



**Resources Department
Town Hall, Upper Street, London, N1 2UD**

AGENDA FOR THE LICENSING SUB COMMITTEE B

Members of Licensing Sub Committee B are summoned to a virtual meeting held by Zoom on **19 May 2020 at 6.30 pm.**

Enquiries to : Jackie Tunstall
Tel : 020 7527 3068
E-mail : democracy@islington.gov.uk
Despatched : 11 May 2020

Membership

Councillor Phil Graham (Chair)
Councillor Vivien Cutler (Vice-Chair)
Councillor Matt Nathan

Substitute

All other members of the Licensing committee

Quorum: is 3 Councillors

Welcome : Members of the public are welcome to attend this meeting.
Procedures to be followed at the meeting are attached.



A. Formal matters

Page

1. Guidance on using Zoom
2. Introductions and procedure
3. Apologies for absence
4. Declarations of substitute members
5. Declarations of interest

If you have a **Disclosable Pecuniary Interest*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

***(a) Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.

(b) Sponsorship - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.

(c) Contracts - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.

(d) Land - Any beneficial interest in land which is within the council's area.

(e) Licences- Any licence to occupy land in the council's area for a month or longer.

(f) Corporate tenancies - Any tenancy between the council and a body in which you or your partner have a beneficial interest.

(g) Securities - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to **all** members present at the meeting.

6. Order of business
7. Minutes of Previous Meeting

B.	Items for Decision	Page
1.	Serata Hall, The Bower, 207B Old Street, EC1v 9NR - Review of premises licence	13 - 116

C. Urgent non-exempt items

Any non-exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

D. Exclusion of public and press

To consider whether, in view of the nature of the remaining items on the agenda, any of them are likely to involve the disclosure of exempt or confidential information within the terms of the Access to Information Procedure Rules in the Constitution and, if so, whether to exclude the press and public during discussion thereof.

E. Urgent Exempt Items (if any)

Any exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

ISLINGTON LICENSING SUB-COMMITTEES -

PROCEDURE FOR HEARING LICENSING APPLICATIONS UNDER THE LICENSING ACT 2003

INTRODUCTION

TIME GUIDE

- 1) The Chair of the Sub-Committee will open the meeting and invite all members of the Sub-Committee, Officers, the applicant and anybody making representations, including witnesses (who have been given permission to appear) to introduce themselves.
- 2) The Chair will introduce the application and draw attention to the procedure to be followed as detailed below.

CONSIDERATION OF APPLICATIONS:

N.B. The Sub-Committee have read all the papers. All parties should use this time to present a summary of their key points and not to repeat the detail already provided in the report.

- 3) **The Licensing Officer** will report any further information relating to the application or representations.
Where necessary the relevant parties will respond to these points during their submissions.
- 4) **Responsible Authorities** to present the key points of their representations; and clarify any points requested by the Authority. Witnesses, given permission by the Authority, may appear. 10 mins
- 5) The Sub-Committee to question the responsible authorities on matters arising from their submission.
- 6) **Interested Parties** to present the key points of their representations; and clarify any points requested by the Authority. Witnesses, given permission by the Authority, may appear. 10 mins
- 7) The Sub-Committee to question the objectors on matters arising from their submission.
- 8) **The applicant** to present the key points of their application, address the representations and clarify any points requested by the Authority. Witnesses given permission by the Authority may appear. 10 mins
- 9) The Sub-Committee to question the applicants on matters arising from their submission.
- 10) If required, the Licensing Officer to clarify matters relating to the application and the Licensing Policy.
- 11) The Chair may give permission for any party to question another party in the order of representations given above.

CASE SUMMARIES

- 12) **Responsible Authorities**
 - 13) **Interested parties**
 - 14) **Applicant**
- 2
mins
each

DELIBERATION AND DECISION

- 15) The Sub-Committee may retire to consider its decision. The Committee Clerk and Legal Officer will remain with the Sub-Committee.
- 16) If the Sub-Committee retires, all parties should remain available to provide further information or clarification.
- 17) The chair will announce their decision giving reasons and any conditions to be attached to the licence. All parties will be informed of the decision in writing.

ISLINGTON LICENSING SUB-COMMITTEES -

PROCEDURE FOR HEARING LICENSING REVIEW APPLICATIONS UNDER THE LICENSING ACT 2003

INTRODUCTION

TIME GUIDE

- 1) The Chair of the Sub-Committee will open the meeting and invite all members of the Sub-Committee, Officers, the applicant and anybody making representations, including witnesses (who have been given permission to appear) to introduce themselves.
- 2) The Chair will introduce the application and draw attention to the procedure to be followed as detailed below.

CONSIDERATION OF APPLICATIONS:

N.B. The Sub-Committee have read all the papers. All parties should use this time to present a summary of their key points and not to repeat the detail already provided in the report.

- 3) **The Licensing Officer** will report any further information relating to the application or representations.
Where necessary the relevant parties will respond to these points during their submissions.
- 4) **The applicant (interested party or responsible authority)** to present the key points of their representations; and clarify any points requested by the Authority. Witnesses, given permission by the Authority, may appear. 10 mins
- 5) The Sub-Committee to question the applicant (interested party or responsible authority) on matters arising from their submission.
- 6) **Other representatives (interested party or responsible authority)** to present the key points of their representations; and clarify any points requested by the Authority. Witnesses, given permission by the Authority, may appear. 10 mins
- 7) The Sub-Committee to question the other representatives (interested party or responsible authority) on matters arising from their submission.
- 8) **The licensee** to present the key points of their application, address the representations and clarify any points requested by the Authority. Witnesses given permission by the Authority may appear. 10 mins
- 9) The Sub-Committee to question the applicants on matters arising from their submission.
- 10) If required, the Licensing Officer to clarify matters relating to the application and the Licensing Policy.
- 11) The Chair may give permission for any party to question another party in the order of representations given above.

CASE SUMMARIES

- 12) **Applicant**
 - 13) **Other representatives**
 - 14) **Licensee**
- 2 mins each

DELIBERATION AND DECISION

- 15) The Sub-Committee may retire to consider its decision. The Committee Clerk and Legal Officer will remain with the Sub-Committee.
- 16) If the Sub-Committee retires, all parties should remain available to provide further information or clarification.
- 17) The chair will announce their decision giving reasons and any conditions to be attached to the licence. All parties will be informed of the decision in writing.

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London Borough of Islington

Licensing Sub Committee B - 12 May 2020

Minutes of the meeting of the Licensing Sub Committee B held by Zoom on 12 May 2020 at 6.30 pm.

Present: **Councillors:** Phil Graham (Chair) and Cutler (Vice-Chair) and Joe Caluori.

Councillor Phil Graham in the Chair

- 122 **INTRODUCTIONS AND PROCEDURE (Item A2)**
Councillor Phil Graham welcomed everyone to the meeting and introduced members and officers. The procedure for the conduct of the meeting was outlined.
- 123 **APOLOGIES FOR ABSENCE (Item A3)**
Received from Councillor Matt Nathan.
- 124 **DECLARATIONS OF SUBSTITUTE MEMBERS (Item A4)**
Councillor Joe Caluori substituted for Councillor Matt Nathan.
- 125 **DECLARATIONS OF INTEREST (Item A5)**
None.
- 126 **ORDER OF BUSINESS (Item A6)**
The order of business would be as the agenda.
- 127 **COMMON GROUND, 49 STROUD GREEN ROAD, N4 3EF - NEW PREMISES LICENCE (Item B1)**
The Sub-Committee noted that the application had been adjourned at the request of the applicant.
- 128 **NEW RESTAURANT, 367 HOLLOWAY ROAD, N7 0RN - NEW PREMISES LICENCE (Item B2)**
The Licensing Officer reported that there was no new information to add to the report circulated with the agenda. He noted that the applicant had agreed conditions proposed by the Responsible Authorities. There was one outstanding objection from a local resident, who had not informed the Council as to whether or not they would be attending this meeting.

The applicant stated that the objection was invalid. There were no objections from the Council's Noise Team and conditions had been agreed. The speakers were not in the ceiling, but on the wall. Customers on the premises were allowed to talk. The furniture had felt pads on the base. There was no record of any noise complaints.

He stated that the premises was identical to others on the parade. It had been built in the early 1900s and parts of the building were made of solid concrete so noise would have to be at a very high volume to go through to the premises above. There had been a centrally fitted false ceiling which had collapsed in 2002. It has not been installed as sound proofing, but was purely for aesthetic reasons. The speakers were not on the ceiling but had been on the walls. The objector had suggested that people downstairs in the premises could be heard speaking through concrete walls. People on the premises were allowed to talk. The furniture in the premises came from catering establishments and had felt on the bases. He stated that there was no proof of complaints from other neighbours. A noise test had had to be abandoned due to the excess noise on Holloway Road. He had never had to call the Police to attend the premises and this was despite the fact that it was visited by Arsenal supporters. He had never encountered problems at these premises. He had held a licence for the premises at 351 Holloway Road, where he ran a coffee bar, and had never had to call the Police to those premises either.

He said that he was happy with the conditions and had offered to soundproof the area around the speakers. Due to the current conditions around Covid19, he feared that it could be the end of the restaurant after 40 years of operation. He maintained that the complaint about noise was unfounded. He added that it would not be worth running a restaurant without an alcohol licence. The previous owners had caused many problems, including the sale of alcohol without a licence but he had operated for 20 years with no problems.

In response to a question from a member of the Sub-Committee as to whether anyone had visited the premises to inspect the speakers, the Licensing Officer said that, prior to this application, the Council's Noise Officer had carried out a lot of work with the applicant. He noted that the Noise Team had not made a representation. The applicant had agreed to conditions proposed by the Noise Team and had also said that he would carry out more remedial work if any noise complaints were substantiated.

In response to a further question from a member of the Sub-Committee, the applicant replied that his brother, his cousin and the ex-manager all held personal licences. The premises was regarded as a Pizza Bar. It was likely that the premises would close early. When he worked as a waiter himself, he used to have to wait until the early hours until the patrons had left the premises. The restaurant was closed now. Everything had changed and he had received offers for the premises. He was not sure if he would open the premises himself, or get staff to run it for him.

The applicant was asked whether there would be ambient background music played at the premises. The applicant confirmed that there would and that he felt that a little ambient music was necessary, but it would not be loud. The applicant was reminded that, since he had not asked for a licence to play live music, it could not be played at the premises.

In summing up, the applicant stated that he was a good person and had not experienced any alcohol-related problems with the premises, unlike the previous tenants.

RESOLVED:

(a) That the application for a new premises licence in respect New Restaurant, 367 Holloway Road, London N7 ORN, be granted to allow:

- i) The sale by retail of alcohol, on & off supplies, Mondays to Sundays from 11:00 until 22:30; and
- ii) The premises to be open to the public, Mondays to Sundays, from 11:00 until 23:00.

b) That the conditions prepared by the Licensing Officer which are consistent with the Operating Schedule (Appendix 3) be applied to the licence.

Reasons for the decision

This meeting was held under regulations made under the Coronavirus Act 2020 and it was facilitated by Zoom.

The Sub-Committee listened to all the evidence and submissions and read all the material. The Sub-Committee reached the decision having given consideration to the Licensing Act 2003, as amended, and its regulations, the national guidance and the Council's Licensing Policy.

The Sub-Committee took into consideration Licensing Policies 2 & 3. The premises fall within the Holloway Road and Finsbury Park cumulative impact area. Licensing policy 3 creates a rebuttable presumption that applications for the grant or variation of premises licences which are likely to add to the existing cumulative impact will normally be refused following the receipt of representations, unless the applicant can demonstrate in the operation schedule that there will be no negative cumulative impact on one or more of the licensing objectives.

The Sub-Committee took into consideration Licensing Policy 4. The Council has adopted a special policy relating to cumulative impact in relation to shops and other premises selling alcohol for consumption off the premises. Licensing policy 4 creates a rebuttable presumption that applications for the grant or variation of premises licences which are likely to add to the existing cumulative impact will normally be refused or subject to certain limitations, following the receipt of representations, unless the applicant can demonstrate in the operation schedule that there will be no negative cumulative impact on one or more of the licensing objectives.

One local resident objection had been received. Conditions were agreed with the police and the noise team.

The Sub-Committee noted that the hours sought were within the hours specified in licensing policy 6.

Licensing Sub Committee B - 12 May 2020

The Sub-Committee noted that the resident raised concerns regarding noise escape from the premises which included music from speakers, the sound of furniture being moved and from patrons talking loudly.

The Sub-Committee heard evidence from the applicant that speakers were placed on the wall and felt pads had been fitted to furniture legs to help prevent noise. Music played would be at a background level only.

The Sub-Committee noted that noise conditions would be attached to the licence to ensure that noise from the premises would not cause undue disturbance to occupiers of nearby premises. The Sub-Committee noted that the premises had been operating as a proper Italian restaurant for several years but was now mainly a pizza restaurant that would not likely to be opening late.

The Sub-Committee concluded that the premises were not alcohol led and would be operating within framework hours and that the granting of the licence with the agreed conditions would promote the licensing objectives. The Sub-Committee noted that the hours sought were within the hours specified in licensing policy 5 and 6. The Sub-Committee was satisfied that the operating schedule demonstrated high standards of management and that the proposed use, with the extensive conditions agreed, meant that the premises would not add to the cumulative impact.

The Sub-Committee was satisfied that granting the premises licence was proportionate and appropriate to the promotion of the licensing objectives and in the public interest.

The meeting ended at 7.00 pm

CHAIR

Licensing Sub Committee B - 23 April 2020

Minutes of the meeting of the Licensing Sub Committee B held by Zoom on 23 April 2020 at 6.30 pm.

Present: **Councillors** Sheila Chapman, Phil Graham and Marian Spall.

Councillor Phil Graham in the Chair

101 INTRODUCTIONS AND PROCEDURE (Item A2)

Councillor Phil Graham welcomed everyone to the meeting and introduced officers and members. The licensing officer introduced the interested parties and the applicant. The procedure for the conduct of the meeting was outlined.

102 APOLOGIES FOR ABSENCE (Item A3)

Apologies were received from Councillor Vivien Cutler and Matt Nathan.

103 DECLARATIONS OF SUBSTITUTE MEMBERS (Item A4)

Councillor Sheila Chapman substituted for Councillor Vivien Cutler and Councillor Marian Spall substituted for Matt Nathan.

104 DECLARATIONS OF INTEREST (Item A5)

There were no declarations of interest.

105 ORDER OF BUSINESS (Item A6)

The order of business would be as the agenda.

106 MINUTES OF PREVIOUS MEETINGS (Item A7)

RESOLVED:

That the minutes of the meetings held on the 3 January 2020, the 9 January 2020 and the 23 January 2020 be confirmed as an accurate record of proceedings and the Chair be authorised to sign them as soon as practicable.

107 KISS ME LOUNGE, 326 ESSEX ROAD, N1 - PREMISES LICENCE VARIATION (Item B1)

The Licensing Officer reported that the Noise Team had put forward additional conditions, which had been agreed by the applicant. The Noise Team had therefore withdrawn their objection.

The Licensing Authority's representative stated that she had seen the new conditions put forward by the Noise Team and the Police, but some anomalies remained e.g it was not clear whether six or eight smokers were to be permitted outside the premises. The current licence permitted only six at any one time. The applicant needed to be clear about how many smokers were to be permitted both at

the front and the rear of the premises. The applicant was proposing to offer a take away food facility in sealed containers, but had mentioned in their application that there would be deliveries of take-away food by motorised vehicles. She questioned whether the applicant would restrict the music they intended to play to classical and jazz music. Condition 18 referred to the monitoring of patrons who were drinking in the garden area, yet elsewhere in the application it was stated that no-one would be permitted outside. Police and Licensing Officers had visited the premises on 17 April at 11.00am following complaints about noise from the premises and a noisy flue. They found seven men on the premises playing cards. One of these men lived in the basement of the premises and the rest lived above. They had direct access into the restaurant. She queried why they had broken Covid19 regulations by gathering in this way and why they had been allowed into the restaurant? The Council's Licensing Policy required high standards of management from its licence holders. The variation in hours requested by the applicant, until 00:30 Sunday to Wednesday and until 01:30 Thursday to Saturday, were not in line with the Council's conditions for take-away food which were midnight.

The Licensing Officer drew the Committee's attention to the fact that the complaint referred to on 11 April was at 11.00pm at night and related to noise from an air conditioning unit.

One of the objectors to the application stated that the 77 page agenda document, which contained representations from 15 residents, the Police and the Council's Noise Team, was robust and damning of the application. He went on to say that the written response from Kiss Me Lounge did not respond to the substance of the representations made by local residents, particularly with regards to public health and nuisance issues. Neither had they responded to the points made about secondary smoke risks to residents. Their plan to restrict smokers to the outside area at the rear and until 1.00am did not respond to the representations made by local residents. He referred to another incident at the premises on 5 April, for which he had photographic evidence, of a barbecue party in the rear area, where patrons were smoking. In addition, there was a patron smoking at the front of the premises. He said that even he was able to detect tobacco smoke and smells from the barbecue. There was empirical evidence of the dangers of secondary tobacco smoke, which would affect all the residents in the vicinity of these premises. He stated that the applicant had not responded adequately to the issue of dealing with noise complaints. The automatic front door of the premises opened and closed whenever anyone, including the bouncers, entered or exited. Local residents would be able to hear music from the premises. The applicant had stated that the doors would be shut, meaning that they would have to disengage the automatic front door, which could be dangerous. He suggested that the applicant had been disingenuous and deceptive to state that the applicant wanted to encourage a "family restaurant, where parents can bring their children for a relaxing meal with ambient music in the background". If that was the case, he could not understand why the applicant was seeking a variation to their licence to remain open until 1.00am, when children should be in bed. These deceptions and prevarications, plus the incidents on the 5 and 17 April and the information in the agenda pack were not reassuring to residents.

Another objector said that he had seen seven or eight men having a barbecue at the premises. His main concerns were about noise, as he had two children. If people congregated outside the premises, it was not clear how the applicant would deal with the noise made.

The applicant's agent said that the rear garden would be used until 10.00pm and the front until 11.00pm and not 1.00am. The premises was not a smoke-free zone and the applicant would try to keep smoking by patrons to a minimum. The proposal to extend the opening hours to 1.30am was because the applicant hoped to encourage families, not just babies, but young people of 18 years and over. The take away facility would be offered, but there were no plans to use delivery vehicles. He understood the concerns expressed, but the applicant had agreed the new conditions proposed by the Police and the Noise Team, so was trying to understand and address all of the residents' concerns. The applicant wished to have a good working relationship with residents. The applicant had been in business for fifteen years and did not want to cause any problems. The applicant wished to offer good quality Mediterranean food to the public and wanted it to be a welcoming place for families. He noted that some residents had withdrawn their representations. Some residents had thought that, because of the name of the premises, it would be run as a lap-dancing club. CCTV would be operated at the premises, together with SIA approved door supervisors. The designated smoking area would not be used until approved by the Licensing Authority. He said that the applicant was doing their best and wanted to offer this facility to the public.

A member of the Sub-Committee asked for further information about the incidents of people gathering at the premises.

The applicant's agent said that, due to the Coronavirus regulations, the staff at the premises were anxious and were considering how to provide a take away food service. All of the people gathered there were related and lived in the building. They disinfected the premises and used hand sanitiser before and after their discussion and had not thought that it would be an issue. The room they used was well ventilated. After the Police had spoken to them, they returned to their flat, proving that they would comply with instructions. They had offered hand sanitisers as a gift.

A member of the Sub-Committee said the fact that the owners of the business did not follow Government rules was concerning. She asked whether the owners lived on the premises and whether they all comprised one household? The applicant's agent said that some of them lived in the basement and the others lived above the premises. A member of the Sub-Committee said that this meant that they could not be one household. The applicant's agent said that it was one building.

A member of the Sub-Committee then questioned the status of the applicant's agent and asked whether he would be managing the premises and, if not, what his status was in this meeting. The applicant's agent replied that the applicant did have an official agent but, because she was not able to be present this evening, he had been asked to act on their behalf. It was stated that the applicant was unable to

attend as his pregnant wife had a late hospital appointment. A member of the Sub-Committee noted that this meant that neither the licence holder, who would be managing the premises, nor the applicant, were present at this meeting. It appeared that none of the people concerned had paid attention to the Covid19 regulations. She queried how he could be acting as the applicant's agent and asked whether he was paid? He responded by saying that a colleague, who was actually observing this meeting, had asked him to stand in for the agent. The person who was observing the meeting stated that she was a Director of ESI Licence and Legal Consultancy Limited, who were acting for their client, the applicant. She said that the applicant had sent an email to say that they could not attend the Licensing Sub-Committee. In response to a question from a member of the Sub-Committee as to her role, she stated that her company acted as agents for the applicant. The Chair sought confirmation from her that, if the Sub-Committee imposed additional conditions to the licence, she was empowered to accept them? She confirmed that she was. She had agreed to the additional conditions imposed by the Police and the Noise Team and confirmed that she was authorised to accept or deny any further suggested conditions.

