

# MEMO: Licensing Unit

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To Licensing Date 1<sup>st</sup> September 2016

Copies

From Farhad Chowdhury Telephone

Email \_\_\_\_\_

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**Subject D'Connect , 11 John Ruskin Street, London SE5 ONS**

I write in reference to an application made by local residents for an review of the Premises Licence in respect of **D'Connect, 11 John Ruskin Street, London SE5 ONS**. Made under The Licensing Act 2003.

I would make the following comments in support of the local residents review. I have visited the premises and monitored the premises on a number of occasions whilst working on the Night Time Economy Team. The premises appear to be very overcrowded and I have observed large groups of people congregating outside at night on the pavement, the reason for this could be because there is no adequate space inside the premises. I have also observed customers urinating on the pavement at night next to residents flats which is a public nuisance, the management of the premises do not appear to have any control of their patrons.

- There is no maximum capacity limit set on the premises licence. The licensee needs to calculate their maximum accommodation limit for the premises using the technical standards for places of entertainment; I attach a link to the document RU Safe below which explains how to work out the accommodation limit.  
<http://www.rusafe.org.uk/>
- Suitable and sufficient sanitary conveniences needs to be provided inside the premises with suitable hand washing facilities and supply of hot and cold running water and drying facilities.
- A suitable and sufficient risk assessment needs to be carried out of the premises to include violence at work.
- Provide a noise at work risk assessment.
- Provide suitable and sufficient ventilation in the premises.

I therefore fully support the local residents Review for a revocation of their premises licence.

**Farhad Chowdhury**  
**Principal Enforcement Officer**

Licensing Unit - Environment & Leisure, Hub 1B, 3rd Floor, PO Box 64529, London SE1P 5LX  
Switchboard - 020 7525 5000 Website - [www.southwark.gov.uk](http://www.southwark.gov.uk)  
Strategic Director of Environment & Leisure – Debra Collins

**From:** Legassick, Bill  
**Sent:** Friday, September 16, 2016 6:32 PM  
**To:** McArthur, Wesley  
**Cc:** Regen, Licensing  
**Subject:** Review of D'Connect Restaurant, 11 John Ruskin Street, London SE5 0NS

Wesley

I refer to the review of the licence at D'Connect Restaurant at 11 John Ruskin Street London SE5 0NS on the 25<sup>th</sup> August 2016.

I am writing to confirm that the Environmental Protection Team supports the applicant for the review. Checking the Management Information System, the Noise and Nuisance Team has received a number of complaints in respect of people congregating in the street outside the premises, talking loudly and drinking since April 2014.

If the outcome of the review, results in a continuation of the licence, the Environmental Protection Team will be requesting the Committee to consider that the following recommended conditions to be included on the premises licence:-

*"1. That alcohol shall not be sold or supplied for consumption on the premises otherwise than to the following persons:*

- (a) persons taking table meals and for consumption by such persons as ancillary to their meal,*
- (b) persons waiting to be served a table meal*

*Any person consuming alcohol must be seated at a table.*

*2. There shall be no drinks permitted outside at any time.*

*3. There shall be no more than 4 persons permitted outside, to smoke only, in John Ruskin Street or in the garden of the property after 20.00 hours."*

Before the hearing, I may have further information that I wish to be included in this representation.

**Bill Legassick**  
**Principal Environmental Health Officer**

**From:** Pinder, Richard  
**Sent:** Tuesday, September 20, 2016 12:40 PM  
**To:** McArthur, Wesley  
**Cc:** Sharpe, Carolyn  
**Subject:** Application for review

To whom it may concern:

**Re: D'Connect Restaurant, 11 John Ruskin Street London SE5 0NS**

On behalf of the Acting Director of Public Health for Southwark (a responsible authority under the Licensing Act 2003) I wish to express my concern over the alleged events to have taken place at D'Connect Restaurant since August 2015. Local residents have been extensively disturbed by this premises placing them at considerable risk of loss of amenity. Given that this is not an isolated incident and the length of time disturbance has been logged by local residents, I have concerns regarding the operation and management of this premises.

Therefore I fully support that the licence for D'Connect Restaurant be reviewed.

If you have any further questions, please do not hesitate to contact me.

Yours faithfully,

Richard Pinder  
*on behalf of Dr Jin Lim, Acting Director of Public Health*

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Dr Richard Pinder

**From:**  
**Sent:** Wednesday, September 21, 2016 9:02 AM  
**To:** Regen, Licensing  
**Subject:** licence review

Sir/Madam

Please see attached letter detailing Southwark police licensing support in regards to the D'Connect review

Regards  
Pc Mark Lynch 246MD  
Southwark Licensing/NTE  
Southwark Police Station  
323 Borough High Street  
SE1 3JL



**The Licensing Unit**  
Floor 3  
160 Tooley Street  
London  
SE1 2QH

**Metropolitan Police Service**  
**Licensing Office**  
Southwark Police Station,  
323 Borough High Street,  
LONDON,  
SE1 1JL

Tel:  
Email:

**Our reference:** MD/ /16

**Date:** 2016

**Re:-D'Connect 11 John Ruskin Street SE5 ONS**

Dear Sir/Madam

Police are in possession of an application from residents of the Gateway Estate SE5 for a review of the above premises licence under Section 51 of the licensing act 2003.

