



APPENDIX B

POLICE

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: 020 7232 6756

Email: SouthwarkLicensing@met.police.uk

Our reference: MD/21/304

Date: 30/12/2022

Dear Sir/Madam

Re:-Cool and Cozy Lounge The Flying Dutchman 156 Wells Way SE5 7SY

Police are in possession of an application from the above for A New Premises Licence for the Supply of Alcohol on/off, Late Night Refreshment, Regulated Entertainment. The venues application describes itself as a Bar/Nightclub and requests the following operating times

Opening to the Public
Mon-Sun- 1000hrs-0430hrs

Supply of alcohol on/off sales
Mon-Sun- 1000hrs-0400hrs

Late Night Refreshment
Mon-Sun- 2300hrs-0400hrs

Regulated Entertainment
Mon-Sun-2300hrs-0400hrs

The venue is situated in a residential area under the Southwark statement of licensing policy 2021-2026, the hours requested are that attributed to a nightclub and such venues are not considered appropriate.

The applicant has not provided suitable enforceable control measures to address the licensing objectives in particular the prevention of crime and disorder. The conditions proposed make reference to Birmingham council and West Midlands police and do not represent the conditions we would expect as a minimum for such an application this is without taking into consideration that the venue had its licence recently reviewed and revoked whilst being under the control of the same applicant.

It should be noted that The Home office guidance issued under Sec 182 of the licensing Act 2003 'General principles' state that it is important in setting the parameters within which the premises may operate. Conditions precise and enforceable.

The metropolitan police object to the granting of this licence. The venue is to operate as a nightclub and bar to which the Southwark statement of licensing policy states such a venue is not considered appropriate and that within a residential area the latest closing time for other types of licensed venues is 2300hrs. The applicant has not provided any conditions at this time that sufficiently address the licensing objectives, primarily crime and disorder.

Submitted for your consideration.
Yours Sincerely

PC Mark Lynch 2246AS

Licensing Officer
Southwark Police Licensing
SouthwarkLicensing@met.police.uk

**ENVIRONMENTAL
PROTECTION TEAM**

From: Binya, Raymond <Raymond.Binya@southwark.gov.uk>

Sent: Friday, January 13, 2023 2:12 PM

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

Cc: [REDACTED]

Subject: Application for new licence to be granted under the Licensing Act 2003 for Cool and Cozy Lounge 156 Wells Way SE5 7SY our ref 990963

Dear Licensing Team,

Application for a provisional statement to be granted under the Licensing Act 2003.

Premise Licence: 879187

Address: Cool and Cozy Lounge
The Flying Dutchman
156 Wells Way
SE5 7SY

Application is for:

1. Provision of regulated entertainment
 - a) plays
 - e) live music
 - f) recorded music
 - g) performance of dance
2. Provision of late night refreshment and
3. Supply of alcohol

Opening hours for applied licensable activities are listed as: Monday to Sunday 2300-04:00

I wish to make a representation on behalf of Southwark Environmental Protection Team (EPT) in our capacity as Environmental Health Responsible on the above new premises Licence under the Licensing Act 2003 about the likely effect of the existing licence on the promotion of the 'prevention of public nuisance' licensing objective.

In 08/08/2022 our team supported a review that was submitted against the premises. Review was mainly based review on the impact caused by early morning activities (Fridays and Saturdays), as a result of loud music and patron noise. During this review, we provided evidence of a record of 39 complaints that were received through Southwark Council's through Noise and Nuisance Team (NT). Since the review, further complaints were received

Date of complaint	Details of complaint	Action Taken
**20/ 8/2022	Loud music and people noise from the pub	On 24/08/2022 an advisory letter was sent

		to the DPS by Noise Team.
20/ 8/2020 0.44am	Loud music and screaming in Courtyard	Voicemail was left on resident phone to call back if noise was still ongoing
**21/ 9/2020	Loud music and shouting	Message was left for noise issues to be reported the Noise Team (NT)
**22/9/2020	Loud music and noise from patrons	Message was left for noise issues to be reported the Noise Team (NT) on time of occurrence

*** NTT a service request that is logged when either the team is not in operation at the time of the reporting or the disturbance being reported is not occurring at that time. Noise Team have two types of codes for service requests*

At the time of review we raised our concerns that some of the conditions were not being complied.

It is also my opinion that the premises may be in breach of the following conditions which were designed specifically for promotion of the 'prevention of public nuisance' licensing objective:

Therefore, our representation is based on the fact that:

- a) The licensing hours are outside those recommended by the current Southwark Licensing Policy
- b) We have serious concerns on the confidence on management to properly manage the premises without any further issues.
- c) We have concerns with the structural ability this premises to contain noise and the management ability to manage patrons.
- d) The two proposed steps given on Part M to ensure effective management control of any potential public nuisance (noise, odour) is inadequate
- e) There are residential properties above and on either side of this premises who are likely to continue to be affected by activities from this premises if licence is granted.