Members of the Sub-Committee expressed their surprise that nobody concerned with the business was present at this meeting.

The Chair of the Sub-Committee asked for confirmation of the end time for takeaways. The applicant's agent replied that it would be 10.00pm every night. On the question of deliveries, the agent stated that there were no current deliveries, nor any plans for any in the future. In response to a question as to who would monitor the smoking area, the agent said that it would be one person's role to monitor the smokers in the rear of the premises. The Chair of the Sub-Committee queried whether smokers would only be allowed in the rear of the premises, since reference had also been made to them being permitted at the front? The applicant's agent said that there would be smoking at the front. However, it was not thought that there would be as many smokers at the front of the premises, as it was not a pub/club. She suggested that if one or two people wanted to go out to smoke, staff at the premises would not be able to stop them. She confirmed that staff would stop patrons taking their drinks outside.

The Chair asked for clarification of the type of music to be played at the premises. The applicant's agent replied that it would be ambient/background music and not pop or disco. It would be music that people could enjoy whilst dining and would not be loud. There would be no live music, or bands. There could be one or two persons playing a violin or a saxophone.

A member of the Sub-Committee referred to one of the representations made by a local resident about the noise from the automatic doors as they opened and closed. The applicant's agent said that the doors would have to be changed, as it would be impossible to stop people using them. She suggested that a sign could be put on the door asking patrons to be considerate to the neighbours by keeping noise to a minimum. If patrons were too loud, they would be asked to leave the premises.

In summing up, the Licensing Authority's representative stated that it was unusual for a licence applicant not to attend a meeting where their licence was to be considered. It was essential that they attend as they could have described to the Sub-Committee how they would run the premises. The Sub-Committee needed to be reassured that they would run the premises responsibly. However, having listened to the agents, she had no confidence that that would be the case and recommended refusal.

One of the objectors stated that he had not been convinced to drop his representation and remained confused about the applicant's plans for a smoking area(s). The agent had implied that there would be two bouncers, one at the front and one at the back of the premises, which was hard to believe. He noted that the automatic door to the premises had just been installed and again found it hard to believe that it would be replaced so soon. He had not been convinced by the statements made by the first agent about the monitoring of smokers.

The applicant's agent said that the premises owners did not want to ruin their reputation and would do whatever it took to obtain the variation to their licence. He suggested that the applicant would be prepared to change the automatic door. They already had a licence and wanted to have good working relationships with their neighbours. They accepted the additional conditions and would comply with them. The applicants had not taken any action to date to imply that they would not comply with the conditions on their licence.

RESOLVED

That the application for a variation to the premises licence in respect of Kiss Me Lounge, 326 Essex Road, London N1 be refused.

REASONS FOR DECISION

This meeting was held under regulations made under the Coronavirus Act 2020 and it was facilitated by Zoom.

The Sub-Committee listened to all the evidence and submissions and read all the material. The Sub-Committee reached the decision having given consideration to the Licensing Act 2003, as amended, and its regulations, the national guidance and the Council's Licensing Policy.

Fifteen local resident objections had been received. Conditions had been agreed with the police and the noise team and their representations had been withdrawn. The Licensing Authority were still concerned about the application and their representation remained.

The Sub-Committee noted that the hours sought were outside the hours specified in licensing policy 6. Paragraph 84 of the Licensing Policy 6 states that applicants and licence holders who wish to provide licensable activities outside the specified hours should ensure that the operating schedule specifies detailed measures to mitigate the negative impact on the licensing objectives.

The Sub-Committee considered licensing policy 22 which states that the licensing authority is committed to protecting the amenity of residents in the vicinity of licensed premises particularly when late hours have been sought.

The Sub-Committee was concerned and surprised that there was no attendance from the business owners, the designated premises supervisor or the manager but were represented at the meeting by their licensing agents. The Sub-Committee questioned the agents about their role in the licensing application and in particular whether the agents had authority to agree additional conditions. The agents appeared to hesitate initially before asserting that if there were any further conditions they had authority to accept or deny them.

The Sub-Committee heard evidence that since the COVID 19 lockdown had come into effect there had been two incidents of people congregating on the premises. Residents referred to a barbecue in the back garden on the 5 April 2020 involving seven or eight men in the garden who were smoking. One of the residents stated that he could smell the smoking and the barbecue. In addition, police and a licensing officer had attended the premises on the 17th April at 11pm. They had found seven men playing cards in breach of the COVID 19 regulations. The agents questioned whether this was relevant to the licensing application. The agent stated that it was a well ventilated room and they all lived in the same building, some in the basement and some in rooms above. They were all related and they worked in the premises and they had met to discuss takeaways. The Sub-Committee considered that if the owners did not follow government guidelines in this emergency, it was a cause of concern and very relevant to licensing policy 8 regarding high standards of management, including legal requirements. The men did not appear to be members of a single household.

One of the residents expressed considerable concern about the impact of smoking in the garden, which was overlooked by his children's bedroom. The agent said that there would be two SIA door supervisors, one at the front of the building and also in the rear garden. The agent also pointed out that it was not a smoke free zone so that people could smoke, even in the street and there would be nothing they could do.

Questions were asked about how the business could minimise noise from music by keeping doors and windows shut when music was playing. At the front of the premises, an automatic door had just been installed which could not be kept shut. The agent said the applicant would change these doors. They would do whatever it took and they should be given the benefit of the doubt as they were successful businessmen.

Licensing policy 8 states that, when assessing the applicants' ability to demonstrate a commitment to high standards of management, the licensing authority would take into account whether the applicants could demonstrate a comprehensive knowledge of best practice, could understand verbal and written advice and legal requirements, a knowledge of licensing objectives and relevant parts of the licensing policy and

their responsibilities under the Licensing Act. It states 'experience indicates that when these requirements are not adhered to, the licensing objectives are likely to be undermined'. The agent explained that the owners were not present because they did not speak English, amongst other reasons.

The Sub-Committee concluded that it had insufficient information about the business because of the absence of any relevant people connected with the business and had no confidence that conditions would be complied with. Although the agents stated that they were trying to have a good relationship with residents it was clear that this had not been the case so far. There remained uncertainties about how the proposed variation would be managed and whether the licensing objective of preventing public nuisance would be compromised.

The Sub-Committee was satisfied that refusing the variation of the premises licence was proportionate and appropriate to the promotion of the licensing objectives and in the public interest.

The meeting ended at 7.36 pm

CHAIR

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Environment & Regeneration
Municipal Office, 222 Upper Street, N1 1XR

Report of: Service Director, Public Protection

Meeting of:	Date:	Ward(s):
Licensing Sub-Committee - C	19/05/2020	Bunhill

		Non-exempt
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SUBJECT: PREMISES LICENCE REVIEW APPLICATION
RE: SERATA HALL, THE BOWER, 207B OLD STREET, LONDON EC1V 9NR

1. Synopsis

- 1.1 This is an application by **Local Residents** for a Review of the Premises Licence under Section 51 of the Licensing Act 2003. A copy of the review application is attached as Appendix 1.
- 1.2 The grounds for review is related to the following licensing objectives:
- i) The prevention of public nuisance;

2. Relevant Representations

Licensing Authority	No
Metropolitan Police	No
Noise	Yes: Conditions proposed
Health and Safety	No
Trading Standards	No
Public Health	No
Safeguarding Children	No

London Fire Brigade	No
Local residents	Yes: Applicant
Other bodies	No:

3. Background/History

- 3.1 The premises currently holds a licence allowing:
- i) The sale by retail of alcohol, on and off supplies; Sundays to Thursdays, from 08:00 until 23:00 and Fridays and Saturdays, from 08:00 until 00:00;
 - ii) The provision of late night refreshment; Sundays to Thursdays, from 23:00 until 23:30, Fridays and Saturdays, from 23:00 until 00:30 the following day;
 - iii) The premises to be open to the public; Sundays to Thursdays from 06:30 until 23:30, Fridays and Saturdays, from 06:30 until 00:30 the following day;
 - iv) And from the start of permitted hours on New Year's Eve until the end of permitted hours on New Year's Day.
- 3.2 A Premises Licence was sought by the current Licence holders Albion and East Ltd on 28th March 2018 and subsequently granted on 24th May 2018.
- 3.3 The Designated Premises Supervisor was Darren Rumbelow.
- 3.4 An application to vary the premises licence was made on 22nd January 2019 to amend the internal layout of the premises and two conditions
- 3.5 On 6 February 2019 a Minor Variation application was submitted to permit an opening hour of 06:30 every day
- 3.6 On 8 July 2019 the Designated Premises Supervisor was varied to Kamila Staszewska.
- 3.7 There have been a number of calls made by residents to the out of hours Noise ASB Response Service in regards to unwanted noise and nuisance occurring at Serata Hall from 1st June 2019 through to 8th February 2020 which are attached in Appendix 3, along with advisory emails and correspondence.

4. Planning Implications

- 4.1 Planning permission granted ref p2013/1667/ful for Extensions and alterations and associated re-cladding to 207-211 Old Street, (including additions at roof level) refurbishment and change of use to Empire house to provide A3/A5 restaurant use at basement and ground with office (B1)/Hotel (C1) private members club (Sui Generis) above, creation of part 2, part 3 storey buildings to provide additional B1 and A1, A2, A3, A4, floorspace, and creation of new pedestrian link from Old Street to Baldwin Street with associated landscaping and associated works.
- 4.2 Restrictive condition 23

Condition: The ground floor retail/professional services/café/restaurant and drinking establishment uses (A1/A2/A3 and A4) hereby approved shall not operate except

between the hours of 06:00 and 23:30 on any day unless otherwise agreed in writing with the Local Planning Authority.

Outdoor tables and chairs associated with the A1-A4 uses at ground floor level shall be used between 8am – 11pm only unless otherwise approved in writing by the Local Planning Authority.

Reason: To ensure that the operation of the retail units do not unduly impact on residential amenity.

4.3 Enforcement - No

5. Recommendations

5.1 To determine the application to review the premises licence under Section 52 of the Licensing Act.

5.2 The Committee must have regard to the application and any relevant representations. The Committee must take such steps as necessary for the promotion of the four licensing objectives.

5.3 The steps stated in Sections 52(4) of the Act are as follows:

- a) to modify the conditions of the licence; and for this purpose the conditions of the licence are modified if any of them are altered, omitted or any new condition is added;
- b) to exclude a licensable activity from the scope of the licence;
- c) to remove the designated premises supervisor;
- d) to suspend the licence for a period not exceeding three months;
- e) to revoke the licence;
- f) the Committee also have the option to leave the licence in its existing state;
- g) the Committee also has the power in relation to steps a) and b) to provide that the modification and exclusion only has effect for a limited period not exceeding three months.

6. Reasons for recommendations

6.1 The Council is required to consider this application in the light of all relevant information, and if approval is given, it may attach such conditions as appropriate to promote the licensing objectives.

Appendices:

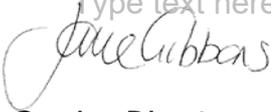
- Appendix 1: The application and supporting documentation;
- Appendix 2: Current premises licence; and plan of premises;
- Appendix 3: Representations;
- Appendix 4: Suggested conditions and map of premises location.

Background papers:

None.

Final report clearance:

Signed by:

Type text here


Service Director – Public Protection

Date

27/4/2020

Report author: Licensing Service

Tel: 020 75027 3031

E-mail: licensing@islington.gov.uk

[Insert name and address of relevant licensing authority and its reference number (optional)]

**Application for the review of a premises licence or club premises certificate under the
Licensing Act 2003**

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I Hagit Borer

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description	
Serata Hall, 207 Old Street, The Bower	
Post town London	Post code (if known) EC1V 9NR

Name of premises licence holder or club holding club premises certificate (if known)
Albion & East Ltd
Registered office address: Hyde Park House, 5 Manfred Road, London, SW15 2RS

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

Part 2 - Applicant details

I am

Please tick ✓ yes

- 1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below) **XX**
- 2) a responsible authority (please complete (C) below)
- 3) a member of the club to which this application relates

(please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (APPLICANT A)

Please tick ✓ yes

Mr Mrs Miss Ms Other title **Dr.**
(for example, Rev)

Surname

BORER

First names

Hagit

I am 18 years old or over

Please tick ✓ yes
XX

Current postal address if different from premises address

[Redacted address]

Post town

[Redacted town]

Post Code

[Redacted post code]

Daytime contact telephone number

[Redacted telephone number]

E-mail address (optional)

[Redacted email address]

(B) DETAILS OF OTHER APPLICANT (APPLICANT B)

Chris Keenan

[Redacted address]

Telephone number (if any)

[Redacted telephone number]

E-mail address (optional)

[Redacted email address]

(C) DETAILS OF ADDITIONAL INDIVIDUAL APPLICANT (APPLICANT C)

Patrick Sixsmith

[Redacted address]

E-mail address (optional)

[Redacted email address]

(D) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address
Telephone number (if any)
E-mail address (optional)

This application to review relates to the following licensing objective(s)

- Please tick one or more boxes ✓
- 1) the prevention of crime and disorder
 - 2) public safety
 - 3) the prevention of public nuisance **XX**
 - 4) the protection of children from harm

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

Serata Hall, which opened in March of 2019, has a large seating area in the court which [REDACTED], a residential building. The court is surrounded on all four sides by tall buildings which act as an echo chamber, and as a result any sound is greatly amplified. The open seating area of Serata Hall, operational all day until 11pm, generates noise which even when not full is unbearable to the residents [REDACTED] with [REDACTED] the court. When they are full, the overall sense in one's living room is of being in the middle of a busy market.

By their license, Serata Hall is allowed to have an outside seating area that can accommodate close to 100 people, and which has large tables which invite groups, typically responsible for generating considerable noise, singing, shouting, and hooting. Unfortunately, however, even a single group, in an otherwise empty court, can produce incredible amount of noise, given the architecture of the court. The bottom line is that license for an outdoor seating area, especially of that size, should have never been granted without a proper sound test, checking what the impact would be on the residents [REDACTED], some [REDACTED] which [REDACTED] court.

We have been informed that Islington Council has requested Serrata Hall to create a barrier that might diminish the noise. While Serrata Hall got in touch with us to ask us what type of barrier we would like, no barrier has emerged. Possibly, tall trees which completely enclose the licensed seating area might decimate the noise, and will certainly prevent Serata Hall customers from spilling further into the courtyard, a common occurrence. However, we are not sound experts and we thereby request that Serata Hall be required to work with a sound consultant to determine how best to minimise the noise. By way of a longer term solution, we would also like to request that the outside seating area of Serrata Hall be moved to the other side of The Bower, where it will be facing Old Street, and where there are no residential buildings. This will become entirely feasible once the improvement works around the Old Street Roundabout are completed.

To this day, approximately 50 complaints have been lodged with Islington ASB by the applicants and other residents, some who have meanwhile departed. The residents of [REDACTED] already endured 4.5 years of construction in The Bower, which went 2.5 years beyond the original licensing period. We deserve a break, now that that construction is finally finished! Altogether, the noise situation here, and NOT FROM THE TRAFFIC, is the main contributing factor to [REDACTED] becoming an Airbnb motel. Please protect those of us who are still trying to make a home here!

Please provide as much information as possible to support the application (please read guidance note 3)

The main support for the application comes from the bulk of complaints made by the applicants, and (partially available) record of complaints on the part of [REDACTED], who no longer resides [REDACTED], having departed mid-September. We know, informally, that at least one more resident has been complaining, but Islington Council refuses to share that information with us, which is rather counterproductive. It would seem that people who have a shared complaint should have the opportunity to look for a solution jointly.

Noise in the court is not only coming from Serrata Hall. Passers-by create noise, and groups tend to congregate in that empty space sometimes late at night, which creates considerably more noise than is right. However, all these are temporary, as passers-by do pass by, and even groups who congregate in the yard typically move on after 10-15 minutes. The noise from Serata Hall, however, is consistent, persistent, and tenacious. It does not let go, for hours, and was there practically every day from April to mid-November, unless it rained or was a-seasonably cool or windy. It resumes pretty much whenever the weather allows, even in February (latest complaints, concerning particularly egregious circumstances, were lodged on February 9, 2020) Serata Hall is particularly busy, and hence particularly noisy, Thursday to Saturday during the late afternoon and until approximately 10pm, and midday Saturday during their 'bottomless brunch' offer. There are also incidents of crowds standing around, drinking, shouting, having a sprinting match (sic!). This used to be much more common, and has disappeared, I believe, due to an intervention from Islington, but it has not completely vanished, and Saturday 9/2/2020 is an illustrative example.

Please also note that the ASB team takes 1-2 hours to arrive, and circumstances may change. ASB frequently arrives after 10pm, when things tend to wind down, or sometimes even after Serata Hall has actually closed its outside area for the night. Below is a partial report of complaints, on the part of the two applicants in residence ([REDACTED] and [REDACTED]), and a partial record of complaints on the part of [REDACTED], who left the building. ASB and the Licensing team should have a record of these complaints (documentation of confirmations from the ASB team to residents is available)

[REDACTED]

Calls to ASB (the majority resulting in visits):

Please note that [REDACTED] was out of town for two weeks in August and a week in June, and that we had a cool summer, which means incidents of noise are under-reported):

(11/04 – this concerned loud music, which didn't repeat itself subsequently)

01/06

13/06

29/06 (twice)

5/07

6/07

11/07

26/07

2/08

22/08

23/08

29/08

31/08 (3 times)

12/09

13/09

19/09

5/10

15/11

16/01/2020

24/01/2020

9/02/2020 (twice)

Contact with licensing team

Subsequent to lengthy discussions with the ASB team and Ms. Brothers [REDACTED] received a phone call from Mr. Jeff Elliott (cir. 01/08/2019) and Mr. Fanos Santis of the ASB, cir. 02/08/2019 with the former referring me to the latter, and the latter telling me that I would need to complain 40-50 times (sic!) before anything could change.

Correspondence with Ms. Anne Brothers:

Enclosed is correspondence with Ms. Anne Brothers. Please note, in particular, that Ms. In her letter of 20/08/19, Ms. Brothers claims that Islington will not undertake to perform a sound test as it will not be 'admissible in court' but nonetheless suggest the residents pay for one.

Letter to Ms. Anne Brothers on 15/08/2019 and subsequent reply and correspondence (enclosed)

Letter to Ms. Anne Brothers cir. 31/8/2019 and subsequent correspondence (enclosed)

Letter to Ms. Anne Brothers on 3/10/2019 and subsequent correspondence (enclosed)

Correspondence with Hon. Emily Thornberry:

Email to Hon. Emily Thornberry was sent by [REDACTED] on 30/08/2019. Response by regular mail was sent 05/09/2019 (enclosed)

Partial report by [REDACTED] (now no longer at [REDACTED])

Letter to licensing team, 07/08/2019 (copy made available by [REDACTED] is enclosed)

Correspondence with Anne Brothers, 5/9/2019 (copy made available by [REDACTED] is enclosed)

Correspondence with Hon. Emily Thornberry, MP for our part of Islington, sent 07/08/2019, response (by regular mail) received 20/08/2019, together with copy of the letter sent to Ms. Terrie Lane, Licensing Manager and letter sent from Ms. Lane to Emily Thornberry, MP (copy made available by [REDACTED], enclosed)

[REDACTED]

Calls to ASB (the majority resulting in visits)

Please note that [REDACTED] was out of town a total of 65 days between Serata Hall's opening and mid-October. This represents half of the Thursday-Sunday periods during this time (13 of 26). It is thus safe to assume that incidents of noise are thereby under-reported.