Police have the following comments to make:

The application provides detailed evidence of a number of incidents relating to anti social behaviour by patrons of your premises.

The premises have been visited on a number of occasions by police and officers from Southwark council and on these occasions there have been groups of patrons stood outside the venue ,some smoking and/or some consuming alcohol whilst talking amongst themselves. The management have been made aware of licence condition **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,** however despite this stepped approach by means of advice the premises remains

problematic . The premises also appears not to have a dispersal policy at closing time. found in breach of these conditions on a number of separate occasions.

In addition to the evidence provided by Local residents police can confirm that there has been:

- 5 calls to police regarding anti-social behaviour relating to noise nuisance. 2016
- 2 Police statements detailing a number of activites that would add to the ASB. 2016
- 1 warning letter issued by police.2016

There also appears to be some ambiguity as to the premises licence as it states it operates as a restaurant however it is clear that this is only part of its operation and it would be more appropriate to be called a bar/restaurant.

In view of the above police would like to support the review application made by residents

Yours Sincerely

**Pc Mark Lynch 246MD**  
Southwark Police Licensing Unit

**From:** Masini, Bill  
**Sent:** Wednesday, September 21, 2016 4:30 PM  
**To:** Regen, Licensing  
**Cc:** Tear, Jayne  
**Subject:** Review of D'Connect Restaurant - 11 Ruskin Street SE5 ONS

As a Responsible Authority under The Licensing Act, Trading Standards makes a representation in support of the application submitted by Anthony Lyons to review the Premise Licence for D'Connect Restaurant of 11 John Ruskin Street, London SE5 ONS.

The representation is submitted under the licensing objectives of Protection of Children from Harm and the Prevention of Public Nuisance.

Trading Standards understand there is a lack of toilet facilities which for a premise where drinks are consumed is clearly inadequate. People have been observed urinating immediately outside the premise or further along the street having come from the premise on a regular basis. This constitutes a public nuisance. Whilst this takes place in the evening children could be exposed to this at the time or the aftermath the following days putting both adults and children at risk of harm from a health aspect and public indecency.

Bearing in mind this premise is also in a residential area with people living immediately above, Trading Standards are of the view that until the issues of anti social behaviour (which also includes excessive noise in the immediate vicinity and from the premise itself) are addressed (extremely difficult to achieve) there should be no premise licence for this establishment and therefore the current licence should be revoked.

**Bill Masini - Trading Standards Officer**  
Southwark Council Trading Standards | Environment & Leisure

# MEMO: Licensing Unit

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**To** Licensing Unit                      **Date** 22 September 2016

**Copies**

**From** Jayne Tear                      **Telephone**                      **Fax**

**Email** j

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**Subject** Re D' Connect Restaurant, 11 John Ruskin Street, London, SE5 0NS  
Application to review the premises licence

I write with regards to the above application to review the premises licence submitted by Mr Anthony Lyons under the Licensing Act 2003.

The application is submitted under the prevention of public nuisance; the prevention of crime and disorder; public safety; and the protection of children from harm licensing objectives and the grounds for the review are concerned with:

*'fights on John Ruskin Street; suspected drug dealing; drink driving; racism and intimidation of passers-by. The majority of D'Connect customers from 6pm in the evening who 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. 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'.*

My representation is concerned with the prevention of crime and disorder, the prevention of public nuisance, public safety and the protection of children from harm.

There have been numerous complaints to the council regarding noise and antisocial behaviour from the patrons of the premises. Furthermore officers working on the Night Time Economy Team (NTET) have observed people congregating outside at night on the pavement and committing anti-social behaviour. I have observed a patron of the premises urinating against a wall a few doors away and other patrons sitting in their vehicle playing loud music from the vehicle.

In spite of the management of the premises being given advice and warnings from council officers and the police, they have not rectified these issues and do not appear to have any control of their patrons

I therefore submit this representation in full support of [REDACTED] the applicant and I have no confidence that the management of the premises are promoting any of the licensing objectives.

I will provide further supporting information to this representation at a later stage.

