

From: **OTHER PERSON 1**

Sent: Monday, August 8, 2022 5:43 PM

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

Subject: representation for cool and cozy license

Hi,

I have a friend who lives near the pub that cool and cozy took over a few years ago. Ever since they took over whenever I visit them there are people hanging in the streets yelling and shouting well in to the morning. It used to be pretty quiet round there even at a weekend when the old pub was open but it's chaos now and I empathise with the person objecting to the license - it's always so noisy! I've noticed that customers park their cars in the bike lane too and it's always covered in rubbish and glass. I'm not surprised that it's affecting nearby residents mental health, my friends say it always keeps them awake and the owners don't seem to care. Just wanted to add my representation to say that I don't think they should get their license renewed.

From: **OTHER PERSON 2**

Sent: Monday, August 8, 2022 5:11 PM

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

Subject: Cool & Cozy Lounge / Flying Dutchman Licence Renewal

Hi there,

I am writing as I am aware that the licence for the Cool & Cozy Lounge (at 156 Wells Way, SE5 7SY) is under review and I would like to express my support for the licencing hours to be reduced or at least for the noise to be significantly and effectively contained.

I've lived on the [REDACTED] floor of the property since January 2022 and I haven't had a decent Friday or Saturday night sleep since I moved in. The music is very loud until 5/6am, there are very often customers shouting as they leave the venue early morning and there also have been some fights.

I think something can be done so that the venue keeps it licence but has to adhere to stricter rules (like reduced hours or security on site?)

Many thanks,

From: **OTHER PERSON 3**

Sent: Tuesday, August 9, 2022 12:35 PM

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

Subject: Cool and cozy Lounge / Flying Dutchman Review

Hello,

My name is _____ and I'm the owner of the house _____ beside the Cool and Cozy Lounge, Southampton Way, London SE5 7SX, UK.

I lived next door for 7 years before moving out and renting the place to Tenants.

One of the main reasons we moved was the constant noise and antisocial behaviour. We were woken almost every weekend, by fights, people on our doorstep, music, shouting and the like.

I lost count of the dozens of times I called the noise control.

For many years we tried to reason with Francis, but he always just made promises then continued as he had been.

I am asking that the licence be revoked as soon as possible as I do not believe Francis will stick to any conditions imposed, this is from bitter experience.

Thank you for considering my request.

Yours sincerely

From: **OTHER PERSON 4**

Sent: Wednesday, August 10, 2022 11:52 AM

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

Subject: Cool & Cozy Lounge / The Flying Dutchman license review

Dear Southwark Council,

I support the limitation of the opening hours or the revocation of the license for the Cool & Cozy Lounge / The Flying Dutchman venue.

The venue keeps the music too loud and doesn't manage the people outside. It is a public nuisance and creates disorderly behaviour.

Thanks

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From: **OTHER PERSON 5**

Sent: Tuesday, August 9, 2022 9:01 PM

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

Subject: License review for Cool and Cozzy Lounge

To Whom it may concern

I attended the community discussion regarding the license for Cool and Cozzy this evening. Unfortunately I am unable to attend the scheduled hearing so please accept this as my statement.

I have lived at [REDACTED] Southampton Way for five years and witnessed the growth of Cool and Cozzy to two venues. Francis, the owner, has always been the lynchpin of the street - the first to offer a hand to anyone, as well as hosting the community association meet-ups.

The Lounge opened relatively recently. The patrons for the Lounge venue come and go at very late hours, however, it has never significantly bothered my wife, our [REDACTED]-year-old son (newborn at opening) or myself. This also does not occur during the normal working week, when disruption would be less tolerable. There is noticeable activity on the street if you are up late at night, however, one thing I have always noticed is Francis and his security team's unrelenting efforts to try and manage the noise. I've also not witnessed any aggressive antisocial behaviour - which strikes me as very unusual considering the venue serves alcohol and stays open late.

Unfortunately, the people who lodged the complaint did not attend the community discussion - attended widely by the rest of the community - so there was a one-sided argument, rather than an opportunity to negotiate a compromise. Given this, I visited the neighbour who has lodged a grievance ([REDACTED]), with the hope of encouraging him to attend the meeting.

[REDACTED] and I had a brief discussion at his home. He explained that people are coming and going very late which is causing disruption to his family. Whilst I cannot disprove [REDACTED]'s personal experience, I disagree that the level of noise is unacceptable or intolerable and cannot reinforce his sentiments. We live opposite the venue and we have not experienced the same degree of disruption. Some of [REDACTED]'s comments concerned me. He disclosed that as a publican and working at the [REDACTED] pub, he is friends with the licensing officer. He stated that he knew how to navigate the system, knew the right people and would be able to shut the venue down.

[REDACTED] has moved in since the venue opened. In my opinion, moving into a house next to a venue and then lodging a complaint does not seem fair to the local community - it is this gentrification behaviour that is resulting in the shutting down of countless incredible venues across the city.

I personally run a business in Southwark and employ tens of people so I know how difficult the last few years have been. I have witnessed the Cool and Cozzy venue empty through the Covid-19 pandemic; I can't imagine how difficult it has been for

Francis to put food on the table for his family and I am glad to see people finally coming and going.

I personally hope this venue stays open and remains a central hub for the African community. I hope that both sides can negotiate a workable agreement.

Many thanks

From: **OTHER PERSON 6**

Sent: Friday, August 12, 2022 2:16 PM

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

Subject: Cool N Cozy License

Dear Southwark Council Licensing Authority,

My name is _____ and I am a resident of Southampton Way and I am writing to you today concerning the establishment known as "Cool N Cozy Lounge" who's, as I understand it, licence is being threatened.

I want to make it clear that I am in full support of Cool N Cozy maintaining its license to operate. As someone who moved into the area fairly recently, Cool N Cozy has been a hidden gem in Southampton Way. Every time I have frequented the establishment, I have been met with friendly faces and a community spirit. Some of the best moments living in Camberwell has occurred at Cool N Cozy and it would be a great shame if a bastion of culture of Southampton Way were to be shut down.