15/05/2019 – 20/05/2019

05/06/2019 – 17/06/2019

27/06/2019 – 01/07/2019

19/07/2019 – 22/07/2019

01/08/2019 – 06/08/2019

08/08/2019 – 11/08/2019

17/08/2019 – 28/08/2019

10/09/2019 – 13/09/2019

27/09/2019 – 14/10/2019

Calls/online form submissions to Islington ASB were made on:

05/04/2019
10/08/2019
15/08/2019
29/08/2019
31/08/2019 (twice)
13/09/2019
26/09/2019 (twice)
9/02/2020

Email correspondence with Anne Brothers was conducted on:

16/08/2019
03/09/2019
26/09/2019

Correspondence with [REDACTED], Operations Director for Albion & East (Serata Hall Parent Company)

18/04/2019 - Email
20/06/2019 - Email
06/08/2019 – Email
10/082019 – WhatsApp
26/09/2019 – WhatsApp
08/02/2020 - WhatsApp

Please tick ✓ yes

Have you made an application for review relating to the premises before

If yes please state the date of that application

DaMonth Year

y

0	5	0	3	2	0	2	0
---	---	---	---	---	---	---	---

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

YES

As detailed in the previous section, presentations have been made to ASB, to Ms. Anne Brothers, to Mr. Elliott and Mr. Santis, and to the Hon. Emily Thornberry. We are not entirely sure whether this question is relative to these, or relative to previous applications for review.

As well [REDACTED] has been in contact with [REDACTED], Operations Director for Albion and East, in an attempt to resolve the situation. [REDACTED] initially appeared to be

cooperative by providing his phone number and creating a WhatsApp group with the onsite managers, but after repeated attempts to request the Serata Hall staff take action on the offending parties in the rear patio with no success, it became clear that Serata Hall has no intentions of being a conscientious neighbour. Promises of speaking with staff managers, hiring additional security for the rear patio, reviewing CCTV footage, and installing fixtures to enclose the rear patio have had no effect.

Documentation of confirmations from ASB are available

Documents of conversations with Ms. Brothers and correspondence with Hon. Emily Thornberry enclosed. Also enclosed is a video shot by [REDACTED] through [REDACTED] on 08/02/2020 at 16:21.

- 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 **XX**
- I understand that if I do not comply with the above requirements my application will be rejected **XX**

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 3 – Signatures (please read guidance note 4)

Signature of applicant A or applicant’s solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature *Hagit Borer*

Date 04/03/2020

Capacity APPLICANTA

Signature of applicant B or applicant's solicitor or other duly authorised agent (please read guidance note 5). If signing on behalf of the applicant please state in what capacity.

Signature *Christopher Keenan*

Date 04/03/2020

Capacity Applicant B

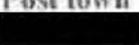
Signature of applicant C or applicant's solicitor or other duly authorised agent (please read guidance note 5). If signing on behalf of the applicant please state in what capacity.

Signature *[Handwritten Signature]*

Date 03/03/20

Capacity



Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)	
Hagit Borer 	
Post town 	Post Code 
Telephone number (if any) 	
If you would prefer us to correspond with you using an e-mail address your e-mail address (optional) 	

Enclosed Material:

Copies of correspondence between Ms. Brothers and [REDACTED]
Copies of correspondence between Ms. Brothers and [REDACTED] (made available to [REDACTED] .
[REDACTED])

Copies of correspondence between Ms. Brothers and [REDACTED]
Transcripts of Whatsapp conversations with [REDACTED], Operations Director for Albion & East

Copies of letters to and from Hon. Emily Thornbury

- A. [REDACTED]
- B. [REDACTED] (made available to [REDACTED])
- C. Islington Licensing (forwarded by Emily Thornbury to [REDACTED])

Video shot by [REDACTED] through [REDACTED] on 09/02/2020

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

Documents in Support of Application for License Review, Serata Hall:

1. Correspondence, [REDACTED] – Ms. Anne Brothers, April 2019
2. Correspondence [REDACTED] – Islington Licensing, August 2019
3. Correspondence, [REDACTED] – Ms Anne Brothers, August 2019
4. Correspondence, [REDACTED] – Ms. Anne Brothers, August 2019
5. Correspondence, [REDACTED] – Ms. Anne Brothers, September, 2019
6. Correspondence, [REDACTED] – Ms. Anne Brothers, October, 2019
7. Correspondence, [REDACTED] – Emily Thornberry, MP
8. Correspondence, Ms. Emily Thornberry, MP – Ms. Terrie Lane, Islington Licensing
9. Correspondence, [REDACTED] - Emily Thornberry, MP

Separately enclosed a video clip shot by [REDACTED] from her [REDACTED] on 8/2/2020 at 16:21.



Unwanted noise from Serata Hall

4 messages

Brothers, Anne <Anne.Brothers@islington.gov.uk>



Dear

I am in receipt of a copy of the out of hours officer's report in connection with your call regarding the above licensed premises.

I will be contacting them about the noise reported.

In the meantime, please see below for information on the use of the our of hours Noise/ASB service should there be any recurrence. I believe the officers were witnessing the noise from a neighbouring property w

Whenever you experience any noise or antisocial behaviour please contact the out of hours team by using the following link: www.islington.gov.uk/reportsb

Those without internet access can call the out of hours response line on 020 7527 7272 and follow the guidance for options.

Officers are available to attend and witness the problem if you call in during the following times:

Sunday to Thursday nights from 4pm to 2am

Friday and Saturday nights from 5pm to 4am.

Please contact us via the above web link in the event of any intrusive noise to your home.

Please note. We can only take action if officers are able to visit your home to witness the noise.

You should also be aware that if you choose to remain anonymous or decline a visit your call will not be responded to.

Please note that to help us be effective at resolving on-going noise problems it is necessary for officers to visit you briefly in your home to make an assessment of the level of intrusion you are experiencing. An ex noise nuisance or recurrent nuisance.

There is also a daytime weekend service available via the following link:

weekendresponse@islington.gov.uk 07 00 – 15 00 Saturday and Sunday for noise calls.

Please call as soon as the noise becomes apparent to you. In addition please ask for the officers to visit you at home to witness the noise from your perspective. I have to inform you that if you decline a visit your always go to residents that want a visit first.

The reason for this advice is they operate on a strictly "first come – first served" basis so there may be a delay before they can get back to you. In order to progress matters, should the noise recur after any visits c again, this will help us to establish that the noise you are reporting is a recurring issue which strengthens the position.

For daytime enquiries regarding noise please call the ASB Hotline on 020 7527 7272 and follow the guidance for options.

If you have any queries or want to discuss this matter further, please contact me at the office below.

Anne Brothers

Licensing Noise Liaison Officer

Pollution Team

Public Protection Division

[222 Upper Street](http://www.islington.gov.uk)

[London N1 1XR](http://www.islington.gov.uk)

Tel: 020 7527 3047

Alternative contact: ASB Response Team: 020 7527 7272

www.islington.gov.uk

How to get here:

[http: www.islington.gov.uk/contact/visitingoffices/222upperst.asp](http://www.islington.gov.uk/contact/visitingoffices/222upperst.asp)

The information contained in this E-Mail may be subject to public disclosure under the Freedom of Information Act 2000. Unless the information is legally exempt from disclosure, the information in this message is confidential and may be legally privileged. It is intended solely for the addressee. Access to this message by any other person is not permitted. If you are not the intended recipient, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

70%



Despite government cuts of 70% to core funding since 2010, we're protecting support and services local people rely on



Towards a fairer Islington



This e-mail is intended for the addressee only. If you have received it in error, please contact the sender and delete the material from your computer. Please be aware that information in this email may be confidential.

To: Brothers, Anne <Anne.Brothers@islington.gov.uk>

Tue, Apr 9, 2019 at 4:42 PM

Thank you, Anne. I will be sure to contact you if the noise continues to be an issue.

Cheers,
[Redacted] hidden]

To: Brothers, Anne <Anne.Brothers@islington.gov.uk>

Thu, Apr 18, 2019 at 8:27 PM

Hi Anne,

I hope you are well. I'm unsure what can be done as I have not been in this predicament before, but the non-stop high levels of noise from their rear patio throughout the evening continues to be a problem. Was there a permit filed for the rear garden? What can be done regarding this? I'm sure this will only get worse as the weather gets better.

Thank you for your guidance,
[Redacted] hidden]

Brothers, Anne <Anne.Brothers@islington.gov.uk>

Wed, Apr 24, 2019 at 3:36 PM

Dear [Redacted]

Sorry about the late response and I'm sorry but this has to be brief.

In the event of unwanted noise, please just contact the out of hours response service and get them in to witness the noise from your perspective.

I have advised the premises regarding noise witnessed and was assured it wouldn't happen again, if it does happen we need you to get our officers in to give us an independent report. I believe they do have an outside area that is permitted up until 23:00. In order to change this we need to witness nuisance and establish that it is a recurrent nuisance so you need to call in.

I will be away from my desk for the next 3 months but if necessary a colleague will be filling in for me. In the event of further reports they are likely to get in touch.

[Quoted text hidden]
[Quoted text hidden]

From: [REDACTED]
Sent: 07 August 2019 18:27
To: licensing@islington.gov.uk
Subject: Serata Hall - complaint

Flag Status: Flagged

Dear Sir/Madam,

I am a home owner at [REDACTED] and I wish to make a complaint about the nuisance caused by the operations of Serata Hall, which I think could be easily remedied by imposing certain conditions to its licence to minimise noise. Due to the noise levels coming from Serata Hall, I often wear ear plugs in my own home when trying to sleep at 10pm (not an unreasonably early bedtime). I am limited to keeping the windows closed, even on hot days, to minimise the noise. My quality of life in my own home has substantially deteriorated since Serata Hall opened.

The basis of my complaint is as follows:

1. There is an unacceptable level of noise coming from Serata Hall that is persistent, particularly in the afternoons and evenings on Thursdays and Fridays and all day and night on weekends. This is supported by logs of noise complaints to the Islington Anti Social Behaviour unit, where the experts there have assessed the noise level on certain occasions to be "unacceptable" and on other occasions to be "loud".
2. Looking at the outdoor set-up at Serata Hall, they have a substantial outdoor sitting area with long tables accommodating large groups. Excessive noise is generated from groups eating/drinking/talking/shouting at these large tables. I would implore you to inspect Serata Hall on a sunny weekend to see/hear for yourself.
3. The tables/chairs at Serata Hall appear to extend beyond what should reasonably be the perimeter of the restaurant (ie the covered alcove of the building). This unchecked sprawl of tables and chairs beyond the alcove means that noise travels up, bounces off the nearby buildings and amplifies the already unacceptable levels of noise for residents.
4. The materials used to construct the alcove overhanging the sitting area amplifies sound generated by customers.

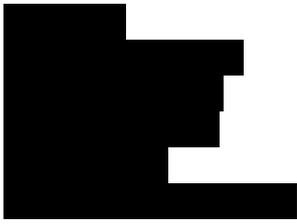
I would be grateful if someone from the licencing team would investigate this matter.

Subject to your views following an investigation, I believe the following measures would reasonably reduce currently unacceptable levels of noise coming from Serata Hall:

- reduce the perimeters of the outdoor sitting area at Serata Hall
- limit the number of tables and size of tables used outdoors; no large tables accommodating 5 or more customers should be allowed outside (large groups of customers are still welcome to sit indoors where the noise is contained within their walls)
- alcove should be coated in noise- absorbing material
- operating hours of Serata Hall be limited to 10pm at the latest on all days (or at least for the service of alcohol to be limited to 10pm so as to minimise disorderly anti-social behaviour of drunken customers).

I would be so appreciative if there is anything that could be done about the nuisance caused by the operations of Serata Hall. I know I am not alone in this sentiment. Other residents in my building have also been greatly affected and expressed their frustration to me.

Kind regards



Unwanted noise from Serata Hall

3 messages

Brothers, Anne <Anne.Brothers@islington.gov.uk>

Dear [REDACTED]

Your recent call to the out of hours ASB response service has been passed to me for information.

We have a note that the officers called you back at 18:58 but there was no answer and no facility to leave a message. I have to inform you that due to this your call was not investigated on the night.

I am pasting some guidance below on the effective use of the out of hours service. You will note that if you remain anonymous or if you decline a visit to witness the noise reported from your perspective, the matter needs evidence of the disturbance to residents in their homes if we are to be able to take effective action against the perpetrators of noise. Please do call in when you are disturbed by noise and allow us access just there. This will be the most effective method of dealing with this issue for you.

Whenever you experience any noise or antisocial behaviour please contact the out of hours team by using the following link: www.islington.gov.uk/reportasb

Those without internet access can call the out of hours response line on 020 7527 7272 and follow the guidance for options.

Officers are available to attend and witness the problem if you call in during the following times:

Sunday to Thursday nights from 4pm to 2am

Friday and Saturday nights from 5pm to 4am.

Please contact us via the above web link in the event of any intrusive noise to your home.

Please note: We can only take action if officers are able to visit your home to witness the noise.

You should also be aware that if you choose to remain anonymous or decline a visit your call will not be responded to.

Please note that to help us be effective at resolving on-going noise problems it is necessary for officers to visit you briefly in your home to make an assessment of the level of intrusion you are experiencing. An excessive noise nuisance or recurrent nuisance.

Please call as soon as the noise becomes apparent to you. In addition please ask for the officers to visit you at home to witness the noise from your perspective. I have to inform you that if you decline a visit your

The reason for this advice to call in promptly is because they operate on a strictly "first come – first served" basis so there may be a delay before they can get back to you. In order to progress matters, should the please call the response line again, this will help us to establish that the noise you are reporting is a recurring issue which strengthens the position.

For daytime enquiries regarding noise please call the ASB Hotline on 020 7527 7272 and follow the guidance for options.

If you have any queries or want to discuss this matter further please contact me at the office below.

Anne Brothers

Licensing Noise Liaison Officer

Pollution Team

Public Protection Division

[222 Upper Street](#)

[London N1 1XR](#)

Tel: 020 7527 3047

Alternative contact: ASB Response Team: 020 7527 7272

www.islington.gov.uk

How to get here:

[http: www.islington.gov.uk/contact/visitingoffices/222upperst.asp](http://www.islington.gov.uk/contact/visitingoffices/222upperst.asp)

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Despite government cuts of 70% to core funding since 2010, we're protecting support and services local people rely on



Towards a fairer Islington



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To: Brothers, Anne <anne.brothers@islington.gov.uk>

Fri, Aug 16, 2019 at 11:56 AM

Hi Anne,

Appreciate you reaching out, and apologies for the delay in getting back to you. I actually filed another noise report last night and offered the officer to visit my flat to see for themselves, but by the time they called back, Serata Hall had already closed their back patio.

In short, it is my feeling that Serata Hall has not taken the appropriate steps to minimize the daily disruption. The fact that we can hear the conversations taking place at their patio tables in [redacted] is problematic.

What can be done to address this?

Thanks,

[Quoted text hidden]

Brothers, Anne <Anne.Brothers@islington.gov.uk>

Mon, Aug 19, 2019 at 11:01 AM

Dear [redacted]

I wrote to the licensees and the designated premises supervisor (DPS) last Thursday. They probably won't get the letter until today.

I have made various recommendations to them regarding containing sound and controlling noise from the courtyard. I have told them we are in receipt of multiple calls in relation to noise nuisance. I have warned them of enforcement options available to the Council if we were to establish a private or public nuisance.

My colleagues in Licensing visited on Friday night and found 16 people outside in the rear courtyard at the time of their visit which was at around 21:00. They say the weather was appalling so therefore they didn't witness it at its worst. They tell me that there are other premises with outside areas that will funnel through the courtyard area so maybe not all the noise reported can be attributed to Serata Hall? I will carry out a daytime visit to establish what is where and what conditions are on premises licences in the vicinity.

The key here is that we need to witness noise from your perspective. The out of hours officers will then report their findings and I will then be in a stronger position to assist.

Please call in as soon as noise becomes an issue during the out of hours team duty times in order to move this forward. Licensing informed me that Serata Hall are moving their customers inside earlier as a result of noise concerns.

[Quoted text hidden]

[Quoted text hidden]

[REDACTED]

From: Brothers, Anne <Anne.Brothers@islington.gov.uk>
Sent: 03 September 2019 12:24
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Serata Hall (from an [REDACTED] resident)

Dear [REDACTED]

Monitoring by use of a machine recording would be inadmissible in Court.

I advise that you should continue contacting the out of hours service for an officer to witness noise nuisance. I advised you that if you are not satisfied with the Council's service you could appoint your own acoustic consultant to visit you and report for any review and subsequent Magistrates appeal.

I have written to the licensees and I visited last week. I will be discussing this further with the licensees but it will add more weight to any arguments if we establish a noise nuisance.

Anne Brothers
Licensing Noise Liaison Officer
Pollution Team
Public Protection Division
222 Upper Street
London N1 1XR
Tel: 020 7527 3047
Alternative contact: ASB Response Team: 020 7527 7272

www.islington.gov.uk

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From: [REDACTED]
Sent: 31 August 2019 14:24
To: Brothers, Anne <Anne.Brothers@islington.gov.uk>
Cc: [REDACTED]
Subject: Re: Serata Hall (from an [REDACTED])

Dear Ms Brothers -

Having now read your message again, I am a bit confused. In the first paragraph you state that sound monitoring wouldn't be effective nor admissible in court. Yet in the second paragraph you suggest that the residents of [REDACTED] commission an acoustic consultant and pay for his/her fee? Would THAT be effective and admissible in court? Because if so, I fail to see why Islington wouldn't commission such an impact study. Rather, it all seems like a ploy to make us go away, as is the demand that the noise incidents be recorded 40-50 times.

The fact of the matter is that permit for Serata Hall should have never been granted without an impact study, commissioned either by Islington or more appropriately by the owners of Serata Hall. This is not the first time Islington turns our life into hell with uncontrolled noise levels - the previous case was the extension of the construction for the Bower, for which residents of IH were never consulted, nor informed that it would involve 7 months of daily power drilling.

Islington, with its noise permit policy, is now contributing to the emptying of IH of all permanent residents. Most owners with flats facing the Bower have converted their flats to short term rentals. Is this the idea? Converting a [REDACTED] into a corporate motel? If so, you are doing a terrific job.

Kind regards,

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Sent from my IPad, apologies for typographical mishaps

On 20 Aug 2019, at 15:23, Brothers, Anne <Anne.Brothers@islington.gov.uk> wrote:

Dear [REDACTED]

We will not place any monitoring equipment inside homes for this issue. The measurements are not admissible in Court and there are other technical difficulties in their use. The best use I have found for the devices was catching out a licensee who was having night time collections of glass bottles contrary to his premises licence. The resident was able to catch the noise effectively using the machinery. It's a different matter when you are gathering evidence for a possible review. You have to have a full overview of what is going on at the time of the measurements and that just would not be possible.

The Council provides a comprehensive out of hours response service and it is their evidence that we rely on in the event of enforcement action becoming necessary. If you feel that noise will be at its worst between 7-8pm and you state they take two hours to respond to your calls (I have to state the reports I have seen do not indicate that), then I suggest you should call in earlier taking into account your anticipated delay in their response. You could try requesting that they visit between the hours you anticipate noise will be at its worst.

If you want to discuss your experience of the service please contact their manager Jeff Elliott by e mail: jeffrey.elliott@islington.gov.uk

I did in the recent past enquire with an accredited acoustic consultant who is based locally if he would be prepared to act as a professional witness and he said he would be able to carry out such visits for a fee. The Council would not pay his fee, the residents would need to cover that, along with any expenses he may charge for writing his reports, attendance at Committee if you chose to pursue the matter to review and possibly Court. Would you want me to contact him to discuss? I need to speak to him about another issue.

I will be visiting the area in the next few days in order to fully understand the geography of the locality and the proximity of other licensed premises who may also be contributing to the noise you are reporting. I will then check their premises licences for any conditions in relation to outside areas. In the meantime, my previous advice still stands, call the out of hours response service whenever you are disturbed for a limited time period of 3-4 weeks. Please give access in order for them to witness the noise you are reporting from your perspective. If we get enough reports we may be in a better position to consider our enforcement options to deal with this. Other residents should also call in regularly if the issue is significantly affecting them. The advice regarding contacting the out of hours response service originally sent to you is pasted below for any new correspondents copied to this:

Whenever you experience any noise or antisocial behaviour please contact the out of hours team by using the following link: www.islington.gov.uk/reportasb

Those without internet access can call the out of hours response line on 020 7527 7272 and follow the guidance for options.

Officers are available to attend and witness the problem if you call in during the following times:

Sunday to Thursday nights from 4pm to

2am

Friday and Saturday nights from 5pm to 4am.

Please contact us via the above web link in the event of any intrusive noise to your home.

Please note: We can only take action if officers are able to visit your home to witness the noise.

