

APPENDIX C

RECEIVED

11 SEP 2009

Flat
Metro Central Heights
119 Newington Causeway
London SE1 6BA
02 September 2009

Licensing Unit
Chaplin Centre
Thurlow Street
London SE17 2DG

License Number: 830451 Sorriso Restaurant, Rockingham Street.

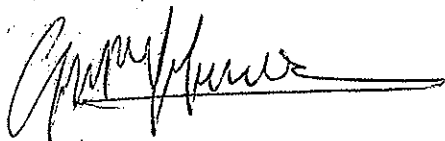
Dear sir / madam

I'm writing to raise my objection to the extension to the above licensing number and would request the following be taken into consideration in relation to my objection:

- The premises is not a 'hub-of-the-community' village pub; within a 2min walk there are already plenty of drinking establishments, restaurants and an all-night venue in the Ministry of Sound to cater for peoples needs.
- The premises already frequently flouts its current licensing times [example dates can be provided on request].
- Groups of Sorriso patrons seen on the street: drinking, urinating, loudly swearing, verbally arguing, fighting and even gambling (betting on coin tossing against outside wall) both within and outside its permitted licensing hours
- Parties are hosted on the premises whereby loud music can be heard after hours as doors are deliberately left open with no thought to the noise pollution caused
- Tables outside the premises are already frequently provided, with rowdy groups of drinkers often drinking after licensing hours
- The area directly facing the premises entrance is a large block of purely residential family flats (number of flats easily numbering 100+) with a newly built residential block recently constructed to its right, residential property also within 50m behind it and to its left is an office block (occupied by the Salvation Army, hardly noisy neighbours)... brief, this is not an industrial or commercial area, it is a residential one and anti-social hours as 2am+4am closing would not fit in with (i) the make-up of the direct area concerned and (ii) the councils granting of permission for new residential only buildings.
- Bearing in mind its location in the middle of residential housing, if a licensing extension was granted it would give more than just cause for an avalanche of requests to extend licenses by all the other local establishments.
- It is well documented that extended-hours drinking has not worked, making city centres no-go areas, pushing Police and NHS resources – extending the Sorissos licence would simply add another venue allowing rowdy unruly behaviour in an area rarely patrolled by Police due to its priorities in commercially centred areas

To the person reviewing this Licence I simply ask them to consider this: the Sorisso for all its counter-arguments and likely protestations is not a responsible "neighbour" and does not take into consideration the feelings of local residents, as if it did you would not have received mine and the other objections. In your considering of this application simply consider this question - would you find it acceptable to have noisy loud music, irresponsible patrons brawling and shouting at 2am / 4am not 30m from your bedroom window?

Regards & thanks



[Garry Hammond]

Ashenden, Kristie

From: Regen, Licensing
Sent: 25 August 2009 13:58
To: Ashenden, Kristie
Subject: FW: Objection to License Extension Application

From: Paul Tighe [mailto:p.tighe@...]
Sent: 25 August 2009 13:44
To: Regen, Licensing
Subject: Objection to License Extension Application

Dear Licensing

In regard to the application to extend the licensing hours of:

SORRISO
5-7 Rockingham Street
London
SE1 6PD

I wish to formally record my strong objection on the grounds of Public Nuisance. This follows Councillor Tim McNally's objection dated 21 August 2009.

I live in apartment of Metro Central Heights and my flatmate and I are continually disturbed by noise from this restaurant. For example, on hot days they leave the doors open which allows the music, already being played at an unbearable volume, to be heard for some distance around. On a more serious note I recently observed several customers of the restaurant, clearly not of an age to be drinking alcohol, who were obviously intoxicated.

Sorriso opened as a restaurant but now appears to be flouting its official planning use as, to all intents and purposes, it operates more like a nightclub or late night bar.

Kind regards.

Paul Tighe

Apartment Metro Central Heights.

Save paper...think before you print.