Jayne Tear  
Principal Licensing officer  
In the capacity of the Licensing Responsible Authority

Party 1

**From:**

**Date:** 25 August 2016 at 11:21:00 BST

**To:** [alexanderlisowski@southwark.gov.uk](mailto:alexanderlisowski@southwark.gov.uk)

**Subject:** Renewal of license D'Connect, 11 John Ruskin Street

Dear Mr Lisowski

I am writing on behalf of my daughter,

I frequently visit and return home exhausted as I have had so little sleep due to the noise and disturbance from D'Connect.

My daughter is deemed a vulnerable adult and she has a 6 year old child. Her health suffers even more with the nightly, yes nightly, noise from this bar.

Over the past 2 years I have complained as have many neighbours to no avail. I have tried reasoning to be called, 'A f█████g white c█████t who was going to be raped'. When I attempted to report this, clearly I fear for my daughter and granddaughter as she does herself, I was told that 'I thought you said this was a racist complaint?' And on another occasion that they (? Your colleagues) only investigate complaints about music. I am taking these remarks to Sadiq Khan and Harriet Harman.

Only men frequent this place. There are scantily clad females who appear to work their and loudly flaunt themselves on the pavement. Men visit often throughout the night with music blaring from their cars which they allow to play on with the doors/tops open. Many visit for just a couple of minutes.

Groups of 30 or more men gather nightly on the pavement, drinking, rowing, shouting, openly urinating. As I described, pleading with them results in a baying mob under the window.

Customers of the Afro Techs barber along the road appear to use it as an off licence and so the noise starts early afternoon and continues until they disperse usually about 5.00 - 6.00 daily. Then the barber opens for business a couple of hours later.

Due to their lounging around outside they frequently set off car alarms which they disregard.

Should you call the 'restaurant' number it simply rings and is never answered.

I was astounded to find that this place was actually licensed as I assumed it was a shabean. One can only boggle at how this was ever allowed.

As I am currently staying with my daughter, I had the opportunity to canvas the neighbours with your letter. I was met with a universal hatred of D'Connect and its clients' behaviour. Many were distressed and dismayed that this was their experience of London and therefore Great Britain. All the adjacent businesses are united in their loathing of having to clean up the filth and human effluent on a daily basis and would rejoice in its demise.



I appreciate that that is 3rd party but these people begged me to represent them as they do not have English as a first language.

Whilst I was talking to residents of the council flats opposite, I was shadowed by a group of African youths who kept their distance but made their presence felt. They glowered at me when I invited them to join the conversation. They were speaking with African accents.

Please listen to us. These men are out of control and I fear for my daughter whose health has degenerated due to chronic fear and lack of sleep. The impact of this on my granddaughter is becoming felt too. The noise disturbs her too and she is tired at school.

This bar rules the neighbourhood and holds it to ransom for its own selfish ends.

Anonymity is essential especially at the hearing. I have not the slightest doubt they would violently retaliate and as previous attempts of formal complaints proved insulting and fruitless, I should not expect the emergency services to react any differently in the future.

Please feel free to contact me should you need and please, please hear the heartfelt sentiment expressed in these words.

An entire community is pleading with you.

[REDACTED]

[REDACTED]

[REDACTED]

Party 2

**From:** [REDACTED]  
**Sent:** Tuesday, August 23, 2016 5:04 PM  
**To:** McArthur, Wesley  
**Subject:** Re: Representation against D'Connect for October 6th Hearing

Hi Mr. McArthur,

Thank you so much for your quick reply to my representation. Apologies for not including my address previously. My address is as follows:

[REDACTED]

For further reference, my flat is situated [REDACTED] and overlooks John Ruskin Street from the rail bridge to Walworth Road meaning that D'Connect is directly in my line of sight.

Please let me know if you would like any more information or details and I would be happy to pass those along to you. Thanks for all of your help in this and I look forward to speaking with you again soon.

All the best,

[REDACTED]

On Aug 23, 2016, at 2:38 PM, McArthur, Wesley <[Wesley.McArthur@southwark.gov.uk](mailto:Wesley.McArthur@southwark.gov.uk)> wrote:

Dear [REDACTED],

Please provide me with your full residential address. This is a requirement of the Licensing Act 2003. Please note that your address will be kept anonymous in any publically distributed reports or papers, however if at the hearing to determine the review application the licensee specifically requests the address of a person who has submitted a representation then it may be disclosed (but it wouldn't be disseminated publically).

Regards,

**Wesley McArthur**

Principal Enforcement Officer

London Borough of Southwark

**E-mail:** [wesley.mcarthur@southwark.gov.uk](mailto:wesley.mcarthur@southwark.gov.uk)

**General:** [licensing@southwark.gov.uk](mailto:licensing@southwark.gov.uk)

**Phone:** 020 7525 5779

**Fax:** 020 7525 5705

**Address:** Licensing, Health & Safety, Hub 1, 3rd Floor, 160 Tooley Street, SE1 2TZ

**From:** Lisowski, Alexander  
**Sent:** Tuesday, August 23, 2016 9:44 AM  
**To:** McArthur, Wesley  
**Subject:** FW: Representation against D'Connect for October 6th Hearing

Wes,

Please see e-mails below re representations for D'Connect. I couldn't update APP as you're shown logged in to the report.

