

## APPENDIX Q

**From:** Binya, Raymond <Raymond.Binya@southwark.gov.uk>  
**Sent:** Thursday, July 25, 2024 1:14 PM  
**To:** Heron, Andrew <Andrew.Heron@southwark.gov.uk>  
**Cc:** Regen, Licensing <Licensing.Regen@southwark.gov.uk>  
**Subject:** FW: Review of premises licence - Wazobia Restaurant, 670 Old Kent Road, London SE15 1JF our ref A04684

Dear Andrew,

It is our understanding that the decision on above review application has been referred back to the Sub Committee following new evidence.

On behalf of Environmental Protection Team in our capacity as Environmental Health Responsible Authority, we would just like to add that since review decision was issued, our database shows there have been 4 complaints which appear to be duplicates as they are all from same resident above the premises and recorded at same time. These were recorded as 'web referrals' on 22/1/2024. Since complaints were received after an incident had passed, a standard advice was sent out to the resident to contact Noise and Nuisance at the time they were being disturbed to allow officers to make real-time assessments.

We therefore do not have anything to add to our original representation.

Date of complaint	Details of complaint	Action Taken
25/ 5/2023 Thurs at 01:11 hours	Loud music	Unable to get through to resident's telephone number
31/ 7/2022 Sun at 01:10 hours	Loud music and drums	Noise had gone down when officers called back-NFA
10/ 7/2022 Sun at 02:27 hours	Loud music	Voicemail message was left to call back
04/6/2022 at 23:29 hours	Loud music	<ul style="list-style-type: none"><li>• Statutory noise nuisance was witnessed.</li><li>• This was contravention to s80 Abatement Notice</li><li>• A caution was issue to Licensee</li></ul>
**29/5/2022 Sun at 02:51 hours	Loud Music	Resident advised to call NT at the time of disturbance
**21/5/2022 Sat at 01:43 hours	Loud Music	Resident advised to call NT at the time of disturbance
02/5/2022 Mon at 01:30 hours	Loud music	<ul style="list-style-type: none"><li>• Statutory noise nuisance was witnessed.</li><li>• s80 Abatement Notice was served on Licensee</li></ul>
02/5/2025 Mon at 0:32 hours	Loud music	Resident advised noise had gone down when officers visited -NFA

**16/4/2022 Sat at 02:17 hours	Loud music	Resident advised to call NT at the time of disturbance
12/02/2022 Sat at 23:48 hours	Loud music	<ul style="list-style-type: none"> <li>Resident declined a visit from NT declined. A drive-by to the area by officers at 02:55 hours heard music from outside</li> <li>Advised was given to Licensee</li> </ul>
29/1/2022 Sun at 0:53 hours	Loud music	Music had been reduced by the time officers visited
07/7/2022 Fri at 23:00 hours	Loud music	Music had been reduced by the time officers visited
14/ 8/2021 Sat at 01:31 hours	Loud music	Resident advised noise had gone down when officers visited -NFA
27/6/2021 Sun at 0:14 hours	Loud music	Music had been reduced by the time officers visited
31/5/2021 Mon at 01:23 hours	Loud music	Music had been reduced by the time officers visited

\*\* 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; NRR is a rapid noise service request which means disturbance has been reported and it is ongoing and officers have to visit as a reactive response. NTT is also used for enquiries seeking advice only and has a 3 days response time requirement.

Date and time of complaint	Source of Complaint	Details of complaint	Action Taken
**25/01/2024 Thurs at 09.01		Loud sound and bass until 4am	Resident advised through voicemail to call NT at the time of disturbance
**25/01/2024 Thurs ay 09.35 ( <b>Duplicate of the above</b> )		Very loud music every weekend till 3-4	Resident advised through voicemail to call NT at the time of disturbance
**25/01/2024 Thurs ay 09.33 ( <b>Duplicate of the above</b> )		Very loud music every weekend till 3-4	Resident advised through voicemail to call NT at the time of disturbance
**25/01/2024 Thurs ay 09.33 ( <b>Duplicate of the above</b> )		Very loud music every weekend till 3-4	Resident advised through voicemail to call NT at the time of disturbance

\*\* 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; NRR is a rapid noise service request which means disturbance has been reported and it is ongoing and officers have to visit as a reactive response. NTT is also used for enquiries seeking advice only and has a 3 days response time requirement.

Kind Regards

**Raymond Binya**  
**Principal Environmental Protection Officer**  
Environmental Protection Team