This email and the information it contains are confidential and may be privileged, if you have received this email in error please

25/08/2009

From: Fred Sharrock [@]
Sent: 16 September 2009 22:00
To: Regen, Licensing
Subject: Objection to license application number 830451
Importance: High
Attachments: Sorriso objection to new license.pdf

Dear Sir/Madam

I wish to object to license application number 830451 which would vary the operating hours of the Sorriso restaurant and include the pavement area. My objection relates to the following licensing objectives: 1. The prevention of nuisance, 2. The prevention of crime and disorder.

I have set out my objections in the attached letter. I would be grateful if you could acknowledge receipt of this.

Fred Sharrock

Fred Sharrock
Apartment
Metro Central Heights
119 Newington Causeway
London
SE1 6BA

By email to: licensing@southwark.gov.uk

16 September 2009

Dear Sir/Madam,

Objection to license application number 830451

I wish to object to license application number 830451 which would vary the operating hours of the Sorriso restaurant and include the pavement area. My objection relates to the following licensing objectives: 1. The prevention of nuisance, 2. The prevention of crime and disorder. In addition the restaurant's opening hours are restricted by conditions of its planning consent, which requires it to close by midnight and stop music by 11pm, so it would be inappropriate to grant the variation to the licensed hours that the restaurant has requested.

Over the last year I have experienced repeated disturbances from Sorriso and its customers. These have occurred during and well beyond its licensed opening hours. The most frequent problem has been noise from music in the restaurant and noise caused by arriving and departing customers. Prior to the restaurant opening there was very little outside noise audible in my apartment. It overlooks Rockingham Street, which had very little traffic or pedestrian noise. We chose our flat precisely for this reason: it affords an unusually quiet environment for such a central London location, punctuated only by the rumble of trains passing on the Thameslink slow line.

Since Sorriso opened, the restaurant has frequently played loud music at the weekends. And its customers have been noisy on entering or leaving the premises. Both the music and noise from customers have often continued well beyond its licensing hours. More recently Sorriso has started putting tables on the pavement outside the restaurant to serve customers.

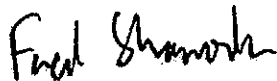
I enclose with this letter a list of all the breaches of Sorriso's license that I have observed since I began keeping a log in February. Several of these have been loud enough to wake me in the middle of the night. This is probably an incomplete list as the breaches usually take place at weekends, and there have been some weekends when I was away from my flat. This record also does not include frequent instances of disturbing loud music or noise from customers which did not continue outside Sorriso's license hours.

In addition to the disturbance caused by Sorriso, there is evidence that its breaches of its existing license are associated with offences being committed. I have seen a customer leaving Sorriso after hours inebriated and urinating in the street. I have also seen customers leaving late at night with alcoholic drinks, suggesting that alcohol has been served outside of licensed hours.

Extending Sorriso's opening hours would undoubtedly lead to much more frequent late night disturbance from music and noisy customers. Allowing Sorriso to extend its activities on to the pavement would result in a larger number of potentially noisy customers outside the restaurant. The management at Sorriso have shown scant regard for their existing license and planning consent, repeatedly breaching both despite enforcement visits from the Council. They have also failed to implement the noise management plan they submitted when their most recent planning application was approved. (See planning application 08/AP/2834. Matthew Cullen, Southwark planning officer is already aware of these concerns.)

In conclusion, Sorriso creates a significant nuisance already, which would be worsened by extending its opening hours. The restaurant has shown that it does not respect the requirements of its license and planning consent and cannot manage the noise created by its customers in accordance with its own noise management plan. Therefore it would be wholly inappropriate to grant the variation in its license that Sorriso has requested, and I would like to record my objection to it in the strongest possible terms.