In my experience, I have not heard any nuisance or disturbances that would warrant Cool N Cozy losing its licence. Furthermore I have never experienced any difficulties with patrons' parking. It is clear to my experience that the accusations made by the council do not hold true.

The recent years with the pandemic have been tough and we are expected to enter even more difficult times ahead, and what Southampton Way needs more than ever is a place to congregate and get away from life's troubles and Cool N Cozy has been that place. And hopefully it will continue to be so in the future.

Your faithfully,

From: **OTHER PERSON 7**

Sent: Saturday, August 13, 2022 5:59 PM

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

Subject: Regarding the license of Cool N Cozy, 156 Wells Way

To the Southwark Council Licensing Authority,

My name is _____, and I am a resident of _____ Southampton Way.

I am writing today to express my concern at the potential revoking of "Cool N Cozy Lounge"'s license.

I would wish to express my fullest support to Cool N Cozy retaining their license and for their establishment to remain operational.

Having moved to Camberwell in 2021, I can sincerely state that Cool N Cozy has been a constant source of enjoyment and familiarity on every visit, and is essential to the fabric of our community on Southampton Way. As we are facing a cost of living crisis and people are increasingly struggling in their personal lives due to financial constraints, it would be unfair to deprive our community of what Cool N Cozy offers as a much needed source of respite and leisure for the people of camberwell.

I have never been personally bothered by any noise coming from Cool N Cozy, and in my experience patrons have always been respectful to us who live on the road when leaving the premises.

I hope that this matter can be resolved amicably and with a solution that satisfies all sides.

Regards,

From: **OTHER PERSON 8**

Sent: Wednesday, August 17, 2022 3:25 PM

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

Subject: Representation for licence review ref 878054 cool & cozy lounge

Please find below my representation for the licence review ref 878054 For Cool & Cozy lounge at the Flying dutchman, 156 wells way, SE5 7SY

Loc ID 196753

Date: 17th August 2022

Dear Southwark Licensing Sub-Committee,

My name is [REDACTED] and I live at [REDACTED] Wells Way, Camberwell, SE5 7SZ with my [REDACTED] and our [REDACTED] children [REDACTED], and [REDACTED] who are aged [REDACTED], [REDACTED] and [REDACTED].

My wife and I have lived in our house since [REDACTED] 2013 and [REDACTED] were born in the house. [REDACTED] was born at Kings College Hospital where [REDACTED] also works as a nurse in the [REDACTED] which [REDACTED] has done since December 2007. We have been part of the Camberwell community for some time.

When we first moved into our home, the Flying Dutchman was an events venue and there were parties held there once every 6-8 weeks and we never had a problem with anti-social behaviour of violence on the street. That changed when the license changed hands and the venue was rebranded as 'Cool and Cozy lounge'. I think the crux of the issue here is that this is not the right location for a 6am alcohol license. It's not Camberwell high street where a late night license might be more understandable. Cool & Cozy lounge is surrounded by local residents such as myself and my family and opposite Spa School for children with Autism. There are no other pubs or bars nearby, people drive over at 2am on Friday and Saturday nights to what has effectively become an after party venue. I am writing to you to represent my family and stand up for us and our community.

This late night license clearly contravenes each and all of the councils licensing objectives and I will illustrate how below:

1. the prevention of crime and disorder

There is regularly crime and disorder immediately outside of the venue. This usually begins with patrons either leaving the venue or being refused entry after the 2.30am cut-off. It starts with shouting, aggression and disorder and frequently ends up in violence with groups of people shouting and fighting in the street. I'm aware of at least 3 occasions this year that the police have been called and been required to intervene. One of my neighbours also informed me that they witnessed the use of a taser by police in one of the incidents. Although it might only be a handful of instances that the police have attended, the occurrence of crime and disorder immediately outside the venue which are directly linked to this alcohol license is regular and almost routine. My wife and I are woken up and kept awake for an extended period between 2.30am

and 5am nearly every Friday and Saturday night. Cars are also routinely illegally parked on the double yellow lines both sides of wells way by the venue with many patrons of the venue showing no regard for the parking restrictions. As they come back to their cars between 2-5am after frequenting the venue they get in their cars and slam their doors waking up those in the houses the yellow lines are supposed to serve. I've contacted the parking enforcement team, they said they only operate until 11pm which is before the infringements begin.

Restricting this venues license to operating hours which are more suitable for its local community will directly reduce the crime and disorder that occurs outside what is effectively run as an after party venue.

2. Public safety

In the fracas outside the venue glass is often smashed and there is always broken glass on our streets. It is not safe for children like mine to live on streets covered in broken glass

It is also not safe for any residents in our community to return home whilst the venue is open because from 2am-5am on Fridays and Saturdays there is the threat of fighting amongst groups of people outside the venue which is frightening and dangerous.

3. The prevention of public nuisance

Every Friday and Saturday night my wife and I go to bed in our own home knowing that we will be starkly awoken by shouting, aggression, illegally parked car doors slamming and occasionally violence. That is a growing mental strain for us before we go to sleep and a horrible way to be woken up. I know this is the same for a significant number of my fellow residents and I hope you hear their representations also.