You should also be aware that if you choose to remain anonymous or decline a visit your call will not be responded to.

Please note that to help us be effective at resolving on-going noise problems it is necessary for officers to visit you briefly in your home to make an assessment of the level of intrusion you are experiencing. An external assessment is not useful in establishing a noise nuisance or recurrent nuisance.

There is also a daytime weekend service available via the following link:

weekendresponse@islington.gov.uk 07:00 – 15:00 Saturday and Sunday for noise calls.

Please call as soon as the noise becomes apparent to you. In addition please ask for the officers to visit you at home to witness the noise from your perspective. I have to inform you that if you decline a visit your call will not be investigated.

The reason for this advice to call in promptly is because they operate on a strictly “first come – first served” basis so there may be a delay before they can get back to you. In order to progress matters, should the noise recur after any visits or on other nights, please call the response line again, this will help us to establish that the noise you are reporting is a recurring issue which strengthens the position.

For daytime enquiries regarding noise please call the ASB Hotline on 020 7527 7272 and follow the guidance for options.

If you have any queries or want to discuss this matter further, please contact me at the office below.

Anne Brothers

Licensing Noise Liaison Officer

Pollution Team

Public Protection Division

222 Upper Street

London N1 1XR

Tel: 020 7527 3047

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From: [REDACTED]
Sent: 19 August 2019 12:27
To: Brothers, Anne <Anne.Brothers@islington.gov.uk>
Cc: [REDACTED]
Subject: RE: Serata Hall (from an [REDACTED])

Dear Ms. Brothers,

Thank you for your speedy response, and I and my neighbours will be certainly looking into the information you provided. I think what is called for is exactly a review of the premises license, possibly along the lines that I outlined in my message. However, most of my message to you addressed the difficulty of establishing a record, given the independent constraints on the time of ASB officers. It takes, as I noted, 2 hours on the average for somebody to arrive, the noise tends to be at its worst around 7-8pm, but the ASB unit doesn't even take calls before 5pm, and finally, any one-time record of the noise doesn't take into account the persistent nature of it, or the way it is reflected in flats throughout. For instance, even if in my flat the noise is just 'loud', in the flat above me, or in the west-facing flats the noise might be much worse, but there is absolutely no guarantee that all flats will have someone in them at the relevant time, making the monitoring of the noise very difficult. For that reason, I really would like to request a sound test, which is the placement of a sound recording device, for several Th-Sat stretches, starting at 6pm on weekdays, and on 2pm

Saturdays. That is really the only way to collect 'hard' evidence that would be compelling, and that wouldn't require me and my neighbours to be house-bound at all time. I really appreciate the attention and diligence of the ASB officers who I have talked to, but their ability to actually bear witness to the persistent level of nuisance that we are enduring is limited by the terms of their employment.

Do also bear in mind that we have had very a cool summer, so far, which tends to limit the outdoor presence. On warmer days, this all gets so much worse! During the heat wave, a month or so ago, I counted over 100 people congregating in the open area between the Bower and Imperial Hall. Hopefully, it would be possible to deal with this problem now, and not have to wait until next summer to establish that the problem is real?

Please let me know what would be required in order to obtain permission for a sound test?

I am copying on this message [REDACTED] and [REDACTED], who, to my knowledge, have complained to Islington about the noise as well. A copy as well is sent to my building management team.

Kind regards,

[REDACTED]

From: Brothers, Anne <Anne.Brothers@islington.gov.uk>

Sent: 19 August 2019 12:46

To: [REDACTED]

Subject: RE: Serata Hall (from an [REDACTED])

Dear [REDACTED]

[REDACTED] no longer works at Islington.

I am aware of the issue of noise from Serata Hall and I wrote to them last week in connection with this. I have warned them that in the event of us establishing a recurrent noise nuisance from the premises or outside areas we will have to consider enforcement options to deal with the matter. You are asking for material changes to be made, in order for that to happen a review of the premises licence must take place to change the premises licence. In order for us to lead on this we will need more evidence of noise nuisance affecting residents in the vicinity. I can inform you that you are not the only resident we have heard from at Imperial Hall but the records indicate that we have only witnessed noise that was a problem once so far.

Residents can make an application for a review of the premises licence and I am attaching an information leaflet for your information. You will see there is a need for hard evidence which at present we do not have and it can take some time to get sufficient evidence to satisfy the Licensing Committee at any hearing to review the premises licence. In addition, any review decision by Committee can be subject to further scrutiny by the Magistrates Court as a licensee can appeal against any decision.

The same applies for any service of an abatement notice for noise nuisance under the provisions of the Environmental Protection Act 1990, we need enough evidence of noise nuisance to residents from the premises to justify service of an abatement notice as the recipient can appeal against it to the Magistrates.

My advice is to contact the out of hours team every time you are disturbed for a limited period of time – say 3-4 weeks? Contact them as soon as any noise becomes an issue for you at home and request they visit you to witness noise from your perspective. I am pasting the current advice on the use of the out of hours service below.

Whenever you experience any noise or antisocial behaviour please contact the out of hours team by using the following link: www.islington.gov.uk/reportasb

Those without internet access can call the out of hours response line on 020 7527 7272 and follow the guidance for options.

Officers are available to attend and witness the problem if you call in during the following times:
Sunday to Thursday nights from 4pm to
2am
Friday and Saturday nights from 5pm to 4am.

Please contact us via the above web link in the event of any intrusive noise to your home.
Please note: We can only take action if officers are able to visit your home to witness the noise.
You should also be aware that if you choose to remain anonymous or decline a visit your call will not be responded to.

Please note that to help us be effective at resolving on-going noise problems it is necessary for officers to visit you briefly in your home to make an assessment of the level of intrusion you are experiencing. An external assessment is not useful in establishing a noise nuisance or recurrent nuisance.

There is also a daytime weekend service available via the following link:

weekendresponse@islington.gov.uk 07:00 – 15:00 Saturday and Sunday for noise calls.

Please call as soon as the noise becomes apparent to you. In addition please ask for the officers to visit you at home to witness the noise from your perspective. I have to inform you that if you decline a visit your call will not be investigated.

The reason for this advice to call in promptly is because they operate on a strictly “first come – first served” basis so there may be a delay before they can get back to you. In order to progress matters, should the noise recur after any visits or on other nights, please call the response line again, this will help us to establish that the noise you are reporting is a recurring issue which strengthens the position.

For daytime enquiries regarding noise please call the ASB Hotline on 020 7527 7272 and follow the guidance for options.

If you have any queries or want to discuss this matter further, please contact me at the office below.

Anne Brothers
Licensing Noise Liaison Officer
Pollution Team
Public Protection Division
222 Upper Street
London N1 1XR
Tel: 020 7527 3047
Alternative contact: ASB Response Team: 020 7527 7272

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From: [REDACTED]
Sent: 15 August 2019 23:07
To: Brothers, Anne <Anne.Brothers@islington.gov.uk>; [REDACTED]
Subject: Serata Hall (from an [REDACTED])

Ms. Brothers and [REDACTED]
Islington Licensing Department

Dear Ms. Brothers and [REDACTED],

You may remember me – a couple of years ago you were very helpful in the negotiations between the Shoreditch Grind and some residents of [REDACTED], including myself, and I hope you will be equally helpful this time around.

This message concerns the impact on my life, and that of my neighbours, brought about by the unbearable noise emanating from Serata Hall, the pizzeria/bakery/bar in the Bower, 207 Old Street, which opened in March 2019, or thereabouts. This is not after-hours noise – with few exceptions, noise ceases at 11pm. Rather, this concerns noise that is emitted by the clientele of SH during their regular opening hours, and in particular, on any weekday in

which the weather is nice, from roughly 6pm onwards (but particularly on Thursday and Friday), and on weekends, starting more or less at 2pm.

SH has a huge outdoor sitting area, with tables that accommodate up to 15 people, and hence encourage large groups. The seating area, furthermore, is not confined in any way (unlike, say, the Shoreditch Grind, or Enoteca da Luca), and as a result, large groups of people congregate outside the perimeter of the restaurant and all over the yard, drinking, laughing, shouting, heckling passers-by, etc. On some days I counted over 75 people congregating in the open area. The noise, furthermore, ameliorates the higher you go, because it bounces off the walls of the Bower and Imperial Hall. In addition, I suspect that the material used to construct the alcove overhanging the sitting area of SH amplifies sound (walk around the corner to the end of the passage to Old Street, to see what I mean). As a result, even when there aren't that many people in SH, the noise is still extremely bothersome, with actual conversations clearly audible. It also permeates the corridors which face SH, all of which endure an insufferably loud constant chatter, and the higher you go, the more deafening it is.

I have now called Islington Anti-Social Behaviour unit 10 times, and I know some of my neighbours have as well. It is a bit like a lottery – it takes an hour, on the average, for ASB to get back to me, and another hour, again on the average, to get to my place. Circumstances may or may not be the same. Still, ASB have been over to test the noise level. It has been constant, but ASB sometimes judged it 'unacceptable', and sometimes just 'loud'. I was further told that any level of noise in my [REDACTED] prior to 11pm doesn't count. I am, as it turns out, [REDACTED], and I do want to be able to rest in my bedroom during some hours of the day! On weekends, that is simply out of question, even with all windows closed.

I further talked to two supervisors, Mr. Elliott and Mr. Phanos (please excuse my spelling). Their advice was to keep complaining ("40-50 times"!!), if I want to see some action. This, I submit to you, is not a reasonable request. It presupposes that I have no life, except to monitor the noise from SH! I also suspect that the criteria used by the Islington ASB, especially for a daytime 'unacceptable noise' are based on a one-time major disruption, usually loud music, construction, or a party, and that is not necessarily appropriate for what we are experiencing at [REDACTED]. Rather, what we are experiencing is an invasive intrusion into our personal space and our daily lives – we are subjected to constant, relentless, never-stopping highly audible conversation, laughter, hooting and chatter, in our own living rooms and bedrooms, in our corridors, in our balconies, on the part of people who want to have good time, I am sure, but at the expense of me and my neighbours being robbed of our ability to enjoy our homes. Not once for an hour, and not every once in a while, but every weekend and every late afternoon. One of my neighbours told me she uses earplugs in her own living room! But why should we have to sit in our living room wearing earplugs, or keep our windows closed at all times, and especially when the weather is nice, just so as to allow others to sit outside our windows and scream while they are enjoying the air we are denied?

The main issue, it seems to me, is that the licensing conditions for the Bower area didn't consider sufficiently carefully the level of noise and disturbance that it would create for us, in [REDACTED]. There are now three outdoor licensed establishments in the space between the Bower and Imperial Hall, where five years ago there were none. Shoreditch Grind and Enoteca da Luca have been by and large under control, but with the addition of the loudest, SH, this is simply too much. I would personally like to see all outdoor serving of alcohol barred, but if that is not possible, at the very least the sitting area should be smaller, tables shouldn't be allowed that accommodate more than 6 people, customers should be confined to the actual perimeter of the restaurant serving area and not allowed to stand around, and the alcove should be coated with sound-absorbing material. Outdoor serving, furthermore, should cease at 10pm (and the same should apply to Enoteca da Luca). All of this is not

extreme – I am not asking SH to stop serving outside. I am only asking for it to serve outside in ways that don't constitute a major disruption of my life!

I invite Islington to conduct sound tests – to pose a sound measuring device on my balcony, or that of any of my neighbours in the west-facing and south-facing walls of IH – to assess the level of noise, over an extended period of time. Not on some random Friday between 21:30 and 21:35, or some other random point at which the ASB were available to measure it. Do bear in mind that the sound is worse the higher you go. My neighbours and I will be most grateful!

I am looking forward to hearing from you!

[REDACTED]

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From: [REDACTED]
Sent: 05 September 2019 16:46
To: Brothers, Anne
Cc: O'Donoghue, Natasha
Subject: Re: Noise from Serata Hall

Hi Anne,

Thanks for your prompt reply! Does the incident on 3 September constitute a breach of their licencing terms given that they had failed to render external furniture unusable from 23:00? Also, does the fact that there are frequent noise complaints from local residents mean they are failing to comply with the term "the licensee shall ensure that customers do not stand or loiter in the street outside the premises and do not cause disturbance to residents..." What are the implications of breaching these terms?

Many thanks,

[REDACTED]

On Thu, Sep 5, 2019 at 4:38 PM Brothers, Anne <Anne.Brothers@islington.gov.uk> wrote:

Dear [REDACTED]

Sorry about the delay in the reply to your previous e mail. I was away from my desk for a few days and am still catching up.

It is regrettable that Serata Hall left their benches out, unfortunately I will not be able to access the link you sent to your recording of the noise as our firewall will not give me access.

I would advise that if this happens again that you contact the Police and ask them to move them on if our service has ended. In any case in the event of potential criminal activity the Police should be called.

I will contact the licensees to inform them of the incident however and remind them to ensure that all outside furniture is secured for the night.

You are asking for a copy of the plans for Serata Hall and details of the premises licence. I'm sorry but I can't send you a copy of the plans. They belong to the licensee and if you want to see them you should contact the licensee and ask them directly. I can inform you there is a generous outside area marked on the plans for an outside drinking area to the rear.

The premises licence permits the provision of late night refreshment and the retail sale of alcohol at the following times:

Late night refreshment:	Sunday to Thursday	-	23:00 – 23:30
	Friday and Saturday	-	23:00 – 00:30
Retail sale of alcohol:	Sunday to Thursday	-	08:00 – 23:00

(On and Off supplies)	Friday and Saturday		08:00 – 00:00
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The opening hours of the premises are specified and are the same as those for late night refreshment.

There are some relevant noise conditions on the premises licence as follows:

- Customers shall not be permitted to take their drinks out with them should they wish to smoke outside after 23.00.
- All doors and windows to the premises will be kept closed, so far as practicable, at all times when noise generating entertainment is taking place i.e. live music, recorded music.
- No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- Prominent, clear and legible notices must be displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
- There shall be no collections of refuse or deliveries of consumables between the hours of 23:00 07:00 or on Sundays or Bank Holidays.
- After 23.00 the premises shall encourage smokers to use the area outside the southern façade of the premises.
- No alcohol shall be allowed in the external seating areas or outside after 23.00. The external furniture shall be rendered unusable from that time.
- Signs shall be displayed both inside and outside of the premises at conspicuous locations requesting that customers be quiet when leaving and/or using the external seating area.
- The licensee shall ensure that customers do not stand or loiter in the street outside the premises and do not cause any disturbance to residents or obstruct the highway.
- Bottling out from the premises is prohibited between 23:00 hours and 08:00 hours.

I hope the above answers your queries.

Anne Brothers

Licensing Noise Liaison Officer

Pollution Team

Public Protection Division

222 Upper Street

London N1 1XR

Tel: 020 7527 3047

Alternative contact: ASB Response Team: 020 7527 7272

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From: [REDACTED]
Sent: 05 September 2019 16:10
To: Brothers, Anne <Anne.Brothers@islington.gov.uk>
Cc: O'Donoghue, Natasha <Natasha.O'Donoghue@islington.gov.uk>
Subject: Re: Noise from Serata Hall

Hi Anne

Just following up on my email last week. It would be good to see a copy of the licencing terms.

I also wanted to bring to your attention an incident, clearly nuisance, which happened in the early hours of 4am on 3 September 2019. Serata Hall had neglected to put away their benches the prior evening and a group of individuals sat on those benches in the early hours of the morning, talking loudly and playing music. There were about 8 of them and judging from their behaviour, they were drunk and/or on drugs. This woke me and a number of other residents up. Their loud and disruptive behaviour continued until 5.30am - I know because the noise had kept me up the entire time. Here is a link to the video I took that morning of the group: <https://drive.google.com/open?id=12o6X9hJ7agd3sUawX6hagjUZljyhbWyl>

There should be CCTV footage to support what I am reporting to you. At the time, I made a complaint to the noise team of Islington Council but their noise assessors had gone home and there wasn't anyone around to investigate.

Serata Hall is becoming a destination for heavy drinking at all hours and it is clear that they do not care about the disruption it is causing nearby residents.

Thankfully I am moving away but I just wanted to see if any change can be made for the benefit of future residents.

Kind regards,

On Thu, Aug 29, 2019 at 10:33 PM [REDACTED] wrote:

Hi Anne

Would it be possible to see what the terms of Serata Hall's licence are? Specifically, it would be good to know what are the physical boundaries within which they're permitting to serve alcohol/carry on business.

Many thanks

On 9 Aug 2019, at 09:56, Brothers, Anne <Anne.Brothers@islington.gov.uk> wrote:

Dear [REDACTED]

I have requested that Licensing visit the premises this weekend to check for compliance with licensing conditions. Unfortunately the weather forecast is not good so if it's raining the outside areas may not be in use.

I have also checked all the calls received this year in relation to Serata Hall and can find one incident where unreasonable noise was witnessed on 31 July. There was another incident on 11 July but on review by the noise managers it was determined that incident was not a nuisance.

Unfortunately this is not enough to justify any enforcement action at this stage. We need residents to contact us to report noise and get our out of hours team to visit them at home to witness any unreasonable noise from their perspective.

In the event of the establishment of a recurring noise nuisance, the door is opened for possible enforcement action; this could be either service of a Section 80 noise abatement notice served under the powers of the Environmental Protection Act 1990 (for noise within the curtilage of the premises including the outside areas but not the pavement outside) and/or an application for a review of the premises licence on grounds of public nuisance.

Either enforcement option is a very serious matter; contravention of a Section 80 abatement notice is a criminal matter for which the noise maker could be subject to a potential unlimited

fine. Therefore it is very important to get a good body of evidence that they have been warned but the noise is continuing prior to service of Notice. In addition, the recipient of a Notice may appeal to the Magistrates and we would then have to appear before the Magistrates to justify service of the Notice. It is the same in the event of a review; we have to present a good body of evidence to the Licensing Committee in order to get them to modify the licence if noise is an issue. The effect of a review is the licence could be modified by cutting hours back, removing permitted entertainments, temporary suspension, inclusion of further conditions or even revocation of the premises licence. As with a Notice, the licensee could appeal to the Magistrates against a Committee decision.

I cannot emphasise enough the importance of getting sufficient evidence prior to formal enforcement action being taken and we rely on residents to call us and allow us to visit them at home in order to witness the nuisance from their perspective in order to give good first-hand evidence. I attach an information leaflet produced by DCMS about reviews of premises licences for your information. This explains the review process from an applicant's perspective, you will see it is necessary to gather sufficient evidence for a review. It's the same for any possible service of an abatement notice.

You mention that other neighbours are disturbed. I am aware of one other resident who has contacted us. She is aware of our contact details. If there are other residents, please share our contact details with them and encourage them to get in touch when they are bothered by noise.

I am pasting the current advice on the use of the out of hours service below for your information and use.

Whenever you experience any noise or antisocial behaviour please contact the out of hours team by using the following link: www.islington.gov.uk/reportasb

Those without internet access can call the out of hours response line on 020 7527 7272 and follow the guidance for options.

Officers are available to attend and witness the problem if you call in during the following times:

Sunday to Thursday nights from 4pm to
2am

Friday and Saturday nights from 5pm to 4am.

Please contact us via the above web link in the event of any intrusive noise to your home.

Please note: We can only take action if officers are able to visit your home to witness the noise.

You should also be aware that if you choose to remain anonymous or decline a visit your call will not be responded to.

Please note that to help us be effective at resolving on-going noise problems it is necessary for officers to visit you briefly in your home to make an assessment of the level of intrusion you are experiencing. An external assessment is not useful in establishing a noise nuisance or recurrent nuisance.

Please call as soon as the noise becomes apparent to you. In addition please ask for the officers to visit you at home to witness the noise from your perspective. I have to inform you that if you decline a visit your call will not be investigated.

The reason for this advice to call in promptly is because they operate on a strictly “first come – first served” basis so there may be a delay before they can get back to you. In order to progress matters, should the noise recur after any visits or on other nights, please call the response line again, this will help us to establish that the noise you are reporting is a recurring issue which strengthens the position.

For daytime enquiries regarding noise please call the ASB Hotline on 020 7527 7272 and follow the guidance for options.

If you have any queries or want to discuss this matter further, please contact me at the office below.