Yours faithfully



Fred Sharrock

Record of disturbances from Sorriso

In each bullet below two dates are given, as the disturbance occurred either side of midnight either on a Friday night/Saturday morning or Saturday night/Sunday morning

- 31 Jan/01 Feb Noise until after 1:05AM. Phoned Southwark noise complaints ref:800 363 3163
 - 21/22 Feb Noise until after 00:20 – took photos of customers outside and entering at that time.
 - 07/08 March Noise until after 1AM. Customers entering until after midnight. Sorriso closed front shutters about 12:30 with customers still inside (disco lights visible).
 - 01/02 May noise until 00:20 on Saturday morning, but front shutters down
 - 16/17 May noise at 00:25. Customers photographed smoking outside and then returning inside at about 00:20
 - 23/24 May loud music – possibly live - until at least 1AM. Then my wife woke up at 3:30 and heard music and cheering
 - 27/28 June - loud music until at least midnight (when I went to bed). Kirsty heard quieter music at 1AM. The front door and blinds were shut but people were entering and leaving by a side door
 - 03/04 July music until after midnight. People talking loudly and smoking in the street outside
 - 04/05 July. 15 people outside and going in/out of side door at 1:30AM
 - 25/26 July Music until dawn. Not sure if it was coming from Sorriso or not, but it was the type of music they play
 - 26/27 July: music until 12:30. People entering and leaving + talking loudly in the street from 10:30. Details in email to Emma.
 - 31 July / 01 August: woken at 5:15 by about ten people outside talking/shouting. 4 groups of 3-6 people left by side door in next hour, talking loudly
 - 07/08 August: people leaving between 5-7am. 20 in groups of 4-8. All talking loudly. Some loitering for 10 mins. Some had drinks in hand. One urinating.
 - 22/23 August: Seemed to shut up at midnight, and half closed the blinds. But then about 20 people arrived in groups between midnight and 12:40. Some entered by the front, some through the side door. One had musical instruments! I have video of all these arrivals. Another five people arrived at 2:45 AM - I was asleep then, but I was woken up by them banging loudly on the side door to be let in. I didn't have the video camera ready. Some of the guests left at 6AM. I didn't see them all go, but I have video of several departing. Other residents observed some of this too.
-

Mohammed Arafat
Metro Central Heights
119 Newington Causeway
London
SE1 6BA

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0 8 SEP 2009

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To whom this may concern,

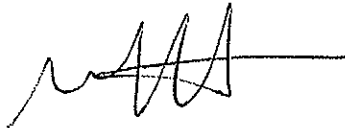
I am writing to object to the application sent in by Sorriso, my reasons for objecting are they have played loud music on numerous times and have kept me awake in the very early hours on most weekends.

My second reason for objecting is because the customers of Sorriso often hang around outside the place and cause nuisance, loud disorderly behaviour and I have seen them urinating in the street.

I am a working professional and I have to work on Saturday and Sunday and they have caused me many problems due to noise and disorderly behaviour beyond their usual opening times.

I live in the close proximity to Sorriso and me and my flatmate Arshad Farooq both object to this application very much.

Signed:



MOHAMMED ARAFAT

07/09/09

Louise McNamara, Claire

From: Regen, Licensing
Sent: 03 September 2009 08:48
To: Louise McNamara, Claire
Subject: FW: Objection to License Extension Application

Objection please reply
Thanks
Kirty

From: Mathers, Laurie [mailto: @]
Sent: 01 September 2009 20:05
To: Regen, Licensing
Subject: Objection to License Extension Application

Dear Licensing,

We wish to formally record our objection to the application to extend the licensing hours of: SORRISO, 5-7 Rockingham Street, London, SE1 6PD.

I am writing as the Vice Chairman of the Metro Central Heights Residents Association, and represent the views of a large number of Elephant & Castle residents. Sorisso has been granted the right to operate as a restaurant, and we do not believe it is appropriate for the restaurant to progressively turn itself into a club, especially given the events of recent days.

Many of our residents have contacted us, objecting to this extension and we would like to collectively put forward their view.

Our residents believe that Sorisso has continually broken the terms of their existing lease and that these rights should be reconsidered, with any extension of the existing terms only accentuating the problem. We believe that Sorisso management are already operating outside their permitted hours, with noise levels that are totally inappropriate given their proximity to our housing.

Our residents are aware of our objection to the council and please may I ask that you keep me updated with progress of this application, so I can pass the information to residents.