My works Mondays and Tuesdays and one weekend day a month in at Kings. Her shifts on the unit start at 7.30am and end at 8pm although rarely leaves anywhere near that time. Almost every time does a shift on a weekend day she is woken up by shouting and aggression that can run between 2am-5am. I'm very proud of my contribution to those in our community that need it the most. It upsets me that has to do it without being able to sleep in our own home over the weekend immediately before her weekend shifts with the effects obviously running over affecting the Monday and Tuesday shifts

4. The protection of children from harm

The disruption of the peace in our home stems from the fact that this late licence is in the middle of a completely residential area. There are no other bars or nightlife in the back out. Cool & Cozy is only serving as an after party venue and only does business 1-5am on Fridays and Saturdays with people descending after an evening of drinking only once everywhere else is shut. Not being able to sleep in our bedroom in the early hours of the morning over the weekend greatly impacts my and I and therefore also has an impact on our children. We already have challengers sleeping having a but this disruption to the little peace we have is incredibly upsetting. An hour or two after the disruption stops at 5 or 6am on a Saturday morning my children wake up and I begin getting them ready for their football class that starts

at 11am on . My and I are routinely tired after having our sleep disrupted and although we do our utmost to try to ensure that doesn't impact our children obviously compounded sleep deprivation does impact my wife and I which subsequently impacts our children. Caring for children is tiring and being prevented from sleeping by this incarnation of the cool &cozy is impacting my family and our children as well as other children in the immediate vicinity. There's also frequently glass in the street and it's only since the current incarnation of the venue that aggression, violence and crime and disorder have been introduced into an otherwise healthy family community. That is not good for any of the many children in the area attending Brunswick school, St. George's, Michael faraday or Spa school which are all a stones throw from the venue. Because of the situation, on Friday and Saturday nights there is regularly shouting and fighting of drunk adults a matter of metres from my children's bedroom which was never the case for the first 7 or 8 yrs we lived here and is not right.

I'm glad that this license review has been requested and I've written this representation in support of a change to the license. I'm confident that this review will bring change for the better because I'm certain it's in the interest of the local community and in line with all of the councils licensing objectives. Please feel free to reach out to me if you'd like to discuss any of the details further.

Regards

From: **OTHER PERSON 9**

Sent: Wednesday, August 17, 2022 4:43 PM

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

Subject: Fwd: Licence review representation 878054

To Whom it may concern.

I, and all the residents near the 'Flying Dutchman' AKA 'Cool & Cozy Lounge' would very much like a licence review of the premises. We all feel that a 6am licence in a residential area is not appropriate. For over a year since I have been living here most Friday & Saturday nights (strictly speaking Saturday & Sunday mornings) the noise from the patrons visiting the venue has been unacceptable, to the point of unbearable.

This includes shouting, sounding of car horns and music being played loudly from cars from 2am-6am, almost every weekend. Personally, and for my wife, we work weekends and this has prevented us from sleeping and also woken us up on numerous occasions. I have called the noise team many times over the past year but as the noise is sporadic and the action time of the team to be between two and three hours, there was little they could do. They have visited our home before at around 2am and advised us this would be the best recourse. I have contacted the manager Francis Kpandeh on many occasions and while he is very apologetic there seems there is nothing he can do to stop this.

There have been barriers put up to stop the patrons from parking on both sides of Wells Way but these only come as far as directly outside my home, so this problem starts there. It is a bus route and a cycle path which they both obstruct (also double yellow lines). I also feel that when the patrons leave the premises and drive away there may be a considerable public safety issue due to alcohol consumption.

I really hope there can be a review of this licence, it has affected the mental health of myself and the other residents including young families hugely over the past year and having tried to work with the management at the venue with no results, I hope you can help.

Details include: Loud noise caused by patrons and their cars between 2am - 6am
Blocking of a bus route and a cycle path between 1am - 6am
Public disorder where the police have been called on at least three occasions. All in a residential area.

Regards

As per our conversation my full address is

Sent from my iPhone

From: OTHER PERSON 9

Sent: Thursday, September 22, 2022 5:11 PM

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

Cc:

Subject: Historic noise complaints re the Flying Dutchman aka cool and cozy lounge

Hi Wesley,

Please find attached the record of the historic noise complaints.

As you can see they go back years.

Hopefully this will help our application.

Regards

London Borough of Southwark

CMU V8.9.x.0

REPORT PREPARED ON 20/ 9/21 AT 09:39

Complaint reference number: [REDACTED]

DATES

DATE RECEIVED: 19/06/2021 TIME: 21.11
DATE OF FIRST RESPONSE: 19/06/2021 TIME: 21.45
DATE CLOSED: 19/06/2021
TARGET RESPONSE DATE: 19/06/2021 TIME: 22.11

DETAILS OF COMPLAINT

People Noise (Footsteps, Talking) - RR

COMPLAINT CATEGORY: NR4 - People Noise - Inadequate Sound Insulation - RR
UNIT: NRR - Noise Rapid Response
INVESTIGATING OFFICER: NIB - Niall Boyce
RECEIVING OFFICER: CSR - SAP CRM USER

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: L14PB3156W/1 TRADER:
UPRN/USRN: 200003456486
EASTING: 533046
NORTHING: 177249

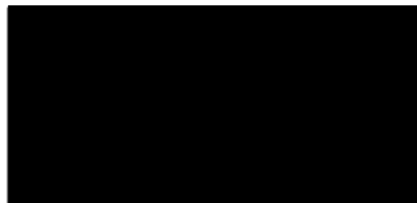
ADDRESS COMPLAINED AGAINST

The Flying Dutchman
156 Wells Way
London

AREA: Camberwell
WARD: St Giles

SE5 7SY
UPRN/USRN: 200003456486
EASTING: 533046
NORTHING: 177249
LPIKEY: 5840L000014206

FULL DETAILS OF COMPLAINANT



LPIKEY: 5840L000140215
UPRN/USRN: 200003456476
EASTING: 533024
NORTHING: 177260
WARD: STW - St Giles
HOW RECEIVED: TEL - Telephone

People Noise (Footsteps, Talking) - RR: people noise

DATES

DATE RECEIVED:	19/06/2021	TIME: 21.11
DATE OF FIRST RESPONSE:	19/06/2021	TIME: 21.45
DATE CLOSED:	19/06/2021	
TARGET RESPONSE DATE:	19/06/2021	TIME: 22.11

London Borough of Southwark

CMU V8.9.x.0

REPORT PREPARED ON 20/ 9/21 AT 09:39

Complaint reference number: [REDACTED]

DATES

DATE RECEIVED: 19/06/2021 TIME: 23.22
DATE OF FIRST RESPONSE: 19/06/2021 TIME: 23.38
DATE CLOSED: 19/06/2021
TARGET RESPONSE DATE: 20/06/2021 TIME: 0.22

