

24/07/2022

Application for a review of a premises licence or club premises certificate under the Licensing Act Ref No. 1873892

Please enter the name of applicant who is applying for the review of a premises licence under section 51/ applying for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in part 1

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## Notes for Guidance

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

Please submit the completed form to along with the payment either by cheque or postal order made payable to London Borough of Southwark and dispatch to the following address below.

Environment and Social Regeneration  
Regulatory Services – Licensing Team  
160 Tooley Street  
3rd Floor Hub 1  
PO Box 64529  
London  
SE1P 5LX  
E-mail: [licensing@southwark.gov.uk](mailto:licensing@southwark.gov.uk)  
Tel 020 7525 4261

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

Address Line 1	THE FLYING DUTCHMAN
Address Line 2	156 WELLS WAY
Town	LONDON
County	
Post code	SE5 7SY
Ordnance survey map reference or description	

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

	Cool & Cozy Lounge Cool & Cozy Restaurant License Holder: Frances Kpandeh
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Number of premises licence or club premises certificate (if known)

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

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I am

	1) an individual, body or business which is not a responsible authority (please read guidance note 1)
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Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.

Personal Details

Title	
If other, please specify	
Surname	
Forenames	
I am 18 years old or over	Yes

Current Address

Address Line 1	
Address Line 2	
Town	
County	
Post code	

Contact Details

Daytime contact telephone number	
E-mail address (optional)	

Would you like to add a second applicant?

	No
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This application to review relates to the following licensing objective(s)

	Please select one or more as appropriate
	1) the prevention of crime and disorder

	2) public safety 3) the prevention of public nuisance 4) the protection of children from harm
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Please state the ground(s) for review (please read guidance note 2)

	<p>To Whom it may concern.</p> <p>I, and all the residents near the Cool &amp; Cozy Lounge at the Flying Dutchman, on 156 Wells Way, desperately need a licence review of the premises. A 6 am licence in a residential area is not appropriate. The licence needs to be revoked due to ongoing damages and highly dangerous, irresponsible behaviour.</p> <p>It has been proven time and time again that the premises are not managed properly. During the last three years (and throughout lockdown) there has been high levels of noise from the patrons visiting the venue. People scream at each other, fight at the premise or in the streets. Visitors also drive from and to the venue while visibly under the influence. At several occasions we have had to experience and see women being dragged into cars with force and against their own will. (This has of course been reported to the police but no action from the license holder).</p> <p>One specific incident made me fear for my family's life and made me develop PTSD. A woman, who had been visiting the venue, attempted to kick down our door while we were trying to sleep. She was carrying a large knife. The attack was random, unprovoked and could have been done towards any of our neighbors. We had to replace our front door due to the extensive damage. The woman was later detained and tased by the police. The police confirmed that she had been at the venue.</p> <p>My family, therefore, barely sleeps during the weekends and some weekdays. Our street is frequently filled with garbage and broken glass from patrons of the venue. Our own bins are used by guests to dispose of bottles, glasses, plastic cups and left over food. Cones are placed out in the middle of Wells Way to block traffic and to create parking spaces for the guests. On Southampton Way cars are parked on double yellow lines and blocking the pavement from 22 to 7 in the morning most Fridays and Saturdays.</p> <p>Our puppy has stepped on broken glass, on several occasions which has been caused by thrown glass bottles right at our doorstep.</p> <p>This issue is way beyond a 'Statutory Nuisance issue'. As you know, the legislation states that the noise which is the cause of the complaint must be (or is likely to be) either detrimental to a person's health and/or it is interfering (or is likely to interfere) with a person's own enjoyment of their own property and land. Which is absolutely what we are experiencing.</p> <p>We now have a 7 month old baby and I fear the day that anyone in my family gets hurt.</p> <p>We have called the noise team (100+ times), over the years. We have also contacted the manager Francis Kpandeh on multitudes of occasions. He always apologizes, but the issue carries on, as if we have never spoken. We have even had a "group neighborhood" meeting with the police. But things have only gotten worse.</p> <p>It has taken my family a long time to agree to send this letter. Several neighbors have advised us not to do it, due to the potential risk of retaliation. But the fear of what will happen, as long as the venue is in operation, is stronger than the fear of a negative response from the manager or anyone associated with the venue.</p> <p>Lastly, the venue was recently forced to close down due to a cockroach and rat infestation. It was quickly reopened again. It's obviously extremely dangerous for people in the area to be in such close proximity to an infestation. It's also dangerous for those visiting the venue.</p> <p>I beg of you to do a review of the licence. We have patiently communicated with the venue's management, the police and the council's noise complaint team with no results or improvements.</p> <p>Details in the review include:                  Loud noise caused by patrons and their cars between 00.00 - 07.00 in the morning (past closing).                  Blocking of a bus route and a cycle path between 1am - 6am.                  Public disorder where the police have been called on incalculable occasions.</p>
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	<p>100+ noise complaints done by us between 2020 and 2021 alone. Further complaints have been done in 2022. (We have partially given up, since the noise complaint team had not been able to action the issue).</p> <p>Screaming and fighting in the garden from 00.00 until 07.30(after closing hours).</p> <p>Screaming and fighting in the streets surrounding the venue from 00.00 until 08.00(after closing hours).</p> <p>Fear for our own safety, especially due to a particular incident where a visitor from the venue tried to kick down our door while carrying a knife.</p> <p>Please let us know what the next steps are. And let us know if we need to hire a legal council and if we need to contact the press to add pressure.</p> <p>Regards [REDACTED]</p>
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Please provide as much information as possible to support the application (please read guidance note 3)