Anne Brothers

Licensing Noise Liaison Officer

Pollution Team

Public Protection Division

222 Upper Street

London N1 1XR

Tel: 020 7527 3047

Alternative contact: ASB Response Team: 020 7527 7272

www.islington.gov.uk

How to get here:

http: www.islington.gov.uk.uk/contact/visitingoffices/222upperst.asp

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<image001.jpg>

<image002.jpg>

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From: Brothers, Anne <Anne.Brothers@islington.gov.uk>
Sent: 07 October 2019 16:34
To: [REDACTED]
Cc: O'Donoghue, Natasha
Subject: RE: Serata Hall

Dear [REDACTED]

I have written to the licensees of the Enoteca Da Luca restaurant and directed them that they need to restrict their tables and chairs to their immediate frontage if they don't want to be implicated in the noise issues in the Bower area.

In addition, after our intervention Serata Hall have updated their management plan to take more account of noise outside at the rear. That, along with the onset of more inclement weather will, I hope, bring about some improvement for you.

You are correct, we are working to try and get an outdoor seating area to the frontage on the new plaza that will be developed next year as part of the Old Street improvements. That should provide you with a more permanent solution to the current issues affecting you.

Anne Brothers
Licensing Noise Liaison Officer
Pollution Team
Public Protection Division
222 Upper Street
London N1 1XR
Tel: 020 7527 3047
Alternative contact: ASB Response Team: 020 7527 7272

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From: [REDACTED]
Sent: 05 October 2019 12:02
To: Brothers, Anne <Anne.Brothers@islington.gov.uk>
Subject: Serata Hall

Dear Ms Brothers -

In continuation to our previous communications on this matter, I am glad to see that there may be a move to relocate the seating area to the south face of Serata Hall, as that will summarily eliminate the problem. There are still many months to go before that, however!

In the meanwhile, I understand some measures have been put in place to reduce noise, but unfortunately, most of them are voluntary, and they do not solve the problem, which remains the fact that the noise, even if produced by a small number of people, is amplified by the construction of the court. I hear people in SH on [REDACTED], across the court, better than I hear singers in the amphitheatre of Covent Garden!

In addition, last night (4/10) again SH failed to move away all their furniture until half past midnight, and their benches were used by a group of girls who made an unbelievable racket.

On a different front, Enoteca da Luca has extended its outdoor sitting area, and now includes a number of tables right under [REDACTED], which frequently produce much noise. Their enclosed sitting area never created any problems. I would appreciate it if they are requested to eliminate that extra sitting area.

[REDACTED]

[Redacted]

Sent from my iPad, apologies for typographical mishaps

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Transcript, Whatsapp chat, [REDACTED] and [REDACTED]

8/10/19, 5:51 PM - Messages to this chat and calls are now secured with end-to-end encryption. Tap for more info.

8/10/19, 5:51 PM - [REDACTED] from [REDACTED]. Thanks for passing along your number. There's been a group at SH chanting and shouting loudly for the past hour. I understand that it is during the day, but this is obnoxious and allowing this kind of behavior is unacceptable.

8/10/19, 5:51 PM - [REDACTED]: PTT-20190810-WA0003.opus (file attached)

8/10/19, 5:52 PM - [REDACTED]: This is the level of noise I can hear from my living room

8/10/19, 5:59 PM - [REDACTED]: I will be filing another complaint with the Islington ASB as your staff's inability to proactively do anything about this kind of behavior is making this a problem that I now have to deal with

8/10/19, 6:22 PM - [REDACTED] apologies I just picked this up. I'm at another site in Brixton but I have just messaged the management team. I'll start a group with all the managers on it and add you. I'll make you an admin if you can add any other residents you know they can all message all of us direct. It's first day of football season. We went really expecting football fans if I'm honest but I'll arrange daytime security for next week going forward. My apologies.

8/10/19, 6:25 PM - [REDACTED] -- appreciate the response and setting up the group

8/10/19, 6:26 PM - [REDACTED]: One of the other residents sent around a letter to (I'm assuming) all of the tenants in the building this week

8/10/19, 6:26 PM - [REDACTED]: If any of them want to join the group to help us please add them [REDACTED] and feel free to pass on my number also.

8/10/19, 6:27 PM - [REDACTED] I've sent her a message and asked if she wanted to be added to the group

8/10/19, 6:27 PM - [REDACTED] Of course

8/10/19, 6:27 PM - [REDACTED]: Thank you thank you.

8/10/19, 6:28 PM - [REDACTED]: My main problem is that we shouldn't need to be reporting this kind of excessive noise. Onsite management should be taking care of this proactively as they can certainly hear it

8/10/19, 6:30 PM - [REDACTED]: Completely understand [REDACTED]. I know they have been mega busy today and our GM is off on Honeymoon. I'll get to site as soon as I can to try and find out what's happened.

8/10/19, 6:33 PM - [REDACTED] -- certainly not envious of the position you're in. I've been to the Martello Hall restaurant, actually hosted a birthday party there and it was incredible. Was excited for the opening when I saw Serata Hall was owned by the same group but unfortunately that excitement quickly wore off

9/26/19, 8:50 PM - [REDACTED] -- this is not working. It's taken your staff over an hour to even acknowledge my message and then not actually even do anything about it. I will be getting in touch with Anne again first thing tomorrow. Feel free to disband the whatsapp group if it's not going to be acted upon.

9/26/19, 9:51 PM - [REDACTED]: I understand [REDACTED]. My apologies. We are working with Anne on a few things that we hope will help matters. My apologies again [REDACTED]

2/8/20, 4:37 PM - [REDACTED]: Will you ever train your staff to be mindful of the noise? Or is this just a lost cause?

2/8/20, 4:37 PM - [REDACTED]: Screaming and shouting for the past 30 minutes

2/8/20, 4:37 PM - [REDACTED]: Non stop.

- 2/8/20, 8:09 PM - [REDACTED] my apologies. I am told the cause was indeed customers of ours that had paid and then hung around the rear courtyard. I know today was extremely busy. The GM did go out as soon as I saw your missed calls. It's not in our interests to annoy our neighbours, the noise is not auditable from inside the unit. So sorry again.
- 2/8/20, 8:11 PM - [REDACTED], but apologies aren't going to cut it. I know you're looking to extend the hours on the SH alcohol license. I've already been coordinating with the neighbors and ensuring that we make sure Islington Council know exactly how little SH care's about being good neighbors
- 2/8/20, 8:12 PM - [REDACTED]: Your staff certainly would have been outside in the rear patio in a 30 minute window and they did nothing.
- 2/8/20, 8:16 PM - [REDACTED]: I can certainly check the CCTV to see if this was the case Chris. With how busy they were inside they may not have but if they have then I can certainly speak to those that ignored the noise.
- 2/8/20, 8:18 PM - [REDACTED]: No plans at this stage [REDACTED] Only licence amendment will be at request of the council to try and get a licence to the front, to try and push foot fall away from the courtyard..
- 2/8/20, 8:19 PM - [REDACTED] IMG-20200117-WA0008.jpg (file attached)
- 2/8/20, 8:21 PM - [REDACTED]: This is the amendment that is asking to extend SH's hours til 12:30am on Fridays and Saturdays

Whatsapp transcript [REDACTED] residents, [REDACTED], Serata Hall managers

8/10/19, 6:23 PM - Messages to this group are now secured with end-to-end encryption. Tap for more info.

8/10/19, 6:23 PM - [REDACTED] created group "DM SH noise residents"

8/10/19, 6:23 PM - [REDACTED] added you

8/10/19, 6:24 PM - You're now an admin

8/10/19, 6:25 PM - [REDACTED]: Hi guys. I've added [REDACTED] to this group and we will add more residents as we go. Should help us to jump on any excessive noise a little quicker. Thank you all. [REDACTED]

8/15/19, 9:37 PM - You added [REDACTED]

8/15/19, 9:39 PM - [REDACTED]: Hi team, not sure what you can do as there isn't one specific group, but the constant stream of noise is well above what I'd call considerate. This problem is specific to Serata Hall and has never been an issue with shoreditch grind.

8/15/19, 9:49 PM - [REDACTED] (file attached)

8/15/19, 9:53 PM - [REDACTED] added [REDACTED]

8/15/19, 10:38 PM - [REDACTED]: Hi [REDACTED], outside area is closed, we are making sure no customers leave by those doors. Let us know if continues.

Kind regards,

[REDACTED]

8/15/19, 10:41 PM - [REDACTED] -- appreciate the response, but that is not what I'm referring to. I'm referring to the constant high volume of noise from the back patio throughout the evening. I can literally hear individual conversations in my living room sitting a good 20 feet from the windows.

8/15/19, 10:47 PM - [REDACTED]: Apologise [REDACTED], we weren't aware of any individuals that were overly loud or obnoxious this evening. We will keep a close eye on tomorrow.

8/15/19, 10:49 PM - [REDACTED] - I am [REDACTED] neighbour. The problem is not this person or that person. It is constant, and it never really goes away. You should come visit some evening!

9/3/19, 4:27 AM - [REDACTED]: <Media omitted>

9/3/19, 4:31 AM - [REDACTED]: <Media omitted>

9/3/19, 9:48 PM - [REDACTED] - I am out of town! Really sorry, and how shocking! A new escalation! I hope you reported these!

9/3/19, 9:52 PM - [REDACTED]: They left at 5.30am. I reported it but Islington Council was closed so couldn't inspect. Next time I'm calling 101

9/3/19, 10:02 PM - [REDACTED]: I will be here till the early hours counting stock tonight, so any more of this and I'll be here to move anyone along! Feel free to call my number directly if you hear anyone that I don't.

9/3/19, 10:05 PM - [REDACTED]: Any my apologies.

We had to leave our furniture outside last night so we could undertake some works to our floor in the venue.

This clearly attracted some intoxicated persons. Our decorators were in the venue, but staff and management had left some hours previously. I can tell you they were not customers of ours and had not been drinking in our bar.

I appreciate this will not get you any hours of sleep back and you have my apologies that these persons took it upon themselves to congregate on our benches in the middle of the night.

My apologies again.

██████████

9/3/19, 10:08 PM - ██████████: The council have today written to me asking me to put in permanent planting structures in this area to define the licences area. I'm now worried that persons may sit on these or congregate because of them after hours.

Do you guys have a view on permanent planters in this area?

9/3/19, 10:09 PM - ██████████: Nobody sits on the planters next to The Shoreditch Grind or Enoteca da Luca! I am sure you can figure something out!

9/3/19, 10:10 PM - ██████████: Good to know thank you.

9/4/19, 12:28 PM - ██████████: Another thought - make them tall enough to discourage sitting on. Say 1.2 m

9/9/19, 5:21 PM - ██████████ changed their phone number to a new number. Tap to message or add the new number.

9/18/19, 11:56 AM - ██████████: Hi guys. Just to let you know in advance. Anne (from the council) has ask we provide DB measurement certification as part of the noise controll measures.

This may mean loud music while these levels are taken for a few minutes only tomorrow morning. I promise this is for a few minutes only but thought I should let you know in advance.

Many thanks.

██████████

9/18/19, 12:05 PM - ██████████: Thanks for letting me know

9/26/19, 7:15 PM - ██████████: Recognize that it's hard to tell which group is yelling when everyone is yelling, but something needs to be done about the noise.

9/26/19, 8:16 PM - ██████████ My apologise ██████████ spoke with the ladies outside and advised them to keep the noise down. I'll go there regularly to check on them.

9/26/19, 8:24 PM - ██████████: It clearly hasn't done any good

9/26/19, 8:40 PM - ██████████: Are you going to do *anything* about the group that has been yelling for the past 2 minutes straight or should I have Islington ASB come by for a second time tonight?

9/26/19, 8:48 PM - ██████████ Make that 10 minutes straight of screaming

10/2/19, 9:09 PM - ██████████ added ██████████

10/5/19, 12:39 AM - ██████████ Setata Hall, just now, at half past midnight, moving away the benches, where kids have been screaming for well past the time your outdoor area is supposed to be closed!

10/7/19, 11:17 PM - ██████████

[REDACTED]

From: [REDACTED]
Sent: 07 August 2019 19:10
To: emily.thornberry.mp@parliament.uk
Subject: Serata Hall - complaint

Flag Status: Flagged

Dear Mrs Thornberry

I am a resident in your constituency and I was hoping you could help me lobby the Council to impose certain restrictions on the operations of a nearby business that has caused, and continues to cause, unacceptable levels of noise affecting me and many others living at [REDACTED]

The noise levels coming from Serata Hall, a licenced business near [REDACTED], have been assessed by the council on some occasions to be unacceptable yet nothing is being done to minimise the noise issues.

The noise has impacted me greatly - I have experienced a deterioration in my quality of life; I use ear plugs around my own home; and I keep the windows closed, even on hot days, to limit the noise coming from Serata Hall. It is an untenable way to live in my own home and I would be so grateful if there is something that you could do to help.

Below is a copy of the email that I sent to the licencing team of Islington Council. Again, if there is anything that you could do, I (and many others living in this building) would be so appreciative.

Best regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Begin forwarded message:

From: [REDACTED]
Date: 7 August 2019 at 18:26:49 BST
To: licensing@islington.gov.uk
Subject: Serata Hall - complaint

Dear Sir/Madam,

I am a home owner at [REDACTED] and I wish to make a complaint about the nuisance caused by the operations of Serata Hall, which I think could be easily remedied by imposing certain conditions to its licence to minimise noise. Due to the noise levels coming from Serata Hall, I often wear ear plugs in my own home when trying to sleep at 10pm (not an unreasonably early bedtime). I am limited to keeping the windows closed, even on hot days, to minimise the noise. My quality of life in my own home has substantially deteriorated since Serata Hall opened.

The basis of my complaint is as follows:

1. There is an unacceptable level of noise coming from Serata Hall that is persistent, particularly in the afternoons and evenings on Thursdays and Fridays and all day and night on weekends. This is supported by logs of noise complaints to the Islington Anti Social Behaviour unit, where the experts there have assessed the noise level on certain occasions to be "unacceptable" and on other occasions to be "loud".

2. Looking at the outdoor set-up at Serata Hall, they have a substantial outdoor sitting area with long tables accommodating large groups. Excessive noise is generated from groups eating/drinking/talking/shouting at these large tables. I would implore you to inspect Serata Hall on a sunny weekend to see/hear for yourself.

3. The tables/chairs at Serata Hall appear to extend beyond what should reasonably be the perimeter of the restaurant (ie the covered alcove of the building). This unchecked sprawl of tables and chairs beyond the alcove means that noise travels up, bounces off the nearby buildings and amplifies the already unacceptable levels of noise for residents.

4. The materials used to construct the alcove overhanging the sitting area amplifies sound generated by customers.

I would be grateful if someone from the licencing team would investigate this matter.

Subject to your views following an investigation, I believe the following measures would reasonably reduce currently unacceptable levels of noise coming from Serata Hall:

- reduce the perimeters of the outdoor sitting area at Serata Hall
- limit the number of tables and size of tables used outdoors; no large tables accommodating 5 or more customers should be allowed outside (large groups of customers are still welcome to sit indoors where the noise is contained within their walls)
- alcove should be coated in noise- absorbing material
- operating hours of Serata Hall be limited to 10pm at the latest on all days (or at least for the service of alcohol to be limited to 10pm so as to minimise disorderly anti-social behaviour of drunken customers).

I would be so appreciative if there is anything that could be done about the nuisance caused by the operations of Serata Hall. I know I am not alone in this sentiment. Other residents in my building have also been greatly affected and expressed their frustration to me.

Kind regards

[REDACTED]



Emily Thornberry

Labour MP for Islington South & Finsbury

@EmilyThornberry | Emily Thornberry



Our Ref: FS/ET104392

20 August 2019

Dear

Thank you for your email about noise from Serata Hall. I was sorry to hear that you were being disturbed on a regular basis – it is important to ensure that all late-night venues comply with the terms of their licence, which should minimise the impact on neighbouring residents.

I have followed this up for you, and I enclose a copy of my letter. I will be back in touch when I receive a reply.

Best wishes,

Rt Hon Emily Thornberry MP
Islington South and Finsbury

Ms Terrie Lane
Licensing Manager
LBI - Licensing Team
Public Protection Division
222 Upper Street
London
N1 1XR

20 August 2019

Our Ref: FS/ET104392

Dear Ms Lane

RE: SERATA HALL, 207 OLD STREET
[REDACTED]

[REDACTED] has recently copied me into her complaint to your service about excessive noise from Serata Hall. I enclose a further copy for ease of reference.

I would be grateful for your comments on the points [REDACTED] raises – have the noise levels been measured? If excessive noise has been recorded, what action is being taken to reduce noise levels?

It would also be helpful to know whether Serata Hall is considered to be complying with the current terms of the licence for the premises, and whether [REDACTED] complaint is being treated as a request to review the terms of the licence.

Thank you for this, and I look forward to hearing from you.

Yours sincerely,

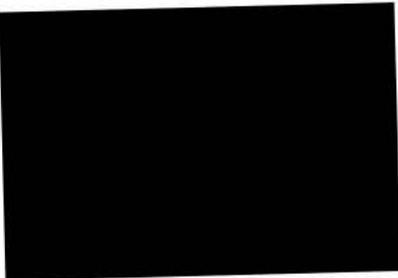
*Rt Hon Emily Thornberry MP
Slingshot South and Finsbury*



Emily Thornberry

Labour MP for Islington South and Finsbury

@EmilyThornberry | Emily Thornberry



Our Ref: FS/ET104392

20 August 2011

Dear 

Thank you for your email about noise from Serata Hall. I was sorry to hear that you were being disturbed on a regular basis – it is important to ensure that all late-night venues comply with the terms of their licence, which should minimise the impact on neighbouring residents.

I have followed this up for you, and I enclose a copy of my letter. I will be back in touch when I receive a reply.

Best wishes,

Rt Hon Emily Thornberry MP
Islington South and Finsbury

Message sent to Hon. Emily Thornberry by Islington Licensing Manager, in response to inquiry initiated
[REDACTED] Made available [REDACTED]

Casework email

Dear Emily Thornberry MP,

Further to your letter and attached email of complaint from [REDACTED] I can confirm that the licence holders are aware of complaints from residents and are taking steps to alleviate them. The licensee has been in touch with some residents and they are part of a Whatsapp group with their neighbours.

[REDACTED] has not submitted an application to Review the premises licence. If she wishes to apply for a review the forms and process can be found on the Council's website – <https://www.islington.gov.uk/business/licences-permits-registration/how-to-comment-or-complain-about-licensed-premises>

I can confirm that they do comply with their premises licence conditions and licensing officers have visited several times to confirm this.

However, the external area at the rear does seem to act as an echo chamber for noise created by voices and from the other premises that also back on to Serata Hall, creating a cumulative effect.

Our Pollution team officers are also dealing with noise complaints from residents and have been in contact with [REDACTED]. I will ask the Noise and Pollution team liaison officer to contact [REDACTED] as I know she has visited the area and is dealing with the premises.

Kind regards,

Terrie Lane

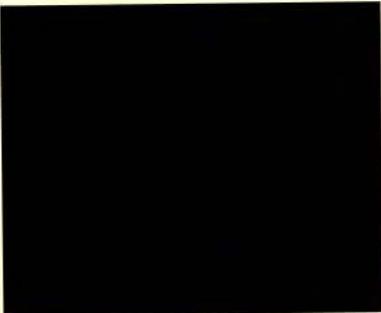
**Licensing Manager
Public Protection Division
222 Upper Street
London N1 2XR**



Emily Thornberry

Labour MP for Islington South & Finsbury

[@EmilyThornberry](#) | [Emily Thornberry](#)



Our Ref: FS/ET105129

5 September 2019

Dear 

Thank you for your recent email about the noise from Serata Hall. Another resident of  had previously contacted me about this, and I wrote to Islington Council's Licensing Manager on 20/08/19 – I enclose a copy of my letter.

I have since received a reply and I enclose a copy of the response for your reference. The Council says that they feel that the licence holders do comply with the current terms of the licence for the premise. However, they note that the rear area of the premises seems to act as an 'echo chamber' for noise.

The Council tell me that the licence holders are aware of complaints from residents, and have formed a Whatsapp group with some residents, to ensure that steps are taken to address the problem. You had mentioned applying for a review – I am told that you could make a request to review the licence for the premises via the link in the Council's response.

The Council's noise team will be continuing to monitor this issue, and they are trying to deal with the complaints they have received – I hope that you will hear from them in the near future. If there are any further points that you would like to raise with me about this matter, please do not hesitate to get back in touch.

