

APPENDIX A

25/08/2016

Application for a review of a premises licence or club premises certificate under the Licensing Act
Ref No. 667208

Please enter the name of the applicant who is applying for the review of a premises licence under section 51/apply for a review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises

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Postal address of premises or club premises, or if none, ordnance survey map reference or description

Address Line 1	11 JOHN RUSKIN STREET
Address Line 2	
Town	LONDON
County	
Post code	SE5 0NS
Ordnance survey map reference or description	

Name of premises licence holder or club holding club premises certificate (if known)

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Name of premises licence or club premises certificate (if known)

	D'Connect Restaurant
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I am

	1) an individual, body or business which is not a responsible
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This application to review relates to the following licensing objective(s)

	Please check one or more boxes if appropriate
	1) the prevention of crime and disorder 2) public safety 3) the prevention of public nuisance 4) the protection of children from harm

Please state the ground(s) for review (please read guidance note 2)

	The grounds for review are: (1) the prevention of crime and disorder; (2) public safety; (3) the prevention of public nuisance; and (4) the prevention of children from harm.
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	<p>(1) My partner and I have witnessed: fights on John Ruskin Street; what we suspect to be drug dealing; drink driving; racism and intimidation of passers-by.</p> <p>(2) Public safety is affected due to the issues raised in (1). Furthermore, the majority of D'Connect customers from 6pm in the evening seem to arrive by private vehicle (i.e. their own cars), which they park on double yellow lines making what is a dual carriageway a single track road resulting traffic and a dangerous passage for vehicles.</p> <p>(3) D'Connect customers: congregate and drink outside of the premises; shout and talk loudly in the early hours of the morning outside of the premises; sound car horns; urinate profusely throughout the street; and are aggressive and threatening when confronted for such antisocial behaviour.</p> <p>(4) D'Connect customers urinate throughout John Ruskin Street. Children play regularly on the street and when they fall over it is seen they fall and wipe their hands in the areas in which D'Connect customers have previously urinated the night before.</p>
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Please provide as much information as possible to support the application (please read guidance note 3)

	<p>The Council has been provided with the documentation relied on in relation to complaints regarding D'Connect and its customers. Should this be required to be resubmitted I list the following for ease of reference:</p> <ol style="list-style-type: none"> 1. Noise diary from 23 August 2015 to 17 July 2016 (links to photos and videos noted therein https://www.dropbox.com/sh/sh48vro2fkmmgpep/AAA6OFL7ixn8Z6oH9T99KMVna?dl=0); 2. Redacted petition signed by residents of John Ruskin Street complaining against D'Connect and its customers; 3. Redacted picture of a sign in a resident's flat regarding D'Connect customers urinating; 4. Comparison of D'Connect's existing licence terms and those of other licensed establishments in the area; 5. Complaints made on South Council Planning Portal naming D'Connect or 11 John Ruskin Street under reference 15/AP/1644 - Change of use from internet cafe (Use Class A1) to mini-cab office (Sui Generis). 13 JOHN RUSKIN STREET, LONDON, SE5 0NS; and 6. 85 pages of complaints reported to the Licensing Unit and NaNT disclosed under a Freedom of Information Request made on 2 July 2016. <p>Please see the noise diary in full for details, an extract is provided below by way of an example only:</p> <p>Saturday to Sunday 3 July 2016 --</p> <ul style="list-style-type: none"> • Approximately 8 customers congregating outside D'Connect, shouting from 00:28 (see 2016-07-03_1). • Man in white shirt urinating against the residential building (see 2016-07-03_2 and 2016-07-03_3). • Call to NaNT at 00:43 to investigate. • 3 men urinating on the street. • Fourth man in black jacket urinating on parked car at 00:58 (see 2016-07-03_4). • Peak noise level at 65db. Noise level reduced at 01:33 to 48db with occasional shouting. • Call from NaNT to request whether noise on going at 01:42 (1 hour later). Confirmed reduced but that they should come as it is likely to recommence. • Call from NaNT to request whether noise on going at 01:51. Confirmed noise had reduced to an acceptable level but as there were customers still outside and that D'Connect is meant to close at 02:30 we would like them to attend in any event. NaNT Team initially refused but confirmed they would do a "drive by" to see what the level was like but only after I insisted that I had complained in writing to the Licensing Unit that they were breaching their licence and if it did close on time we would expect the noise levels to pick up again.
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- Linda witnesses suspicious activity at 02:20 – male customer from D'Connect takes plastic drinks cup outside and presents the cup behind an open car door for another male to put an object in. The customer walked away and reached inside the cup to pull out the object and then put it in his trouser pocket.
- No call from NaNT, which does not operate past 02:30
- 6 further D'Connect customers urinating on the street in the same place shown in 2016-07-03_2. Cars honking horns to attract customers from D'Connect at 02:45.
- Lots of shouting from D'Connect customers leaving the premises and loud base music being played from cars collecting customers. Customers entering and exiting the premises at will at 02:50. Neighbours shout from windows.
- Quiet at 03:00.

Friday to Saturday 9 July 2016 --

- Loud shouting from customers outside of D'Connect and a doorman in a fluorescent vest is present (first time this has been seen) but takes no action against the 8 to 10 customers at 12.30. Customer in white t-shirt urinates against parked car at 01.14 (see 2016-07-09_1)
- Call to NaNT at 01:19 to investigate. Operator confirmed that they did not have resource to investigate for at least 1 hour.
- Linda witnesses further urinating from D'Connect customers against the building and shouts from the window that they should use the toilets in the bar. D'Connect customer shouts aggressively back at Linda and makes indiscernible threats. Linda shuts the window in fear (see 2016_07_09_2).
- Call to Police at 01:24 to request assistance regarding noise offences and report possible drugs offences.
- Call from Police at 01:28 who confirmed they would investigate. Confirmed we had previously made a complaint to the police and had been instructed to keep a noise diary. Reference provided CAD744-09-7-2016.
- Call from NaNT at 01:53. They confirmed they would not be able to investigate if noise was coming from "patrons" outside of the D'Connect. On request as to who would enforce the terms of the licence and further prevent noise should it continue throughout the night NaNT confirmed it would be the Licensing Unit although they would not be able to do anything immediately. On further refusal to accept this information, NaNT confirmed they would investigate to keep a record for the Licensing Unit.

Sunday to Monday 11 July 2016 --

- Loud talking and noise from cars doors opening and shutting with customers entering and leaving D'Connect from 23:30 until 00:20.
- Customer on the way to D'Connect stops urinating when shouted at (see 2016_07_11_1)
- Loud talking intermittently from 02:00 to 02:00.

The issues raised have resulted in me taking time off work as sick as I am disturbed nightly and unable to sleep, often between the hours of 23:00 to 04:00 Monday to Sunday (inclusive) by D'Connect customers shouting outside the premises and by car horns and car doors being open and shut when collecting D'Connect customers.

I feel unsafe living on John Ruskin Street due to the behaviour and criminal activity of D'Connect customers. Reports of drug dealing, fighting and throwing of glass bottles have been reported to the Police.

Children playing on John Ruskin Street are at risk of contracting infection from the urine of D'Connect customers.

Local businesses have requested I make this application on their behalf as their trade is affected by the amount of urine on the street; indeed, they and residents use bleach and industrial disinfectant to remove the putrid odours.

Have you made an application for review relating to this premises before?

	No
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If yes, please state the date of the application

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If you have made representations before relating to these premises please state what they were and when you made them

	Representations have been made via email to Southwark Council, Licensing Unit and NaNT, providing all the documentations provided in this application. The photographic evidence has been supplied via a link to Dropbox due to their format.
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Checklist

	I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate. I understand that if I do not comply with the above requirements my application will be rejected.
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Declaration - Full name of applicant or applicant's solicitor or other duly authorised agent. If signing on behalf of the applicant and please state in what capacity.

Applicant Full Name	██████████
Applicant's Solicitor/Other duly authorised agent Full name	
Date	25/08/2016
Capacity	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 4)

Full name	██████████
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Address (please read guidance note 4)

Address Line 1	████████████████████
Address Line 2	████████████████████
Town	██████████
County	
Post code	██████████
Telephone number (if any)	Please contact via email
If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)	████████████████████

The information you provide will be used fairly and lawfully and Southwark Council will not knowingly do anything which may lead to a breach of the Data Protection Act 1998.

refno	type	catg	how_received	unit	pname	paddress	rdate	Text1	Text2
677952	SER Service Request	L01 ENTERTAINMENT	Telephone	LIC Southwark Licensing	D'connect	11-13 John Ruskin Street, London, SE5 ONS	24/12/2012	Entertainment: Please contact Mr Axxxxxxxxxxx to confirm if D'Connect Bar/restaurant 11 JOHN RUSKIN STREET, SE5 ONS has music license.	
798630	SER Service Request	L70 Lic General Enquiry	E-mail	LIC Southwark Licensing	D'connect	11-13 John Ruskin Street, London, SE5 ONS	27/10/2014	From: Danny.M.Cloud@met.pnn.police.uk	There are peoples always gather around D-Connet african restaurant and Afro-tech hair saloon which is very noisy and annoy every night from midnight to 3:00 that severely influence to us. We need your help to solve this problem, please, Thank you very much.
819140	SER Service Request	L70 Lic General Enquiry	E-mail	LIC Southwark Licensing	D'connect	11 John Ruskin Street, London, SE5 ONS	21/09/2015	Hi, I live in xx John Ruskin Street xxxxx There is a café/bar: Dconnect, 11 John Ruskin St, London SE5 ONS This bar is very noisy most nights of the week, last night music and shouting from their customers at 4am, this is most nights. Could you please advise how to proceed.	
819326	SER Service Request	L72 Public nuisance	E-mail	LIC Southwark Licensing	D'connect	11 John Ruskin Street, London, SE5 ONS	24/09/2015	From:XXXXXXXX@met.pnn.police.uk	A resident has got in touch with me to say they will be out in the She hasn't spoken to anyone at the bar, but has confronted customers sometimes. She said they are usually compliant, but obviously she'd rather not be kept awake until 3am. On the face of it, it doesn't appear the bar is breaching its licence. However, if some officers could call by this weekend that would be really helpful.
835670	SER Service Request	L70 Lic General Enquiry	E-mail	LIC Southwark Licensing	D'connect	11 John Ruskin Street, London, SE5 ONS	27/06/2016	Subject: Dconnect, 11 John Ruskin Street, SE5 ONS Dear Sirs I and other local residents are concerned that the restaurant bar known as Dconnect on John Ruskin Street is trading outside of its licensed hours and causing unacceptable levels of disturbance to the surrounding area. The establishment has caused me and my partner no end of upset due to The establishment has caused me and my partner no end of upset due to the fact that every day of the week (Monday to Sunday, inclusive) they serve alcohol until the early hours of the morning. Indeed, at this very moment drunk customers are shouting on the street. By way of further example, customers regularly leave at 4am or even 5am during week nights. On leaving the customers do not leave immediately but insist on loitering outside for over an hour and playing loud base music from their cars which reverberates around the surrounding residential buildings. It should be of particular concern to Southwark Council that, having been woken up in the early hours, we witness on a nightly basis Dconnect customers leaving the premises with bottles of beer.	These customers then get into their cars and drive off at high speeds. It is only a matter of time before they hurt themselves drink driving; or worse still, others. Neighbouring businesses on John Ruskin Street have put together a petition for Southwark Council to address the lack of respect Dconnect and its customers have for the residents and the local area. Their reason for doing so is that Dconnect's customers often urinate on the surrounding buildings (including our own) and have no choice but to purchase disinfectant, bleach and other cleaning fluids to mask the smell. I have a copy of this petition should it be required. My partner has kept a noise diary together with photos and videos over the period of over 6 months (August 2015 to March 2016) to help demonstrate why Dconnect's presence on John Ruskin Street and lack of respect for the local residents is an issue which should be investigated by Southwark Council. Upsettingly, the disturbances have been nightly since April so my partner has given up with this diary which is also available should it be required. Please would you acknowledge receipt of this complaint within 7 days. Please would you also confirm what hours Dconnect is licensed to serve alcohol and your procedures for investigating a breach of that licence.