With thanks,

Laurie Mathers

Vice-Chairman of the Metro Central Heights Residents Association.

Ashenden, Kristie

From: McNally, Timothy
Sent: 21 August 2009 12:09
To: Regen, Licensing
Cc: Ashenden, Kristie; Stowell, Joanne; Sangweme, Dennis
Subject: Objection to License Extension Application

Dear Licensing

In regard to the application to extend the licensing hours of:

SORRISO
5-7 Rockingham Street
London
SE1 6PD

I wish to formally record my objection on the grounds of Public Nuisance.

As the local ward councillor I have received numerous calls and emails from local residents of Metro Central Heights – opposite the restaurant – complaining about noise nuisance from both music played in the restaurant and from smokers spilling out onto the street, and of hours of operation beyond the permitted hours - both in terms of Licensed hours and in terms of breaches of Planning Conditions imposed by Borough and Bankside Community Council Planning in response to resident objections.

I have had to involve Dennis Sangweme of Planning Enforcement in regard to this and Sorriso have continued to breach conditions despite being visited by the enforcement team. I have personally witnessed the breaches myself during two late night visits in response to emails from local residents.

I therefore would recommend that such extension NOT be granted.

Many thanks

Regards

Tim

Cllr Tim McNally
Executive Member for Resources
LibDem Member for Chaucer Ward

Franklin, David

From: Tenzin Metok Sither [@]
Sent: 08 September 2009 17:29
To: Regen, Licensing
Subject: RE: Sorriso restaurant (830451)

Metro Central Heights
 119 Newington Causeway
 London SE1 6BA

Subject: RE: Sorriso restaurant (830451)
Date: Tue, 8 Sep 2009 17:21:06 +0100
From: Licensing.Regen@southwark.gov.uk
To: @

Dear Tenzin,

Thank you for your email making a representation with regard to the application for a variation to the premises licence for Sorriso 5-7 Rockingham Street.

Unfortunately we do need your address to be able to accept your representation.

You may find Southwark's licensing website helpful in objecting to a licence
<http://www.southwark.gov.uk/BusinessCentre/Licensing/Licensingobjection.html> there is a link to guidance on this page, also the DCMS give guidance on their page
http://www.culture.gov.uk/what_we_do/alcohol_and_entertainment/4038.aspx.

Kindest Regards

David

David Franklin
 Team Leader
 Licensing Web Site:
<http://www.southwark.gov.uk/BusinessCentre/Licensing/>
 Current Licence Applications and Licence Register:
<http://licensing.southwarksites.com/>

From: Tenzin Metok Sither [@]
Sent: 06 September 2009 11:36
To: Cullen, Mathew; Regen, Licensing
Subject: Sorriso restaurant (830451)

Dear Mr. Cullen,

I am writing to object to the license application of Sorriso restaurant (830451)

As a resident of Metro Central Heights, and facing the restaurant, I have faced increasing amounts of noise and disturbances from the restaurant and its visitors. This was particularly distressing whilst studying at law school. During the night, I have heard several restaurant visitors screaming, shouting and singing very loudly outside the premises. The music from the restaurant is played very loudly and I can hear it from a far distance. I donot think it is reasonable for a restaurant to have to play their music this loud if residents living further away

09/09/2009

(13) DATE REC

can be disturbed. I have complained to the noise pollution team as well.

The situation is already terrible, to extend the licence even more would cause distress to our residents. I have written to the council about these concerns in the past.

Sincerely,

Tenzin Sithar
6 September 2009

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From: HOLBOROW, Will [mailto:]
Sent: 04 September 2009 08:56
To: Regen, Licensing
Subject: Licensing ref 830451 - Sorriso, Rockingham Street

Dear Sir/Madam

As an occupier of a 10th-floor flat in Metro Central Heights overlooking the Sorriso premises, I wish to strongly object to the application ref 830451 by Sorriso to extend their opening hours and include the pavement area. This establishment is already a source of considerable noise and disturbance at night and any extension of hours would only make a bad situation worse.

