

FROM: OTHER PERSON ONE



3<sup>rd</sup> October 2022

Dear Southwark Licensing,

**I would like to register my objection to the renewal of the Spill Out area licence - reference 878389.**

The reason for my objection is based on prevention of public nuisance.

I live above the southern end of the spill out area where it borders Castle Square and since the temporary licence has been granted there is ongoing noise nuisance and constant breaching of the licence conditions.

I have already reported the breaches and noise nuisance to the licensing department and multiple other local residents have also reported the issues, so I know Southwark Licensing department already have a record of the issues. They have also visited the site to see first hand the issues.

In particular I would like to draw your attention to the following licence conditions that are constantly ignored and breached:

- 1) condition 315 - namely that the outdoor seating area is taken out of use between 10pm and 8am This is constantly ignored, and customers regularly use the space beyond 10pm, bringing drinks outside and often still there beyond 11pm and at times have been extremely loud and intrusive this is never enforced by the licence holder - Lendlease retail. (Please see appendix A for time stamped images of use of the furniture - this is just a small example of the constant breach of this condition)
- 2) condition 341 - there should be signs advising that the furniture is out of use between 10pm and 8am. The licence holder has made zero attempt to put these in place
- 3) condition 342 - management dispersal - there is absolutely no effort to comply with this, and certainly there is no attempt by the licence holder to disperse those customers still using the outdoor area beyond 10pm.

I have made multiple attempts to engage with the licence holder and whilst the response is always conciliatory and supportive absolutely nothing changes and I no longer have any confidence that the licence holder is capable or willing to do what is needed to comply with the licence which is why I now ask the council to take steps to provide the protection we deserve as residents. (Please see appendix B for my recent communication with the licence holder).

I would also like the licensing department to take in to account that this spill out area was applied for on the basis of supporting local businesses suffering during covid due to limits on numbers of

customers allowed indoors. These restrictions have long been removed and I feel Lendlease is now being sneaky and disingenuous about their motives and it feels like they are trying to force the creation of a permanent drinking area by the back door.

This was NEVER designated as an outdoor drinking zone I and would urge the licensing department to take the welfare of its residents in to consideration. The bars and restaurants already have designated outdoor drinking / eating areas that the council already decided was sufficient so why do they need more?

This whole issue is having a negative impact on my mental health, and I have been suffering from anxiety as a result, I really cannot cope with another 12 months of this and it seems extremely unfair if I ended up having to move because of Lendlease's action to create an unplanned drinking zone right below my apartment. I would never have moved to this flat if I had known it was going to be overlooking a road that was being turned in to such a zone.

As stated, I have no confidence that the licence holder has the motivation, skills or experience to manage this licensed area based on zero management from them so far I hope the licensing department also realises this and refuses the renewal.

Yours sincerely

A large black rectangular redaction box covering the signature area.

# Appendix A









Appendix B



**RE: [EXT]:Fwd: Licence issues**

1 message

[Redacted]@lendlease.com>

23 July 2022 at 11:40

To: [Redacted]

Hi [Redacted]

Thank you for flagging – I have escalated to the head of security. Apologies the previously mentioned actions were not performed.

Kind regards

[Redacted]

**From:** [Redacted]

**Sent:** 22 July 2022, 22:20

**To:** [Redacted]@lendlease.com>

**Subject:** Re: [EXT]:Fwd: Licence issues

[Redacted]

Just to let you know security are not making any effort to move people on.

Below taken just now (10:20pm) and no security in sight.



Would be appreciated if you could remind security.

Thanks

██████████

Sent from my iPhone

On 22 Jul 2022, at 13:03, ██████████@lendlease.com> wrote:

Hi ██████████

Apologies for the delay getting back to you -busy week and Friday's seem to be my email catch up day.

I had alerted the security team midweek to move anyone on post 10pm. Please do let me know if this is not the case, and I will remind them of this instruction.

There are alternate benches being ordered, which have an approximate 4-6week lead time. I will be reviewing how we cover these permanent and the existing benches in the meantime and revert next week.



Regards

**From:** [REDACTED]  
**Sent:** 21 July 2022 12:05  
**To:** [REDACTED] <[REDACTED]@lendlease.com>  
**Subject:** [EXT]:Fwd: Licence issues

Hi [REDACTED]

Just wanted to check you received the below ok?