London Borough of Southwark

11-13

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 07:21

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1 TRADER: D'connect

ADDRESS: 11 John Ruskin Street
 London
 SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955
UPRN/USRN: 200003454738
EASTING: 532379
NORTHING: 177795

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 831205
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 18/04/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	744941-K9T2 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made		15/04/2016		
3	A05	Telephone call made no response @ 9.50am		18/04/2016		
4	AAC	Letter sent to comp		18/04/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	744941-K9T2				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		DO NOT AMEND THE ABOVE CRM REFERENCE 744941-K9T2				
2	A05	Telephone call made TCTC @ 18.32 Hrs-Continuously ringing.		15/04/2016		
3	A05	Telephone call made no response @ 9.50am		18/04/2016		
4	AAC	Letter sent to comp		18/04/2016		

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1 TRADER: D'connect

ADDRESS: 11 John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955
UPRN/USRN:200003454738
EASTING: 532379
NORTHING: 177795

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:36

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
 John Ruskin Street
 London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
 Record number 833959
INVESTIGATING OFFICER: RB1 - Raymond Binya

DATE ACTION CLOSED: 31/05/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	765455-S1V3 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made		31/05/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	765455-S1V3 DO NOT AMEND THE ABOVE CRM REFERENCE 765455-S1V3				
2	A05	Telephone call made tctc @ 02.24hrs-noise had stopped and car has been drove off. NEA		31/05/2016		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

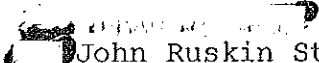
London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:36

NAME AND ADDRESS DETAILS

PREMISES REF: R08PA591JO/2 TRADER:

ADDRESS: 
John Ruskin Street
London
SE5 0PQ

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 200003471793

EASTING: 532172

NORTHING: 177677

PRINCIPAL USAGE: R08 - HMO - Flat Conversion
PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 834310
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 05/06/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	768165-Z0H5 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	AAH	Email Sent to passed to the noise team 1 @ 10:52		05/06/2016		
3	NVV	Noise Visit		05/06/2016		
4	NON	no nuisance witnessed		05/06/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	768165-Z0H5 DO NOT AMEND THE ABOVE CRM REFERENCE 768165-Z0H5				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	AAH	Email Sent to passed to the noise team 1 @ 10:52		05/06/2016	6CF	

5/ 6/2016 11:00
 This call had to be relogged. as this was initially raised on 834307. This information was not given to the tracker on duty, therefore information was not passed to the noise team.
 A call was made to the resident to discover if the noise was still ongoing which it was. I then apologised to the resident for the delay

3 NVV Noise Visit 05/06/2016
 Taken 10.54, tctc at 10.56 noise was on. Visited comp' at 11.10 hrs, comp' advised that music had been reduced but has been going on for almost 2 days. I waited for about 7 minutes, there was no change in the noise level. I had an informal word with the occupier of the top flat to be mindful of his neighbours when playing LAM.

4 NON no nuisance witnessed 05/06/2016

NAME AND ADDRESS DETAILS

PREMISES REF: R08PA591JO/2 TRADER:

ADDRESS: First Floor Flat
 91 John Ruskin Street
 London
 SE5 0PQ

AREA: Camberwell
 WARD: Camberwell Green Ward

UPRN/USRN: 200003471793
 EASTING: 532172
 NORTHING: 177677

PRINCIPAL USAGE: R08 - HMO - Flat Conversion
 PREMISES TYPE: P - PROPERTY

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		passed to the noise team 1 @ 20:13				
3	A05	Telephone call made tctc @ 20.25hrs and 20.33hrs-no answer, left message to call back if still being disturbed		21/03/2016		

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA5JOHN/143 TRADER:

ADDRESS: John Ruskin Street
London
SE5 0XH

AREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531781
NORTHING: 177348

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:42

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIER'S DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375

UPRN/USRN: 010000811596

EASTING: 532315

NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 828610
INVESTIGATING OFFICER: - [redacted] a

DATE ACTION CLOSED: 04/03/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCR. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	722051-V2C5 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made Call made to the resident @ noise still ongoing @15:06		28/02/2016		
3	A05	Telephone call made to noise team @ 15:32	28/02/2016	28/02/2016		
4	A05	Telephone call made		28/02/2016		
5	NVV	Noise Visit		28/02/2016		
6	NON	no nuisance witnessed		28/02/2016		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
7	A64	General Information: Notice Issued under Likelihood of nuisance		28/02/2016		
8	KAA	Notice Attached		28/02/2016		
9	A45	Notice Served - Record Linked		28/02/2016		U 086007
10	AAH	Email Sent to MTT for follow up		28/02/2016		
11	A05	Telephone call made to (Network Rail)		03/03/2016		
12	A05	Telephone call made to SY @ 16.41 Hrs-No message left.		03/03/2016		
13	AAH	Email Sent to Network Rail		03/03/2016		
14	AAB	Email Received from		04/03/2016		
15	AAH	Email Sent to		04/03/2016		

ACTION EVENT DETAILS.

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	722051-V2C5 DO NOT AMEND THE ABOVE CRM REFERENCE 722051-V2C5				
2	A05	Telephone call made Call made to the resident @ noise still ongoing @15:06		28/02/2016		
3	A05	Telephone call made to noise team @ 15:32	28/02/2016	28/02/2016		
4	A05	Telephone call made tctc @ 15.40hrs-noise still ongoing		28/02/2016		
5	NVV	Noise Visit Arrived @ 16.30hrs and made assessment from living room. Low level of music was audible. _____ agreed that music was turned down, however, noise has been going on since last night and there is possibility that it will go on tonight. She also mentioned that this happened last summer when squatters broke into the premises and took ownership. Left _____ premises and walked to the car, heavy bassy music was audible on the street and could be heard while sitting in the car. Since we have had several complaints about the same premises, and the fact that it had been going since last night and that we are still receiving more complaints, I decided it was best enforcement action to issue a S80 Notice under likelihood.		28/02/2016		

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:41

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375

UPRN/USRN: 010000811596

EASTING: 532315

NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS

Record number 828613

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 28/02/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	722063-26H8 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made passed to the noise team 1 @ 17:03		28/02/2016		
3	A05	Telephone call made		28/02/2016		C 828610

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	722063-26H8 DO NOT AMEND THE ABOVE CRM REFERENCE 722063-26H8				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	A05	Telephone call made passed to the noise team 1 @ 17:03		28/02/2016		
3	A05	Telephone call made tctc @ 17.10hrs-Updated as per outcome of 828610 and advised to contact us if noise goes uoa again and becomes a nuisance.		28/02/2016		C 828610

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2 TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375
UPRN/USRN:010000811596
EASTING: 532315
NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:41

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIER'S DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375
UPRN/USRN: 010000811596
EASTING: 532315
NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 828595

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 28/02/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	722019-T5W4 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made and job passed to RB1 @ 08:28		28/02/2016		
3	A05	Telephone call made		28/02/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	722019-T5W4 DO NOT AMEND THE ABOVE CRM REFERENCE 722019-T5W4				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	A05	Telephone call made and job passed to RBI @ 08:28 28/ 2/2016 8:29		28/02/2016		
3	A05	Telephone call made tctc @ 08.28hrs-noise had gone down, speaking to the squatters. Advised her of the new service hours as she was not aware that we work pass 2.30hrs on weekends.		28/02/2016		confirmed seeing us

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2 TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS.

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375
UPRN/USRN:010000811596
EASTING: 532315
NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		One copy of Notice was hand delivered to one of the occupiers @ 16:55hrs. I recognised this male occupier, white of about 5'55 tall as the same person i spoke to on my first visit this morning. i explained to him clearly the consequences of breaching the Notice.				
		Another copy was attached at the entrance gate. This was later (after about 10mins) removed by the occupiers.				
		Before we left @ 17.30, we noticed music was completely turned off.				
6	NON	no nuisance witnessed		28/02/2016		
7	A64	General Information: Notice Issued under Likelihood of nuisance		28/02/2016		
8	KAA	Notice Attached		28/02/2016		
9	A45	Notice Served - Record Linked		28/02/2016		U 086007
10	AAH	Email Sent to [redacted] for follow up		28/02/2016		

From: [redacted]
 Sent: Sunday, February 28, 2016 6:26 PM
 To: [redacted]
 Cc: [redacted]
 Subject: noise from Squatters at Railway Arch Unit 2 to 4, John Ruskin Street, London SE5 0NS

Hi

Please see APP 828592 and 828610 regarding noise nuisance at the above premises, S80 Notice was issued under likelihood of nuisance following several complaints. Please see contact detail for Network rail on the first APP for any of you guys to follow up.

Kind Regards

Noise Enforcement Officer
 Noise and Nuisance Team
 132 Queens Road
 SE15 2HP
 Tel: [redacted]

11	A05	Telephone call made to [redacted] (SY) (Network Rail) TCTC @ 13.20 Hrs-VM message left requesting call back to discuss on going issue with Squatters / Trespassers.		03/03/2016		
12	A05	Telephone call made to SY @ 16.41 Hrs-No message left.		03/03/2016		
13	AAH	Email Sent to [redacted] Network Rail (NWR) @networkrail.co.uk		03/03/2016		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
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T: 07713228163

From:
Sent: Thursday, March 03, 2016 5:54 PM
To: 'workrail.co.uk'
Cc:
Subject: Re:-828592 / 828610-Occupancy of Braziers Diaries Railway
Arch Unit 2-4 John Ruskin Street SE5 ONS

Dear

My colleague from the Noise and Nuisance team attended a complaint relating to noise nuisance (Loud Music) on Sunday 28 Feb. As a result an abatement notice was issued to the occupier of the premises on the same day. Reports relate to Squatters / Trespassers occupying the premises and playing music at an excessive level. This, in turn, has had a detrimental effect to residents in close proximity of the arches since last year. The Police have also been involved as on one occasion they had to secure the arch from any further ingress from trespassers.

