and closing customers going inside and coming outside from the premises. |
| 18/09/2016 | 02:55 | Alexander Lisowski | Did observations on the venue 02.55 to 03.00am, Sunday, 18th September 2016 with Adam Burchett (Markets). As we arrived in street saw a man wearing a yellow tabard urinating alongside a parked van near the railway arch. Once he had finished he went to outside D'Connect and stayed there on the pavement for 3 or 4 minutes. I then lost sight of him due to parked cars. At 03.00am the lights went out at D'Connect and people began leaving the venue. 23/ 9/2016 17:22 MQ323/ 9/2016 17:22 MQ3 |
| 24/09/2016 | 02:01 | Richard Kalu | Visit to premises with Adam Burtchet. Parked on John Ruskin Street across the road from D\’Connect. X 4 males outside the premises smoking. X2 males went inside the premises at 02:07hrs followed by X1male 1 minute later. NTE police then arrived and we were satisfied that that no issues presented we left the premises. Myself and Adam had a drive around the immediate vicinity of the premises and did not witness any issues in relation to ASB. |
| 25/09/2016 | 02:52 | Farhad Chowdhury | D’Connect, 11 John Ruskin Street SE5 - 2:52 Seen four people outside on the pavement, the manager was cleaning outside and sweeping rubbish three men were talking loudly leaning on a car and manager was also speaking to them. They were closed but were cleaning up the premises. |
| 02/10/2016 | 01:00 | Farhad Chowdhury | Seen SIA doorman outside in waterproof high vis, ywp customers standing outside the frontage of the premises. At 1:03 seen four customers being loud and noisey dancing outside premises with doors open on their cars, they were not leaving, laughing loudly. Now seen 5 people outside and there was a car in front of D'Connect all 5 people seen entering D'Connect after they had parked their car. Seen one man come out of the premises walk across road and dissapeared near the flats. Now there were lot of activity seen four people standing outside frontage at 1:10hrs seen 3 people standing outside smoking we then left. |



Mr Remi Aderohunmu
 Alabarma Restaurant & Bar
 11 John Ruskin Street
 London
 SE5 0NS

Licensing Unit
 Direct Line: 020 7525 0396
 Direct Fax: 020 7525 5705

13 June 2011

Dear Mr Aderohunmu

RE: THE LICENSING ACT 2003 – WARNING LETTER
 (Alabarma Restaurant & Bar, 13 John Ruskin Street, London, SE5 0NS)

On 4 June 2011 at 23:51 hours Licensing Enforcement Officers carried out an inspection to determine whether the licensable activities at the above premises were carried out in accordance with your authorisation.

In addition to the above, the Officers also considered 'risk assessment' criteria that would help determine the frequency of future inspections to your premises.

During the inspection the officers witnessed the following:

1. The Premises Licence (or certified copy) was not kept at the premises.
This is in breach of Sections 57(3) of the Licensing Act 2003.

If you have lost or damaged your Premises Licence you can order a new one by writing to the Licensing Unit at the address given below, and including a cheque (made payable to the London Borough of Southwark) or postal order for £10.50.

If you have your Premises Licence please ensure that it is kept at the premises to be made available to authorised officers should they request to see it.

2. There was not any signage stating 'No Drugs' displayed at the premises.
Contrary to condition 6018 on the premises licence.
3. A sound limiting device has not been installed at the premises. **Contrary to condition 8000 on the premises licence.**
4. There was not a notice displayed at the premises, giving the telephone numbers of local mini-cab firms. **Contrary to condition 8015 on the premises licence.**

Licensing Unit – Environmental Health & Trading Standards, Chaplin Centre, Thurlow Street, London SE17 2DG **Switchboard** - 020 7525 5000 **Website** - www.southwark.gov.uk
Strategic Director Environment & Housing - Gill Davies
Register to vote. Complete the forms delivered to your home. Information: 020 7525 7373

Each of the matters listed above potentially constitutes a breach of the licence issued by the Council under the Licensing Act 2003.

You must ensure that licensable activities and hours of operation are in accordance with those listed on your premises licence. You must also ensure that the conditions attached to your licence are adhered to. A further visit will be made to check on these matters.

If compliance is not achieved the Council may take formal action that may affect your license or lead to a prosecution. A person found guilty of an offence under the above section is liable on summary conviction to imprisonment for a term not exceeding 6 months or to a fine not exceeding £20,000.

I hope this warning will ensure that compliance is achieved and no further action will be required.

It was also noted that a Fire Risk Assessment had not been devised in regards to the premises. In accordance with the **Regulatory Reform (Fire Safety) Order 2005** a Fire Risk Assessment is required in respect of the premises. Please find enclosed a booklet which gives guidance on how to undertake a Fire Risk Assessment.

Whilst it is not an offence under the Licensing Act 2003 not to have a Fire Risk Assessment, it is an offence under the Regulatory Reform (Fire Order) 2005. Please submit a Fire Risk Assessment to this office within 14 days.