Please take into account the views of adjoining residents and refuse this application.

Yours faithfully,

William Holborow
Flat , Metro Central Heights
119 Newington Causeway

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Louise McNamara, Claire

From: Regen, Licencing
Sent: 28 August 2009 09:06
To: Louise McNamara, Claire
Subject: FW: Sorriso Licencing

From: Tolkien Osborn [mailto: @]
Sent: 27 August 2009 11:13
To: Regen, Licencing
Subject: Sorriso Licencing

Dear Licencing

In regard to the application to extend the licencing hours of:

SORRISO
5-7 Rockingham Street
London
SE1 6PD

I wish to formally record my objection on the grounds of Public Nuisance.

I have complained many times about the noise coming from this establishment. Initially they had a faulty alarm that went off all night over a period of weeks last summer and despite many phone calls to the council and visits to the establishment to complain it took weeks to sort it out.

There are often people loitering noisily outside the restaurant without any concern for the local residents. They are often breaking their current licencing hours particularly on the weekend.

Whist I appreciate that many people use Rockingham st for parking to visit the Ministry of sound. And these people have nothing to do with Sorriso's they only make noise for a minute or two going in and coming out of the club. There are still a bunch of people actually eating and generally hanging around outside Sorriso's that do make noise.

In the winter months this isn't so much of a problem as I can just shut the windows. But in the summer I can be woken several times a week by inane shouting between 11-1am.

Also the owners and staff of Sorriso seem to be uninterested in A) The local residents complaints(see last years alarm mess) or B) Policing their customers. Which seems crazy as they could potentially have much more business from our building if the behaved in a responsible manner.

Many thanks

Regards

Metro Central Heights

Tolkien Osborn
Digital Developer

Franklin, David

From: Sean Vassen [] i@
Sent: 04 September 2009 09:28
To: Regen, Licensing
Subject: Licensing ref: 830451 - Sorriso, Rockingham Street

Dear Sir/Madam,

As a resident of Metro Central Heights who overlooks the Sorriso establishment, I am strongly against their application (ref: 830451) to extend their licensing hours to 2am during the week and 4am at weekends. I am also objecting their inclusion of the pavement areas. Sorriso is already a source of considerable disturbance and have caused disruption during the night, beyond their existing license. I feel that the granting of this application will cause myself and all the other residences who face the establishment considerable disruption and loss of sleep.

I urge you in the strongest terms possible to take into account the views and objections of the local residents and refuse this application.

Yours faithfully,

Anthony Sean Vassen,

Metro Central Heights
119 Newington Causeway
London SE1 6BB

Sean Vassen

Designer

Please consider the environment before printing this e-mail.

Registered in England and Wales 6429202
Registered Address: 3-4 Jacobs Well Mews, London W1U 3DU
Registered Number 6429202

09/09/2009

Ashenden, Kristie

From: Regen, Licensing
Sent: 24 August 2009 13:57
To: Ashenden, Kristie
Subject: FW: Sorriso - Extended licensing

-----Original Message-----
From: @ []
Sent: 24 August 2009 11:55
To: Regen, Licensing
Subject: RE: Sorriso - Extended licensing

Hi,

This is

Flat Metro Central Heights
119 Newington Causeway
London
SE1 6BB

Thanks

> Please e-mail us your full address
> Thanks
> Kirty

> -----Original Message-----
> From: @ []
> Sent: 22 August 2009 11:49
> To: Regen, Licensing
> Subject: Sorriso - Extended licensing

> Hi,

> In regard to the application to extend the licensing hours of:

> SORRISO
> 5-7 Rockingham Street
> London
> SE1 6PD

> I wish to formally record my objection on the grounds of Public
> Nuisance.

> As a resident of Metro Central Heights opposite the restaurant I can
> only say that this is the oddest of restaurants I have ever seen, it
> is always pumping out loud music and has crowds of youths outside just
> gathering in the street - it seems to play loud music till midnight on
> weekdays and quite often breaches midnight.