Kind Regards

Raymond Binya
Principal Environmental Protection Officer
Environmental Protection Team
Tel: 020 7525 4809

To: Licensing Unit	From: Wesley McArthur wesley.mcarthur@southwark.gov.uk 020 7525 5779 (on behalf of the Licensing Unit in its role as a responsible authority)	Date: 13 January 2023
Subject:	Representation	
Act:	The Licensing Act 2003 (the Act)	
Premises:	Cool & Cozy Lounge, The Flying Dutchman, 156 Wells Way, London, SE5 7SY	
Ref:	879187	

We object to the grant of a premises licence application, submitted by Cool & Cozy Restaurant Limited, under The Licensing Act 2003 (the Act), in respect of the premises known as Cool & Cozy Lounge, The Flying Dutchman, 156 Wells Way, London, SE5 7SY.

The application is to allow for:

The sale of alcohol to be consumed on and off the premises:

Monday – Sunday: 10:00 hours – 04:00 hours

The provision of plays, live music, recorded music, performances of dance and late night refreshment (all indoors):

Monday – Sunday: 23:00 hours – 04:00 hours

It is proposed that on Bank Holidays, licensable activities will be extended by 1 hour, and also that licensable activities will be permitted from the end of the permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.

The proposed opening hours of the premises are:

Monday – Sunday: 10:00 hours – 23:00 hours

It is proposed that on Bank Holidays, the opening hours will be extended by 1 hour, and also that the opening hours will be permitted from the end of the permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.

The premises, and its intended operation, are described as - “Bar/ Nightclub.”

According to section 7 of this council’s statement of licensing policy 2021 – 2026 (hereafter referred to as **the SoLP**), the premises are located within a residential area.

The local area is highly residential area with residential dwellings in very close proximity to the premises.

A copy of the SoLP is available via:

<https://www.southwark.gov.uk/assets/attach/7473/Statement-of-Licensing-Policy-2021-2026-final.pdf>

My objection is based on the following criteria:

That the grant of this application will undermine the licensing objectives.

1. A premises licence (number 875973) was previously held in respect of the premises and was revoked by this council's licensing sub-committee at a licensing hearing on 13 October 2022.

The designated premises supervisor (DPS) and manager at the time of the revocation was Mr Francis Kpandeh. The sub-committee indicated that had the licence not been revoked then they would have removed Mr Kpandeh as the DPS of the premises. In the Notice of Decision regarding the hearing of 13 October 2022 the licensing sub-committee stated:

"In hearing the evidence from the local residents, the members were initially of the view that the most appropriate course of action may have been to remove the DPS."

It is clear the licensing sub-committee felt that allowing Mr Kpandeh to remain as the premises DPS' would undermine the promotion of the licensing objectives.

Mr Kpandeh is one of the directors of Cool and Cozy Limited. We say that Mr Kpandeh will be the controlling interest regarding the operation of the premises if this application is granted, and that this would completely undermine the promotion of the licensing objectives given the decision of the licensing sub-committee to revoke the previous premises licence issued in respect of the premises of 13 October 2022.

Further to the above, we seek clarification as to the relationship between Mr Kpandeh and the other director of Cool and Cozy Limited, Nimata Kamara.

A copy of the Notice of Decision pertaining to the licensing sub-committee hearing of 13 October 2022 is attached to this representation as appendix (i).

2. The premises are located in a residential area. There are residential dwellings in close proximity to the premises. The following closing times are recommended for the listed types of licensed premises located in the residential areas in Southwark:

Public houses, wine bars, or other drinking establishments and bars in other types of premises

23:00 hours daily

Night clubs (with 'sui generis' planning classification)

Not considered appropriate

It has been stated that the premises are to be operated as a bar / nightclub. We say that this is an entirely inappropriate use of the premises given its sensitive location. The intended operation of the premises is highly likely to undermine the prevention of public nuisance licensing objective.

A local resident submitted a review application that led to the revocation of the previous premises licence issued in respect of the premises. Numerous local residents supported the review application. We contend that if this licence is granted then local residents will suffer severe disturbance, which will have a significant negative impact on the residents' quality of life.

The prior operation of the premises (under Mr Kpandeh's management) has led to numerous complaints regarding nuisance, crime and disorder and anti-social behaviour arising because of the operation of the premises.

As an officer who is very familiar with the area I advise that it is worth noting that the premises are generally quiet in the late afternoon / evening onwards with low levels of traffic and ambient noise.

In addition to the above, we note that the application seeks longer operating hours than were permitted under the previous licence. **The hours previously permitted regarding the premises were granted prior to recommended closing times being included in the SoLP.**

An aerial photo showing the location of the premises and its proximity to local residential dwellings is attached to this representation as appendix (ii).

A list of complaints made to the Licensing Unit regarding the operation of the premises is attached to this representation as appendix (iii)

A partial list of complaints made to the council's Noise and Nuisance Team is attached to this representation as appendix (iv)

Conclusion

Taking into account the above, we object to this application, recommend that the application be rejected in its entirety and refer the application to the licensing sub-committee for determination accordingly.