DETAILS OF COMPLAINT

Music - RR

COMPLAINT CATEGORY: NR1 - Loud Music - RR
UNIT: NRR - Noise Rapid Response
INVESTIGATING OFFICER: NIB - Niall Boyce
RECEIVING OFFICER: CSR - SAP CRM USER

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: L09RA3SOUT/1 TRADER: THE STREET
LA REF: 52034 TRADER:
UPRN/USRN: 010009790727
EASTING: 532706
NORTHING: 177453
PREMISES ALARM STATUS: N

ADDRESS COMPLAINED AGAINST

Street Blpu
Southampton Way
London

AREA: Walworth
WARD: Brunswick Park Old Ward

UPRN/USRN: 010009790727
EASTING: 532706
NORTHING: 177453

FULL DETAILS OF COMPLAINANT

[REDACTED]

TELNO: [REDACTED]
LPIKEY: 5840L000140215
UPRN/USRN: 200003456476
EASTING: 533024
NORTHING: 177260

WARD: STW - St Giles
HOW RECEIVED: TEL - Telephone

Music - RR: Tenant states loud music from the Flying Dutch man Pub on
SOUTHAMPTON WAY

DATES

DATE RECEIVED:	19/06/2021	TIME: 23.22
DATE OF FIRST RESPONSE:	19/06/2021	TIME: 23.38
DATE CLOSED:	19/06/2021	
TARGET RESPONSE DATE:	20/06/2021	TIME: 0.22

London Borough of Southwark

CMU V8.9.x.0

REPORT PREPARED ON 20/ 9/21 AT 09:40

Complaint reference number: [REDACTED]

DATES

DATE RECEIVED: 20/06/2021 TIME: 22.11
DATE OF FIRST RESPONSE: 20/06/2021 TIME: 22.24
DATE CLOSED: 20/06/2021
TARGET RESPONSE DATE: 20/06/2021 TIME: 23.11

DETAILS OF COMPLAINT

People Noise (Footsteps, Talking) - RR

COMPLAINT CATEGORY: NR4 - People Noise - Inadequate Sound Insulation - RR
UNIT: NRR - Noise Rapid Response
INVESTIGATING OFFICER: AXQ - Alex Quaye
RECEIVING OFFICER: CSR - SAP CRM USER

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: L09RA3WELL/2 TRADER: THE STREET
LA REF: 50056 TRADER:
UPRN/USRN: 010009790661
EASTING: 532985
NORTHING: 177833
PREMISES ALARM STATUS: N

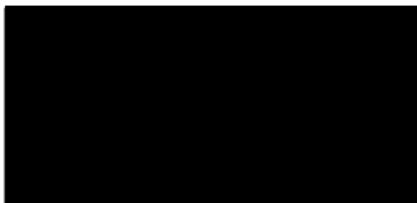
ADDRESS COMPLAINED AGAINST

Street Blpu
Wells Way
London

AREA: Walworth
WARD: Faraday Old Ward

UPRN/USRN: 010009790661
EASTING: 532985
NORTHING: 177833

FULL DETAILS OF COMPLAINANT



LPIKEY: 5840L000140215
UPRN/USRN: 200003456476
EASTING: 533024
NORTHING: 177260

WARD: STW - St Giles
HOW RECEIVED: TEL - Telephone

People Noise (Footsteps, Talking) - RR: Screaming from back garden
from Cool and Cozy 156 Wells Way

DATES

DATE RECEIVED:	20/06/2021	TIME: 22.11
DATE OF FIRST RESPONSE:	20/06/2021	TIME: 22.24
DATE CLOSED:	20/06/2021	
TARGET RESPONSE DATE:	20/06/2021	TIME: 23.11

London Borough of Southwark

CMU V8.9.x.0

REPORT PREPARED ON 20/ 9/21 AT 09:40

Complaint reference number: XXXXXXXXXX

DATES

DATE RECEIVED: 25/06/2021 TIME: 23.55
DATE OF FIRST RESPONSE: 26/06/2021 TIME: 0.04
DATE CLOSED: 26/06/2021
TARGET RESPONSE DATE: 26/06/2021 TIME: 0.55

DETAILS OF COMPLAINT

People Noise (Footsteps, Talking) - RR

COMPLAINT CATEGORY: NR4 - People Noise - Inadequate Sound Insulation - RR
UNIT: NRR - Noise Rapid Response
INVESTIGATING OFFICER: OA2 - Omomayowa Alabi
RECEIVING OFFICER: CSR - SAP CRM USER

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: L14PB3156W/1 TRADER:
UPRN/USRN: 200003456486
EASTING: 533046
NORTHING: 177249

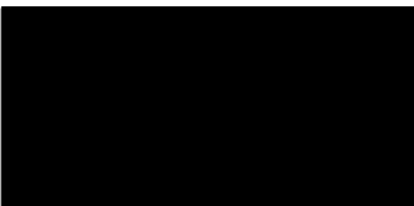
ADDRESS COMPLAINED AGAINST

The Flying Dutchman
156 Wells Way
London

AREA: Camberwell
WARD: St Giles

SE5 7SY
UPRN/USRN: 200003456486
EASTING: 533046
NORTHING: 177249
LPIKEY: 5840L000014206

FULL DETAILS OF COMPLAINANT



LPIKEY: 5840L000140215
UPRN/USRN: 200003456476
EASTING: 533024
NORTHING: 177260
WARD: STW - St Giles
HOW RECEIVED: TEL - Telephone

People Noise (Footsteps, Talking) - RR: Screaming and shouting from the premises sounds like party has been moved outside. Every Friday Saturday and sometimes Thursday and Sunday as well as loud music.