Alex.

**From:** Lisowski, Alexander  
**Sent:** Tuesday, August 23, 2016 9:36 AM  
**To:** [REDACTED]  
**Subject:** RE: Representation against D'Connect for October 6th Hearing

Dear [REDACTED]

Thank you for your representations for the review of D'Connect. One of my colleagues, Mr McArthur, is preparing the review for the hearing. I have passed your e-mail to him. You will subsequently receive a formal invitation to the review, and a copy of the report that will be presented to the Licensing Sub-Committee.

In the meantime it would be helpful to keep a diary of any future happenings at D'Connect. Just simple entries showing date and time and brief details of what happened. It would show that whether or not D'Connect has taken any notice of the fact that they are being reviewed.

Yours sincerely,

Mr A. Lisowski,  
Licensing Enforcement Officer,  
The London Borough of Southwark.

**From:** [REDACTED]  
**Sent:** Tuesday, August 23, 2016 1:00 AM  
**To:** Lisowski, Alexander  
**Subject:** Representation against D'Connect for October 6th Hearing

As an immediate member of the community who has lived on John Ruskin Street adjacent to D'Connect for almost 5 years, I can say with confidence and personal experience that they are - and have been - an unequivocal nuisance to the neighborhood and to the quality of life for those in the vicinity.

Living in London, especially in the area that we live in, a thick skin of tolerance is eventually generated to deal with noise in the city. From sirens, to children playing in the park, and to car horns or people talking, you eventually acclimate - or at least tolerate - most of the sounds that you hear on a daily basis. D'Connect, however, has been a complete aberration. I can only speak for my time in the neighbourhood but for those five years they have gotten progressively worse as seemingly their confidence has grown that nothing will be done about them and their constant violations of community standards. I have a litany of examples and personal stories about how they have affected me and my quality of life but, in the interest of time, I will only choose a handful that truly stand out to me. I will start with the most recent.

Only a few weeks ago, during the last weekend of July, I arrived home just after midnight from a long 12 hour shift at work and the noise on the street was bouncing and echoing between the buildings so loudly that I opened my window to hear just how loud it was and to see what was going on below me on the street. The door to D'Connect was wide open and there were at least a dozen people spilling out on to the streets. As I watched and listened to what was going on below, the first thing I heard was somebody from either my building or one of the buildings next to me yelling out the window telling them to 'shut up' and 'be quiet'. Three of the men in front of D'Connect took exception to this and began yelling back even more aggressively at her. I then watched four of them cross John Ruskin Street just in front of the Gateway Estate where one of them openly began peeing on or in between two cars parallel parked in the spaces on the street while the others made their way to Dartford Street to where their car was parked. This was when they saw me in my window. They began yelling and cursing at me telling me to go back inside and asking me 'what the f\*\*\* was I looking at'. I engaged them at this point and I told them to be quiet and that this was a residential neighbourhood and that I would call the police if they kept yelling at me and making noise. Some heated words were exchanged from both of us until they got in their car and drove off and I shut my window. This is only the latest example and is absolutely not the first time I have been accosted both on the street and from my window by patrons from D'Connect.

The most appalling instance I can recall actually happened last summer at around 4 in the morning sometime in the month of June or July. I often work long and antisocial hours for my job so I had arrived home from a late shift at about 3:30am. I was sitting on my sofa watching TV before bed with the windows open when I heard a massive crash outside on the street. I jumped up and saw a car come to a halt after having hit the street light in front of my property. The car careened onto the pavement. Moments later, it set fire. The individual who was in the car got out and looked shocked as they stood by the road. I called the police, turned off my lights, and watched the events unfold from my window as this all happened. Moments later, 4 or 5 patrons came running out from D'Connect and began talking to the individual who crashed the car. After about 30 seconds to a minute of discussion they escorted the person who crashed the car into the restaurant, turned off all the lights to make it look like nobody was in D'Connect, and even put the metal gate down to make it look like they had closed down for the night while they harboured the person involved in the accident on the premises. I called the police and told them this and I watched as they approached D'Connect and tried to look inside where they we all knew they were hiding. There are two sides to this story that are particularly upsetting. The first being that they harboured somebody who had both been involved in an accident and who left the scene of the crime. However, perhaps the more telling part of this story is that there were a number of people at D'Connect at all drinking after 4 in the morning. This was the most egregious example of their disregard for noise, quiet hours, the law, and even their license to operate.