Notwithstanding the above, we note that the applicant has offered various control measures in the operating schedule of the application that would form the basis of enforceable licence conditions (should a premise licence be issued subsequent to this application).

We contend that the control measures do not sufficiently address the licence objectives. If the licensing sub-committee is minded to grant this application (which we do not recommend), we would seek preferred wording for the proposed conditions to ensure that they are practicable and enforceable, and also the imposition of additional proposed conditions. We will be happy to provide the licensing sub-committee with a schedule of suitably worded conditions at the hearing to determine the application.

Yours sincerely,

Wesley McArthur
Principal Enforcement Officer

NOTICE OF DECISION

LICENSING SUB-COMMITTEE – 13 OCTOBER 2022

SECTION 51 LICENSING ACT 2003: COOL & COZZY LOUNGE, THE FLYING DUTCHMAN, 156 WELLS WAY, LONDON SE5 7SY

1. Decision

That the council's licensing sub-committee, having considered an application made under Section 51 of the Licensing Act 2003 submitted by an other person for the review of the premises licence issued in respect of Cool & Cozzy Lounge, The Flying Dutchman, 156 Wells Way, London SE5 7SY and having had regard to all relevant representations has decided to revoke the premises licence.

2. Reasons

This was an application made by an other under Section 51 Licensing Act 2003 for the review of the premises licence in respect of Cool & Cozzy Lounge, The Flying Dutchman, 156 Wells Way, London SE5 7SY.

The representative for the premises noted that the sole director for the premises licence holder and company was present at the sub-committee meeting. All dealings that the representative had were with the designated premises supervisor (DPS) and it was his understanding that the DPS and director were one and the same and sought confirmation from the director that they were content to be represented by him. This was confirmed.

The applicant for the review advised the sub-committee that the premises was located on Wells Way, Camberwell which was in a very residential area. The applicant's family had moved there three years previously. Prior to that, the applicant had lived on Electric Avenue, Brixton and despite this, had not experienced anything like the anti-social behaviour and licensing breaches that they had with Cool and Cozzy.

They advised that the problems with the premises had resulted in sleep disruption which was worst between 02:00 to 07:00 hours at the weekends. The incidents occurred primarily at weekends and that it was unusual to occur during the week. The problems had intensified since 2019.

The applicant stated that there had been extensive criminal and licensing violations all of which had been reported to the responsible authorities. The applicant's family had experienced drink driving, physical fights and illegal parking outside their home. There had also been public intoxication, extreme levels of noise, especially outside but also coming from inside the premises after closing hours. The Applicant had witnessed people urinating and vomiting outside of their home. There had also been reoccurring

pest infestations as a result of food being left out outside of the premises and the premises dustbins overflowing. Patrons were regularly in the premises garden, screaming and engaging in verbal and physical fights.

Large amounts of broken glass were regularly left by the premises on the pavement which had caused injuries to the family dog, requiring veterinary treatment. The applicant was also threatened by a patron of the premises who came to the applicant's front door screaming, with a knife. The individual kicked the applicant's front door so badly, it had to be replaced.

The applicant informed the sub-committee that the regular disturbances were extremely stressful. Reference was also made to the premises operating throughout the pandemic. The DPS, had been spoken to and was apologetic, but the problems always continued. The DPS had shown that he either had a lack of capacity or sound judgment to manage the premises. The DPS arranged a meet to discuss the noise level, but it felt that this was little too little, too late. The applicant requested that members revoke the premises licence.

The Chair of the licensing sub-committee noted that the premises had been transferred to an arts company, but the Applicant stated they had seen no evidence of this. The premises only appeared to operate as a nightclub.

The applicant advised that they had a Ring camera at their front door and all incidents had been captured on it, which were then duly sent to the police and the council. It was explained to the applicant that only trading standards had submitted a representation from all the responsible authorities. It was also advised that unless the applicant had submitted the evidence as part of their review application in advance of the hearing, the sub-committee would not be able to take the evidence into account.

The licensing sub-committee then heard from the trading Standards officer who stated that the ownership of the business was FDN Arts and Events Limited, who was the landlord to the premises and that DPS had been running the business before 2019. FDN Arts and Events maintained their position as premises licence holder, meaning they specified who could run the own business. The premises licence holder (director) interrupted and stated that they were not responsible for how the DPS ran the business.

The representative for trading standards advised that during the COVID pandemic, he had attended the premises with the police on numerous occasions during the lockdown and the premises was always locked and in darkness. It was compliant with the restrictions and closures imposed by the Coronavirus Regulations. Any suggestion that the premises were open, was untrue. Trading standards had been directed to attend the premises due to the extent of complaints received by the council. When the restrictions were being lifted, the premises were open and the DPS had demonstrated compliance with the COVID regulations and guidance.