	<p>To Whom it may concern.</p> <p>I, and all the residents near the Cool &amp; Cozy Lounge at the Flying Dutchman, on 156 Wells Way, desperately need a licence review of the premises. A 6 am licence in a residential area is not appropriate. The licence needs to be revoked due to ongoing damages and highly dangerous, irresponsible behaviour.</p> <p>It has been proven time and time again that the premises are not managed properly. During the last three years (and throughout lockdown) there has been high levels of noise from the patrons visiting the venue. People scream at each other, fight at the premise or in the streets. Visitors also drive from and to the venue while visibly under the influence. At several occasions we have had to experience and see women being dragged into cars with force and against their own will. (This has of course been reported to the police but no action from the license holder).</p> <p>One specific incident made me fear for my family's life and made me develop PTSD. A woman, who had been visiting the venue, attempted to kick down our door while we were trying to sleep. She was carrying a large knife. The attack was random, unprovoked and could have been done towards any of our neighbors. We had to replace our front door due to the extensive damage. The woman was later detained and tased by the police. The police confirmed that she had been at the venue.</p> <p>My family, therefore, barely sleeps during the weekends and some weekdays. Our street is frequently filled with garbage and broken glass from patrons of the venue. Our own bins are used by guests to dispose of bottles, glasses, plastic cups and left over food. Cones are placed out in the middle of Wells Way to block traffic and to create parking spaces for the guests. On Southampton Way cars are parked on double yellow lines and blocking the pavement from 22 to 7 in the morning most Fridays and Saturdays.</p> <p>Our puppy has stepped on broken glass, on several occasions which has been caused by thrown glass bottles right at our doorstep.</p> <p>This issue is way beyond a 'Statutory Nuisance issue'. As you know, the legislation states that the noise which is the cause of the complaint must be (or is likely to be) either detrimental to a person's health and/or it is interfering (or is likely to interfere) with a person's own enjoyment of their own property and land. Which is absolutely what we are experiencing.</p> <p>We now have a 7 month old baby and I fear the day that anyone in my family gets hurt.</p> <p>We have called the noise team (100+ times), over the years. We have also contacted the manager Francis Kpandeh on multitudes of occasions. He always apologizes, but the issue carries on, as if we have never spoken. We have even had a "group neighborhood" meeting with the police. But things have only gotten worse.</p> <p>It has taken my family a long time to agree to send this letter. Several neighbors have advised us not to do it, due to the potential risk of retaliation. But the fear of what will happen, as long as the venue is in operation, is stronger than the fear of a negative response from the manager or anyone associated with the venue.</p> <p>Lastly, the venue was recently forced to close down due to a cockroach and rat infestation. It was quickly reopened again. It's obviously extremely dangerous for people in the area to be in such close proximity to an infestation. It's also dangerous for</p>
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Notes for Guidance

- The ground(s) for review must be based on one of the licensing objectives.
- Please list any additional information or details for example dates of problems which are included in the grounds for review if available.