These two examples don't even take into account the number of times I have seen people throw trash on the street, break bottles on the pavement, stay open after hours, completely ignore any kind of quiet hours pee against building (there is even a sign on the window of a residence two or three doors down from D'Connect that implores people to stop peeing on their doorstep and against their building - I have seen people pee on this specific premises who have come from D'Connect when I have either returned from work or have been on my way to work).

D'Connect particularly affects me because of my antisocial hours of work which often means that I wake up because of them and their noise violations. However, the toll that they have had on our community as a whole over time has been far worse. Is it a massive inconvenience to be woken up due to them operating illegally? Absolutely. Am I the only one that has had this problem? Absolutely not. We live in a neighbourhood with children, families, members of the working class, students, retirees, and people who, as far as I can see, abide by the rules and community standards we have been given. There is no reason why one business should be allowed to operate when they continually and habitually flout the rules they have been given by the community and by their license to operate.

And finally, on a personal level, I am sick of it. I am sick of their disruptions, attitudes towards local residents, and I resent the fact that they have not been punished or shut down for this after 5 years of worsening behaviour. Shut them down once and for all. It is time for a fresh start both for D'Connect and the area around Walworth Road and John Ruskin Street where they operate. Let the owner find a new place of business where he or she can reapply for a new license under stricter control. Let the neighbourhood have the peace back that we so desperately want, need, and deserve. The owner and, by proxy, the patrons have shown nothing but disregard for the rules they signed onto when they received their license and thus should no longer have the benefit of the doubt when it comes to correcting their behaviour. D'Connect is now out of chances to make amends to the community. Do the right thing. Shut down D'Connect and let us all move on from this horrid arrangement that has now gone on for way too long. Please. Shut them down now.

The email you received and any files transmitted with it are confidential, may be covered by legal and/or professional privilege and are intended solely for the use of the individual or entity to whom they are addressed. If you have received this in error please notify us immediately. If you are not the intended recipient of the email or the person responsible for delivering it to them you may not copy it, forward it or otherwise use it for any purpose or disclose its contents to any other person. To do so may be unlawful. Where opinions are expressed in the email they are not necessarily those of Southwark Council and Southwark Council is not responsible for any changes made to the message after it has been sent.

**From:** [REDACTED]  
**Sent:** Saturday, August 27, 2016 7:09 PM  
**To:** Regen, Licensing  
**Cc:** McArthur, Wesley; anthony\_lyons@hotmail.co.uk  
**Subject:** D'Connect Restaurant, 11 John RuskinStreet, London, SE5 0NS (ref: L1U 855283)

Dear Southwark

I am writing to make reputations about the about licencing review. I would like to challenge not only the current licencing hours but the general issue of the D'Connect Bar being a 'bad neighbour' and showing little if any respect for those of us living near the bar.

I live in a block of flats further along the street from the bar. I have lived here for a number of years and raised previous complaints about the bar which appeared to be ignored or had little affect.

The problems with the bar are as follows.

1. The hours of operation of the bar seem at odds with the street being a residential one, with a number of families living close by.  
The bar often has a large number of men drinking and smoking outside the bar till the early hours of the morning causing a number of problems.
2. It can be difficult to get past the groups of men smoking and drinking, they are loud in their conversations, often shouting, these incident have been noted beyond the hours of the licencing operations. I have return home at the weekend at between 4-5 am and there are groups of men still outside the open bar drinking. Etc
3. I have witnessed men that I have seen outside the bar minutes before, as I came home, urinating up the wall of my block of flats, as I pull my bedroom curtains. I have shouted down to them only to be very rudely replied to.
4. I have spoken to the men as I have come home on more than one occasion to find men urinating up the wall and asked them to return to the bar to use the facilities. To be spoken to rudely and aggressively by them. .
5. Recently I raised a complaint as after 4 pm I saw three men (they woke me up with their loud conversation/ shouting) two were talking to the other man while they urinated separately, one up the wall of the block and one against a car. Even when they are asked to move away they ignore me or respond rudely, they continue to shout/ converse, which make it necessary to either close all windows and even that does nt always help, or stay awake till they go.
6. I have witnessed at least two fights between men from the bar, the worse one was at 5 am roughly, and there were at least six people involved, with two men fighting/ arguing with eachother and trying to hit eachother with the woman desperately trying to stop them.
7. Streams of urine can be found on a regularly basis by the block in the morning and I have been out with hot bleach water in the morning to wash it away as the street smells of urine and there are a small number of families who play outside during the day, which is both unpleasant for them to experience and unreasonable behaviour in the first place.
8. I found someone from the bar urinating against the wall of the block at just before 8 am one morning, and I went down and washed the urine away with water/ bleach etc and spoke with the man who simply told me to 'go away'. This was witnessed by the man who runs the tyre shop as he had arrived early.
9. I have gone to work the next morning/ or gone out to find empty beer bottle on the wall of the block and often found them broken on the floors, which is dangerous as children play there and during the week, children walk up this street to go to the local primary school which is 300/ 400 yards up the street

These actions by customers of the bar, cause me to be woken on a regular basis, mean that I cant leave windows open in the summer to manage the heat, and inconvenience me in that I often cant return to sleep for some time afterwards.