When the review application had been submitted, the officer stated he had attended the premises and whilst initially there were a number of conditions not complied with, this had vastly improved. The officer confirmed that he had not witnessed any of the things being complained about, nor had the police raised any concerns to him. Other

venues in the area, had caught the officer's attention more than the Cool & Cozy Lounge. The officer had witnessed patrons using the external area/garden but the SIA security appeared strict on patron order/disorder.

The licensing sub-committee heard from other person 9. Concerning the queues into the premises, they had witnessed up to 30 to 40 people queuing to get in and called the noise team five or six times. Patrons drinking in the queue/outside the premises was not a problem nor did they feel the glass issue raised by the applicant was a problem.

The primary problem was the external noise particularly from patrons. The premises was generally well soundproofed; there was some noise, but not an amount that justified a complaint. The SIA security were able to control the door and the immediate area, but it was areas beyond the immediate vicinity that was the main problem which the DPS had not satisfactorily addressed.

The problems were at their worst between 02:30-05:30 hours. Curbing the last entry to 00:00 hours would assist the local residents. Other person 9 also referred to Southwark's statement of licensing policy and highlighted that the premises was located in a residential area and the recommended closing time was 23:00 hours and that nightclubs were not considered appropriate for residential areas. Local residents had attempted to deal with the matter amicably with the DPS, but there had been no improvements, hence the review application. It was felt that no additional conditions would alleviate situation.

It was pointed out that the recommended closing hours were introduced by council assembly after the variation of the premises licence in 2015.

The licensing sub-committee then heard from other persons 11 and 12. Other person 11 stated that FDL Arts and Events Limited was the premises licence holder and that they were the sole director of it. Person 11 was previously the DPS and ran the premises, before the current DPS. The premises was previously an arts venue between Monday and Friday, renting space to local students to show/perform their arts. At weekends, there were DJs playing until 06:00 hours. There were stringent rules as to how the premises operated at the weekends, which caused the least amount of nuisance to the neighbourhood. A lease had been signed with the DPS application. The rules as to how the premises ran (including at the weekends) were then passed to the DPS.

Since the DPS variation in 2019, there had been regular complaints of loud music and patrons not being managed well. Other person 11 stated they personally felt very disappointed with how the venue had been run and the amount of complaints that they had received from the local community. Other person 11 stated that they regretted appointing the DPS. Measures could have been put in place by the DPS to minimize any disturbance to the neighbours, but not implemented.

Person 11 stated they had no faith in the DPS. The DPS would neither implement nor comply with any conditions that the sub-committee imposed. They deeply regret appointing the DPS and being the premises license holder, were "absolutely not against the licence being revoked".

The representative for the DPS interjected and advised the sub-committee that he was likely to be conflicted in representing both the DPS and person 11 (as the premises licence holder) and requested a break to take instructions.

Following the brief adjournment the legal representative informed the sub-committee that it was not unusual in reviews applications to represent both the premises licence holder and a DPS. On this occasion however, there had been nothing in the agenda papers to indicate that other person 11 was in fact, the premises licence holder (or sole director of the company that was the premises licence holder).

The legal representative stated that due to a conflict, he was unable to assist the sub-committee. Further, because the DPS had not submitted a representation during the consultation period, he was not permitted to make verbal submissions in his own right to the sub-committee in respect of the review application. Regardless of Section 52(7) and Section 52(8) Licensing Act 2003, it was unclear why the premises licence holder failed to apply for a DPS variation.

The legal advisor to the sub-committee then asked the other person 11/premises licence holder to clarify that they were content for the premises licence to be revoked. This was confirmed. Other person 11/premises licence holder stated that the reason they had not removed the DPS was because they had a real fear of retaliation and wanted to go through the review process to ensure sure that the licence was revoked by the licensing sub-committee. To this, the legal advisor requested that the matter should go into a closed session to liaise with the members.

In hearing the evidence from the local residents, the members were initially of the view that the most appropriate course of action may have been to remove the DPS. However, in view of the other person/premises licence holder informing that sub-committee that they were content for the premises licence to be revoked, members concluded little would be gained in hearing any further action, particularly in light of the conflicting evidence from the applicant, trading standards and other person 9. However, the Chair of the sub-committee expressed extreme dissatisfaction with how the meeting had progressed.

Other person 11 was not just a resident, but the owner of the premises and the premises licence holder. Their representation made no reference to this at all. The representation was submitted in the name of EP, rather than their full legal name (held at Companies House).

The premises licence holder had the power to appoint and remove a DPS. Rather than administer the DPS' removal, they had allowed the local residents to endure the significant disturbance from the premises. The members did not accept other person 11/premises licence holder's belief that the removal of the DPS would result attract retaliation, given that they submitted a written representation and was happy to speak at a public sub-committee meeting.

It was apparent that the licensing review process was being exploited as a cheap alternative to terminating the business relationship and commercial lease through the civil courts. The licensing sub-committee unanimously felt that the matter should be

investigated further for potential criminal offences of Making a False Statement (Section 158 Licensing Act 2003) and/or Failing to Disclose Information (Section 3 Fraud Act 2006).