Previous reports have been made to Network Rail via your main customer services contact centre (Ref-150904-000340 and 150903-000005). To date we have not received a reply to our initial enquiries.

I would like to know what measures have been or can be implemented to ensure this does not happen again.

If you are not the person responsible for this area then please accept my apologies and kindly forward to the appropriate person / department.

Regards

Principal Enforcement Officer
Noise & Nuisance Team
Southwark LBC
132 Queens Road, London, SE15 2HP
0207 525

14	AAB	Email Received from NWR- From: [mailto:workrail.co.uk] Sent: March 04, 2016 11:34 AM To: Cc: Subject: RE: Re:-828592 / 828610-Occupancy of Braziers Diaries Railway Arch Unit 2-4 John Ruskin Street SE5 ONS	04/03/2016
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Henry

Thank you for your email. I understand the property you are referring to is known as Units 1-4 John Ruskin Street which was formerly occupied by Ruskin Private Hire. It is very unfortunate that the unit has been broken into a number of times and we have only recently completed a refurbishment scheme and the unit was ready to be

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
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offered on the market.

~~Our property management team are aware of the trespassers and there will be an onsite security guard over the weekend.~~

My colleagues in property management - have been copied in to this email and will be able to assist should you require further information.

Regards

Asset Manager
Network Rail
Commercial Estate
6 Burrell Street, London SE1 0UN
M +44 (0) 11.
networkrail.co.uk

www.networkrail.co.uk/property

15 AAH Email Sent to NWR.

04/03/2016

From:
Sent: Friday, March 04, 2016 12:41 PM
To:
Cc: networkrail.co.uk;
Subject: Re:-828592 / 828610-Occupancy of Braziers Diaries Railway Arch Unit 2-4 John Ruskin Street SE5 ONS

Good afternoon

Many thanks for the prompt response. Will security be present every weekend or is this until the unit is adequately secured?

Kind Regards

Principal Enforcement Officer

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2 TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375
UPRN/USRN:010000811596
EASTING: 532315
NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 07:22

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1

TRADER: D'connect

ADDRESS: 11 John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955
UPRN/USRN: 200003454738
EASTING: 532379
NORTHING: 177795

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 807488
INVESTIGATING OFFICER:

DATE ACTION CLOSED: 28/03/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	543979-L3L5 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A64	Passed to the NT		28/03/2015		
3	A05	Telephone call made		28/03/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	543979-L3L5 DO NOT AMEND THE ABOVE CRM REFERENCE 543979-L3L5				
2	A64	Passed to the NT 28/ 3/2015 2:57		28/03/2015		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
3	A05	Telephone call made tctc @ 03.03hrs-noise still ongoing but comp declined visit		28/03/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1

TRADER: D'connect

ADDRESS: 11 John Ruskin Street
London
SE5 ONS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955
UPRN/USRN:200003454738
EASTING: 532379
NORTHING: 177795

PRINCIPAL USAGE: F26 -- Restaurant / Cafe
PREMISES TYPE: P -- PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:43

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
 John Ruskin Street
 London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
 Record number 828289
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 22/02/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	719474-Z6D6 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made advised to conatct highways		22/02/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	719474-Z6D6 DO NOT AMEND THE ABOVE CRM REFERENCE 719474-Z6D6				
2	A05	Telephone call made advised to conatct		22/02/2016		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
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highways

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:43

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway

PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS

Record number 827688

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 11/02/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	714703-L4Q6 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made		11/02/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	714703-L4Q6 DO NOT AMEND THE ABOVE CRM REFERENCE 714703-L4Q6				
2	A05	Telephone call made tctc @ 16.10hrs-difficult to understand/communicate with him, advised to call back when he is being disturbed to get more advice.		11/02/2016		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:44

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 826030
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 15/01/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	700814-R3K8 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made	13/01/2016	13/01/2016		
3	A05	Telephone call made		13/01/2016		
4	AVA	Visit To Premises		13/01/2016		
5	EC5	COPA 74 S.60 Served		14/01/2016		
6	NBH	(MM) S60 Notice Cover Letter		14/01/2016		
7	AAB	Email Received from A&E Elkins ltd		13/01/2016		
8	A45	Notice Served - Record Linked		14/01/2016		U 085640
9	A64	General Information		15/01/2016		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
10	KAA	Notice Attached		20/01/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	700814-R3K8 DO NOT AMEND THE ABOVE CRM REFERENCE 700814-R3K8				
2	A05	Telephone call made PASSED OVER NOISE JOB TO HKK @ 12:01 13/ 1/2016 12:03	13/01/2016	13/01/2016		
3	A05	Telephone call made tctc 12.05 drilling not on going at time of call. Comp upset with neighbour said neighbour constantly swears at him and he is not happy n comp states council have contracted workmen on site to do works n not happy with noise n the fact he was not informed, workers are on site at 8am. Advised comp construction works can begin at 8am n in the meantime the team wld visit area to confirm BPM is applied within block concerning construction works. Regarding conflict with neighbour to address concerns with SABU or HO in which comp said he has..		13/01/2016		
4	AVA	Visit To Premises Visit to site 145/183 - 185/223 Olney Road SE17 3HT Freephone no: 08001032926 spkn to senior site manager explained that he has 7 sites in total in southwark tn they are working on for a period of 8 - 15 weeks on each site. Advise SM that a sec 60 will be issued to all individual sites.		13/01/2016		
5	EC5	COPA 74 S.60 Served		14/01/2016		
6	NBH	(MM) S60 Notice Cover Letter		14/01/2016		
7	AAE	Email Received from A&E Elkins ltd		13/01/2016		

Thank you for your help this afternoon,
I can confirm that we are working on the various estate carrying the following works, re-wirers, new kitchens and bathroom and new lateral mains to the following blocks.

- 5-44 Gateway
- 45-77 Fielding street
- 41a -43a Fielding street
- 1-19 Pelier street
- 29-34 Langdale close
- 47-70 langdale close
- 20-28 langdale close
- 11-33 harding close
- 62-104 John Ruskin Street
- 48-60 John Ruskin Street
- 1-58 Slade walk
- +Plus 52 scattered Street propertys

ITEM EVENT DESCRIPTION SCH. DATE ACT. DATE OFF ACTIVITY

Regards

Senior Site Manager

8 A45 Notice Served - Record Linked 14/01/2016 U 085640

9 A64 General Information 15/01/2016
A & E Elkins, A & E House
Unit 1a Industrial Trading Estate
Juno Way, London, SE14 5RW

Senior Site Manager

10 KAA Notice Attached 20/01/2016

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:45

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 823100
INVESTIGATING OFFICER: - 1

DATE ACTION CLOSED: 17/11/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	676373-L2Z5 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made		17/11/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	676373-L2Z5 DO NOT AMEND THE ABOVE CRM REFERENCE 676373-L2Z5				
2	A05	Telephone call made tctc @ 16.24hrs-comp not sure of source address. Advised her permitted hours for noisy works and our service hours and telephone number for to call us if noisy works are carried out outside those hours.		17/11/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:45

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA3JOHN/98

TRADER:

ADDRESS: Trevelyan House
John Ruskin Street
London
SE5 0SY
EASTING: 531816
NORTHING: 177469

AREA: Walworth
WARD: Newington Ward

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 822966
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 14/11/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	675181-R8J1 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made passed to team 1 at 22.53		14/11/2015		
3	NVV	Noise Visit		14/11/2015		
4	NON	no nuisance witnessed		14/11/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	675181-R8J1 DO NOT AMEND THE ABOVE CRM REFERENCE 675181-R8J1				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	A05	Telephone call made passed to team 1 at 22.53		14/11/2015	6J1	
3	NVV	Noise Visit Rec'd 22.54, tctc at 23.00 hrs, noise was on. I visited comp' at 23.30 hrs, she advised that music wasn't loud in her bedroom rather it was her daughter's which was being affected. She refused to give us access to her daughter's bedroom as she was sleeping. As a result of this, proper assessment could not be made. I had an informal chat with the occupiers of (noise source) to be mindful of their neighbours.		14/11/2015		
4	NON	no nuisance witnessed		14/11/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA3JOHN/98

TRADER:

ADDRESS: Trevelyan House
John Ruskin Street
London
SE5 0SY

AREA: Walworth
WARD: Newington Ward

EASTING: 531816
NORTHING: 177469

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:48

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
 John Ruskin Street
 London

AREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS

Record number 819005

INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 10/10/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	643836-L7V0 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made - job past to noise team		19/09/2015		
3	A05	Telephone call made		19/09/2015		
4	NVV	Noise visit		19/09/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	643836-L7V0 DO NOT AMEND THE ABOVE CRM REFERENCE 643836-L7V0				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	A05	Telephone call made - job past to noise team 19/ 9/2015 15:59 6AJ		19/09/2015		
3	A05	Telephone call made tetc 16.00 line busy tetc 16.15 ongoing		19/09/2015		
4	NVV	Noise Visit on route CSO called comp cancelled 16.22		19/09/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:46

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 820018
INVESTIGATING OFFICER:

DATE ACTION CLOSED: 04/10/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	650741-W5D1 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made. Msg left 03:55	04/10/2015	04/10/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	650741-W5D1 DO NOT AMEND THE ABOVE CRM REFERENCE 650741-W5D1				
2	A05	Telephone call made. Msg left 03:55 4/10/2015 3:55	04/10/2015	04/10/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:46

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA3JOHN/189 TRADER:

ADDRESS: Hanworth House Brand
John Ruskin Street
London AREA: Walworth
SE5 0XN WARD:
UPRN/USRN:200003452955
EASTING: 0
NORTHING: 0

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 819530
INVESTIGATING OFFICER: - 1

DATE ACTION CLOSED: 27/09/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	647510-S3D6 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made customer states noise has stopped after knocking on there door		27/09/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	647510-S3D6 DO NOT AMEND THE ABOVE CRM REFERENCE 647510-S3D6				
2	A05	Telephone call made customer states		27/09/2015		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		noise has stopped after knocking on there door				
		Telephone call made customer states noise has stopped after knocking on there door	27/09/2015	14:33		

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA3JOHN/189 TRADER:

ADDRESS: Hanworth House Brand
John Ruskin Street
London
SE5 0XN

AREA: Walworth
WARD:

UPRN/USRN: 200003452955

EASTING: 0

NORTHING: 0

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:47

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway

PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS
Record number 819301.

INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 24/09/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	646122-D6F5 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A64	General Information passed to noise team at 00:56		24/09/2015		
3	A05	Telephone call made		24/09/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	646122-D6F5 DO NOT AMEND THE ABOVE CRM REFERENCE 646122-D6F5				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	A64	General Information passed to noise team at 00:56 24/ 9/2015 0:56 6H7		24/09/2015		
3	A05	Telephone call made Taken 00.53. Tctc at 00.55 noise had ceased. Comp' made mention of licence activities from the alleged source. I advised him to call the Licensing Team in the morning to log a complaint.		24/09/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:48

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375

UPRN/USRN:010000811596

EASTING: 532315

NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS

Record number 818147

INVESTIGATING OFFICER: I -

DATE ACTION CLOSED: 07/09/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	635436-G1N8 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made		07/09/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	635436-G1N8 DO NOT AMEND THE ABOVE CRM REFERENCE 635436-G1N8				
2	A05	Telephone call made TCTC @ 11.43 Hrs-Addressed over the weekend by RVS 818151 / 818152- Network rail are involved, according to customer-Advised customer to		07/09/2015	CTH	

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		call back when a further problem.				

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2 TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375
UPRN/USRN: 010000811596
EASTING: 532315
NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark


CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:50

NAME AND ADDRESS DETAILS

PREMISES REF: R03PA5115J/2

TRADER:

ADDRESS:  John Ruskin Street
London
SE5 0PQ

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN: 200003454817

EASTING: 532125

NORTHING: 177637

PRINCIPAL USAGE: R03 - Single Family Dwelling
PREMISES TYPE: P - PROPERTY
SUBSIDIARY USAGE: FO1 - Invalid Code

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 818180
INVESTIGATING OFFICER: - a

DATE ACTION CLOSED: 07/09/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	635565-R5G5 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made nuisance has ceased @ 00:58.	07/09/2015	07/09/2015		
3	NAQ	APP Correct and OK'd		13/10/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	635565-R5G5 DO NOT AMEND THE ABOVE CRM REFERENCE 635565-R5G5				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	A05	Telephone call made nuisance has ceased @ 00:58 7/ 9/2015 0:58	07/09/2015	07/09/2015	-	-
3	NAQ	APP Correct and OK'd		13/10/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: R03PA5115J/2 TRADER:

ADDRESS: . John Ruskin Street
London
SE5 0PQ

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 200003454817
EASTING: 532125
NORTHING: 177637

PRINCIPAL USAGE: R03 - Single Family Dwelling
PREMISES TYPE: P - PROPERTY
SUBSIDIARY USAGE: FO1 - Invalid Code

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:50

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA3JOHN/189 TRADER:

ADDRESS: Hanworth House Brand
 John Ruskin Street
 London
 SE5 0XN

AREA: Walworth
WARD:

UPRN/USRN:200003452955

EASTING: 0

NORTHING: 0

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
 Record number 818132

INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 06/09/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	635416-P4C8 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A04	Telephone call received PASSED TO TEAM 1	06/09/2015	06/09/2015		
3	A05	Telephone call made	06/09/2015	06/09/2015		
4	NAQ	APP Correct and OK'd		13/10/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	635416-P4C8 DO NOT AMEND THE ABOVE CRM REFERENCE 635416-P4C8				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	A04	Telephone call received PASSED TO TEAM 1 6/ 9/2015 2:24	06/09/2015	06/09/2015		
3	A05	Telephone call made Taken 01.57 hours, tctc 01.58 hours, complainant advised me that the noise had ceased. NEA	06/09/2015	06/09/2015		
4	NAQ	APP Correct and OK'd		13/10/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA3JOHN/189 TRADER:

ADDRESS: Flat 115, Hanworth House Brand
John Ruskin Street
London
SE5 OXN

AREA: Walworth
WARD:

UPRN/USRN: 200003452955
EASTING: 0
NORTHING: 0

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:49

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell

WARD: Camberwell Green Ward

TELNO: 0207 7708 2375

UPRN/USRN:10000811596

EASTING: 532315

NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse

PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS

Record number 818152

INVESTIGATING OFFICER: - }

DATE ACTION CLOSED: 06/09/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	635441-WIN5				
2	A05	Telephone call made - job past to the noise team		06/09/2015		
3	NVV	Noise Visit		06/09/2015		
4	NON	no nuisance witnessed		06/09/2015		
5	NAQ	APP Correct and OK'd		13/10/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
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ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
1	A99	635441-W1M5 635441-W1M5				
2	A05	Telephone call made - job past to the noise team 6/ 9/2015 8:24		06/09/2015		
3	NVV	Noise Visit Taken & tctc at 08.20 hrs: noise from somewhere in the area - started at around 05.00am - to visit. At 08.40 hrs arr with HKK and from street faint bass beat audible. Tel comp and told her that we are dealing with situation and if LAM could be still heard in her flat - replied by negative. Advice given to comp. From my observation unit 2-4 occupied by squatters, I had an informal caht with them and explained consequences for playing of . . . Left requires no further action and cso informed.		06/09/2015		
4	NON	no nuisance witnessed		06/09/2015		
5	NAQ	APP Correct and OK'd		13/10/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2 TRADER: BRAZIER'S DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375
UPRN/USRN:10000811596
EASTING: 532315
NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:51

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell

WARD: Camberwell Green Ward

TELNO: 0207 7708 2375

UPRN/USRN:010000811596

EASTING: 532315

NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 817880

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 02/09/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	632377-J026 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made		02/09/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	632377-J026 DO NOT AMEND THE ABOVE CRM REFERENCE 632377-J026				
2	A05	Telephone call made TCTC @ 11.46 Hrs-Ongoing issue (Every Weekend)-Noise from people shouting and amplified music.		02/09/2015		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
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Customer contacted Police at the time. Customer explained that the Noise team did attend and were able to reduce the noise-Customer believes that the warehouse belongs to Southwark.

Procedures explained-Advised customer call back when a further problem.

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2 TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
 John Ruskin Street
 London
 SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375
UPRN/USRN:010000811596
EASTING: 532315
NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

London Borough of Southwark


CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:53

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA5JOHN/47

TRADER:

ADDRESS:  Aberfeldy House
John Ruskin Street
London
SE5 0XJ
EASTING: 531781
NORTHING: 177348

AREA: Camberwell
WARD:

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 817664
INVESTIGATING OFFICER:

DATE ACTION CLOSED: 01/09/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	631393-W7P6 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made		01/09/2015		
3	A05	Telephone call to comp		01/09/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	631393-W7P6 DO NOT AMEND THE ABOVE CRM REFERENCE 631393-W7P6				
2	A05	Telephone call made tctc 10.49, he said he was in a lesson and asked to be called back in 3 hours.		01/09/2015		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
3	A05	Telephone call to comp tctc 15.38, comp said that he'd tolerated music noise disturbance from his neighbour for months, but it seems to be worsening and he wanted to make us aware of it. I advised him that there's no evidential value in posting reports of noise disturbance after the event and advised him of the NRR service No., times and investigation procedure. He said that he had not yet informed his RSO about the problem, advised him to do so by e mail and to use the NRR service at time of disturbance as and when necessary.		01/09/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: R11PA5JOHN/47 TRADER:

ADDRESS: , Aberfeldy House
John Ruskin Street
London
SE5 0XJ

AREA: Camberwell
WARD:

EASTING: 531781
NORTHING: 177348

PRINCIPAL USAGE: R11 - LBS Managed Dwelling
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:51

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN:010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway

PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS

Record number 817753

INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 30/08/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	631586-POC8 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made - job past to the noise team (8.30)		30/08/2015		
3	NVV	Noise Visit		30/08/2015		
4	NON	no nuisance witnessed		30/08/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	631586-POC8				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		DO NOT AMEND THE ABOVE CRM REFERENCE 631586-POC8				
2	A05	Telephone call made - job past to the noise team (8.30) 30/ 8/2015 9:30 6AJ		30/08/2015		
3	NVV	Noise Visit details are contained in APP 817752		30/08/2015	2	
4	NON	no nuisance witnessed		30/08/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 -- Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:52

NAME AND ADDRESS DETAILS

PREMISES REF: F33PA5JOHN/2

TRADER: BRAZIERS DAIRIES

ADDRESS: Railway Arch Unit 2 To 4
John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 0207 7708 2375

UPRN/USRN: 010000811596

EASTING: 532315

NORTHING: 177794

PRINCIPAL USAGE: F33 - Food Warehouse
PREMISES TYPE: P - PROPERTY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 817752

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 30/08/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	631585-W1P1 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made - job past to the noise team at 08:30		30/08/2015		
3	A05	Telephone call made		30/08/2015		
4	NVV	Noise Visit		30/08/2015		
5	NON	no nuisance witnessed		30/08/2015		
6	AAH	Email Sent to Network Rail usinf their online system		03/09/2015		
7	AAB	Email Received from Network Rail		04/09/2015		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
8	AAH	Email Sent to Network Rail		04/09/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	631585-W1P1 DO NOT AMEND THE ABOVE CRM REFERENCE 631585-W1P1				
2	A05	Telephone call made - job past to the noise team at 08:30 30/ 8/2015 9:13 I		30/08/2015		
3	A05	Telephone call made tctc @8.31hrs- was informed that the noise from squatters was still ongoing and a visit was arranged		30/08/2015		
4	NVV	Noise Visit Joint visit with AXQ Arrived at 9.03hrs; saw people outside units 2 and 3 in the Arches. Bass music was heard from the complainant's living room however the music did not constitute a stat nuisance. music heard had durations of under a minute. The bass was the issue identified by the complainant. It was alleged that the party started since 4am. Contact was made with the squatters who were known as regular ones known to officers in the borough. the music was switched off and majority of the people were seen leaving the site at 9.25am Business space advertised: Network Rail Arches 1-4 0800 830 840 networkrail.co.uk/property		30/08/2015		
5	NON	no nuisance witnessed		30/08/2015		
6	AAH	Email Sent to Network Rail usinf their online system Your Question has been Submitted Thanks for submitting your question. Use this reference number for follow up: # 150903-000005 A member of our support team will get back to you soon. If you need to update your question, click the Your Account tab and select the question to open and update it.		03/09/2015		
7	AAB	Email Received from Network Rail From: Network Rail [mailto:communications_crm@mailgb.custhelp.com] Sent: Thursday, September 03, 2015 12:34 AM To: [redacted] Subject: Squatters occupying your premises [Incident: 150903-000005]		04/09/2015		

ITEM EVENT DESCRIPTION SCH. DATE ACT. DATE OFF ACTIVITY

You recently requested personal assistance from our on-line Support Centre. Below is a summary of your request and our response.