DATES

DATE RECEIVED:	25/06/2021	TIME:	23.55
DATE OF FIRST RESPONSE:	26/06/2021	TIME:	0.04
DATE CLOSED:	26/06/2021		
TARGET RESPONSE DATE:	26/06/2021	TIME:	0.55

London Borough of Southwark

CMU V8.9.x.0

REPORT PREPARED ON 20/ 9/21 AT 09:40

Complaint reference number: [REDACTED]

DATES

DATE RECEIVED: 27/06/2021 TIME: 4.40
DATE OF FIRST RESPONSE: 27/06/2021 TIME: 5.28
DATE CLOSED: 27/06/2021
TARGET RESPONSE DATE: 27/06/2021 TIME: 5.40

DETAILS OF COMPLAINT

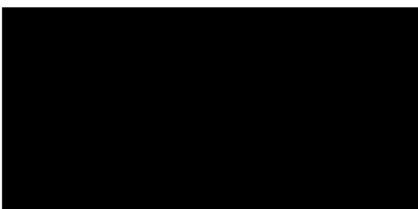
People Noise (Footsteps, Talking) - RR

COMPLAINT CATEGORY: NR4 - People Noise - Inadequate Sound Insulation - RR
UNIT: NRR - Noise Rapid Response
INVESTIGATING OFFICER: 6GA - Daniel Turner
RECEIVING OFFICER: CSR - SAP CRM USER

NAME OF PERSON COMPLAINED AGAINST

ADDRESS COMPLAINED AGAINST

FULL DETAILS OF COMPLAINANT



LPIKEY: 5840L000140215
UPRN/USRN: 200003456476
EASTING: 533024
NORTHING: 177260
WARD: STW - St Giles
HOW RECEIVED: TEL - Telephone

People Noise (Footsteps, Talking) - RR: Resident reporting loud shouting coming from 156 Golf road fying dutch man

DATES

DATE RECEIVED: 27/06/2021 TIME: 4.40
DATE OF FIRST RESPONSE: 27/06/2021 TIME: 5.28
DATE CLOSED: 27/06/2021
TARGET RESPONSE DATE: 27/06/2021 TIME: 5.40

London Borough of Southwark

CMU V8.9.x.0

REPORT PREPARED ON 20/ 9/21 AT 09:40

Complaint reference number: [REDACTED]

DATES

DATE RECEIVED: 14/08/2021 TIME: 23.56
DATE OF FIRST RESPONSE: 15/08/2021 TIME: 0.53
DATE CLOSED: 15/08/2021
TARGET RESPONSE DATE: 15/08/2021 TIME: 0.56

DETAILS OF COMPLAINT

People Noise (Footsteps, Talking) - RR

COMPLAINT CATEGORY: NR4 - People Noise - Inadequate Sound Insulation - RR
UNIT: NRR - Noise Rapid Response
INVESTIGATING OFFICER: 6GA - Daniel Turner
RECEIVING OFFICER: CSR - SAP CRM USER

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: L09RA3WELL/2 TRADER: THE STREET
LA REF: 50056 TRADER:
UPRN/USRN: 010009790661
EASTING: 532985
NORTHING: 177833
PREMISES ALARM STATUS: N

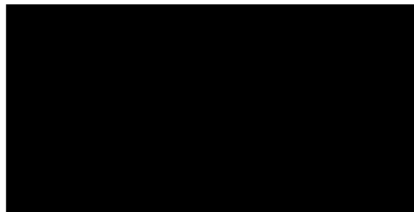
ADDRESS COMPLAINED AGAINST

Street Blpu
Wells Way
London

AREA: Walworth
WARD: Faraday Old Ward

UPRN/USRN: 010009790661
EASTING: 532985
NORTHING: 177833

FULL DETAILS OF COMPLAINANT



LPIKEY: 5840L000140215
UPRN/USRN: 200003456476
EASTING: 533024
NORTHING: 177260

WARD: STW - St Giles
HOW RECEIVED: TEL - Telephone

People Noise (Footsteps, Talking) - RR: Screaming and shouting from
Cool and cozy Lounge.156 Wells Way


DATES

DATE RECEIVED:	14/08/2021	TIME:	23.56
DATE OF FIRST RESPONSE:	15/08/2021	TIME:	0.53
DATE CLOSED:	15/08/2021		
TARGET RESPONSE DATE:	15/08/2021	TIME:	0.56

London Borough of Southwark

CMU V8.9.x.0

REPORT PREPARED ON 20/ 9/21 AT 09:40

Complaint reference number: 

DATES

DATE RECEIVED: 15/08/2021 TIME: 2.22
DATE OF FIRST RESPONSE: 15/08/2021 TIME: 3.50
TARGET RESPONSE DATE: 15/08/2021 TIME: 3.22

DETAILS OF COMPLAINT

People Noise (Footsteps, Talking) - RR

COMPLAINT CATEGORY: NR4 - People Noise - Inadequate Sound Insulation - RR
UNIT: NRR - Noise Rapid Response
INVESTIGATING OFFICER: PYM - Peter Magbadelo
RECEIVING OFFICER: CSR - SAP CRM USER

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: L09RA3WELL/2 TRADER: THE STREET
LA REF: 50056 TRADER:
UPRN/USRN: 010009790661
EASTING: 532985
NORTHING: 177833
PREMISES ALARM STATUS: N

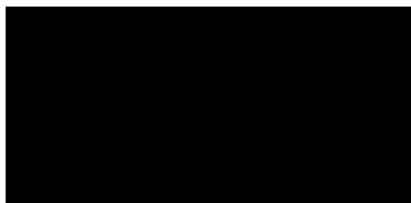
ADDRESS COMPLAINED AGAINST

Street Blpu
Wells Way
London

AREA: Walworth
WARD: Faraday Old Ward

UPRN/USRN: 010009790661
EASTING: 532985
NORTHING: 177833

FULL DETAILS OF COMPLAINANT



LPIKEY: 5840L000140215
UPRN/USRN: 200003456476
EASTING: 533024
NORTHING: 177260
WARD: STW - St Giles
HOW RECEIVED: TEL - Telephone

People Noise (Footsteps, Talking) - RR: Screaming and shouting from
Cool and cozy Lounge.156 Wells Way

DATES

DATE RECEIVED:	15/08/2021	TIME:	2.22
DATE OF FIRST RESPONSE:	15/08/2021	TIME:	3.50
TARGET RESPONSE DATE:	15/08/2021	TIME:	3.22