Best wishes,

Rt Hon Emily Thornberry MP
Islington South and Finsbury

ON YOUR SIDE

Emily Thornberry MP, House of Commons, London SW1A 0AA

e-mail: emilythornberrymp@parliament.uk **web:** www.emilythornberry.com

constituency advice line: (020) 7697 9307 Monday, Tuesday and Thursday 2-5pm

fax: (020) 7697 1587

Page 64

I am committed to keeping my constituents informed on issues which may be of interest to them, and my local Labour Party, may write to you from time to time. If you do not wish to receive any correspondence from me, please drop me a line at the above address.

**Ms Terrie Lane
Licensing Manager
LBI - Licensing Team
Public Protection Division
222 Upper Street
London
N1 1XR**

20 August 2019

Our Ref: FS/ET104392

Dear Ms Lane

RE: SERATA HALL, 207 OLD STREET
[REDACTED]

[REDACTED] has recently copied me into her complaint to your service about excessive noise from Serata Hall. I enclose a further copy for ease of reference.

I would be grateful for your comments on the points [REDACTED] raises – have the noise levels been measured? If excessive noise has been recorded, what action is being taken to reduce noise levels?

It would also be helpful to know whether Serata Hall is considered to be complying with the current terms of the licence for the premises, and whether [REDACTED] complaint is being treated as a request to review the terms of the licence.

Thank you for this, and I look forward to hearing from you.

Yours sincerely,

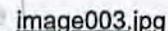
**Rt Hon Emily Thornberry MP
Islington South and Finsbury**

Lane, Terrie <Teresa.Lane@islington.gov.uk>

27 August 2019 14:31

To: THORNBERRY, Emily <emily.thornberry.mp@parliament.uk>

Albion and East, Sorata Hall, 207B Old Street - Your ref: FS/ET104392



Dear Emily Thornberry MP,

Further to your letter and attached email of complaint from [REDACTED], I can confirm that the licence holders are aware of complaints from residents and are taking steps to alleviate them.

The licensee has been in touch with some residents and they are part of a Whatsapp group with their neighbours.

[REDACTED] has not submitted an application to Review the premises licence. If she wishes to apply for a review the forms and process can be found on the Council's website -

<https://www.islington.gov.uk/business/licences-permits-registration/how-to-comment-or-complain-about-licensed-premises>
<https://www.islington.gov.uk/business/licences-permits-registration/how-to-comment-or-complain-about-licensed-premises>

I can confirm that they do comply with their premises licence conditions and licensing officers have visited several times to confirm this.

However, the external area at the rear does seem to act as an echo chamber for noise created by voices and from the other premises that also back on to Serata Hall, creating a cumulative effect.

Our Pollution team officers are also dealing with noise complaints from residents and have been in contact with [REDACTED]. I will ask the Noise and Pollution team liaison officer to contact [REDACTED] as I know she has visited the area and is dealing with the premises.

Kind regards,

Terrie Lane

Licensing Manager
Public Protection Division
222 Upper Street
London N1 2XR

0207 527 3233

or 0207 527 3031

www.islington.gov.uk
<http://www.islington.gov.uk/>

[Islington Commitment signature banner]

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**PREMISES LICENCE
LICENSING ACT 2003**

Premises licence number	LN18555-100719	Date of original grant*	24 May 2018
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**An Annual fee associated with this licence is to be paid annually on the anniversary of the original grant date.*

Postal address of premises, or if none, ordnance survey map reference or description			
ALBION & EAST THE BOWER, 207B OLD STREET			
Post town	London	Post code	EC1V 9NR
Telephone number			

Where the licence is time limited the dates
Not Applicable

Licensable activities authorised by the licence
Ground Floor and Mezzanine Floor
<ul style="list-style-type: none"> • The provision of late night refreshment • The sale by retail of alcohol

The times the licence authorises the carrying out of licensable activities																																																																						
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Gaming Machine Provision:

Not Authorised

The opening hours of the premises:

Monday	06:30	to	23:30	
Tuesday	06:30	to	23:30	
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Where the licence authorises supplies of alcohol whether these are on and/or off supplies

On and off supplies

Name, (registered) address, telephone number and e-mail (where relevant) of holder of premises licence

Albion & East Ltd,
Hyde Park House,
5 Manfred Road,
London,
SW15 2RS.

Registered number of holder, for example company number, charity number (where applicable)

[REDACTED]

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol

Ms Kamila Staszewska,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises the supply of alcohol

[REDACTED]

Islington Council
Public Protection Division
222 Upper Street
London
N1 1XR
Tel: 020 7527 3031
Email: licensing@islington.gov.uk

Service Manager (Commercial)

Date of Issue

Annex 1 - Mandatory conditions

1. No supply of alcohol may be made under the premises licence:
 - a) at a time when there is no designated premises supervisor in respect of the premises licence, or
 - b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
3. All door supervisors shall be licensed by the Security Industry Authority.
4. The admission of children to the exhibition of a film shall be restricted in accordance with the recommendation of a film classification body as defined in the Video Recordings Act 1984 or Islington Council acting as the licensing authority where it has given notice in section 20(3) of the Licensing Act 2003.

There are further 'Mandatory conditions' applicable to licences authorising the supply of alcohol. A full list of the current mandatory conditions is available from the licensing pages on Islington's web site, www.islington.gov.uk. This list is subject to change by order of the Secretary of State and licensees and other responsible persons are advised to ensure they are aware of the latest conditions.

Annex 2 - Conditions consistent with the Operating Schedule

1. The sale of alcohol shall cease 30 minutes before the stated closing time.
2. Food shall be available at all times.
3. Smokers shall be directed to the external seating areas shown on the plan.
4. Customers shall not be permitted to take their drinks out with them should they wish to smoke outside after 23.00.
5. All doors and windows to the premises will be kept dosed, so far as practicable, at all times when noise generating entertainment is taking place i.e. live music, recorded music.
6. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
7. Prominent, clear and legible notices must be displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
8. Bottling out from the premises is prohibited between 23:00 hours and 08:00 hours.
9. Odour from any flue used for the dispersal of cooking smells serving the building shall not cause nuisance to the occupants of any properties in the vicinity.
10. There shall be no collections of refuse or deliveries of consumables between the hours of 23:00 07:00 or on Sundays or Bank Holidays.
11. In the event that a serious assault is committed on the premises (or appears to be committed) the management will immediately ensure that:
 - a) the Police, and where appropriate the London Ambulance Service are called without delay;
 - b) measures that are reasonably practicable and appropriate are taken to detain any suspects pending arrival of the Police;
 - c) the crime scene is preserved so as to enable a full forensic investigation to be carried out by the Police; and
 - d) such other measures are taken (as appropriate) to fully protect the safety of all persons present at the premises.

12. CCTV shall be installed, operated and maintained, at all times that the premises is open for licensable activities, so as to comply with the following criteria:
 - a) The licensee will ensure that the system is checked every two weeks to ensure that the system is working properly and that the date and time are correct. A record of these checks, showing the date and name of the person checking, shall be kept and made available to Police or authorised Council officers on request;
 - b) One camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering;
 - c) The system will provide full coverage of the Interior of the premises and any exterior part of the premises accessible to the public;
 - d) The system shall record in real time and recordings will be date and time stamped;
 - e) Recordings will be kept for a minimum of 31 days and downloaded footage will be provided free of charge to Police or authorised Council officers on request (subject to the Data Protection Act 1998) within 24 hours of any request;
 - f) At all times, there will be a person on the premises who can operate the system sufficiently to allow Police or authorised Council officers to view footage on request and to supply a copy of footage Immediately to Police to assist with the Immediate Investigation of an offence.
13. An incident log (which may be electronic), shall be kept at the premises, and made available on request to an authorised officer or the Police, which will record the following:
 - a) All crimes reported to the venue;
 - b) All ejections of patrons;
 - c) Any complaints received concerning crime and disorder;
 - d) Any incidents of disorder;
 - e) All seizures of drugs or offensive weapons;
 - f) Any faults in the CCTV system;
 - g) Any refusal of the sale of alcohol;
 - h) Any visit by a relevant authority or emergency service; and
 - i) All refused sales of alcohol.
14. After 23.00 the premises shall encourage smokers to use the area outside the southern façade of the premises.
15. All wood used for the wood burning oven shall be the type approved on the schedule of DEFRA for use in smoke free zones i.e. compliant with BS3841. The wood fired oven shall also comply with the above standard. Appropriate documentation in relation to solid fuels and appliances in use shall be kept on site and available for inspection by authorised officers.
16. The premises licence holder shall ensure that all bar staff receive appropriate training in relation to alcohol sales, the terms of the premises licence, managing conflict and health and safety of the public and staff. This training shall include the contents of the premises licence, terms of operations, licensable activities, all conditions and underage sales policy. Training documents shall be signed and dated and made available to a Police Officer or Council Officer upon request the records shall be retained for at least 12 months.
17. Staff who arrive early in the morning or depart late at night, when the business has ceased trading, shall conduct themselves in such a manner as to avoid causing disturbance to nearby residents.

18. The premises shall operate a documented dispersal plan to ensure minimal disturbance and an external area management plan which will detail how customers will be managed and the numbers of customers permitted at any one time in the external seating area. The plans will be drawn up to the satisfaction of the Licensing Authority.
19. Substantial meals shall be available up to 23.00 each day.
20. The licensee shall provide at least one SIA registered door supervisor from 21.00 to thirty minutes after closing on Thursdays to Saturdays and shall risk assess the need for the provision of door supervisors in increased numbers or at earlier times or on other days.
21. No alcohol shall be allowed in the external seating areas or outside after 23.00. The external furniture shall be rendered unusable from that time.
22. Signs shall be displayed both inside and outside of the premises at conspicuous locations requesting that customers be quiet when leaving and/or using the external seating area.
23. The licensee shall ensure that customers do not stand or loiter in the street outside the premises and do not cause any disturbance to residents or obstruct the highway.
24. The licensee shall adopt a 'Challenge 21' policy and promote it through the prominent display of posters.
25. The licensee shall put arrangements in place to ensure that before serving alcohol to persons they believe to be less than 21, staff ask to see accredited proof of age: that is, proof of age cards carrying the 'PASS' logo (and no others), a Passport, or UK Driving Licence bearing the photograph and date of birth of the bearer.
26. The licensee shall ensure that staff are trained about age restricted products and ensure that they sign to confirm that they have understood the training. The licensee shall keep records of training and instructions given to staff, detailing the areas covered, and make them available for inspection upon request by the licensing team, police or trading standards.

Annex 3 - Conditions attached after a hearing by the licensing authority

None

Annex 4 – Plans

Reference Number: 251.10.800 and 251.10.801 – Date: 4th December 2018

PREMISES LICENCE SUMMARY
LICENSING ACT 2003

Premises licence number	LN18555-100719	Date of original grant*	24 May 2018
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**An Annual fee associated with this licence is to be paid annually on the anniversary of the original grant date.*

Postal address of premises, or if none, ordnance survey map reference or description			
ALBION & EAST THE BOWER, 207B OLD STREET			
Post town	London	Post code	EC1V 9NR
Telephone number			

Where the licence is time limited the dates
Not Applicable

Licensable activities authorised by the licence
Ground Floor and Mezzanine Floor
<ul style="list-style-type: none"> • The provision of late night refreshment • The sale by retail of alcohol

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Gaming Machine Provision:

Not Authorised

The opening hours of the premises:

Monday	06:30	to	23:30	
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Where the licence authorises supplies of alcohol whether these are on and/or off supplies

On and off supplies

Name, (registered) address, telephone number and e-mail (where relevant) of holder of premises licence

Albion & East Ltd,
Hyde Park House,
5 Manfred Road,
London,
SW15 2RS.

Registered number of holder, for example company number, charity number (where applicable)

██████████

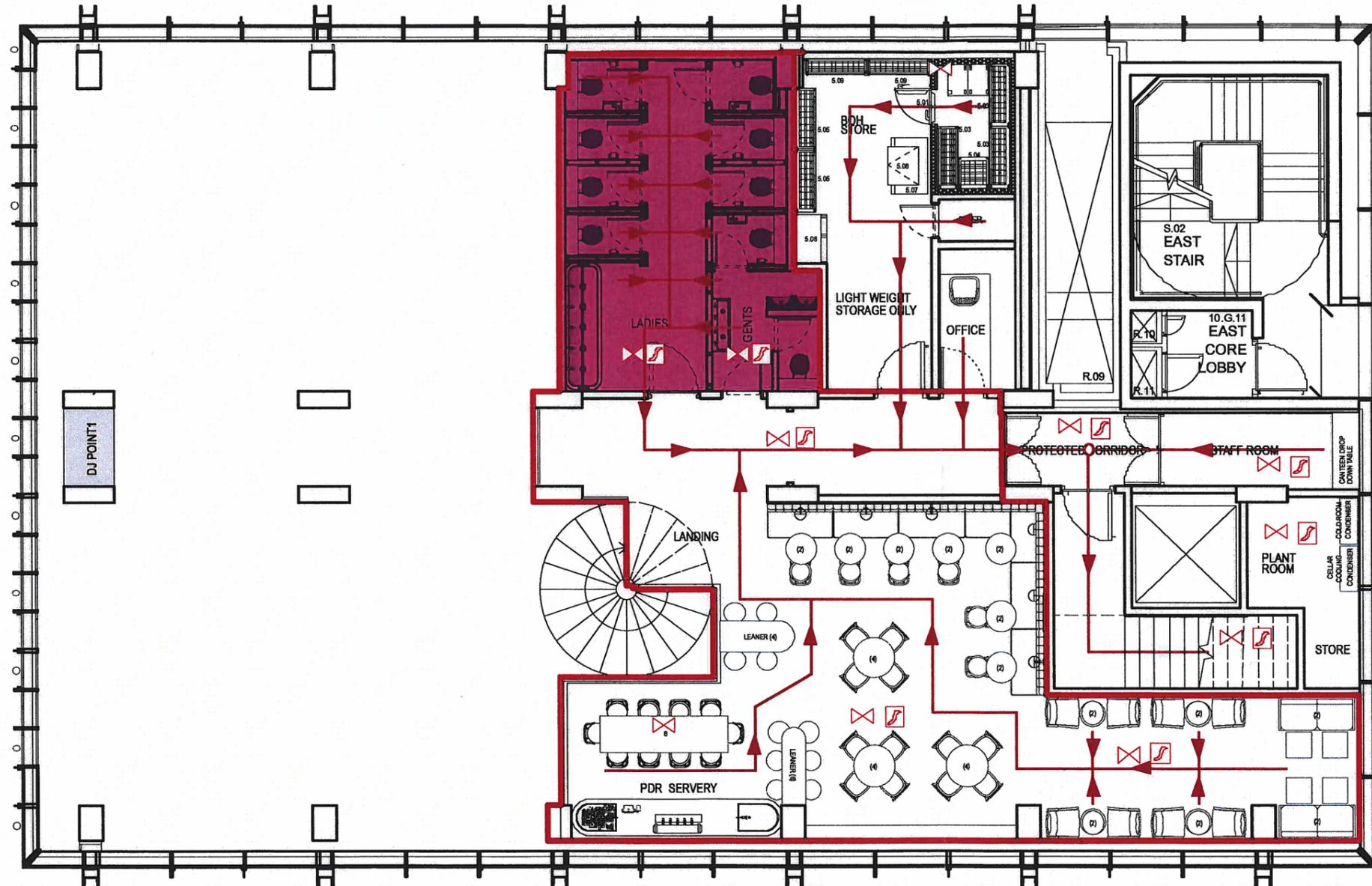
Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol

Ms Kamila Staszewska

State whether access to the premises by children is restricted or prohibited

It is an offence to allow persons under the age of 16 years to be on the premises whilst it is open exclusively or primarily for the supply of alcohol for consumption on the premises unless they are accompanied by a person aged 18 or over. No unaccompanied person under the age of 16 years shall be permitted on the premises between 12 midnight and 5am if alcohol is supplied for consumption on the premises.

Islington Council
Public Protection Division
222 Upper Street
London
N1 1XR
Tel: 020 7527 3031
Email: licensing@islington.gov.uk



ALL CONSOLES BARS AND TABLES TO BE FIXED TO MEZZANINE FLOOR TO PREVENT OVERCROWDING. DISTANCE BETWEEN EACH ITEM OF FURNITURE IS NOT TO EXCEED 1m. THIS SHOULD BE CLEARLY STATED IN THE TENANT LEASE AGREEMENT

Specifications

BELOW TO BE REVISED ACCORDINGLY
DRAWINGS TO BE READ IN CONJUNCTION WITH DEMOLITION DRAWINGS .
DRAWINGS TO BE READ IN CONJUNCTION WITH ENGINEER DETAILS .
DRAWINGS TO BE READ IN CONJUNCTION WITH ALL CLIENT DIRECT SUBCONTRACTOR DRAWINGS .
DRAWINGS TO BE READ IN CONJUNCTION WITH PLANNING DRAWINGS AND LICENSING DRAWINGS .

STRUCTURE
ALL STRUCTURAL WORKS TO BE CARRIED OUT TO ENGINEERS SPECIFICATION . ALL STEELWORK TO BE FIRE PROTECTED TO 1HR FIRE RESISTANT PAINT OR 12.5 MM FIREBOARD .

EXTERNAL WALLS
REFER TO EXTERNAL ELEVATION DRAWINGS FOR DETAILS AND SPECIFICATIONS . EXISTING COLUMNS , CORNICES AND STUCCO DETAILS TO BE PROTECTED AND CAREFULLY KEPT GOOD DURING NEW FINISHES WORKS .

FINISHES
REFER TO DRAWINGS FOR SPECIFICATION OF NEW FINISHES . INCLUDE LOCAL PATCHING AND MITLING AS REQUIRED IN CONSTRUCTION TO SUIT NEW LAYOUT .

CEILING
REMOVE ALL REDUNDANT SERVICES AND PLASTERBOARD . NEW HVAC TO BE SET IN PLACE FOR INSPECTION PRIOR TO CLOSING CEILING . ALL HVAC TO BE KEPT AS TIGHT AS POSSIBLE TO CEILING . ALLOW FOR POSSIBLE REDECORATION TO SOFFIT CEILING IF NECESSARY .

INTERNAL WALLS
TIMBER STUD AND PLASTERBOARD UNLESS SPECIFIED OTHERWISE .

FLOOR FINISHES
ALL FLOOR FINISHES TO RUN FLUSH THROUGHOUT UNLESS SHOWN STEPPED . CONTRACTOR TO ALLOW FOR EXTRA BUILD UP WHERE NECESSARY . REFER TO INDIVIDUAL NOTES FOR SPECIFICATIONS OF FLOOR FINISHES .

WALL FINISHES
REFER TO INDIVIDUAL NOTES FOR SPECIFICATIONS OF WALL FINISHES . REFER TO DRAWINGS FOR DETAILS OF SPANNING + DADO RAILS .

FRONTAGE
REFER TO EXTERNAL ELEVATIONS FOR DETAILS OF WORKS , NEW GLAZING AND DECORATION .

NEW INTERNAL DOORS
NEW DOORS TO BE SOLID CORE DOORS AS SPECIFIED . FINAL DETAILS TO BE AGREED WITH CONTRACTOR . DOOR LININGS TO BE 12MM WIDER THAN THICKNESS OF WALL AND TO PROJECT FROM WALL TO ALLOW SWITCHES & BOLDINGS TO RUN INTO SIDE OF DOOR LINING .

DOOR STOPS TO BE 18MM AND FULLY INTEGRATED INTO DOOR LINING AS SHOWN . ALLOW FOR DOORS AND LININGS TO BE SET PAINTED IN FINISHES . IN COLOUR TO BE CONFIRMED BY ARCHITECT AND APPROVED BY CLIENT .
REFER TO INDIVIDUAL NOTES FOR ROOMS/WORKY SPEC .

SANITARY INSTALLATION
SET IN POSITION ALL SANITARY FITTINGS . INCLUDE FOR CONNECTING ALL SANITARY AND KITCHEN WASH UP APPLIANCES TO THE CORRECT SIZE . WASTE PIPING TO RUN IN CONCEALED POSITIONS TO DRAINAGE STACK POSITIONS .
ALL NEW SANITARY WARE AND APPLIANCES TO BE ROUTED INTO EXISTING DRAINAGE RUNS AND MANHOLE .

COLD WATER
MAIN CONTRACTOR TO INSPECT EXISTING COLD WATER DISTRIBUTION . ALLOW FOR NEW DISTRIBUTION PIPE WORK TO SINK , WASHBASINS , WCs , KITCHEN APPLIANCES AND BAR APPLIANCES AND OTHER FITTINGS WHERE NEEDED INCLUDING PROVIDING ISOLATING STOPCOCKS .