Please do not respond to this E-mail as it will return to a mailbox that is not monitored.

To access your question from our support site, [Click here](#)
Subject
Squatters occupying your premises

Response By E-mail (03/09/2015 12.33 AM)
Dear

Thank you for contacting Network Rail.

In order for us to assign your enquiry to the correct team, please could you provide some additional details for our investigations, specifically the location of these arches. For your convenience, this enquiry has been assigned the unique service request number: 150903-000005

If we don't hear from you within the next five days, we will close this case as we are unable to progress it without the additional information.

In the meantime, should you need to contact Network Rail again, please do not hesitate to call our 24-hour National Helpline on 03457 11 41 41 quoting the reference number provided.

Yours sincerely,

Community Relations Team
Network Rail

Response By E-mail (03/09/2015 12.33 AM)
Dear

Thank you for contacting Network Rail.

In order for us to assign your enquiry to the correct team, please could you provide some additional details for our investigations, specifically the location of these arches. For your convenience, this enquiry has been assigned the unique service request number: 150903-000005

If we don't hear from you within the next five days, we will close this case as we are unable to progress it without the additional information.

In the meantime, should you need to contact Network Rail again, please do not hesitate to call our 24-hour National Helpline on 03457 11 41 41 quoting the reference number provided.

Yours sincerely,

Community Relations Team
Network Rail

Customer By CSS Web (03/09/2015 12.26 AM)

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		It is the Network Rail Arches units 1-4; units 2 and 3 are occupied by squatters who hold noisy parties				
		Question Reference # 150903-000005				
		• Date Created: 03/09/2015 12.26 AM				
		• Date Last Updated: 03/09/2015 12.33 AM				
		• Status: Waiting for Customer				

8 AAH Email Sent to Network Rail 04/09/2015 OA2

Your Question has been Submitted

unique service request number: 150903-000005

Dear John Padgett,

Thank you for your email.
The information you require was sent with my email to you.

The details you require Network Rail Arches 1-4 which is opposite John Ruskin Street London SE5 ONX.

Kind Regards,

Mayowa Alabi
Noise Enforcement Officer
Noise & Nuisance Team
Southwark Council
132 Queens Road
SE15 2HP

Thanks for submitting your question. Use this reference number for follow up: #150904-000340

A member of our support team will get back to you soon.

If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it.

If you don't have an account yet, go to Account Assistance, enter your email address and click Email My Username. We'll send you a link to set up your account. Then you can log in and update your question.
Account Assistance

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:54

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 817594
INVESTIGATING OFFICER: 1 -

DATE ACTION CLOSED: 28/08/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	630859-J1F7 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A38	Officer Case Review		28/08/2015		
3	A05	Telephone call made		28/08/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	630859-J1F7 DO NOT AMEND THE ABOVE CRM REFERENCE 630859-J1F7				
2	A30	Officer Case Review See APP 812071, 817505 and 817576.		28/08/2015		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
3	A05	Telephone call made Etc 10.52. comp immediately launched into a loud and breathless eight minute tirade about her situation, the alleged noise disturbance and an appt that her RSO had apparently missed with her yesterday. She said that she had not logged this as an NTT and had not wanted the NT to call her, rather she wanted the RSO to phone her to explain why she had missed her appointment etc. I asked if she knew the source of the noise; she became very irate at being asked that and said that she had no idea, that was what she expected the Council to find out and why she wanted the RSO to visit her. She said that the RSO had been asked to call her and that at first she had thought my call was related to that. She reiterated that she did not need any advice on using the NRR service, she had already done so. We agreed that we should end the call in case the RSO was trying to call her.....		28/08/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:53

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
 John Ruskin Street
 London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
 Record number 817576
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 28/08/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	630687-C8S7 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made- Tracker callback @ 00:48hrs. Informed comp that NT on an alarm job and will be awhile before we get to her. Does not want to be contacted again tonight as she might be asleep. She will go to her estate office in the morning. MFA		28/08/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	630687-C8S7				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		DO NOT AMEND THE ABOVE CRM REFERENCE 630687-C8S7				
2	A05	Telephone call made- Tracker callback @ 00:48hrs. Informed comp that NT on an alarm job and will be awhile before we get to her. Does not want to be contacted again tonight as she might be asleep. She will go to her estate office in the morning. NFA		28/08/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
 John Ruskin Street
 London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:55

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 817505
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 27/08/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	629979-D4V0 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A64	General Information: Job passed on to RBI@ 23:59hrs		27/08/2015		
3	A05	Telephone call made		27/08/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	629979-D4V0 DO NOT AMEND THE ABOVE CRM REFERENCE 629979-D4V0				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	A64	General Information: Job passed on to RBI@ 23:59hrs		27/08/2015		
3	A05	Telephone call made tctc @ 0.05hrs-noise had stopped. Comp mentioned RSO is due to visit her tomorrow to discuss her problems.Advice given-NFA		27/08/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:57

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS
Record number 813704

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 03/07/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	598164-Z6N1 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A64	NT were unable to deal with this as client did not want to be contacted and they would need to be able to do this so as to be able to witness a nuisance		03/07/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	598164-Z6N1 DO NOT AMEND THE ABOVE CRM REFERENCE 598164-Z6N1				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	A64	NT were unable to deal with this as client did not want to be contacted and they would need to be able to do this so as to be able to witness a nuisance		03/07/2015		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 07:23

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1

TRADER: D'connect

ADDRESS: 11 John Ruskin Street
London
SE5 ONS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955
UPRN/USRN:200003454738
EASTING: 532379
NORTHING: 177795

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 806837
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 17/03/2015

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	536752-C1R0 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made		17/03/2015		
3	NAN	Advisory Letter to Designated Premises Supervisor		17/03/2015		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	536752-C1R0 DO NOT AMEND THE ABOVE CRM REFERENCE 536752-C1R0				

ITEM EVENT DESCRIPTION SCH. DATE ACT. DATE OFF ACTIVITY

2 A05 Telephone call made 17/03/2015
TCTC @ 11.32 Hrs-Ongoing problems with anti-social noise (Shouting, talking loud) from licenced bar and restaurant, D'Connect. Comp stated that the problem is sometimes at it worst when they are closed and the crowd does not disperse after closing.

Advised comp that he would need to contact the police when people are gathering on the highway, when closed, and to contact us to carry out an assessment when open.

Informed comp of our remit, operational times and service procedures.

Advisory letter to go.

Note:-Condition-Premises Licence Ref 323-That staff make regular checks to ensure that patrons attending the premises do not cause nuisance or noise in the surrounding area both prior to attending and after leaving the premises.

Advised comp that Licensing may be involved to ensure the prevention of the undermining of the above condition.

3 NAN Advisory Letter to Designated Premises Supervisor 17/03/2015

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1 TRADER: D'connect

ADDRESS: 11 John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955
UPRN/USRN:200003454738
EASTING: 532379
NORTHING: 177795

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 07:23

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1

TRADER: D'connect

ADDRESS: 11-13 John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 798123
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 19/10/2014

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	448336-V2L9 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Passed to the NT		19/10/2014		
3	A05	Telephone call made		19/10/2014		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	448336-V2L9 DO NOT AMEND THE ABOVE CRM REFERENCE 448336-V2L9				
2	A05	Passed to the NT 19/10/2014 2:14		19/10/2014		
3	A05	Telephone call made tctc 02.00 no answer tctc 02.10 left msg to call back if still		19/10/2014		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		ngoing.				

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1 TRADER: D'connect

ADDRESS: 11-13 John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 07:24

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1 TRADER: D'connect

ADDRESS: 11-13 John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 798129
INVESTIGATING OFFICER: - /

DATE ACTION CLOSED: 19/10/2014

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	448351-D5X3				
2	A05	Telephone call made -		19/10/2014		
3	A64	General Information: passed to Lic NTE		19/10/2014		
4	AVA	Visit To Premises: Licensing NTE		19/10/2014		

NON

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	448351-D5X3 448351-D5X3				
2	A05	Telephone call made - Taken & tctc at 02.16 hrs- complaining about 30 ppl o/s the D' Connect Bar along JR Street. He stated that they were drinking, loud and		19/10/2014		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		smoking o/s on the street and pavement. I told him that we will need to visit to carry out a noise assessment and to send a report to Licensing. He did not want a visit at this time especially to make a noise assessment in his broom.				

3	A64	General Information: passed to Lic NTE Taken & tctc at 02.16 hrs- complaining about 30 ppl o/s the D' Connect Bar along JR Street. He stated that they were drinking, loud and smoking o/s on the street and pavement. I told him that we will need to visit to carry out a noise assessment and to send a report to Licensing. He did not want a visit at this time especially to make a noise assessment in his broom.		19/10/2014		
---	-----	---	--	------------	--	--

At 02.58 hrs, I contacted NTE (), and asked if possible for them to visit this address: explained noise complaint.

At 03.26 hrs, recd call from that there were only 8 x ppl o/s and no nuisance observed from licensing view. I thanked her for the visit, as we are only 1 x team on duty.

4	AVA	Visit To Premises: Licensing NTE		19/10/2014		
		NON				

NAME AND ADDRESS DETAILS

PREMISES REF: F26PA511JO/1 TRADER: D'connect

ADDRESS: 11-13 John Ruskin Street
London
SE5 0NS

AREA: Camberwell
WARD: Camberwell Green Ward

TELNO: 020 7252 4955

PRINCIPAL USAGE: F26 - Restaurant / Cafe
PREMISES TYPE: P - PROPERTY

London Borough of Southwark

TRS

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:32

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell

WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway

PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow

SOURCE DATABASE: COMPLAINTS
Record number 835993

INVESTIGATING OFFICER:

DATE ACTION CLOSED: 03/07/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	781183-W2P1 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made who advised noise is still on going	03/07/2016	03/07/2016		
3	AAH	Email Sent to noise team @ 01:50	03/07/2016	03/07/2016		
4	NVV	Noise Visit		03/07/2016		
5	NON	no nuisance witnessed		03/07/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
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<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	781183-W2P1 DO NOT AMEND THE ABOVE CRM REFERENCE 781183-W2P1				
2	A05	Telephone call made who advised noise is still on going	03/07/2016	03/07/2016		
3	AAH	Email Sent to noise team @ 01:50	03/07/2016	03/07/2016		
4	NVV	Noise Visit Taken 01.50, tctc at 01.51 noise had been reduced but client would like us to witness anti-social behaviour from people congregating outside of D'connect bar. Visited area at 02.20 hrs, witnessed about 5 people outside of the bar, but I did not witness any anti-social behaviour being exhibited. I waited few metres away from the bar for about 10 minutes, situation remained the same.		03/07/2016		
5	NON	no nuisance witnessed		03/07/2016		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:34