In reaching this decision the sub-committee had regard to all the relevant considerations and the four licensing objectives and considered that this decision was appropriate and proportionate.

3. Appeal rights

This decision is open to appeal by either:

- a) The applicant for the review
- b) The premises licence holder
- c) Any other person who made relevant representations in relation to the application.

Such appeal must be commenced by notice of appeal given by the appellant to the justices' clerk for the Magistrates' Court for the area within the period of 21 days beginning with the day on which the appellant was notified by this licensing authority of the decision.

This decision does not have effect until either

- a) The end of the period for appealing against this decision; or
- b) In the event of any notice of appeal being given, until the appeal is disposed of.

Issued by the Constitutional Team on behalf of the Director of Legal Services

Dated 21 October 2022

Appendix (ii)



Date	Complainant number	Complaint sent to / referred from	Details
26/09/2019	1	SASBU referral	<p>SASBU (ASB): My family lives at XXX Wells Way in Camberwell.</p> <p>On the corner of our road, about 25 meters from our front door, is an establishment called the flying Dutchman, although it recently appears to have been rebranded as Cool Cozzy.</p> <p>As the Flying Dutchman, on average about once every 3 months, there would be a late night event at a weekend that went on until the very early hours of the morning (5am ish). When it's that infrequently we just used to Put up with it. The venue has a new sign outside now saying Cool Cozzy and it's been loud enough to stop my family from sleeping for the last two weekends.</p> <p>From reading on the internet it seems the premises has a permanent licence until 6am at the weekend. How can this possibly be appropriate in a residential area where it's stopping families from sleeping? It stops my family sleeping and there's at least half a dozen houses closer to the venue than mine. Plus there's flats under construction closer than our house.</p> <p>Can you please have a look at this as soon as possible?</p> <p>It's can't be appropriate to give this venue a 6am licence in a residential area where it's adversely impacting the lives of families.</p> <p>The venue has very few customers and it's just not right.</p>

23/04/2021	2	Licensing	<p>Hello Southwark Council,</p> <p>I'm the neighbour XXXXXXXXXXXXXXXXX to the pub.</p> <p>I'm deeply concerned about developments.</p> <p>I have a small X year old son and our front door opens straight onto the street where XXXXXXXX intends to start hosting outdoor parties.</p> <p>I've also seen the extra seating he has put in the smoking area directly outside my back garden. It will be noisy and judging by past events likely very drunken and potentially violent. I've had people fighting literally on my doorstep on at least 5 occasions since he took over, sometimes very late at night. The fact that the partying is now moving to the street is very worrying.</p> <p>Last summer the place was operated like a nightclub with no social distancing measures.</p> <p>Please take this matter seriously, we have tried every way possible to reason with this man but he nods along then does what he pleases.</p>
21/06/2021	3	Licensing	<p>Hello, we are neighbours to the Club The Flying Dutchman, aka Cool and Cozy Lounge at 156 Wells Way, London SE5 7SY.</p> <p>Over the last months, every Friday and Saturday, the venue has been playing extremely loud music and have had their garden filled with drunk and aggressive guests that have been shouting and fighting until 7 in the morning. We have experienced fights outside our</p>

			<p>doorstep and the police have been called out on numerous occasions.</p> <p>We fear our safety and a lot of guests drive drunk or under the influence so we fear the safety for the community too.</p> <p>This behaviour is also happening many Thursdays and Sundays with loud people being aggressive and shouting in the garden of above mentioned venue but also in the restaurant on 101 Southampton Way, Cool and Cozy. The premises on 101 Southampton Way are cooking food in the garden for the Flying Dutchman until 4 in the morning and have guests in their garden screaming and shouting until 1 in the morning most days.</p> <p>We can't sleep obviously and are also having our mental well-being seriously affected by the behaviour of this venue. How can we stop the manager of these two establishments to ruin our lives?</p> <p>We keep calling noise complaint but nothing happens.</p> <p>What actions do we have to take to work towards getting their licences revoked?</p>
08/08/2021	2	Licensing	<p>Dear Southwark licencing,</p> <p>We are at our wits end.</p> <p>We've been calling noise control almost every weekend regarding the noise, fights and antisocial behaviour at the Flying Dutchman / Cool and Cozy.</p>

			<p>It's got to the point where we expect to have a terrible sleep (or no sleep at all) every weekend.</p> <p>Nothing seems to be done and the business continues to operate on breach of the conditions of the licence.</p> <p>Please can you tell us what routes we have to get the licence revoked.</p> <p>Every attempt to get XXXXXXXX to comply has failed.</p> <p>Yours sincerely,</p>
17/08/2021	4 (lives at the same address as complainant 3)	Local residents group, copied to Licensing for information	<p>Hi all,</p> <p>I can confirm as well that the noise was once again excruciating on both Friday and Saturday. And that the noise keeper on until past 5 am in the morning. It can only be described as torture, since it was impossible to sleep or feel safe. It was as if there was a club venue both in the garden and out on the street. Being XXXXX it did not feel safe to ask highly intoxicated guests to lower the music or their voices. The security at the venue did nothing.</p> <p>The council was called several times but no one came to check the noise level.</p> <p>I am more than happy to leave a formal statement if needed. I've also contacted the council and asked that they share all of my filed complaints. So that they can be shared with you. This might be helpful as it will show the consistency of the ongoing noise level.</p>