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

	No
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If yes, please state the date of the application

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

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Checklist

	<p>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</p>
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IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON CONVICTION TO A FINE OF ANY AMOUNT

Declaration (please read guidance note 5)

Applicant Full Name	
Applicant or Applicant's solicitor or other duly authorised agent	
Date	24/07/2022
Capacity	

Notes for guidance

5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.

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

Full name	
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Address (please read guidance note 6)

Address Line 1	
Address Line 2	
Town	LONDON
County	
Postcode	SE5 7SX
Telephone number (if any)	
Email	

Notes for Guidance

6. This is the address which we shall use to correspond with you about this application.

**Additional correspondence from the review applicant.**

**From:** **REVIEW APPLICANT**

**Sent:** Saturday, September 17, 2022 4:48 AM

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

**Cc:**

**Subject:** Cool & Cozy Lounge, 156 Wells Way

As anticipated; the C&C Lounge is keeping our family up at night again. As always. Our house is vibrating due to the insane base. People are fighting in the garden. There is (still) illegal parking on the bike lane and outside of our house (107 Southampton Way). People are extremely intoxicated.

And a physical fight will most likely happen at any minute. Since that always happens in the early hours of the morning.

We have already (of course) had a person urinate outside of our house. Venue visitors have thrown their garbage in our bin trolley. Causing it to stink. We are anticipating that the rats (due to the current rat infestation at C&C Lounge) from the venue will soon be drawn to our property.

The noise has woken up our baby throughout the night. He has woken up crying (panicking) mainly due to the shouting outside our windows. The noise is coming from the venue's garden and from the front of our house.

This is causing severe damage to our child's safety, health and mental development.

We do not feel safe anymore.

It has been show time and time again (for years) that there is no interest in sticking to the licensing rules. Even now when the place is undergoing a license review. It has only gotten worse. As you all know.

It's utterly appalling that the council is doing nothing. It's pointless to call since staff is blasé about the whole issue. 100+ noise complaints have been done by our household throughout the years (soon 3). And you do nothing. You should all be ashamed.

I can't even trust that this information is getting filed properly.

**From:** REVIEW APPLICANT

**Sent:** Saturday, September 17, 2022 9:46 PM

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

**Subject:** 1897341

C&C Lounge is already causing large amounts of noise and ruckus this evening. Please see noise complaints 1897341 for further reference.

Our whole neighborhood is still appalled about the passiveness from the council in regard to this issue.

Also, to add, there is now a lady with a microphone on loud speaker screaming in the garden.

It's shameful that noting is being done in regard to this matter. It's complete torture for us living here.

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**From:** REVIEW APPLICANT

**Sent:** Sunday, September 18, 2022 3:17 AM

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

**Subject:** Re: 1897341

Note; The fight has been going on for more than an hour. And escalate into a fight for the last few hours. The noise level has been loud for the last 6 hours and will most likely continue being loud for the next 6 hour.