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 834800
INVESTIGATING OFFICER: K -

DATE ACTION CLOSED: 12/06/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	771743-N5V9 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made @ 11:33PM resident confirmed noise on going Noise job emailed to @ 23:45		11/06/2016		
3	A05	Telephone call made		11/06/2016		
4	NVV	Noise Visit		12/06/2016		
5	NON	no nuisance witnessed		12/06/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
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ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
1	A99	771743-N5V9 DO NOT AMEND THE ABOVE CRM REFERENCE 771743-N5V9				
2	A05	Telephone call made @ 11:33PM resident confirmed noise on going Noise job emailed to @ 23:45 11/ 6/2016 23:45 ; Noise job emailed to HKK @ 23:45 11/ 6/2016 23:35 ; Telephone call made @ 11:33PM resident confirmed noise on going		11/06/2016		
3	A05	Telephone call made TCTC 23.55 lam on		11/06/2016		
4	NVV	Noise Visit A: 00:25 noise stopped 10 min ago. Nfa		12/06/2016		
5	NON	no nuisance witnessed		12/06/2016		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 -- Highway
PREMISES TYPE: R -- ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:34

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5GROS/4

TRADER: THE STREET

ADDRESS: Street Blpu
Grosvenor Terrace
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789852
EASTING: 531969
NORTHING: 177438

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 834797
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 11/06/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	771738-Z2R8 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A05	Telephone call made @ 11:17pm noise still on going Noise job passed to @ 23:26		11/06/2016		
3	A05	Telephone call made		11/06/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	771738-Z2R8 DO NOT AMEND THE ABOVE CRM REFERENCE 771738-Z2R8				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	A05	Telephone call made @ 11:17pm noise still on going Noise job passed to @ 23:26 12/ 6/2016 1:30 : Noise job passed to P45 @ 23:26 11/ 6/2016 23:20 : Telephone call made @ 11:17pm noise still on going		11/06/2016	6GN	
3	A05	Telephone call made tctc 23:20 no answer. tctc 23:36 left voicemail. tctc 23:41 message left to call back if still disturbed.		11/06/2016		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5GROS/4

TRADER: THE STREET

ADDRESS: Street Blpu
Grosvenor Terrace
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789852.
EASTING: 531969
NORTHING: 177438

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:35

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM, STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 834307
INVESTIGATING OFFICER: - J.

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	768157-X0L7 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	A64	General Information Information was not passed to the noise tracker. Call made to resident.noise still ongoing CRM had to be relogged - @10:30		05/06/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	768157-X0L7 DO NOT AMEND THE ABOVE CRM REFERENCE 768157-X0L7				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	A64	General Information		05/06/2016		

Information was not passed to the noise tracker. Call made to resident.noise still ongoing CRM had to be relogged - @10:30
This call had to be relogged. APP ref 834310
This information was not given to the tracker on duty, therefore information was not passed to the noise team.

A call was made to the resident to discover if the noise was still ongoing which it was. I then apologised to the resident for the delay

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN:010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:37

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 833883
INVESTIGATING OFFICER: -

DATE ACTION CLOSED: 29/05/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	765170-Y9G3 DO NOT AMEND THE ABOVE CRM REFERENCE				
2	AAH	Email Sent to @ 00:48	29/05/2016	29/05/2016		
3	NVV	Noise Visit		29/05/2016		
4	NON	no nuisance witnessed		29/05/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	765170-Y9G3 DO NOT AMEND THE ABOVE CRM REFERENCE 765170-Y9G3				

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
2	AAH	Email Sent to @ 00:48	29/05/2016	29/05/2016		
3	NVV	Noise Visit Taken 00.48, tctc at 01.50 noise was on. Visited comp' at 01.20 hrs, comp' advised that music had ceased.		29/05/2016		
4	NON	no nuisance witnessed		29/05/2016		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

London Borough of Southwark

CMU V7.12b

REPORT PREPARED ON 4/ 7/16 AT 08:38

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2

TRADER: THE STREET

ADDRESS: Street Blpu
John Ruskin Street
London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975

EASTING: 531667

NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

ACTION DETAILS

ACTION TYPE: A01 - Service Request/Complaint Follow
SOURCE DATABASE: COMPLAINTS
Record number 832094
INVESTIGATING OFFICER:

DATE ACTION CLOSED: 30/04/2016

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	751622-S0N1				
2	AAH	Email Sent to Passed to the noise team 1 @ 13:59		30/04/2016		
3	A05	Telephone call made to cus		30/04/2016		

ACTION EVENT DETAILS

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	A99	751622-S0N1 751622-S0N1				
2	AAH	Email Sent to Passed to the noise team		30/04/2016		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		1 @ 13:59				
3	A05	Telephone call made to cus Taken at 13.59 hrs & tctc at 14.02 hrs - noise off - advice given and cso informed;		30/04/2016		

NAME AND ADDRESS DETAILS

PREMISES REF: L09RA5JOHN/2 TRADER: THE STREET

ADDRESS: Street Blpu
 John Ruskin Street
 London

AREA: Camberwell
WARD: Camberwell Green Ward

UPRN/USRN: 010009789975
EASTING: 531667
NORTHING: 177282

PRINCIPAL USAGE: L09 - Highway
PREMISES TYPE: R - ROAD / HIGHWAY

PREMISES ALARM STATUS: N

Comments in relation to Dconnect, 11 John Ruskin Street noted in the planning application to 13 John Ruskin Street

URL: http://planbuild.southwark.gov.uk:8190/online-applications/applicationDetails.do?activeTab=neighbourComments&keyVal= STHWR_DCAPR_9560188&neighbourCommentsPager.page=3

Reference: 15/AP/1644 | Change of use from internet cafe (Use Class A1) to mini-cab office (Sui Generis). | 13 JOHN RUSKIN STREET, LONDON, SE5 0NS

Comment submitted date: Wed 22 Jul 2015

letter of objections on DMS & on line

Comment submitted date: Tue 14 Jul 2015

I live above the address with other tenants and we are in collective support of the idea of the mini cab office. Even though, the restaurant at No. 11 has been causing a lot of nuisance to the community as reiterate by other commentators, that should not deter the progress of a minicab project that will enhance the assistance/service to the community in its own little way. In other word,we occupants at No. 13a are in great support of the idea.

Comment submitted date: Mon 13 Jul 2015

In as much as the business will support the lively hood of families involved I have no objection to it. as long as the operators must put in place measures not to disturb the community late at night.

Comment submitted date: Tue 07 Jul 2015

We the undersigned would like to lodge an objection to the proposed use of 13b John Ruskin Street as a 24 hour Cab Office. Not only is this area served by a multitude of Mini Cab Companies, but what also has to be taken into consideration is that this office will be situated next door to the "D'Connect Bar & Restaurant", whose clientele brings a great deal of distress and noise pollution and wanton urinating in the late evening and early morning to the Tenants and Residents of the Gateway Estae especially the inhaitants of Dartford Street which overlooks it. If this office is allowed to go ahead people using the services of this office in the late evening and early morning will be speaking into an intercorn on the door of the office when ordering a cab, they would then have to wait outside until their vehicle arrives. This we believe will exacerbate an already on going problem. Petition is in the related documents folder.

Comment submitted date: Mon 29 Jun 2015

theres 5 people living in this house and they all object this because we already have a restaurant down stairs (connect bar & restaurant) they stay open all nights making noise laud music talking laud out side every morning theres alot of rubbish out side our doors smell off urine because they urinate infront of our doors aswell. we spoke to our neighbours infront and next doors and they all object this. so opening a mini cap woundlt help just would cause more problems. thank you for your time.

Reference:	12/EN/0172
Alternative Reference:	1515-13
Address:	13 JOHN RUSKIN STREET LONDON SE5 ONS
Status:	Signed-off
Type:	Non-compliance with plans
Decision:	Close case - Misc. e.g. duplicate entry
Close Reason:	Final closure - miscellaneous reason
Community Council:	Not Available
Ward:	Camberwell Green
Case Officer:	Gavin Blackburn
Nature of Complaint:	Should have ceased by 1:00am on friday and a Saturday the same condition doesn't relate to the connected 11.(inspected at 01.30am-still open D'Connect Bar & Restaurant about 20 people inside 0207 252 4955

Premises D'Connect, 11 John Ruskin Street, SE5 0NS
Licence Number 839552

The opening hours of the premises

Monday 08:00 - 02:00
Tuesday 08:00 - 02:00
Wednesday 08:00 - 02:00
Thursday 08:00 - 02:00
Friday 08:00 - 03:00
Saturday 08:00 - 03:00
Sunday 08:00 - 02:00

Live Music - Indoors

Friday 22:00 - 02:00
Saturday 17:00 - 21:30

Late Night Refreshment - Indoors

Monday 23:00 - 01:30
Tuesday 23:00 - 01:30
Wednesday 23:00 - 01:30
Thursday 23:00 - 02:00
Friday 23:00 - 02:30
Saturday 23:00 - 02:30
Sunday 23:00 - 01:00

Sale by retail of alcohol to be consumed on premises

Monday 10:00 - 02:00
Tuesday 10:00 - 02:00
Wednesday 10:00 - 02:00
Thursday 10:00 - 02:00
Friday 10:00 - 02:30
Saturday 10:00 - 02:30
Sunday 10:00 - 01:00

The Beehive, 60-62 Carter Street, SE17 3EW
9444

Late night refreshment - indoors

Monday 23:00 to 23:30
Tuesday 23:00 to 23:30
Wednesday 23:00 to 23:30
Thursday 23:00 to 23:30
Friday 23:00 to 23:30
Saturday 23:00 to 23:30

Sale by retail of alcohol to be consumed off premises

Monday 10:00 to 23:00
Tuesday 10:00 to 23:00
Wednesday 10:00 to 23:00
Thursday 10:00 to 23:00
Friday 10:00 to 23:00
Saturday 10:00 to 23:00
Sunday 12:00 to 22:30

Sir Robert Peel, 7 Langdale Close, SE17 3UF
824911

Entertainment similar to live/recorded music - indoors

Monday 09:00 to 23:00
Tuesday 09:00 to 23:00
Wednesday 09:00 to 23:00
Thursday 09:00 to 23:00
Friday 09:00 to 00:30
Saturday 09:00 to 00:30
Sunday 09:00 to 22:30

Late night refreshment - indoors

Monday 23:00 to 23:30
Tuesday 23:00 to 23:30
Wednesday 23:00 to 23:30
Thursday 23:00 to 23:30
Friday 23:00 to 23:30
Saturday 23:00 to 23:30