All the best,

06/09/2021	2	Licensing	<p>The Flying Dutchman is, as every weekend playing extremely loud music and allow guests to shout scream and argue in the garden. His guests are also parked all over Southampton Way on double yellow and a lot of people are having small pre parties in their cars drinking, smoking weed, and shouting while littering and urinating on our houses. Southwark Council should be ashamed of themselves to let this bully XXXXXXXX continue behaving like this.</p>
06/092021	4	SASBU referral	<p>Several men are screaming aggressively at a women in at the Cool Cozzy Lounge. Loud music is being played. Their own security is not intervening. We are worried about our own safety and others. This type of behaviour happens every weekend.</p>
18/09/2021	2	Licensing	<p>Hi all,</p> <p>Last night was just awful. Loud music and partying noise woke me from my sleep at 3.30am. Then there was a girl screaming outside. Later on around 6am a girl was knocking on doors with a knife and had to be tasered by the police that the neighbors phoned to come help. The drink driving is blatant also.</p> <p>We never had to once complain before Francis took over. We are beside ourselves. It's utterly exhausting having to phone up and wait for a call back for an hour or more when you want to be asleep. It doesn't seem to make a difference. The situation is almost lawless.</p> <p>How much longer will it go on before we can put a stop to this?</p>

			Sincerely,
20/09/2021	3	SASBU referral	<p>The Flying Dutchman is every weekend playing extremely loud music and allow guests to shout scream and argue in the garden. His guests are also parked all over Southampton Way on double yellow and a lot of people are having small pre parties in their cars drinking, smoking weed, and shouting while littering and urinating on our houses. Southwark Council should be ashamed of themselves to let this bully XXXXXXXX continue behaving like this.</p> <p>We are suffering psychologically since we can't sleep and XXXXXXXX is threatening us.</p>
20/09/2021	4	SASBU referral	<p>There is screaming and fighting in the background at Cool and Cozy lounge, also known as The Flying Dutchman. People are highly intoxicated. This will go on until 06:00 since the owner keeps violating his licensing rights and it has been like this every weekend and some weekdays for the last 1 1/2 years (closer to 2 years). It always follows the same pattern and usually ends with a physical fight among guests in the early hours of the morning. That is when we are forced to call the police. It is having a serious impact on our day-to-day life. The lack of sleep effect our work and personal life.</p>
27/09/2021	2	SASBU referral	<p>Loud music, shouting, people all over the road, loud arguments in the beer garden of the pub. We couldn't sleep and were very distressed.</p>

28/09/2021	2	Noise Team referral	Last night from around midnight until past 5am there was loud music coming from the Cool Cozy Pub at 156 Wells Way. There were also loud people outside on the street fighting and causing disturbance. I have a small child and this ongoing issue with noise is causing much distress.
28/09/2021	3	Noise Team referral	The Flying Dutchman is, as every weekend playing extremely loud music and allow guests to shout scream and argue in the garden. His guests are also parked all over Southampton Way on double yellow and a lot of people are having small pre parties in their cars drinking, smoking weed, and shouting while littering and urinating on our houses. Southwark Council should be ashamed of themselves to let this bully XXXXXXXX continue behaving like this. My number is XXXXXXXXXXXXX.
11/10/2021	3	SASBU referral	The Flying Dutchman are playing loud music and there are fights and screams in their beer garden. Cars are parked all over Southampton Way and people are littering using drugs and driving under the influence. ON A SUNDAY NIGHT (and Monday morning). How can the council allow this to happen??? It's 2 o'clock in the morning on a Monday. We are scared someone will get hurt and that our property will be destroyed.
17/10/2021	3	SASBU referral	Women being shouted at and threatened by several men. Fighting. Drunk driving. Loud music. Street littering. Community unsafe.

17/01/2022	4	Licensing	<p>The venue was closed down last week due to pest issues.</p> <p>We saw rats running around the area just this evening and it has reopened even if the pest issue has not been resolved.</p> <p>People are (once again) arguing in the garden. There is loud music being played and the street has been closed off with traffic cones. People have been seen loudly arguing in the street. This is an absolute outrage and frankly disgusting considering the amount of rats. We are extremely worried about our family's health and safety. We have a new born and now have to worry about both intoxicated people, unacceptable noise volumes (at 05:30 in the morning) and unsanitary conditions.</p> <p>Please action this issue ASAP.</p>
22/02/2022	5	Environmental Customer Services, copied to Licensing	<p>Thank you for your email.</p> <p>I just received a very unsatisfactory call from one of your colleagues. The noise problem I was reporting is consistent and unrelenting.</p> <p>It is centred around the premises of 156 wells way, aka the 'cool and cosy lounge' aka the 'Flying Dutchman'.</p> <p>Every single weekend there is considerable noise between the hours of 3-4am and 5.30-6am. While the noise does not come directly from the premises it is entirely caused by its 6am licence.</p> <p>I was advised by your colleague that as this was the case and it had not been witnessed there was to be no further action at this time.</p>