The smells of urine is terrible some mornings and mean I have to go down and wash it away as children play there and I wish to live in a reasonable area, broken glass can often be found on the street too.

I note that a significate number of customers appear to arrive and depart by car, being loud, using their car horn and saying very loud good byes, this is often after the end of the licencing times.

I previously raised complaints with the Council and Councillor's which is pointless and little happened to reduce the problems and the impact of being woken most nights at times.

It has to be noted that things seem better to a degree since the licencing review has been called but smoking and drinking outside the bar continues.

These issues not only mean I have been subjected to rude and aggressive responses from the customers, but struggled to get back to sleep due to the noise from them and their cars coming and going at all hours. The impact of the street is to make it unsafe from residents, and their children and I avoid walking down that side of the street due to the glass and the smell of urine.

yours sincerely

A black rectangular redaction box covering the signature area.

Party 4

**From:** [REDACTED]  
**Sent:** Wednesday, September 07, 2016 1:02 PM  
**To:** McArthur, Wesley  
**Subject:** Re: ref L1U 855283 D'Connect

The Licensing Unit  
Hub 1  
3<sup>rd</sup> Floor  
160 Tooley Street  
SE1 2TZ

Date: 07/09/16

Dear Sirs,

**Re: Application for the review of the premises licence issued in respect of D'Connect Restaurant, 11 John Ruskin Street, SE5 0NS (application number 855283)**

I submit the following representation in support of the above review application. My representation is relevant to the following licensing objectives:

The prevention of crime and disorder  
The protection of children from harm  
The protection of public safety and  
The prevention of public nuisance

The noise level from the place is extreme. I don't know what license they have but pretty much every night of the week there are people outside until around 4.30 am (when the management drag the metal shutter down) frequently arguing in shouting level voices.

I had to call the police on Wednesday 24<sup>th</sup> August at 6am as a woman was screaming for help on John Ruskin St. as she was apparently being dragged from some vehicle. It sounded like a murder in the making, as it often does outside D'Connect. The police arrived quickly and settled things down.

One time a drunk and aggressive man was beating up a wheelie bin with a stick whilst shouting threateningly. Another occurrence it sounded like the permanent crowd of shouting drunk African people had trapped a fox. The noise was horrendous. The list of disturbance is long. They customers seem to have no respect for the residents in the residential area all around them. I sleep with earplugs every night and am still awoken twice or even thrice nightly.

Regards,

[REDACTED]

[REDACTED]



Party 5

**From:** [REDACTED]  
**Sent:** Tuesday, August 30, 2016 11:23 PM  
**To:** Regen, Licensing; McArthur, Wesley  
**Cc:** [REDACTED]  
**Subject:** Ref: L1U 855283

Ref L1U 855283

Dear sirs,

In reference to D'connect I totally agree with the problems that [REDACTED] has experienced. I can't remember an night where I haven't been woken up by loud customers of D'Connect. I live [REDACTED] too and the noise is terrible. I have lived in [REDACTED] for over a year and I nearly moved because of the noise problems at D'Connect.

When I first moved in I did complain to noise pollution team but they said nothing could be done.

I do not feel safe living here with D'Connect open across the street. There are fights and arguments throughout the night every night, outside D'Connect and they spill over all over the surrounding areas. One particular incident was below my window at 4am I had to shout at the couple arguing from my window for half an hour to stop as they put it "it's Saturday night so it's ok"

I do not feel safe walking past D'Connect late at night, customers are not considerate of other people, blocking the pavement and I will cross the road to use the other side of the pavement to walk down the street.

Customers are very loud, shouting, sitting in cars playing loud music and beeping horns at all hours.

This has impacted on my work life as I have had little sleep, also I have had to cancel social plans when I get no sleep at the weekends. I do not invite friends over to stay at my flat as I know they will not get any sleep from the noise made from D'Connect.

I am unable to sleep with my windows open as the noise is terrible even when closed, this makes sleep in the summer months terrible.

I have considered approaching D'Connect to voice my problems but I feel that the customers and staff are unapproachable and frightening at times.

I hope that you can resolve the problems at D'Connect and hopefully close D'Connect down, myself and my two flatmates have experienced the above problems.

Kind Regards and on behalf of [REDACTED]

[REDACTED]

## Party 6

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

From: [REDACTED]  
Sent: Sunday, September 18, 2016 8:25 PM  
To: Regen, Licensing; McArthur, Wesley; [REDACTED]  
Subject: Licensing review - D'Connect - 21 John Ruskin St - L1U 855283

Dear Southwark Council,

I am writing to lodge my objection to the current licensing arrangements at D'Connect bar and restaurant, 21 John Ruskin Street, SE5 0DE, you reference L1U 855283.