London Borough of Southwark

CMU V8.9.x.0

REPORT PREPARED ON 20/ 9/21 AT 09:41

Complaint reference number: [REDACTED]

DATES

DATE RECEIVED: 29/08/2021 TIME: 23.10
DATE OF FIRST RESPONSE: 29/08/2021 TIME: 23.33
DATE CLOSED: 30/08/2021
TARGET RESPONSE DATE: 30/08/2021 TIME: 0.10

DETAILS OF COMPLAINT

Music - RR

COMPLAINT CATEGORY: NR1 - Loud Music - RR
UNIT: NRR - Noise Rapid Response
INVESTIGATING OFFICER: SAL - Samuel Lam
RECEIVING OFFICER: CSR - SAP CRM USER

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: L09RA3WELL/2 TRADER: THE STREET
LA REF: 50056 TRADER:
UPRN/USRN: 010009790661
EASTING: 532985
NORTHING: 177833
PREMISES ALARM STATUS: N

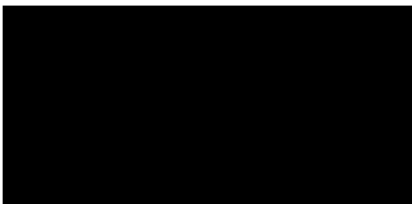
ADDRESS COMPLAINED AGAINST

Street Blpu
Wells Way
London

AREA: Walworth
WARD: Faraday Old Ward

UPRN/USRN: 010009790661
EASTING: 532985
NORTHING: 177833

FULL DETAILS OF COMPLAINANT



LPIKEY: 5840L000140215
UPRN/USRN: 200003456476
EASTING: 533024
NORTHING: 177260
WARD: STW - St Giles
HOW RECEIVED: TEL - Telephone

Music - RR: Loud music, yelling and screaming from The Flying Dutchman/Cool and cozy lounge

DATES

DATE RECEIVED:	29/08/2021	TIME: 23.10
DATE OF FIRST RESPONSE:	29/08/2021	TIME: 23.33
DATE CLOSED:	30/08/2021	
TARGET RESPONSE DATE:	30/08/2021	TIME: 0.10

From: **OTHER PERSON 10**

Sent: Thursday, August 18, 2022 1:36 PM

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

Subject: Cool and Cozy licence review

Hello, I'm emailing in support of the licence review for Cool and Cozy cafe on 156 wells way. I used to live on the street for many years and have friends who still do so I visit the area frequently and have witnessed the misery the establishment has been causing themfor the last few years.

The noise levels from the venue are entirely inappropriate for a residential area, and there is clearly no real effort made to reduce them. When the venue was under different management before Cool and Cozy and known as the Flying Dutchman they successfully contained the noise indoors and had people arrive and leave quietly, as well as maintaining a good friendship with the neighbours. Unfortunately the current manager of Cool and Cozy has no interest in listening to others' concerns.

There has been a steady stream of complaints from locals- not just about noise, but also health and hygiene (rat and cockroach infestations) and operating during covid lockdowns. Complaints to the business owner are only ever met with denial and deflection of blame. Hopefully now that the council is involved you can do something to alleviate people's misery.

I understand small local businesses are valuable but they should enrich a neighbourhood not antagonise it- a peaceful coexistence had existed in the past with the Flying Dutchman but it's clear after years of bad behaviour it is not going to happen with Cool and Cozy.

Best,

From: **OTHER PERSONS 11 & 12**

Sent: Thursday, August 18, 2022 7:39 PM

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

Subject: Ref. 878054 - License Review Cool & Cozzy Lounge at The Flying Dutchman - Loc ID 196753, St. Giles Ward

Dear Southwark Council,

We are writing to support the review of the premises licence: Cool & Cozzy Lounge at The Flying Dutchman, 156 Wells Way London SE5 7SY

(Ref. 878054, Loc ID 196753, St. Giles Ward).

We have been informed and understand that our names and other personal data, and what could identify us, will be removed from the information that will be made available before and at the hearing. It is on this basis that we are providing this representation.

We have repeatedly witnessed the venue, under its current management, keeping the music too loud and not managing the crowds outside. As direct neighbours to the venue, we have been in conversation with the management of the venue about numerous acts of nuisance caused by his management and his patrons. These include but are not limited to, being awoken in the middle of the night by loud music and fights outside the venue.

The venue has had a 6am licence for several years and under previous management, special care was taken to limit activities in the venue spilling into the street and causing nuisance to the neighbourhood.

Since the current management has taken over and as the records will show, there have been numerous noise and public disturbance complaints filed against the venue to both Southwark Council and the police.

We have repeatedly witnessed that under its current management the venue fails to adequately prevent crime and disorder and fails to prevent public nuisance.

We support the review of the application for a licence review and would like to see either a significant reduction in operating hours for the venue or a full revocation of the licence.

Kind regards,

&

[REDACTED]

From: OTHER PERSON 13

Sent: Friday, August 19, 2022 10:41 AM

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

Subject: Re: 878054

Dear Ray Moore (Principal Trading Standards Enforcement Officer, Southwark Council),

We have been informed about the allegations of nuisance behaviour at the Prestigious Cool and Cozy Bar and restaurant.

The allegation is baseless, malicious and might be orchestrated by some that may want to stain the reputation of a great community hub for our Sierra community within the borough and beyond.

Honestly and from observations, the noise comes from hooligans that come from other events and could not control their behaviour whilst commuting around the area.

More even is the fact we have Off-licences and Barber shops that attract people in the area that end up being more of a nuisance and using their Bluetooth speakers to play loud music

The truth is the clients from the former tenant who was occupying where the Prestigious Cool and Cozy is now were noisier but no dust was raised. Wondering why the issue of noise is been raised about the Prestigious Cool and Cozy- it is all out of jealousy and frustrating an entrepreneur that is cognisance about controlling noise and antisocial behaviour.