			<p>I was also advised to call when the disturbance was happening. I have done this many times, having called the noise team when the number was operational at around 3am. Generally I would receive a call back at 4, and someone would attend just after then, when everyone was in the club and there was no disturbance outside.</p> <p>Subsequently, as always, just after 5am everyone would start to leave and the considerable disturbance would resume.</p> <p>I understand this is predominately a licensing issue but the problem is the noise and the antisocial behaviour from the guests, hence I have started the process of resolving it with yourselves.</p> <p>I believe I have cc'd this to the relevant department if, as I was advised by your colleague, as there was nothing you can do.</p> <p>Myself and my wife have to get up at 9-10am every Saturday and Sunday for work and this consistent disruption to our sleep, on a residential road is both unacceptable and incredibly distressing.</p> <p>We're not the only one to be affected!</p> <p>Yours sincerely</p>
23/06/2022	1	Complaint to local MP referred to Licensing	<p>Dear Harriet,</p> <p>I'm sad to be writing to you again on the same topic over 2 years since the last time. A lot has changed over that time but there are also things that have not.</p> <p>The issues we were having with the</p>

			<p>Flying Dutchman / Cool & Cozy across the road from our house really improved after your help back in 2019 and then lay dormant through the pandemic but are unfortunately now back and as bad as ever.</p> <p>To recap I live at XXX XXX which is a lovely residential street in Camberwell. I now have X children (XXX XXXX) which is one more than I had last time we exchanged emails. The older X go to XXXXXXXX XXXXXXXX school at the other side of the XXXX.</p> <p>The reason for my emails is that the Flying Dutchman or Cool & Cozy as it has now been branded has somehow over the years obtained a completely inappropriate alcohol licence that is totally at odds with its completely residential location. I believe it's the only standing 6am licence in the whole of Southwark and it's a venue which is totally surrounded by houses full of young families. In its previous guise of the Flying Dutchman pre-2018, the venue was used as an events venue and would cause a disturbance once every couple of months. Nobody really minded that and we all got on with it. Now their patrons wake up everybody this end of the street from 3-6am every Friday and Saturday night. They routinely park all the way along the double yellow lines near the venue and shout, fight, and slam car doors every Friday and Saturday.</p> <p>The long and short of it is that this venue has somehow been given the wrong alcohol licence and it's negatively impacting a significant number of local residents. This is totally not the right location for Southwark's only 6am nightclub.</p>
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			<p>Could you look into this again for us and help us please? Somehow we need this licence to be reviewed and changed to 11pm as would be appropriate for its location.</p> <p>Now it's time for me to get ready to take my [REDACTED] to football training after the standard 3-6am wake up this morning.</p> <p>Anything you could do to help would be very much appreciated as your help was back in 2019.</p> <p>Regards,</p>
20/09/2022	4	Licensing	<p>SASBU (ASB): Large verbal fight in the venues garden that has been going on for hours. Extremely loud music and litter all over the street. No indication that this will stop.</p>
22/09/2022	6	Police referral	<p>Good Afternoon,</p> <p>I am writing to complain about the poor running of Cool & Cozy Lounge, 156 Wells Way, SE5 7SY. This ineffective management has resulted in a customer suffering a GBH assault on 18th September 2022 where he was hit by a bottle of drink causing a gash to the head.</p> <p>This customer had been out drinking with a female friend elsewhere & they then came to Cool & Cozy. When they were about to leave at 05:00, an argument over the ownership of jacket ignited between the victim & his female friend. This female struck the victim over the head with a bottle, causing a deep gash to his head around 2 inches long that required hospital treatment. The victim called 999. Police & LAS attended. Crime report XXXXXXXX/XX & CAD XXXX refer.</p>