SYSTEM TO BE DESIGNED BY MAIN CONTRACTOR FOR APPROVAL BY CLIENT & ARCHITECT . PIPERWORK TO BE CONCEALED WHERE POSSIBLE . ANY EXPOSED PIPERWORK TO BE NEARLY RUN IN EXPOSED COPPER PIPER WITH TRADITIONAL METAL CLIPS .

HEATING AND HOT WATER
ALLOW FOR HEATING TO RUN OFF NEW AIR CONDITIONING UNIT . MAIN CONTRACTOR TO DESIGN SPECIFY PRODUCT AND PERFORMANCE .

ELECTRICS
REFER TO SPECIALIST M&E DRAWINGS
FULL ELECTRICAL DESIGN AND INSTALL BY MAIN CONTRACTOR TO SUIT SPECIALIST BAR AND KITCHEN EQUIPMENT SPECIFICATIONS AND ARCHITECTS DRAWINGS .
ALL WIRING TO CURRENT UK REGULATIONS AND FULLY IN ACCORDANCE WITH PART P OF THE CURRENT UK BUILDING REGULATIONS . CERTIFICATION TO BE ISSUED . ALL WIRING TO BE FULLY CONCEALED WHERE POSSIBLE OR IN WHITE PAINTED METAL CONDUIT WITH BRASS CLIPS IF EXPOSED . ALL ELECTRICAL REQUIREMENTS TO KITCHEN & BARS TO BE SPECIFIED BY CLIENT . NOMINATED KITCHEN SPECIALIST OR OTHER CLIENT CONFIRMED SUB-CONTRACTOR .

CONTRACTOR TO ALLOW FOR ALL BUILDING WORKS IN CONNECTION WITH CLIENT DIRECT SUB-CONTRACTORS AND TO LABE DIRECTLY WITH ALL DIRECTS TO PROGRAMME INTO CONSTRUCTION PERIOD .
ALL ELECTRICAL INSTALLATIONS ARE INDICATIVE . EXACT POSITIONS OF ALL ELECTRICAL OUTLETS AND SWITCHES TO BE CONFIRMED ON SITE . ALL VISIBLE SOCKETS AND SWITCHES , SPEAKER , BT VISIBLE SPURS , ETC TO BE MATT BLACK MK EDGE , OR SIMILAR APPROVED . ANY CONCEALED SWITCHES OR SOCKETS IN CUPBOARDS TO BE WHITE MK LOGIC .

FIRE ALARM
NEW SYSTEM TO BE L1 SYSTEM IN ACCORDANCE WITH BS5839 IN ACCORDANCE WITH LANDLORDS REQUIREMENTS AND TO MEET CURRENT BUILDING REGULATIONS . FINAL POSITIONS OF ALL EQUIPMENT TO BE APPROVED BY ARCHITECT . ELECTRICAL CERTIFICATE TO BE ISSUED UPON COMPLETION OF HANDOVER . EXISTING SYSTEM TO BE CHECKED + RETAINED IF SUITABLE - TBA WITH MAIN CONTRACTOR + CLIENT .

LIGHTING - REFER TO LIGHTING KEY SYMBOLS FOR SPECIFICATIONS
REFER TO ELECTRICIAN DRAWINGS TO BE READ IN CONJUNCTION WITH LIGHTING LAYOUTS ON PLANS . ALL LIGHTING CIRCUITS TO BE DIMMABLE UNLESS INDICATED OTHERWISE . ALL VISIBLE LIGHTING FLEX TO BE 3 CORE DOUBLE INSULATED TWISTED PAPER LIGHTING FLEX COLOUR TSC . MAIN CONTRACTOR TO BE RESPONSIBLE FOR LIGHTING LAYOUT & SIGNAGE .

SECURITY
AS PER CLIENT SPECIFICATION ALLOW FOR NEW WIRING + RECONNECTION TO EXISTING SECURITY SYSTEM IF APPLICABLE . REFER TO DRAWINGS BY CLIENT DIRECT SUBCONTRACTOR .

AWINGS & SIGNAGE
REFER TO EXTERNAL ELEVATIONS FOR DETAILS . ALLOW FOR AWINGS AND SIGNAGE AS SHOWN ON EXTERNAL ELEVATIONS .

Drawings Notes

- Key
- Extent of Boundary = [Blue line]
 - single stage = [Blue arrow]
 - Fire evacuation Escape Routes = [Red arrow]
 - Denotes area to be used for the provision of regulated entertainment/provision of refreshment/ sale by retail of alcohol = [Red shaded area]
 - WCs = [Purple shaded area]
 - Kitchen = [Light blue shaded area]

Paper History

- 1 Preparation
 - 0 - 2018.03.22 - For Licensing / Comment
 - A - 2018.03.25 - For Licensing / Comment
- 2 Concept/Design
 - B - 2018.04.19 - For COMMENT
 - C - 2018.05.07 - For Landlord
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- 5 Specialist Design
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 - O - 2019.01.13 - Issued for Construction
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 - 7 Use & Aftercare

Project
Serata
Old Street

Drawing Title
Proposed Mezzanine Floor Licensing Plan

Scale
1 - 100 @ A3
1 - 50 @ A1

Revision
P

Client
A&E

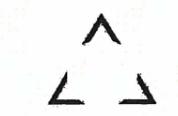
Drawn
LR / MF

Deer
LR

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London E1 6JU

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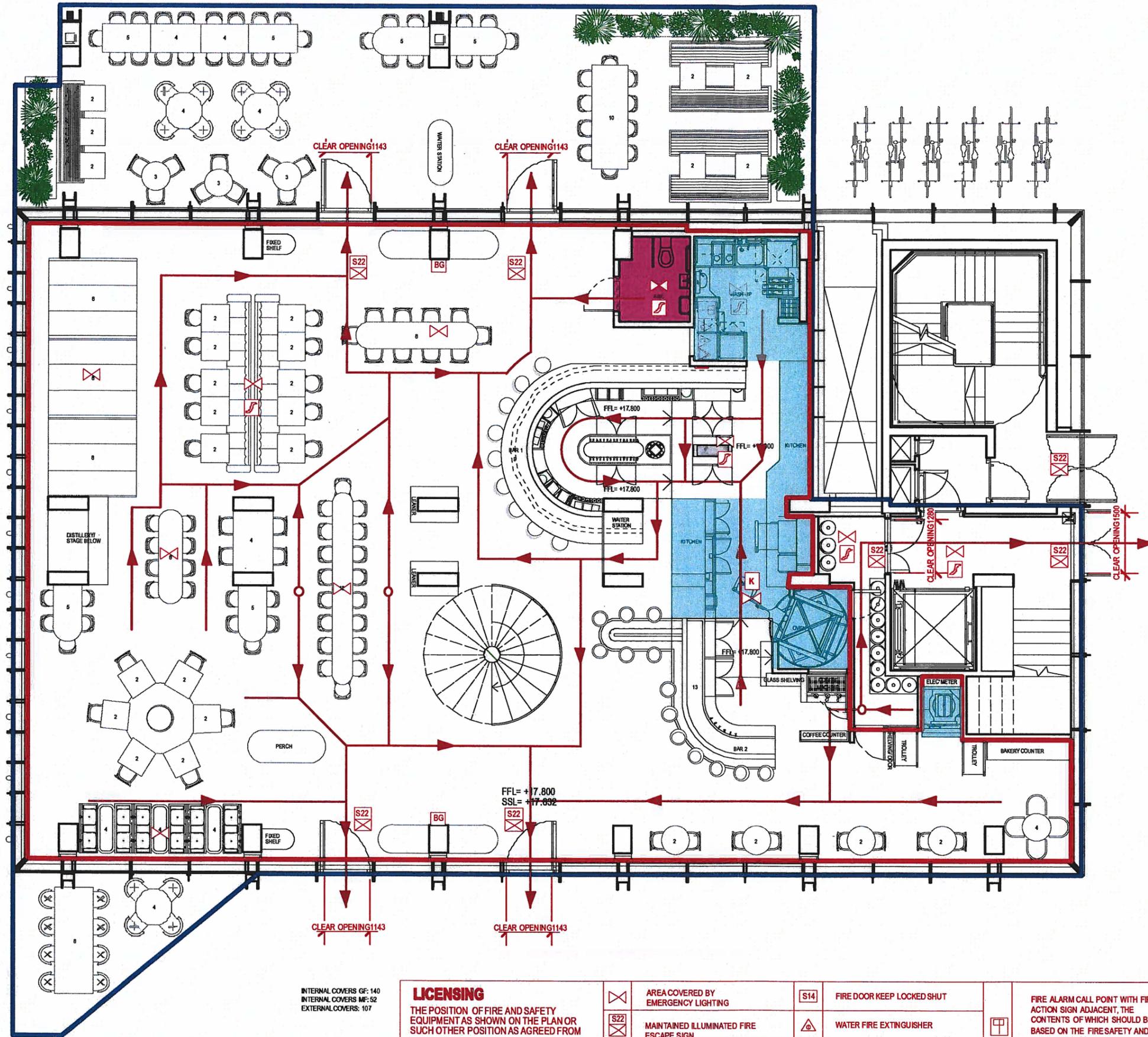
251.10.801

Do not scale from drawing
All dimensions to be checked on site.
Report omissions and issues to the Architect.
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INTERNAL COVERS GF: 140
INTERNAL COVERS MF: 52
EXTERNAL COVERS: 107

LICENSING		FIRE ALARM CALL POINT WITH FIRE ACTION SIGN ADJACENT, THE CONTENTS OF WHICH SHOULD BE BASED ON THE FIRESAFETY AND EVACUATION PLAN FOR THE PREMISES.	
[S14]	AREA COVERED BY EMERGENCY LIGHTING	[S14]	FIRE DOOR KEEP LOCKED SHUT
[S22]	MAINTAINED ILLUMINATED FIRE ESCAPE SIGN	[A]	WATER FIRE EXTINGUISHER
[S22]	FIRE EXIT, EXIT OR EMERGENCY EXIT NOTICE GRAPHIC SYMBOL	[A]	FIRE BLANKET IN CONTAINER
[S20]	FIRE ESCAPE KEEP CLEAR	[A]	CARBON DIOXIDE FIRE EXTINGUISHER
[S14]	FIRE DOOR KEEP LOCKED SHUT	[S]	SMOKE DETECTOR
[K]		[K]	HEAT DETECTOR
[BG]		[BG]	BREAK GLASS

THE POSITION OF FIRE AND SAFETY EQUIPMENT AS SHOWN ON THE PLAN OR SUCH OTHER POSITION AS AGREED FROM TIME TO TIME IN CONSULTATION WITH THE FIRE AUTHORITY.
FIRE ALARM TO BE BS5839 P1 L1
ANYTHING SHOWN ON THIS PLAN WHICH IS NOT REQUIRED BY THE PLAN REGULATIONS IS FOR ILLUSTRATIVE PURPOSES ONLY, AND DOES NOT FORM PART OF THE PREMISES LICENSE.



INTERNAL COVERS GF: 140
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S22	FIRE EXIT, EXIT OR EMERGENCY EXIT NOTICE GRAPHIC SYMBOL	△	FIRE BLANKET IN CONTAINER	K
S20	FIRE ESCAPE KEEP CLEAR	△	CARBON DIOXIDE FIRE EXTINGUISHER	
S14	FIRE DOOR KEEP LOCKED SHUT	⚡	SMOKE DETECTOR	BG

Specifications

BELOW TO BE REVISED ACCORDINGLY
DRAWINGS TO BE READ IN CONJUNCTION WITH DEMOLITION DRAWINGS
DRAWINGS TO BE READ IN CONJUNCTION WITH ENGINEERS DETAILS
DRAWINGS TO BE READ IN CONJUNCTION WITH ALL CLIENT DIRECT SUBCONTRACTOR DRAWINGS
DRAWINGS TO BE READ IN CONJUNCTION WITH PLANNING DRAWINGS AND LICENSING DRAWINGS

STRUCTURE
ALL STRUCTURAL WORKS TO BE CARRIED OUT TO ENGINEERS SPECIFICATION. ALL STEELWORK TO BE FIRE PROTECTED TO 1HR INTUMESCENT PAINT OR 12.5 MM FIREBOARDS

EXTERNAL WALLS
REFER TO EXTERNAL ELEVATION DRAWINGS FOR DETAILS AND SPECIFICATIONS. EXISTING COLUMNS, CORNICES AND STUCCO DETAILS TO BE PROTECTED AND CAREFULLY KEPT GOOD DURING NEW FACADE WORKS

FINISHES
REFER TO DRAWINGS FOR SPECIFICATION OF NEW FINISHES. INCLUDE LOCAL PATCHING AND DRESSING AS REQUIRED IN CONSTRUCTION TO SUIT NEW LAYOUT

CEILING
REMOVE ALL REDUNDANT SERVICES AND PLASTERBOARD. NEW HVAC TO BE KEPT IN PLACE FOR INSPECTION. NEW CEILING. ALL HVAC TO BE KEPT AS TIGHT AS POSSIBLE TO CEILING. ALLOW FOR POSSIBLE REDECORATION TO SOFFIT CEILING IF NECESSARY

INTERNAL WALLS
TIMBER STUO AND PLASTERBOARD UNLESS SPECIFIED OTHERWISE

FLOOR FINISHES
ALL FLOOR FINISHES TO RUN FLUSH THROUGHOUT UNLESS SHOWN STEPPED. CONTRACTOR TO ALLOW FOR EXTRA BUILD UP WHERE NECESSARY. REFER TO INDIVIDUAL NOTES FOR SPECIFICATIONS OF FLOOR FINISHES

WALL FINISHES
REFER TO INDIVIDUAL NOTES FOR SPECIFICATIONS OF WALL FINISHES. REFER TO DRAWINGS FOR DETAILS OF SPANNING + DAOD RAILS

FRONTAGE
REFER TO EXTERNAL ELEVATIONS FOR DETAILS OF WORKS, NEW GLAZING AND DECORATION

NEW INTERNAL DOORS
NEW DOORS TO BE SOLID CORE DOORS AS SPECIFIED. FINAL DETAILS TO BE AGREED WITH CONTRACTOR. DOOR LININGS TO BE 12MM WIDER THAN THICKNESS OF WALL AND TO PROTRUDE FROM WALL TO ALLOW INSERTING A BOLDING TO RUN INTO SIDE OF DOOR LINING

DOOR STOPS
TO BE 19MM AND FULLY INTEGRATED INTO DOOR LINING AS SHOWN. ALLOW FOR DOORS AND LININGS TO BE SITE PAINTED IN SCORSELL IN COLOUR TO BE CONFIRMED BY ARCHITECT AND APPROVED BY CLIENT

REFER TO INDIVIDUAL NOTES FOR BROMOLOGY SPEC.

SANITARY INSTALLATION
SET IN PORTION ALL SANITARY FITTINGS, INCLUDE FOR CONNECTING ALL SANITARY AND KITCHEN WASH UP APPLIANCES TO THE CORRECT SIZE. WASTE PIPING TO RUN IN CONCEALED PORTIONS TO DRAINAGE STACK PORTIONS

ALL NEW SANITARY WARE AND APPLIANCES
TO BE ROUTED INTO EXISTING DRAINAGE RUNS AND MANHOLES

COLD WATER
MAIN CONTRACTOR TO INSPECT EXISTING COLD WATER DISTRIBUTION AROUND SITE AND ALLOW FOR NEW DISTRIBUTION PIPE WORK TO SINK, WASHBASINS, WCs, KITCHEN APPLIANCES AND BAR APPLIANCES AND OTHER FITTINGS WHERE NEEDED INCLUDING PROVIDING ISOLATING STOPCOCKS

SYSTEM TO BE DESIGNED BY MAIN CONTRACTOR FOR APPROVAL BY CLIENT & ARCHITECT.
PIPEWORK TO BE CONCEALED WHERE POSSIBLE. ANY EXPOSED PIPEWORK TO BE HEAVILY RUN IN EXPOSED COPPER PIPES WITH TRADITIONAL METAL CLIPS

HEATING AND HOT WATER
ALLOW FOR HEATING TO RUN OFF NEW AIR CONDITIONING UNIT. MAIN CONTRACTOR TO DESIGN SPECIFY PRODUCT AND PERFORMANCE

ELECTRICS
REFER TO SPECIALIST BASE DRAWINGS
FULL ELECTRICAL DESIGN AND INSTALL BY MAIN CONTRACTOR TO SUIT SPECIALIST BAR AND KITCHEN EQUIPMENT SPECIFICATIONS AND ARCHITECTS DRAWINGS

ALL WIRING TO CURRENT BEE REGULATIONS AND FULLY IN ACCORDANCE WITH PART P OF THE CURRENT UK BUILDING REGULATIONS.
CERTIFICATION TO BE ISSUED. ALL WIRING TO BE FULLY CONCEALED WHERE POSSIBLE OR IN WHITE PAINTED METAL CONDUIT WITH BEARS CLIPS IF EXPOSED. ALL ELECTRICAL REQUIREMENTS TO KITCHEN & BARS TO BE SPECIFIED BY CLIENT NOMINATED KITCHEN SPECIALIST OR OTHER CLIENT CONFIRMED SUB-CONTRACTOR

CONTRACTOR TO ALLOW FOR ALL BUILDING WORKS IN CONNECTION WITH CLIENT DIRECT SUB-CONTRACTORS AND TO LAISE DIRECTLY WITH ALL DIRECTS TO PROGRAMME INTO CONSTRUCTION PHASE

ALL ELECTRICAL INSTALLATIONS ARE INDICATIVE.
EXACT PORTIONS OF ALL ELECTRICAL OUTLETS AND SWITCHES TO BE CONFIRMED ON SITE. ALL VISIBLE SOCKETS AND SWITCHES, SPEAKER, BT, VISIBLE SPONS, ETC TO BE MATT BLACK W/ EDGE, OR SILVER APPROVED. ANY CONCEALED SWITCHES OR SOCKETS IN CUPBOARDS TO BE WHITE M/LC/O/C

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EXISTING SYSTEM TO BE CHECKED + RETAINED IF SUITABLE.
TBA WITH MAIN CONTRACTOR + CLIENT

LIGHTING
REFER TO LIGHTING KEY SYMBOLS FOR SPECIFICATIONS
REFER TO ELECTRICIAN DRAWINGS TO BE READ IN CONJUNCTION WITH LIGHTING LAYOUTS ON PLANS. ALL LIGHTING CIRCUITS TO BE DIMMABLE UNLESS INDICATED OTHERWISE. ALL VISIBLE LIGHTING FIXES TO BE 3 CORE DOUBLE INSULATED TWISTED PAPER LIGHTING FLEX COLOUR TBC. MAIN CONTRACTOR TO BE RESPONSIBLE FOR LIGHTING LAYOUT & SIGNAGE

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AWNINGS & SIGNAGE
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 - WCs = [Pink area]
 - Kitchen = [Blue area]

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Project
Serata
Old Street

Drawing Title
Proposed Ground Floor Licensing Plan

Scale
1 - 100 @ A3
1 - 50 @ A1

Revision
P

Client
A&E

Drawn
LR / MF

Deer
LR

4.07 The Tea Building
56 Shore ditch High Street
London E1 6J

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All dimensions to be checked on site.
Report omissions and issues to the Architect.
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**Islington Licensing Authority
Licensing Act 2003**

REPRESENTATION FORM FROM RESPONSIBLE AUTHORITIES

Responsible Authority Environmental Protection

Your Name	Anne Brothers	
Job Title	Noise Liaison Officer	
Postal and email address	222 Upper Street, London N1 1XR anne.brothers@islington.gov.uk	
Contact telephone number	020 7527 3047	
Name of the premises you are making a representation about	Serata Hall	
Address of the premises you are making a representation about	207B Old Street, London EC1V 9NR	
Which of the four licensing Objectives does your representation relate to?	Yes Or No	Please detail the evidence supporting your representation. Or the reason for your representation. Please use separate sheets if necessary
To prevent public nuisance	Yes	We are in receipt of calls from local residents in relation to initial incidents of loud music (now ceased) and continuing customer noise outside the premises.
Suggested conditions that could be added to the licence to remedy your representation or other suggestions you would like the Licensing Sub Committee to take into account. Please use separate sheets where necessary and refer to checklist.	See attached.	