If I do not receive a copy of the assessment within fourteen days from the date of this letter I will be notifying the Fire Brigade of this offence.

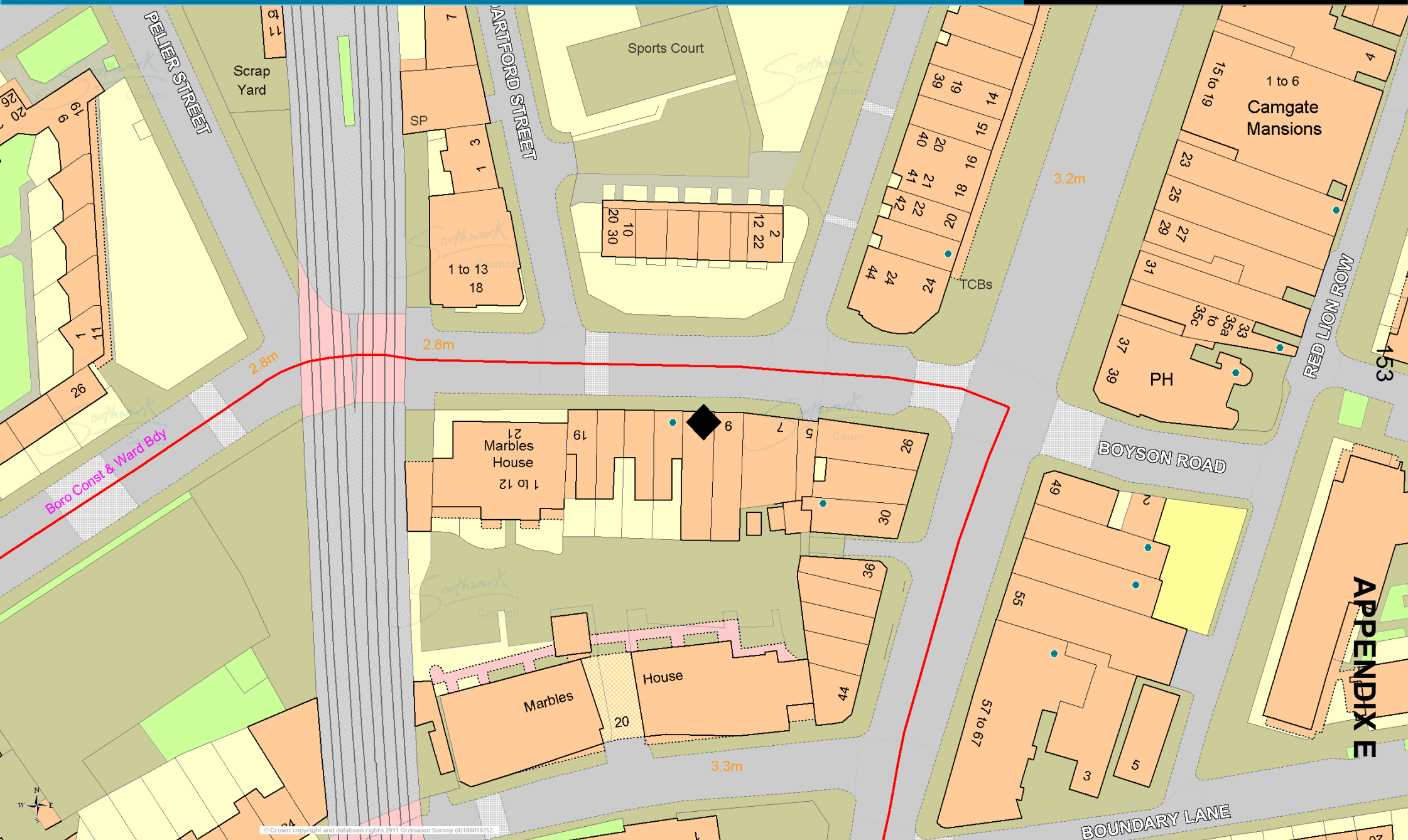
Thank you in anticipation of your co-operation. Should you wish to discuss this matter with a Licensing Enforcement Officer Please contact us by email at licensing@southwark.gov.uk or by telephone on 020 75250396 between the hours of 9.00 and 17.00, Monday to Friday. Alternatively you can write or visit us at the above address.

Yours sincerely,

Jayne Tear
Licensing Enforcement Officer
Licensing@southwark.gov.uk

c.c P.C. Ian Clements/ P.C. Paul Compton
Southwark Police Licensing Office
Walworth Police Station
12-28 Manor Place
London
SE17 3BB

Licensing Unit – Environmental Health & Trading Standards, Chaplin Centre, Thurlow Street, London SE17 2DG **Switchboard** - 020 7525 5000 **Website** - www.southwark.gov.uk
Strategic Director Environment & Housing - Gill Davies
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APPENDIX E

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LICENSING SUB-COMMITTEE DISTRIBUTION LIST (OPEN) MUNICIPAL YEAR 2016-17

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