			<p>DPS Francis Kpandeh told police that the victim was drunk when he arrived & been trying to eat food off other people's tables when he stepped in to try & give him some water to sober him up. Despite this, the victim & his friend were allowed to continue dancing & drinking. The crime report states "Staff were disgruntled that the victim called police, so when police were on scene staff were reluctant to give their details as well as incident information."</p> <p>The area where the assault took place was covered bottles, glass, liquid & tissues, so no opportunity for any forensic evidence to be secured.</p> <p>According to the victim, his friend he arrived with is called "XXXX" & she has been she is a regular at the this venue for a long time.</p> <p>Staff were also asked for further details on RUGI. They confirmed she was a regular but they would not provide any details. She left immediately after assault.</p> <p>CCTV was checked. It was found not to cover the location where the assault happened & was of poor quality.</p> <p>In summary, this venue has completely failed to meet the licensing objectives of prevention of Prevention Of Crime & Disorder and Public Safety for the following reasons –</p> <ul style="list-style-type: none">• They permitted drunk victim & suspect into the venue.• They served alcohol to the drunk victim & suspect.
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			<ul style="list-style-type: none">• Once the assault took place, they did not attempt detain the suspect & she was permitted to leave (despite having SIA door staff).• They did not provide any first aid to the victim.• They did not contact police or ambulance after the assault.• Further to this, the victim informed police that staff were actually telling him & putting him under pressure not to contact police.• Staff were unhelpful & obstructive towards police. Despite the fact that suspect XXXX is a regular there, they were not willing provide any details for her, plus the SIA door staff initially refused to provide his details to police until he was reminded that he is obliged to share these details with us.• The CCTV at the venue, which is a requirement on their license is of poor quality.• By permitting entry & serving alcohol to two drunk people, they have created the situation for violence to occur. Once the assault happened, DPS Francis & other staff there have shown no regard for the welfare of the victim, placed the victim under duress to not contact police & been obstructive towards police. Their only concern was for the potential implications the GBH may have on their license. <p>Very poor indeed.</p>
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			Regards, PC Ross Kennedy 2222AS Night Time Economy Team
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Appendix (iv)

London Borough of Southwark

CMU V8.9.x.0

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

Complaint reference number: 954313

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: [REDACTED]
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]

ADDRESS COMPLAINED AGAINST

The Flying Dutchman
156 Wells Way
London

AREA: Camberwell
WARD: St Giles

SE5 7SY

UPRN/USRN: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

FULL DETAILS OF COMPLAINANT

[REDACTED]

LPIKEY: [REDACTED]
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]

WARD: [REDACTED] STW - St Giles
[REDACTED] 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: 954326

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: [REDACTED] TRADER: THE STREET
LA REF: [REDACTED] TRADER:
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]
PREMISES ALARM STATUS: N

ADDRESS COMPLAINED AGAINST

Street Blpu
Southampton Way
London

AREA: Walworth
WARD: Brunswick Park Old Ward

UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]

FULL DETAILS OF COMPLAINANT

[REDACTED]

TELNO: [REDACTED]
LPIKEY: [REDACTED]
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]
WARD: STW - St Giles
HOW RECEIVED: TEL - Telephone

Music - RR: Tenant states loud music from the Flying Dutch man Pubon
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: 954421

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: [REDACTED] TRADER: THE STREET
LA REF: [REDACTED] TRADER:
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]
PREMISES ALARM: [REDACTED]

ADDRESS COMPLAINED AGAINST

Street Blpu
Wells Way
London

AREA: Walworth
WARD: Faraday Old Ward

UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]

FULL DETAILS OF COMPLAINANT

[REDACTED]

LPIKEY: [REDACTED]
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]

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: 954833

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: [REDACTED] TRADER:
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]

ADDRESS COMPLAINED AGAINST

The Flying Dutchman
156 Wells Way
London

AREA: Camberwell
WARD: St Giles

SE5 7SY

UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]
LPIKEY: [REDACTED]

FULL DETAILS OF COMPLAINANT

[REDACTED]

LPIKEY: [REDACTED]
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]
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: 954959

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

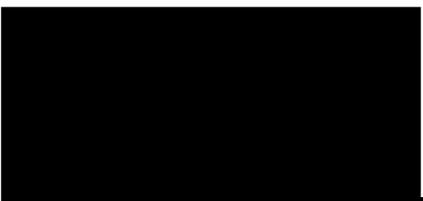
People Noise (Footsteps, Talking) - RR

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: [REDACTED]
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]

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: 959229

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: [REDACTED] TRADER: THE STREET
LA REF: [REDACTED] TRADER:
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]
PREMISES ALARM [REDACTED]

ADDRESS COMPLAINED AGAINST

Street Blpu
Wells Way
London

AREA: Walworth
WARD: Faraday Old Ward

UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]

FULL DETAILS OF COMPLAINANT

[REDACTED]

LPIKEY: [REDACTED]
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]
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: 959246

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: [REDACTED] TRADER: THE STREET
LA REF: [REDACTED] TRADER:
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]
PREMISES ALARM: [REDACTED]

ADDRESS COMPLAINED AGAINST

Street Blpu
Wells Way
London

AREA: Walworth
WARD: Faraday Old Ward

UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]

FULL DETAILS OF COMPLAINANT

[REDACTED]

LPIKEY: [REDACTED]
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]

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: 960448

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: [REDACTED] TRADER: THE STREET
LA REF: [REDACTED] TRADER:
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]
PREMISES ALARM STATUS: N

ADDRESS COMPLAINED AGAINST

Street Blpu
Wells Way
London

AREA: Walworth
WARD: Faraday Old Ward

UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]

FULL DETAILS OF COMPLAINANT

[REDACTED]

LPIKEY: [REDACTED]
UPRN/USRN: [REDACTED]
EASTING: [REDACTED]
NORTHING: [REDACTED]

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