> I find the situation odd because rockingham street is what I would
> class as a residential street and out of nowhere this place has sprung
> up, so be it and I would not begrudge people a living but does it have
> to be so loud all the time, I am sure you will and can see on record
> that they have breahed regulations on numerous occasions so any
> leniency should be withdrawn and let alone an extension, you should be
> thinking of enforcement,

> Thanks

> Jamie

Read, Kirty

From: Richard Curtin [@]
Sent: 22 August 2009 10:18
To: Regen, Licensing
Cc:
Subject: Objection to Licensing Extension Application - 830451

With regard to the above application to extend the licensing hours of:

SORRISO
 5-7 Rockingham Street
 London
 SE1 6PD

I wish to formally record my objection on the grounds of Public Nuisance & Antisocial Behavior.

My home overlooks Rockingham Street, and this premises. Since it's opening and subsequent extension of it's license to midnight it has become a blight on the lives of many of us living in Metro Central Heights.

1. Despite an undertaking to implement a noise management scheme, the owners have consistently failed to do so. They have a flimsy curtain across the upper half of the entrance which does nothing to reduce the noise. In addition, as the venue has no other outside space, clubbers spill out of the venue to smoke, both adding to the noise, and leaving the door open which undermines any attempt at noise abatement. Indeed I have often witnessed staff smoking outside making no effort to close the door. This in my view reinforces my view that they management have scant regard for the local residents.

2. I have on on occasion phoned the venue personally asking them to at least turn the music down - this occurred well after midnight and was accompanied by a large crowd of clubbers who had extended the party out onto the street. I informed them that unless they did so, I would phone the noise team - they complied. At this point I should note that it has been their customary practice after midnight to pull the shutters down over the front door, but allowing customers to continue to enter via the side entrance until the early hours. I have notified Matthew Cullen at Licensing on some (but not all, of the occasions) when breach of their existing license has occurred.

3. The late night parties are also accompanied by other antisocial behavior, in particular I have witnessed on numerous occasions customers after their cigarette, walking along to the old gates next to the venue, and then urinating, this is totally unacceptable.

4. On the 11th August I contacted the Environmental Enforcement Team as a result of a very loud, very busy party which had again spilled out onto the street. The considered that noise to constitute a statutory nuisance and served a noise abatement notice. No doubt this is the reason behind their application to extend their hours.

It is my view that the owners of Sorriso have no regard for the residents of this area, they have consistently failed to operate within the terms of their license, both i terms of their efforts to reduce the impact of their operations on the residents here, on indeed by operating within agreed hours.

This venue is completely unsuitable to be used as a night-club (for that is what is has become), it has no facilities for smokers which inevitably means they will spill into the street (and it also appears to have insufficient toilets). Finally, the venue is overlooked by a large number of homes, even if the owners had demonstrated some kind of concern for residents in the past this application would be objectionable as no realistic noise management plan is possible.

I therefore object to this application in the strongest terms.

Richard Curtin
 Metro Central Heights

Ashenden, Kristie

From: Franklin, David on behalf of Regen, Licensing
Sent: 21 September 2009 13:06
To: Ashenden, Kristie
Subject: FW: KKR02146.doc please e-mail us your full address

David Franklin
Team Leader
Licensing Web Site:
[http://www.southwark.gov.uk/BusinessCentre/Licensing/
Current Licence Applications and Licence Register:](http://www.southwark.gov.uk/BusinessCentre/Licensing/CurrentLicenceApplicationsandLicenceRegister)
<http://licensing.southwarksites.com/>

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

From: Richard Curtin [mailto:richard.curtin@southwark.gov.uk]
Sent: 25 August 2009 20:58
To: Read, Kirty
Subject: Re: KKR02146.doc please e-mail us your full address

Hello Kirty

My full address is

Metro Central Heights
119 Newington Causeway
London
SE1 6DX

On 24 Aug 2009, at 09:04, Read, Kirty wrote:

> <KKR02146.doc>