We personally know the proprietor of the Prestigious and Cozy and know how he is passionate about controlling noise and nuisance behaviour at his business enterprise. We have seen eye evidences of him evicting clients that may want to start any form of nuisance behaviour or antisocial behaviour. He even have notices on the premises wall to sensitise customers about antisocial behaviour and crime, and highly vigilant about that.

The proprietor is one of the most successful entrepreneurs in our community and we feel the complain is out of envy to discourage and frustrate a thriving entrepreneur.

Although the Borough's environmental agency has the right to raise such concern out of secondary information, we have deemed it right to provide a heads up information about the allegations.

Private sector participation is significant to national development and it would be unfair to discourage our entrepreneurs or heed to false allegations meant to frustrate the efforts of thriving entrepreneurs that are creating jobs for communities.

We are anticipating a fair assessment of the allegation and hoping for a clear understanding and hidden intention of those perpetrating the allegations.

Yours sincerely,

Chairman,

GREENWICH AND SURROUNDINGS SIERRA LEONE FRIENDSHIP
ASSOCIATION LIMITED

From: OTHER PERSONS 14 & 15

Sent: Saturday, August 20, 2022 3:58 PM

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

Cc:

Subject: 878054 license review

Hi Wesley & team,

My partner and I would like to make a representation in support of the licensing review of the Cool & Cozzy Lounge.

We live about 100 yards from the premises and are affected by it every weekend. We want to support the claim against the premises on the grounds of public safety and public nuisance. We want to be clear that we are not in support of removing their license. However, we would like to see the hours of operation reduced significantly. While we recognise that the club brings a lot to the community, we also realise that the current 6.30 am license damages the local community too. Our main issues with the Cool & Cozzy Lounge stem entirely from the outdated historical 6.30 am licence and poor management. We would be perfectly happy with a well-managed venue and a more reasonable licence.

Our two major issues are:

Public nuisance: between 3 -7 am, it's not uncommon to be awoken by shouting and fighting customers. We have been to speak with the owner about this several times and have suggested solutions like having a bouncer by the edge of the premises to tell these people to keep it down and break up fights. However, he has told us this isn't possible and that he's spent lots of money on signs. It feels like he is not interested in finding real solutions. He claims he doesn't let the drunk people into his club and therefore bears no responsibility for their behaviour. However, we feel this is untrue. We have seen him let them in. Moreover, they wouldn't be there if the club wasn't there.

Public safety: we have seen many drunk people stumble into cars outside the club; there is a lot of drunk driving. Because of this, we are genuinely concerned for the safety of all those who use Wells Way. It is also important to mention that there are many cats in the area that deserve to roam without fear of being killed by reckless, drunk drivers.

It is entirely possible to manage the venue as the previous business was contentious and made a considerable effort to keep a good relationship with the neighbours. However, it is evident that the new owners don't share this conscientiousness. With its outdated 6.30 am licence, we firmly believe this venue is doing more harm than good to the local community.

In summary, the license was awarded to a different business long ago when the area was less residential. Therefore, it is no longer suitable as Wells Way has become home to many young families. A new venue would never be able to get such a late license if it tried to open up in the same area. We, therefore, believe it is imperative

that the Cool & Cozy Lounge should have its 6.30 am licence amended to one more suitable for the community it claims to serve.

Kind regards,

From: OTHER PERSON 16

Sent: Saturday, August 20, 2022 1:19 PM

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

Subject: Representation License Review Cool and Cozy Lounge, The Flying Dutchman 156 Wells Way, London SE5 7SY

Dear Southwark Council,

I am writing to support the license review. I support the Council revoking the license or limiting the opening hour. Under it's current management the venue should not have 6am license on weekends. The venues management fails to prevent crime and disorder and is a cause of public nuisance. I have lived in the living accommodation [REDACTED] the venue for more than five years as a lodger. I have recently moved out, also because of the nuisance caused by the venue. Although I moved out, I am often in the local area and have witnessed the continue nuisance caused by the venue even after I moved out. I have lived both on the [REDACTED] floor and on the [REDACTED] floor. The venue management fails to keep people outside the venue to not cause nuisance, I have seen and heard fights and loud shouting. The venue also keeps the music at levels which are unacceptable in a residential area. The music is so loud that the entire building vibrates at times. Please revoke the license or limit the hours.

Thank you.

Flat [REDACTED], Rotherhithe St.
London [REDACTED]

Formerly:
Wells Way
London [REDACTED].

From: OTHER PERSON 17

Sent: Saturday, August 20, 2022 11:44 AM

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

Subject: Cool and Cozzy Lounge

Sedgmoor Place
London SE5 7SE
19th August 2022

Dear sir/ madam,

I am responding to the application dated 23/07/2022 in support of Cool and Cozzy Lounge as a local resident. I disagree with the allegations that the operation of the premises give rise to serious nuisance and anti-social behaviour. As a regular local customer, I have never witnessed such behaviour as described by the applicant.

Furthermore, the proprietor as I have observed during my regular visits, is passionate about controlling noise, nuisance, and anti-social behaviour. He has always acted promptly to remove such customers from the premises. I am shocked and surprised that the applicant is claiming the operation of the premises is detrimental to the applicant and to the mental health of the applicant's wife.

In my opinion, the operation of the premises provides a space for customers and families to socialise, celebrate family occasions, laugh, dance, and discover the joys of diverse cultures. I will be very grateful if the review of the premises license issued in respect of Cool and Cozzy Lounge be treated fairly and justly. I look forward to a positive outcome.

Yours sincerely,

From: OTHER PERSON 18

Sent: Saturday, August 20, 2022 11:33 AM

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

Subject: License Review Cool and Cozzy Lounge, The Flying Dutchman 156 Wells Way, London SE5 7SY

Dear Licensing,

I am writing to support the license review. I am a lodger in [REDACTED] the venue. The venue is not operated in a way compatible with a residential neighbourhood and residential neighbours. The venue's patrons do not respect any parking rule. They shout and are very loud outside, the venue staff does nothing to minimise this. I have seen and heard fights and loud shouting outside almost every weekend. The music is also at a level that is not acceptable in a residential area. The venue thus fails to prevent crime and disorder and fails to prevent public nuisance.