Live music - indoors

Monday 09:00 to 23:00
Tuesday 09:00 to 23:00
Wednesday 09:00 to 23:00
Thursday 09:00 to 23:00
Friday 09:00 to 00:30
Saturday 09:00 to 00:30
Sunday 09:00 to 22:30

Performance of dance - indoors

Monday 09:00 to 23:00
Tuesday 09:00 to 23:00
Wednesday 09:00 to 23:00
Thursday 09:00 to 23:00
Friday 09:00 to 00:30
Saturday 09:00 to 00:30
Sunday 09:00 to 22:30

Recorded music - indoors

Sale by retail of alcohol to be consumed off premises

Monday 10:00 to 23:00
Tuesday 10:00 to 23:00
Wednesday 10:00 to 23:00
Thursday 10:00 to 23:00
Friday 10:00 to 23:00
Saturday 10:00 to 23:00
Sunday 12:00 to 22:30

Sale by retail of alcohol to be consumed on premises

Monday 10:00 to 23:00
Tuesday 10:00 to 23:00
Wednesday 10:00 to 23:00
Thursday 10:00 to 23:00
Friday 10:00 to 23:00
Saturday 10:00 to 23:00
Sunday 12:00 to 22:30

Noise Diary

Date	Time	Description	Evidence
Sunday 23/08/15	00:35	Loud talking outside. Male returned to acquaintances, directly outside Marbles House having urinated in the corner between Marbles House and another residence.	Video
Sunday 23/08/15	13:47	Litter left along the pavement outside D-Connect bar, cigarette butts in corner	Photo
Sunday 20/09/15	14:30	Beer bottle left on the wall of the Marble House residence / litter on pavement	Photo
Sunday 20/09/15	23:23	Loud shouting. Male seen urinating towards parked cars	Video
Sunday 20/09/15	23:24	Loud shouting. Male seen urinating in road behind parked car, before walking towards D-Connect with another male who was in the driver's seat of the parked car	Video
Thursday 24/09/15	23:50 to 23:57	Loud talking. People walking around in front of Marbles House, urine visible on the ground	Photos
Saturday 03/10/15	00:41	Urine in corner between Marbles House and neighbouring residence	Photos
Monday 19/10/15	02:15	Loud talking, shouting as people walked away from D-Connect (presumably to go home).	None
Monday 19/10/15	23:00	Loud shouting from outside D-Connect	None
Thursday 22/10/15	23:00 to 00:30	Man smoking marijuana outside D-Connect. Loud shouting outside from about 4 young males walking up and down the pavement (from D-Connect up to Marbles House). Loud shouting from parked car Loud talking from parked car. 2 men exit the car and walk towards D-Connect bar. More loud shouting outside D-Connect	Photo / Video
Monday 26/10/15	01:30	Loud shouting outside D-Connect	None
Tuesday 27/10/15	18:30	Man outside D-Connect eating monkey nuts and throwing all the shells on the floor (accompanied by another man).	None
Sunday 08/11/15	23:00 to 05:00	Lots of very loud shouting outside at 23:00. Groups of up to 15/20 people crowded directly outside Marbles House (reported to the police) at 03:40. More loud shouting and screaming Loud shouting directly outside Marbles House at 05:00	None
Monday 09/11/15	02:00	Loud shouting directly outside Marbles House	None
Tuesday 10/11/15	00:54	Loud shouting, in and out of cars	Photos
Friday 13/11/15	00:42	Loud shouting directly outside D-Connect	None
Saturday 14/11/15	06:26 to 07:30	Car blasting Caribbean music – man gets out and walks to D-Connect. Urine visible on pavement at 06:26. Loud shouting from approximately 6 people. Man urinating in public at 07:30	Photo
Sunday 15/11/15	05:30	Loud shouting	None
Saturday 28/11/15	02:15 to 02:50	Loud shouting, people in and out of cars Loud shouting, people in and out of cars As above, male urinating in the corner by Marbles House and other residence	Photos / Video
Sunday 29/11/15	03:50 to 05:07	Loud talking / shouting, group of 5 men outside	Photo
Wednesday 02/12/16	00:04	Male seen smoking inside D-Connect	Video
Friday 04/12/15	23:47 to	Loud shouting. Group of men waiting outside as an acquaintance arrives in a car. Car bumps vehicle in front and behind as he	Photos / Videos

	23:57	attempts to parallel park several times.	
Saturday 05/12/15	02:05	Loud shouting outside	Photos
Sunday 20/12/15	01:00	Cars parked in middle of the road outside D-Connect, talking to punters – obstructing the road and causing traffic.	Photo
Wednesday 30/12/15	12:21	Loud shouting. Man got into car (driver sider) with a bottle of what appeared to be beer.	Photo
Monday 04/01/16	03:01	Loud talking outside Marbles House, by parked car	Photo
Monday 25/01/16	12:55 to 01:09	Lots of noise as people got in and out of cars to go to D-Connect	Photos
Monday 15/02/16	01:41 to 01:46	Loud shouting and general noise as people arrive to go to D-Connect	Photos
Saturday 20/02/16	01:23	Cars parked outside Marbles House with windows open and talking to each other loudly.	Photos
Sunday 21/02/16	04:51 to 04:56	Loud shouting, lots of people walking around	Photos / Video
Friday 26/02/16	02:19	Loud shouting. Group of young males hanging around opposite the bar.	Photo
Saturday 27/02/16	01:29	General noise disturbance. Urine visible on the pavement.	Video
Sunday 28/02/16	22:50 to 23:01	White van repeatedly revving engine loudly, drove round the corner and came back to John Ruskin Street and continued to rev loudly	Photos / Video
Monday 07/03/16	08:09	Empty beer bottles left on the pavement on John Ruskin Street near D-Connect bar	Photos
Tuesday 08/03/16	22:10 to 22:12	Loud talking, between people moving around in their vehicles, entering and exiting the bar. Urine also visible on the pavement.	Photos
Tuesday 15/03/16	01:30	Loud talking/shouting. Group of several males at the rear of a parked car.	Photo
Complaint made in writing to Southwark Council Licensing Unit and NaNT Team on 02/07/2016			
Saturday / Sunday 03/07/2016	00:28 to 03:00	<ul style="list-style-type: none"> • Approximately 8 customers congregating outside D'Connect, shouting from 00:28 (see 2016-07-03_1). • Man in white shirt urinating against the residential building (see 2016-07-03_2 and 2016-07-03_3). • Call to NaNT at 00:43 to investigate. • 3 men urinating on the street. • Fourth man in black jacket urinating on parked car at 00:58 (see 2016-07-03_4). • Peak noise level at 65db. Noise level reduced at 01:33 to 48db with occasional shouting. • Call from NaNT to request whether noise on going at 01:42 (1 hour later). Confirmed reduced but that they should come as it is likely to recommence. • Call from NaNT to request whether noise on going at 01:51. Confirmed noise had reduced to an acceptable level but as there were customers still outside and that D'Connect is meant to close at 02:30 we would like them to attend in any event. NaNT Team initially refused but confirmed they would do a "drive by" to see what the level was like but only after I insisted that I had complained in writing to the Licensing Unit that they were breaching their licence and if it did close on time we would expect the noise levels to pick up again. • [REDACTED] witnesses suspicious activity at 02:20 – male customer from D'Connect takes plastic drinks cup outside and presents the 	2016-07-03_1 to 4

		<p>cup behind an open car door for another male to put an object in. The customer walked away and reached inside the cup to pull out the object and then put it in his trouser pocket.</p> <ul style="list-style-type: none"> • No call from NaNT, which does not operate past 02:30 • 6 further D'Connect customers urinating on the street in the same place shown in 2016-07-03_2. Cars honking horns to attract customers from D'Connect at 02:45. • Lots of shouting from D'Connect customers leaving the premises and loud base music being played from cars collecting customers. Customers entering and exiting the premises at will at 02:50. Neighbours shout from windows. • Quiet at 03:00. 	
Wednesday / Thursday 07/07/2016	23:20	<ul style="list-style-type: none"> • Shouting from customers outside D'Connect. 	None
Thursday 07/07/2016	07:50	<ul style="list-style-type: none"> • C&R Tyres confirm that they have needed to bleach the street and shop fronts to remove smell of urine. 	None
Friday / Saturday 09/07/2016	12:30 to 02:15	<ul style="list-style-type: none"> • Loud shouting from customers outside of D'Connect and a doorman in a fluorescent vest is present (first time this has been seen) but takes no action against the 8 to 10 customers at 12.30. Customer in white t-shirt urinates against parked car at 01.14 (see 2016-07-09_1) • Call to NaNT at 01:19 to investigate. Operator confirmed that they did not have resource to investigate for at least 1 hour. • [REDACTED] witnesses further urinating from D'Connect customers against the building and shouts from the window that they should use the toilets in the bar. D'Connect customer shouts aggressively back at [REDACTED] and makes indiscernible threats. [REDACTED] shuts the window in fear (see 2016_07_09_2). • Call to Police at 01:24 to request assistance regarding noise offences and report possible drugs offences. • Call from Police at 01:28 who confirmed they would investigate. Confirmed we had previously made a complaint to the police and had been instructed to keep a noise diary. Reference provided CAD744-09-7-2016. • Call from NaNT at 01:53. They confirmed they would not be able to investigate if noise was coming from "patrons" outside of the D'Connect. On request as to who would enforce the terms of the licence and further prevent noise should it continue throughout the night NaNT confirmed it would be the Licensing Unit although they would not be able to do anything immediately. On further refusal to accept this information, NaNT confirmed they would investigate to keep a record for the Licensing Unit. 	2016-07-09_1 to 2
Saturday / Sunday 10/07/2016	02:40 to 03:20	<ul style="list-style-type: none"> • Loud talking and noise from cars doors opening and shutting with customers entering and leaving D'Connect from 02:40 to 03:20. 	None
Sunday / Monday 11/07/2016	23:30 to 02:00	<ul style="list-style-type: none"> • Loud talking and noise from cars doors opening and shutting with customers entering and leaving D'Connect from 23:30 until 00:20. • Customer on the way to D'Connect stops urinating when shouted at (see 2016_07_11_1) • Loud talking intermittently from 02:00 to 02:00. 	2016-07-11_1
Wednesday / Thursday 14/07/2016	23:00 to 00:00	<ul style="list-style-type: none"> • Loud talking and intermittent shouting from D'Connect customers outside the front of the bar. 	None
Friday / Saturday 16/07/2016	00:00 to 01:45	<ul style="list-style-type: none"> • Loud talking and intermittent shouting from D'Connect customers outside the front of the bar from 00:00. • 2 customers seen urinating against 19/21 John Ruskin Street. • Loud banging of car doors as customers arrive and leave 	2016-07-16_1 to 2

		<p>D'Connect at 01:15.</p> <ul style="list-style-type: none"> • Customer urinates against 19/21 John Ruskin Street at 01:22. When asked to stop and to go in D'Connect customer shouts back angrily but acknowledges it is unacceptable (see 2016-07-16_1). • 19 John Ruskin Street has put up a sign requesting D'Connect customers to stop urinating against their building (see 2016-07-16_2). 	
Saturday / Sunday 17/07/2016	02:45 to 03:15	<ul style="list-style-type: none"> • Loud talking and noise from cars doors opening and shutting with customers entering and leaving D'Connect from 02:45 to 03:15. 	None

Gateway Tenants & Residents Assoc.