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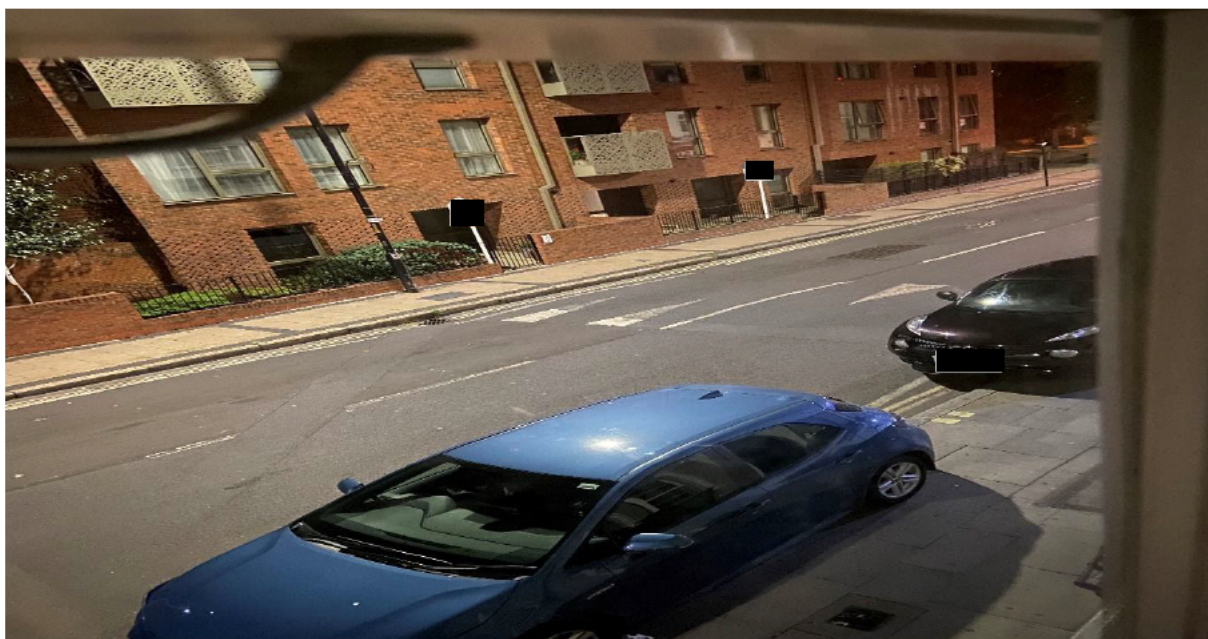
**From:** REVIEW APPLICANT

**Sent:** Sunday, September 18, 2022 7:13 AM

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

**Subject:** Re: 1897341

Illegal parking







**From: REVIEW APPLICANT**

**Sent:** Tuesday, September 20, 2022 11:14 AM

**To:**

**Subject:** Re: Application for the review of a premises licence: Cool & Cozy Lounge at The Flying Dutchman, 156 Wells Way, SE5 7SY (our ref: 878054) - Loc ID: 196753 - St Giles Ward

Hi Wesley,

As you know (since you've been cc:ed in our noise complaints) this weekend has been horrific. Which would be slightly worse than all of the other weekends.

It is crucial that you respond to the above since the council is currently letting the community down by making it impossible to take action.

Attached is the noise level from the garden at around 03.08 on this Sunday morning. This is what it usually sounds like. This time we thankfully didn't have to hear anyone threatening to kill anyone.

Mind you; our house is a few doors down from cool & Coozy Lounge and my phone does not pick up noise very well. Therefore; Imagine someone screaming in your bedroom and waking your tiny baby and that should give a good idea.

Looking forward to your response.

**<<N.B. The windows media player file attached and sent to the licensee, LSC members and all other persons>>**

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**From: REVIEW APPLICANT**

**Sent:** Saturday, September 24, 2022 4:46 AM

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

**Subject:** 156 Wells Way

The C&C Lounge is keeping our family up at night again. As always. People are screaming in the garden and playing music. There is (still) illegal parking on the bike lane and outside of our house (Southampton Way). People are extremely intoxicated. Venue visitors have thrown their garbage in our bin trolley. Causing it to stink. We are anticipating that the rats (due to the current rat infestation at C&C Lounge) from the venue will soon be draw to our property.

The noise has woken up our baby (again) throughout the night. This is due to the shouting outside our window (coming from the venues garden).

This is causing severe damage to our child's safety, health and mental development.

It is also ruining our day-to-day since it makes it impossible to sleep in the weekends.

It has been show time and time again (for years) that there is no interest in following to the licensing rules.

Someone needs to check the premises between 02.00 and 07.00 at night because that is when the noise level is at its absolute highest.

Attached is a recording taken just now. It is an indication of the constant noise but not showing the loudest situation that has happened this night.

Our house is ■ doors down from the venue. It sounds like a fight is about to erupt.

**<<N.B. The windows media player file attached and sent to the licensee, LSC members and all other persons>>**