The main grounds for my objection are:

Patrons regularly gathering outside the entrance to the property and spelling down the street. This usually occurs from early evening until often late into the night/early morning (often 0400). This creates an unacceptable level of noise and is audible in our flat, which is on the ground floor and faces out onto the street. It is impossible to keep windows open at night because the noise is so loud - people often shout loudly to each other or take phone calls.

The number of people gathering on the street outside our property. There are often in excess of 10 patrons outside on the street at night. As a woman I do not feel confident walking through large groups of men particularly late at night. It is noticeable how many people (particularly women) will cross the street in order to avoid an altercation as the patrons are often drunk. It is an extremely intimidating environment to have to live in.

Public urination is a real problem. It is not uncommon to see men relieving themselves directly outside the window of our flat. This is extremely unpleasant and particularly in the summer months when the smell is incredibly strong. When walking through/past the premises men will often urinate in full view of passers by. They often leave rubbish (beer bottles, fast food boxes etc.) outside our property often pushing it through the bars of the fence.

The issues at D'Connect are not isolated to a Friday/ Saturday night, in fact there are often more customers on a Sunday and Monday night. It is also common throughout the winter and summer months.

Many of D'Connect's customers appear to arrive by car and they park their cars directly outside the front of the property. Often they sit inside the cars with loud music playing, engines running, in the small hours of the night conversing with the groups of the men on the pavement and drinking/smoking.

In short the the current licensing hours for D'Connect are not conducive to a residential neighbourhood. They encourage and promote antisocial behaviour. To my knowledge D'Connect's customers do not live on John Ruskin Street. They come to drink and socialise in the bar (or effectively out on the street). When they leave in the early hours of the morning the residents and businesses on John Ruskin Street are left with their detritus.

I urge the licensing committee to take into account the views of local residents when considering the conditions of the licence.

Yours sincerely,

Party 7

**From:** [REDACTED]  
**Sent:** Sunday, September 18, 2016 8:33 PM  
**To:** Regen, Licensing; McArthur, Wesley; [REDACTED]  
**Subject:** Licensing review D'Connect 11 John Ruskin Street L1U855283

Dear Southwark Council,

I write to support the review of D'connect's license. In my view it should have it completely revoked. A noisy bar is completely inappropriate on a residential road surrounded by residential properties and a few small businesses.

Living just a few doors down from D'Connect, it negatively affects my life almost every day. Every evening there are men, patrons of the bar, standing outside talking or arguing loudly, either with each other or mobile phones. The men also don't keep close to the bar but drunkenly wander about the pavement, blocking it, and are completely oblivious to anyone trying to get past. They drop their rubbish in the street, let their kids run up and down unsupervised by the busy road.

Worst of all, men urinate up and down the pavement, which makes the whole street stink. It is deeply unpleasant, unwelcoming and often intimidating to live near.

The majority of the time, if I need to go that way, I cross to the other side of the road to avoid having to push past drunk men who are there from early afternoon. As a young man I don't often feel intimidated but the atmosphere the bar creates is deeply unwelcoming and must be much worse for women or older people.

The bar also attracts a huge number of cars. Almost all of whom are double parked on the yellow lines. The drivers scream up and down and I've seen a number of near misses with people cross the road. Furthermore many people, who seem connected with the bar, sit in their cars with loud music on and the doors open. This is disruptive to us when we're on the street and when we're in our flat, which faces on to John Ruskin Street.

Finally, on a number of Saturdays over the summer, D'Connect seems to have parties in the garden which are incredibly noisy and have gone on until 5 or 6am. There sound like there are 40, 50 people or more all shouting at each other. It is impossible to sleep.

D'Connect really is a blot on Walworth. The owners may claim that some or all of the above activity is not of their making or their customers. This is clearly untrue and the bar clearly acts as a base for a whole bunch of people who go in and out of it, and hang around in the street. Simply, if the bar wasn't there, neither would they be. For residents, the sooner the bar goes, the better. Reducing licensing hours is not enough.

It also beggars belief that Southwark Council and Police have done nothing to enforce standards of behaviour on the pavement on John Ruskin Street. If there were similar behaviour in any other part of London this wouldn't be tolerated, yet absolutely nothing seems to be done to require D'Connect to keep its customers inside or to move people on who are just hanging around behaving antisocially.

Party 8

**From:** [REDACTED]  
**Sent:** Tuesday, September 20, 2016 3:23 PM  
**To:** Regen, Licensing; McArthur, Wesley; [REDACTED]  
**Subject:** Representation for licence review of D'Connect Restaurant, 11 John Ruskin Street, London, SE5 0NS (ref: L1U 855283)

Dear Sir/Madam,

Please take this email as an official representation regarding the licence review of above D'Connect Restaurant that is due to be heard on 21<sup>st</sup> Oct 2016.