To Southwark Environmental Services

Reference Number - 659358 [Anti Social] 659374 [Cleaning]

Re - 11 John Ruskin Street - D'Connect Bar & Restaurant

To Whom it may concern

1. We the undersigned would like to lodge a very strong complaint against "D'Connect Bar & Restaurant". Their clientele brings with them a great deal of distress, noise pollution and wanton urinating in the late evening and early morning seven days a week to the Tenants and Residents of the Gateway Estate, especially the inhabitants of [REDACTED] Dartford Street which overlooks it. We would also like to point out it is not only the Tenants and Residents of the Gateway Estate that are distressed by this but also the neighbouring businesses who before they open have to clean away the urine from the front of their establishments. Some of our tenants and some of the businesses have tried to come to some kind of compromise with "D'Connect" management but this has proved to be futile, so we wish for the Southwark Council to look into the licensing criteria of "D'Connect", and also why is there a nightclub that sometimes does not close its premises until 7am situated in such a densely populated residential area?

2. Would it be possible for the Council to look into the situation as it stands now concerning the rubbish bins housed at the junction of John Ruskin Street and Camberwell Road, this is because it attracts fly tippers, rats and foxes and at times the volume of rubbish is so great that it forces mothers pushing prams into the street on their way to and from John Ruskin school.

Both of the above matters were brought to the council's attention as recently as of two weeks ago by the proprietor of [REDACTED] the above references are in relation to his complaints.

We the residents of Marbles House, 21 John Ruskin Street, SE5 ODE support the complaint presented by Gateway Tenants & Residents Association regarding:

- 1) D'Connect Bar & Restaurant of 11 John Ruskin Street
- 2) The Rubbish bins located at the Camberwell Road end of John Ruskin Street

Undersigned by Residents of Marbles House

1)

2)

3)

4)

5)

6)

7)

8)

9)



Amelia

10/11/15

10/11/15

10/11/15

10/11/2015

10/11/15

21/11/15

21/11/15

23/11/15

23/11/15

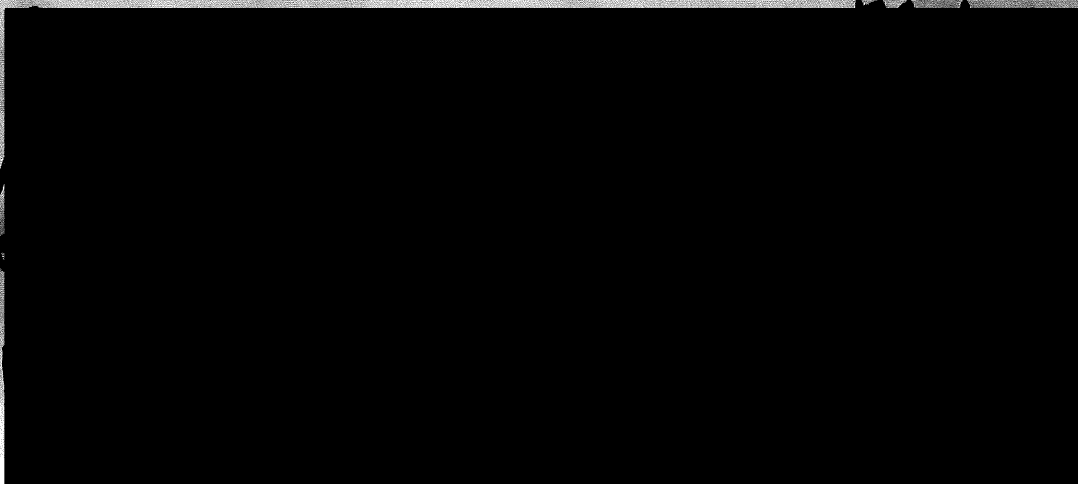
John Ruskin Street - Residents - in connection to Item 2, Rubbish Bins

10)

11)

12)

13)



06.12.15

6.12.15

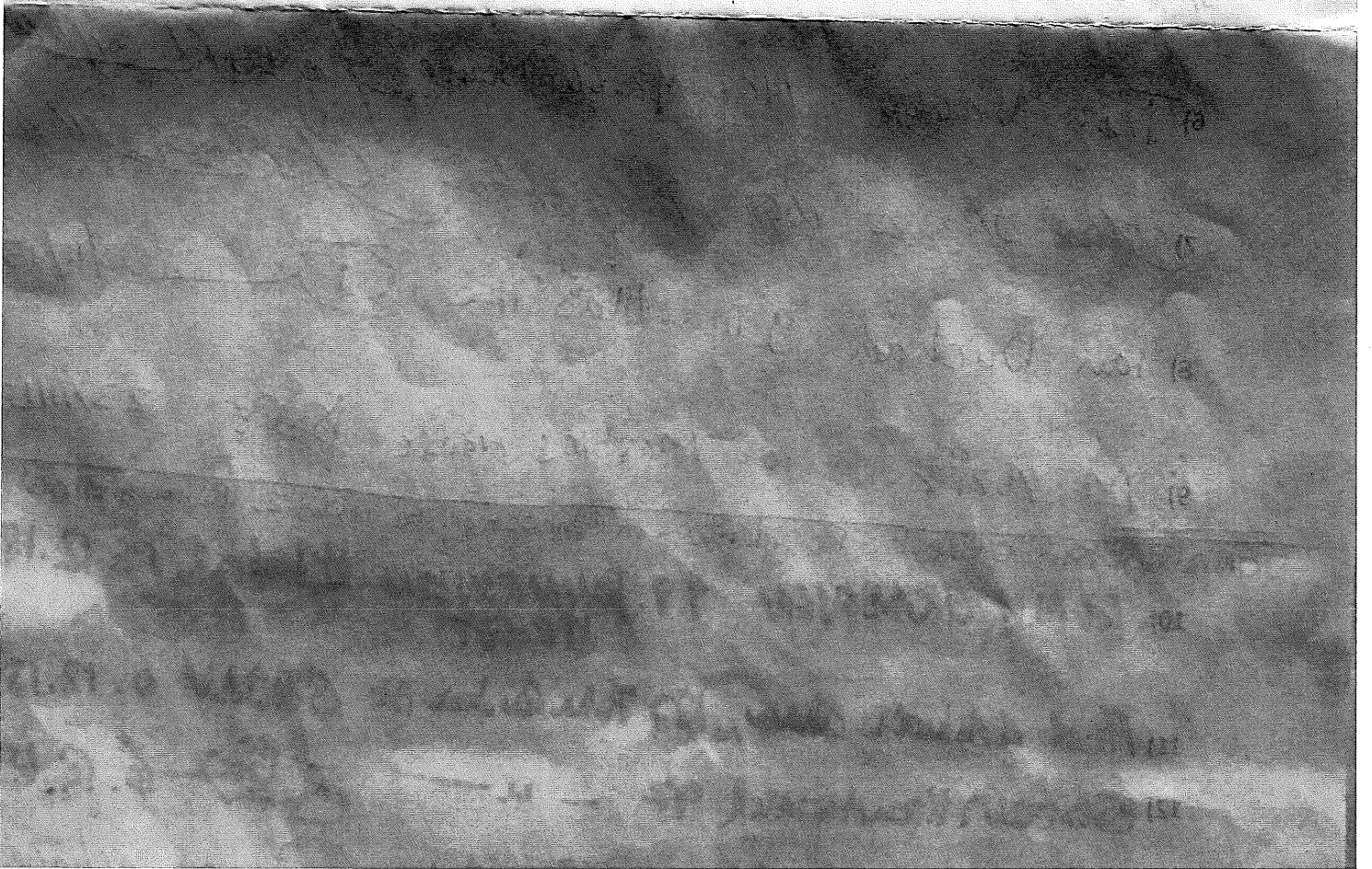
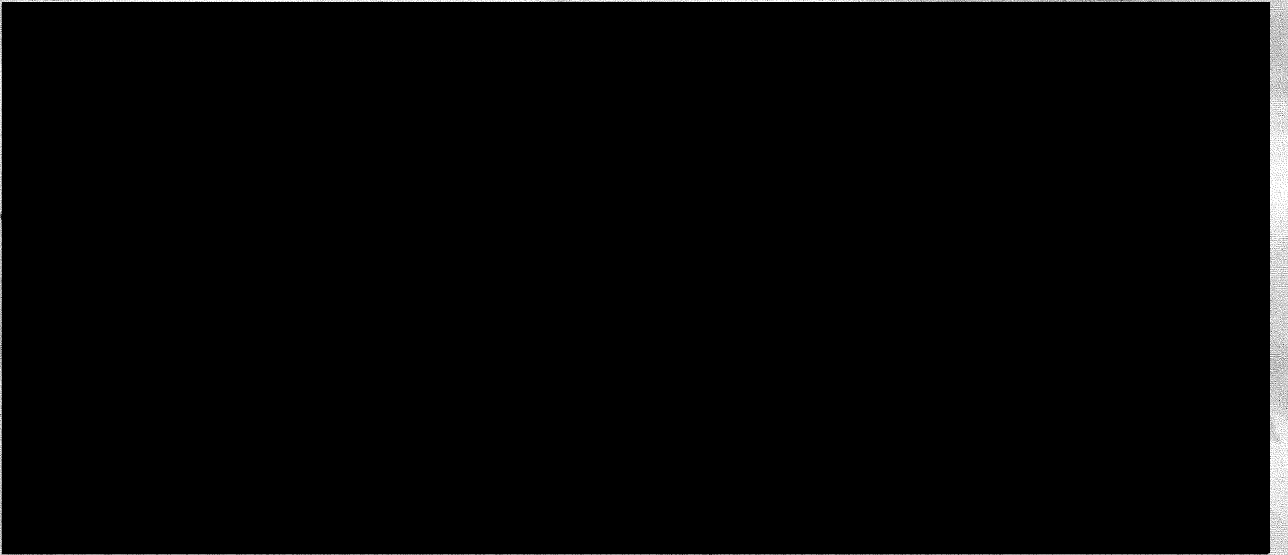
6.12.15

06/12/15

14)

15)

16)



Polite Notice

**Please do not urinate here
or stand here to make
noise as there are people
in this apartment. Please
respect their privacy.**

Thank you

**John
Ruskin
Street**