Kind regards,

From: OTHER PERSON 19

Sent: Sunday, August 21, 2022 3:32 PM

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

Subject: REF - license number: 878054 Cool and Cozzy Lounge

REF: license number: 878054

Cool and Cozzy Lounge

156 The Flying Dutchman Wells Way SE5 7SY

Dear sir/madam,

I'm writing to state that I have no objection or complaint regarding the Cool and Cozzy Lounge.

I live and work locally and have not personally experienced any problem with noise, disturbance, disruptive behaviour, fighting and so on. I walk past the Cool and Cozzy premises often in the late evening and have seen no serious evidence of the issues described in the license review complaint.

I realise, however, that for the complainants - who presumably live closer to the Cool and Cozzy Lounge than me - the experience must be different.

Of course a bar will, on occasion, have difficult clients who create problems, but I want to put on record that I personally have nothing to complain about.

In fact, as members of the local community, Francis and his staff have helped me on a number of occasions. For example, when my front door lock jammed and I couldn't get into my premises on Southampton Way, from Cool and Cozzy managed to free the lock and get me inside. Francis has also helped me with household rubbish disposal, pest control, and advice and support when my basement was flooded by sewage water coming from a broken pipe beneath the chicken shop next door.

I see Cool and Cozzy Lounge as contributing to the colourful, vibrant and lively local community.

Yours,

From: OTHER PERSON 20

Sent: Saturday, August 20, 2022 8:22 PM

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

Cc: McArthur, Wesley <Wesley.McArthur@southwark.gov.uk>

Subject: 878054 license review

Dear Sir/Madam,

Please find attached a document in support of the review of the Licence number 878054

<https://app.southwark.gov.uk/Licensing/LicPremisesAppliedDetails.asp?systemkey=878054>

I will include the full letter below in case there is an issue with the attached document.

Yours Faithfully,

Saturday 20th August 2022

Dear Sir/Madam,

Re: Application for review 878054
Cool and Cozy Lounge
156 The Flying Dutchman Wells Way
SE5 7SY

I am writing in support of the application for a review of the license for the above premises.

My Premises is Wells Way and my front room overlooks the Wells Way road and is in near proximity to the premises.

I concur with the issues stated in the application for the review:

- The prevention of public nuisance
- Public Safety

There have been a number of incidents over the last couple of years regarding anti-social behaviour, noise and disruption which have stemmed from patrons leaving the premises. There seems to be a lack of effort to move disruptive individuals from the nearby vicinity by the owners of the premises.

The incidents that I have personally been aware of have occurred during Saturday or Sunday Mornings normally between 3-7 am.

A number of vehicles are normally parked on Wells Way outside "The Well" on Double-Yellow lines to pick up patrons. Patrons leaving the vicinity often cause congestion

and has resulted in arguments between drivers and patrons. Intoxicated arguments have occurred outside my premises on a few occasions.

I would like to add I am aware the application also refers to crime and disorder, although I cannot testify to these levels, I appreciate that this may well be occurring and will be more evident to the residents who live slightly closer to the premises.

I am in support of the reduction of opening hours on both Saturday and Sunday Mornings to a more reasonable timings unless there are forced guarantees that the owners become more accountable for dealing with the issues highlighted by myself and other nearby residents.

Yours Faithfully,

From: OTHER PERSON 21

Sent: Saturday, August 20, 2022 1:28 PM

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

Cc:

Subject: COOL AND COZZY LOUNGE (THE FLING DUTCMAN) 156 WELLS WAY SE5 7SY

Dear Sirs,

I, the undersigned, have been a resident at Wells Way opposite The Flying Dutchman for over 8 years now.

There has be some noise around this Pub. But the noise level in the complaint has certainly been over exaggerated for whatever reason. There have been incidents in the past about 5 years ago that were much much worse as far as noise levels were concerned

We live in a community of diverse races and all efforts must be made to bring the community together rather than divide them.

It is my opinion that the Council takes a practical approach in this case and give the Management of the above Pub some advice to reduce noise levels rather than closing it down.

Yours faithfully

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

From: **OTHER PERSON 22**

Sent: Sunday, August 21, 2022 7:24 PM

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

Subject: Cool and cozy

To whom it may concern,

I am a resident at Southampton Way. And have lived here for many years.

My attention has been brought to the blue notice outside Cool and Cozy.

I would like to state that I haven't been witness to these events or been disturbed by any customers leaving the local them.

Yours sincerely

From: **OTHER PERSON 23**

Sent: Sunday, August 21, 2022 10:57 PM

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

Subject: Representation

Re: Cool and Cozy Lounge
The Flying Dutchman
156 Wells way
London
SE5 7SY

Dear Sirs,

I would like to make a representation on behalf of the above entertainment establishing in relation to complaints received around nuisance, loud music and altercation resulting to the police being called which has the potential to impact their licensing conditions.

Can I please make a representation that this facility is allowed to operate as usual because of its role in supporting community events in Southwark and by occasionally making the venue available to Southwark based charity organisations. The management of this establishment is willing to remedy all the concerns raised in order to create a safe and peaceful business environment. I therefore appeal that the management be given a chance and to ensure that none of these happens again and I am confident he will achieve that.

Thank you so much for your usual cooperation and for considering my representation.

Kind Regards

From: **OTHER PERSON 24**

Sent: Sunday, August 21, 2022 10:52 PM

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

Subject: APPEAL AGAINST THE CASE THAT IS BROUGHT AGAINST COOL AND COZZY RESTURANT MANAGEMENT

Dear Sir/Madam,

I am _____, I wish to inform the authorities that I have lived at _____ Wells Way. I have lived in this address and this community for more than ten years, I, therefore, contest/challenge all the allegations made against Cool and Cozzy restaurant management.

I live opposite Cool and Cozzy, the management has been putting and is continuously putting mechanisms in place in these challenging times to maintain sanity in the community.

Yours sincerely,