**The grounds for review**

- (1) Prevention of crime and disorder - I have witnessed what I suspect to be drug dealing and intimidation of passers-by.
- (2) Public safety - Public safety is affected due to the issues raised in (1). Furthermore, the majority of D'Connect customers from 6pm in the evening appear to arrive by private vehicle which they park on double yellow lines making what is a dual carriageway a single track road. This bottlenecks the junction onto the larger Walworth Road artery and makes it difficult for pedestrians to navigate and a dangerous passage for vehicles.
- (3) Prevention of public nuisance - D'Connect customers congregate and drink outside of the premises, and progressively get louder and rowdier through the day and into the early hours of the morning without much thought or care for the high proportion of local residents. Noise levels are generally high and car music and horns blare out erratically.
- (4) Prevention of children from harm - D'Connect customers urinate throughout John Ruskin Street despite desperate notices posted in homeowners' properties asking them to refrain from doing so. Children play regularly on the street and this is a health hazard to them and their parents/adults alike.

**Brief explanation of problems, when they occurred and how they have personally affected me**

I believe drug dealing has occurred at least 3 times as I've passed the premises, normally when it's dark. One passer-by was intimidated in broad daylight which is un-nerving to say the least and makes me feel unsafe and on edge when I pass the restaurant. The issues raised above regarding public nuisance have resulted in me having broken sleep, often between the hours of 23:00 to 04:00, and I am unable to open my window for ventilation in the summer months due to the noise levels keeping me awake. My rental property is just a few neighbouring buildings down the road and my bedroom window opens onto John Ruskin Street. Conversations will continue right outside, often at 2-3am, even after I loudly slam the window shut. I have not been involved in direct confrontation as yet but this sadly may be unavoidable, despite my laid back nature. I prefer to live in a healthy, clean environment that does not smell of waste products, as this residential street often does, solely due to the customers who frequent D'Connect Restaurant.

Many thanks for your support and help in resolving this matter.

[REDACTED]

Party 9

**From:** [REDACTED]

**Sent:** Wednesday, September 21, 2016 9:29 PM

**To:** Regen, Licensing; McArthur, Wesley

**Cc:** Anthony Lyons

**Subject:** Representation - Review of D'Connect, 11 John Ruskin Street, London SE5 0NS

Dear Sirs

I write to make a representation in support of the application to review the licence of D'Connect situate at 11 John Ruskin Street, London SE5 0NS that is due to be heard on 21 October 2016.

**Grounds for review**

- (1) Prevention of crime and disorder - I have witnessed what I suspect to be drug dealing.
- (2) Public safety - Public safety is affected due to the issues raised in (1). Furthermore, I have witnessed drunk and dangerous driving on multiple occasions.
- (3) Prevention of public nuisance - D'Connect customers congregate and drink outside of the premises, and progressively get louder and rowdier through the evening and into the early hours of the morning without much thought or care for the high proportion of local residents. Noise levels are generally high and car music and horns blare out erratically. There is also a lot of litter left outside the premises and along the road in the mornings after customers have been drinking.
- (4) Prevention of children from harm – D'Connect customers urinate throughout John Ruskin Street. Children play regularly on the street and this is a health hazard to them and their parents/adults alike. I have also witnessed on multiple occasions the use of marijuana outside the premises during the day and this may be harmful to children at close proximity.

**Brief explanation of problems, when they occurred and how they have personally affected me**

I have witnessed all of the above over 17 months, of which 9 months was recorded in a noise diary and submitted to the Council by [REDACTED]

The constant noise on John Ruskin Street, emitted by the customers of D'Connect, has caused me so much lack of sleep and such a great deal of stress and anxiety that I have even sought medical and professional support. It has affected my personal life as well as my overall performance at work due to extreme tiredness. I have since lost my job and I feel this ongoing disruption at our doorstep is partly to blame for that.

On top of reporting the incidents to the Council's Noise and Nuisance Team (who have been of little to no help and return my calls often over an hour or two after the complaint is made) and to the police, I have also confronted the customers directly on multiple occasions by speaking to them through my bedroom window. Some customers have been aggressive in response and generally there is a great lack of respect for our neighbourhood.

I once witnessed 7 different men urinate around the street in the space of 30 minutes. At one time, two of them were doing so together, against our building. The smell in the morning is vile. I have even seen them urinate on parked cars. There is also a great deal of drink driving and I am concerned that soon enough there will be a serious accident.

It is evident that they have been at D'Connect as they carry red plastic cups or beer bottles and sometimes throw them out of their car windows as they drive off.

Please revoke the licence of this establishment without delay.

Yours faithfully,

[REDACTED]