Many thanks

[REDACTED]

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]  
**Date:** 17 July 2022 at 19:45:39 BST  
**To:** [REDACTED] <[REDACTED]@lendlease.com>  
**Subject:** Licence issues

Hi [REDACTED]

Hope you are well.

I need to reach out to you regarding the issue I mentioned on our call last week regarding the late night use of the furniture outside the Tap Inn.

In the past week there has been late night drinking and in particular use of the furniture after 10pm nearly every night.

As you know the licence for the spill out area is held by lend lease and as per the link below it is very clear that the furniture has to be out of use after 10pm (condition 315).

I would also suggest several other of the conditions are not being complied with.

<https://app.southwark.gov.uk/Licensing/LicPremisesGrantedDetails.asp?systemkey=875420>

I would highlight that the Tap Inn are following the rules and removing their furniture but it's not the case for lend lease.

I also set out below evidence of the furniture being used beyond 10pm:

- 1) Monday 11th July - 11.15pm



2) Tuesday 12th July - 10.30pm



3) Saturday 16th July - 10.30pm



It has been quite intrusive especially as it went on until nearly midnight last night and this is not how it should be and is the reason the council put in place these conditions is to ensure residents are not overly disturbed late at night.

It's a shame this is not being followed and I can't just accept this for the rest of the summer.

Please can you follow up with your retail colleagues and I hope this can be resolved swiftly. Is there anyway some sort of covers can be put on them over night or put on their ends or something just to stop them being used?

Many thanks

[Redacted signature]

Sent from my iPad

The small text at the bottom of the page is a standard Google email footer containing copyright information and contact details for Google Inc. It is mostly illegible due to the low resolution of the scan.



**FW: [EXT]:Proposed licensing changes**

1 message

**To:** [redacted] <[redacted]@lendlease.com>

19 May 2022 at 11:46

Hi [redacted]

Good to speak to you this morning and thank you again for your patience whilst my colleagues & I liaised with the retailer.

As discussed, they have procured and placed extra signage for display to their patrons. They anticipate these will prompt them to ensure they are aware it is a residential area. A curtain has been installed to prevent the visibility of the screen externally, and they have additional staffing resources from the 22<sup>nd</sup> of May to enable them to monitor the external areas more frequently until they stop serving at 9pm, close the external area at 9:30pm and packed away by 10pm.

Please bear with me whilst the internal air conditioning issue is being rectified and I hope to update once this is complete and the doorway is able to be closed.

If there are any further questions or queries, please do let me know.

Kind regards



**From:** [redacted]  
**Sent:** 05 May 2022 22:31  
**To:** [redacted] <[redacted]@lendlease.com>  
**Subject:** Re: [EXT]:Proposed licensing changes



It's been a while but I have to report to you the serious issues we are having with the Tap Inn and the spill out area.

Please see the attached video for the 3rd night in a row of anti social behaviour. And this is also a regular occurrence now.

It's so frustrating to put up with this and then see all the sales pitch for Lendlease's new developments talking about living in a peaceful and tranquil environment. This is exactly the same sales pitch as I got when I bought my property but please tell me how you can watch this video and tell me I'm living in a tranquil environment. We have to live above this regularly.

We would be very grateful if lendlease, as the landlord, can also try and resolve these antisocial behaviour issues.

Many thanks



Sent from my iPhone

On 30 Jul 2021, at 16:23, [REDACTED]@lendlease.com> wrote:

Hi [REDACTED]

Apologies for the delay in coming back to you. I have had confirmation from colleagues in our retail team that these changes will be made so happy to confirm that to you.

Have a good weekend

[REDACTED]

**From:** [REDACTED]  
**Sent:** 16 July 2021 15:38  
[REDACTED]@lendlease.com>  
**Subject:** RE: [EXT]: Proposed licensing changes

[REDACTED]

Thank you for the detailed update and getting feedback from Seb at the Tap In.

As you rightly say overall I am not keen on extending the spill out area but I do feel reassured that there is a commitment to not have an outside screen again.

Also, if lendlease / Tap In were to enact the proposal to adjust the system so that last orders would automatically cut off at 9pm that would be a really good improvement. I do appreciate it's not easy for the staff to manage this manually.

With both of the above adjustments this would alleviate my, and my neighbours, main concerns around late noise.

If there is a commitment on the above I would have no further opposition to the renewal. I would be grateful if you could confirm on this.

Many thanks again

[REDACTED]

Sent from my iPhone

On 16 Jul 2021, at 14:50, [REDACTED]@lendlease.com> wrote:

Hi [REDACTED]