Signed: Anne Brothers Date: 24 March 2020 _____

Please return this form along with any additional sheets to: Licensing Support Team, Public Protection, 222 Upper Street, London N1 1XR or email to licensing@islington.gov.uk

This form must be returned within the Statutory Period. For more details please check with the Licensing Support Team on 020 7527 3031

Discussion in relation to the resident application for review. Serata Hall, 207B Old Street

I attach a table of calls and outcomes to the out of hours Noise ASB Response service along with a series of advisory e mails and other correspondence sent to residents in relation to their reports of unwanted noise arising from this premises.

The residents have been contacting the out of hours service and we have witnessed noise amounting to a potential nuisance on three occasions when the noise was noted as lowered during the visit and on one other occasion when the noise was not noted as lowering.

We note the applicant's remark that we will not share the details of other residents that may have contacted us with them. The sharing of such information is against Council policy and we would never share details of callers to our services with other members of the public. The applicant could knock on her neighbour's doors to get their support for the application and establish who else may have contacted us but we will not assist with this type of enquiry or canvas for complaints.

The applicant also asserts that the ASB Team commonly take 1-2 hours to arrive and they frequently arrive after 22:00. I have to state that if residents call in, the call is referred to officers who are on the road. They may be at the other end of the borough and as is stated in advisory e mails to residents, the service operates on a "first come – first served" basis and the later residents leave it to call us, the more likely there will be a waiting time before we can visit them. Therefore, if residents delay calling in until after 21:00, we are unlikely to be able to visit until after 22:00 when the customers are all brought inside the premises. (The premises agreed to voluntarily close the rear drinking area at 22:00 some time ago). Residents are also advised to contact us as soon as the noise becomes apparent to them in the advisory e mails sent out. This is in order to give us the opportunity to get to the site and witness any potential noise before it stops. I have noted our response times to resident's calls on the log of calls to our service (attached) for Members information.

It should also be noted that there are some calls where residents have declined a visit, or they have not answered the phone when we have called them back. Where residents decline a visit or call back we do not investigate their reports of noise nuisance. We have to prioritise calls and responses to residents that want us to visit them in order for us to witness any nuisance from their perspective as we usually cannot act formally on reports of noise nuisance where it is witnessed from outside. This is made clear in any advisory e mails in relation to the use of the service sent out to residents.

I note the applicant suggests the seating area should be relocated to the south side of Serata Hall facing what will be the Old Street piazza. We are in agreement with this proposal in order to reduce the likelihood of further noise to the residents at Imperial Hall to the rear. We have already discussed this with the management at Serata Hall as the area will be opened up to a large pedestrianised area as part of the Old Street redevelopment and there are no residents in close vicinity to the frontage. Any move to the frontage is delayed however due to building works at Old Street roundabout which may not be completed until 2021.

We have had extensive correspondence with the licensee's management team (Darren Rumbelow, Operations Director for Albion and East) in response to the calls received in relation to noise from customers outside. As a result the licensee reviewed and updated their noise control policy. This is explained in e mails to "Resident 2" dated 3 and 4 October last year. I attach a copy of a letter I sent dated 15 August last year that began the correspondence and discussions with management at the premises with regard to noise reports being received.

The applicant states that in an e mail dated 20/8/19 That I refused to undertake sound testing at the premises. The resident requested a "sound test" as follows:

"For that reason, I really would like to request a sound test, which is the placement of a sound recording device, for several Th-Sat stretches, starting at 6pm on weekdays, and on 2pm Saturdays."

The sound recording devices we have available require the user to capture a one-minute sample of sound when it is occurring by pressing an external red button. This would mean the resident would need to be present for the duration while the machine was in-situ in order to catch audio recordings. The data card has a limited capacity of up to 4 days (less when there are multiple audio recordings made) and the machinery is in great demand and would not be available for "several Thursday to Saturday stretches".

In addition, in my experience the machinery data has never been used in Court as any noise recorded on the internal sound level meter (that continuously monitors and measures sound levels and displays them in chart form) would not be quantified by an independent witness who could categorically state that the noise measured emanated from the alleged source – it could be coming from anywhere such as other noise generated from inside the resident's home or neighbours in close vicinity.

I also suggested in an e mail to the resident dated 20 August (page 9 of the correspondence with residents document attached) that if she was not happy with the Council's services she could consider appointing an independent expert witness to visit to assess noise and support any review application she may want to make and any possible appeals. This could have given her the evidence she requested without needing to use the Council's services which she had expressed great dissatisfaction with. I was merely pointing out an alternative source of support should she wish to consider other ways of getting the noise nuisance established if she didn't want to use the Council's services as directed. I had already sent her information regarding reviews and informed her that at time of writing we did not have sufficient evidence to support an application

We also understand that at our request more robust barriers will be installed to contain customers in the outside drinking area imminently. These will consist of more sturdy barriers at each end of the outside area and rope stanchions along the length of it. We are informed it is not possible to install any acoustic screening or absorbent acoustic linings to the exterior of the building as the lease will not permit it.

Any application to Street Trading for an outside drinking area to the south side of the premises is likely to require the submission of a minor variation when the time comes.

Proposed conditions for Serata Hall

1. The outside drinking area to the north elevation facing the Bower precinct shall be cleared of customers by 21:00.
2. All tables and chairs outside on the outside drinking area facing the Bower precinct shall be taken out of use and disabled by 21:00.
3. After 19:00 the numbers of drinkers permitted outside on the north elevation shall be limited to a maximum of 20 customers and seating shall be provided for up to 20 customers only. Other customers who wish to step outside to smoke shall be directed to the south frontage of the premises.
4. There shall be effective barriers around any outside drinking area to contain any customers outside to within the designated outside drinking area.
5. The outside drinking area facing the Bower precinct shall be supervised by a registered door supervisor from 17:00 onwards to ensure that the limit on customers is not exceeded (after 19:00) and that customers stay within the designated area and to supervise customer's behaviour to ensure no ASB.
6. Staff shall use best endeavours to encourage customers using the outside areas to be seated while outside.
7. In the event of an outside seating area being created on the south side facing Old Street, the rear north facing outside drinking area facing the Bower precinct will be taken out of use.

8. After 21:00 the doors to the north elevation facing the Bower precinct shall be for emergency use only and notices shall be displayed to that effect.
9. If necessary a door supervisor shall be tasked with ensuring the doors to the Bower precinct are not used after 21:00.
10. A noise management plan shall be enforced by management. The NMP shall be reviewed annually and a copy shall be provided to the Licensing Team for their files.
11. A closing down plan shall be adopted by the premises and customers shall be directed to the southern exits at the end of trade.

Informatives

A sample closing down plan is pasted below for consideration;

Closing Down Procedure

1. Reduce the volume of music for the last half hour prior to the bar closing; this can be done gradually so that by the time the bar closes, the music volume is reduced to background levels.

2. Slow the tempo of the music played out during the last half hour.

3. From the time the bar closes for sales and drinking-up time ends, the lighting should be gradually increased so that by the time the drinking-up is over, the lighting has been brought up to full beam. You can continue playing out music at background levels while people are drinking-up.

DO NOT keep the music going at loud levels and then just put the lights up to full beam. This is not conducive to a quiet and calm dispersal of customers from the premises as required.

4. As people begin to leave, door supervisors should be outside, encouraging people to disperse from the area and not allowing them to loiter on the frontage.

5. Management should be actively involved with seeing customers off the premises, your manager could stand by the door as people are leaving and wish them goodnight and ask them to be considerate to neighbours as they leave. Managers should supervise the Door Supervisors during dispersal. Door supervisors should remain outside and engage with customers until they have all left the immediate vicinity of the premises.

6. We would advise that customers should be more proactively monitored for rowdiness outside generally and a "three strike" rule could perhaps be implemented where if rowdy customers outside (and inside) will not quieten down, they are warned about their behaviour. If rowdy behaviour continues they should be warned a further one time and then if there is still no improvement they should be barred from the premises.

(It should be noted this premises does NOT have the provision of recorded music as regulated entertainment on their premises licence, therefore all amplified sound should be reduced to ambient, background levels of sound by 23:00 in any case)

Serata Hall.

Correspondence with Residents

On Tue, Apr 9, 2019 at 4:39 PM Brothers, Anne <Anne.Brothers@islington.gov.uk> wrote:

Dear REDACTED (Resident 2)

I am in receipt of a copy of the out of hours officer's report in connection with your call regarding the above licensed premises.

I will be contacting them about the noise reported.

In the meantime, please see below for information on the use of the our of hours Noise/ASB service should there be any recurrence. I believe the officers were witnessing the noise from a neighbouring property when they called you.

Whenever you experience any noise or antisocial behaviour please contact the out of hours team by using the following link: www.islington.gov.uk/reportasb

Those without internet access can call the out of hours response line on 020 7527 7272 and follow the guidance for options.

Officers are available to attend and witness the problem if you call in during the following times:

Sunday to Thursday nights from 4pm to
2am

Friday and Saturday nights from 5pm to 4am.

Please contact us via the above web link in the event of any intrusive noise to your home.

Please note: We can only take action if officers are able to visit your home to witness the noise.

You should also be aware that if you choose to remain anonymous or decline a visit your call will not be responded to.

Please note that to help us be effective at resolving on-going noise problems it is necessary for officers to visit you briefly in your home to make an assessment of the level of intrusion you are experiencing. An external assessment is not useful in establishing a noise nuisance or recurrent nuisance.

There is also a daytime weekend service available via the following link:

weekendresponse@islington.gov.uk 07:00 – 15:00 Saturday and Sunday for noise calls.

Please call as soon as the noise becomes apparent to you. In addition please ask for the officers to visit you at home to witness the noise from your perspective. I have to inform you that if you decline a visit your call will be treated as low priority as officers will always go to residents that want a visit first.

The reason for this advice is they operate on a strictly "first come – first served" basis so there may be a delay before they can get back to you. In order to progress matters, should the noise recur after any visits or on other nights, please call the response line again, this will help us to establish that the noise you are reporting is a recurring issue which strengthens the position.

For daytime enquiries regarding noise please call the ASB Hotline on 020 7527 7272 and follow the guidance for options.

If you have any queries or want to discuss this matter further, please contact me at the office below.

Anne Brothers

Licensing Noise Liaison Officer

On Tue, Apr 9, 2019 at 4:42 PM RESIDENT 2 wrote:

Thank you, Anne. I will be sure to contact you if the noise continues to be an issue.

Cheers,

REDACTED

From: RESIDENT 2

Sent: 18 April 2019 20:27

To: Brothers, Anne <Anne.Brothers@islington.gov.uk>

Subject: Re: Unwanted noise from Serata Hall

Hi Anne,

I hope you are well. I'm unsure what can be done as I have not been in this predicament before, but the non-stop high levels of noise from their rear patio throughout the evening continues to be a problem. Was there a permit filed for the rear garden? What can be done regarding this? I'm sure this will only get worse as the weather gets better.

Thank you for your guidance,

REDACTED

From: Brothers, Anne

Sent: 24 April 2019 15:37

To: RESIDENT 2

Subject: RE: Unwanted noise from Serata Hall

Dear REDACTED

Sorry about the late response and I'm sorry but this has to be brief.

In the event of unwanted noise, please just contact the out of hours response service and get them in to visit you to witness the noise from your perspective.

I have advised the premises regarding noise witnessed and was assured it wouldn't happen again, if it does happen we need you to get our officers in to give us an independent report. I believe they do have an outside area that is permitted up until 23:00. In order to change this we need to witness nuisance and establish that it is a recurrent nuisance so you need to call in.

I will be away from my desk for the next 3 months but if necessary a colleague will be filling in for me. In the event of further reports they are likely to get in touch.

Anne Brothers

Licensing Noise Liaison Officer

Pollution Team

From: Brothers, Anne

Sent: 09 August 2019 09:56

To: RESIDENT 3

Cc: O'Donoghue, Natasha <Natasha.O'Donoghue@islington.gov.uk>

Subject: Noise from Serata Hall

Dear REDACTED

I have requested that Licensing visit the premises this weekend to check for compliance with licensing conditions. Unfortunately the weather forecast is not good so if it's raining the outside areas may not be in use.

I have also checked all the calls received this year in relation to Serata Hall and can find one incident where unreasonable noise was witnessed on 31 July. There was another incident on 11 July but on review by the noise managers it was determined that incident was not a nuisance.

Unfortunately this is not enough to justify any enforcement action at this stage. We need residents to contact us to report noise and get our out of hours team to visit them at home to witness any unreasonable noise from their perspective.

In the event of the establishment of a recurring noise nuisance, the door is opened for possible enforcement action; this could be either service of a Section 80 noise abatement notice served under the powers of the Environmental Protection Act 1990 (for noise within the curtilage of the premises including the outside areas but not the pavement outside) and/or an application for a review of the premises licence on grounds of public nuisance.

Either enforcement option is a very serious matter; contravention of a Section 80 abatement notice is a criminal matter for which the noise maker could be subject to a potential unlimited fine. Therefore it is very important to get a good body of evidence that they have been warned but the noise is continuing prior to service of Notice. In addition, the recipient of a Notice may appeal to the Magistrates and we would then have to appear before the Magistrates to justify service of the Notice. It is the same in the event of a review; we have to present a good body of evidence to the Licensing Committee in order to get them to modify the licence if noise is an issue. The effect of a review is the licence could be modified by cutting hours back, removing permitted entertainments, temporary suspension, inclusion of further conditions or even revocation of the premises licence. As with a Notice, the licensee could appeal to the Magistrates against a Committee decision.

I cannot emphasise enough the importance of getting sufficient evidence prior to formal enforcement action being taken and we rely on residents to call us and allow us to visit them at home in order to witness the nuisance from their perspective in order to give good first-hand evidence. I attach an information leaflet produced by DCMS about reviews of premises licences for your information. This explains the review process from an applicant's perspective, you will see it is necessary to gather sufficient evidence for a review. It's the same for any possible service of an abatement notice.

You mention that other neighbours are disturbed. I am aware of one other resident who has contacted us. She is aware of our contact details. If there are other residents, please share our contact details with them and encourage them to get in touch when they are bothered by noise.

I am pasting the current advice on the use of the out of hours service below for your information and use.

Whenever you experience any noise or antisocial behaviour please contact the out of hours team by using the following link: www.islington.gov.uk/reportasb

Those without internet access can call the out of hours response line on 020 7527 7272 and follow the guidance for options.

Officers are available to attend and witness the problem if you call in during the following times:

Sunday to Thursday nights from 4pm to
2am

Friday and Saturday nights from 5pm to 4am.

Please contact us via the above web link in the event of any intrusive noise to your home.

Please note: We can only take action if officers are able to visit your home to witness the noise.

You should also be aware that if you choose to remain anonymous or decline a visit your call will not be responded to.

Please note that to help us be effective at resolving on-going noise problems it is necessary for officers to visit you briefly in your home to make an assessment of the level of intrusion you are experiencing. An external assessment is not useful in establishing a noise nuisance or recurrent nuisance.

Please call as soon as the noise becomes apparent to you. In addition please ask for the officers to visit you at home to witness the noise from your perspective. I have to inform you that if you decline a visit your call will not be investigated.

The reason for this advice to call in promptly is because they operate on a strictly "first come – first served" basis so there may be a delay before they can get back to you. In order to progress matters, should the noise recur after any visits or on other nights, please call the response line again, this will help us to establish that the noise you are reporting is a recurring issue which strengthens the position.

For daytime enquiries regarding noise please call the ASB Hotline on 020 7527 7272 and follow the guidance for options.

If you have any queries or want to discuss this matter further, please contact me at the office below.

Anne Brothers

Licensing Noise Liaison Officer

From: RESIDENT 1

Sent: 15 August 2019 23:07

To: Brothers, Anne <Anne.Brothers@islington.gov.uk>; Tomashevski, Katie

Subject: Serata Hall (from an Imperial Hall resident)

Ms. Brothers and [REDACTED]
Islington Licensing Department

Dear Ms. Brothers and [REDACTED]

You may remember me – a couple of years ago you were very helpful in the negotiations between the Shoreditch Grind and some residents of Imperial Hall, including myself, and I hope you will be equally helpful this time around.

This message concerns the impact on my life, and that of my neighbours, brought about by the unbearable noise emanating from Serata Hall, the pizzeria/bakery/bar in the Bower, 207 Old Street, which opened in March 2019, or thereabouts. This is not after-hours noise – with few exceptions, noise ceases at 11pm. Rather, this concerns noise that is emitted by the clientele of SH during their regular opening hours, and in particular, on any weekday in which the weather is nice, from roughly 6pm onwards (but particularly on Thursday and Friday), and on weekends, starting more or less at 2pm.

SH has a huge outdoor sitting area, with tables that accommodate up to 15 people, and hence encourage large groups. The seating area, furthermore, is not confined in any way (unlike, say, the Shoreditch Grind, or Enoteca da Luca), and as a result, large groups of people congregate outside the perimeter of the restaurant and all over the yard, drinking, laughing, shouting, heckling passers-by, etc. On some days I counted over 75 people congregating in the open area. The noise, furthermore, ameliorates the higher you go, because it bounces off the walls of the Bower and Imperial Hall. In addition, I suspect that the material used to construct the alcove overhanging the sitting area of SH amplifies sound (walk around the corner to the end of the passage to Old Street, to see what I mean). As a result, even when there aren't that many people in SH, the noise is still extremely bothersome, with actual conversations clearly audible. It also permeates the corridors which face SH, all of which endure an insufferably loud constant chatter, and the higher you go, the more deafening it is.

I have now called Islington Anti-Social Behaviour unit 10 times, and I know some of my neighbours have as well. It is a bit like a lottery – it takes an hour, on the average, for ASB to get back to me, and another hour, again on the average, to get to my place. Circumstances may or may not be the same. Still, ASB have been over to test the noise level. It has been constant, but ASB sometimes judged it 'unacceptable', and sometimes just 'loud'. I was further told that any level of noise in my bedroom prior to 11pm doesn't count. I am, as it turns out, 67 years old, and I do want to be a be

able to rest in my bedroom during some hours of the day! On weekends, that is simply out of question, even with all windows closed.

I further talked to two supervisors, Mr. Elliott and Mr. Phanos (please excuse my spelling). Their advice was to keep complaining ("40-50 times"!!), if I want to see some action. This, I submit to you, is not a reasonable request. It presupposes that I have no life, except to monitor the noise from SH! I also suspect that the criteria used by the Islington ASB, especially for a daytime 'unacceptable noise' are based on a one-time major disruption, usually loud music, construction, or a party, and that is not necessarily appropriate for what we are experiencing at Imperial Hall. Rather, what we are experiencing is an invasive intrusion into our personal space and our daily lives – we are subjected to constant, relentless, never-stopping highly audible conversation, laughter, hooting and chatter, in our own living rooms and bedrooms, in our corridors, in our balconies, on the part of people who want to have good time, I am sure, but at the expense of me and my neighbours being robbed of our ability to enjoy our homes. Not once for an hour, and not every once in a while, but every weekend and every late afternoon. One of my neighbours told me she uses earplugs in her own living room! But why should we have to sit in our living room wearing earplugs, or keep our windows closed at all times, and especially when the weather is nice, just so as to allow others to sit outside our windows and scream while they are enjoying the air we are denied?

The main issue, it seems to me, is that the licensing conditions for the Bower area didn't consider sufficiently carefully the level of noise and disturbance that it would create for us, in Imperial Hall. There are now three outdoor licensed establishments in the space between the Bower and Imperial Hall, where five years ago there were none. Shoreditch Grind and Enoteca da Luca have been by and large under control, but with the addition of the loudest, SH, this is simply too much. I would personally like to see all outdoor serving of alcohol barred, but if that is not possible, at the very least the sitting area should be smaller, tables shouldn't be allowed that accommodate more than 6 people, customers should be confined to the actual perimeter of the restaurant serving area and not allowed to stand around, and the alcove should be coated with sound-absorbing material. Outdoor serving, furthermore, should cease at 10pm (and the same should apply to Enoteca da Luca). All of this is not extreme – I am not asking SH to stop serving outside. I am only asking for it to serve outside in ways that don't constitute a major disruption of my life!

I invite Islington to conduct sound tests – to pose a sound measuring device on my balcony, or that of any of my neighbours in the west-facing and south-facing walls of IH – to assess the level of noise, over an extended period of time. Not on some random Friday between 21:30 and 21:35, or some other random point at which the ASB were available to measure it. Do bear in mind that the sound is worse the higher you go. My neighbours and I will be most grateful!

I am looking forward to hearing from you!

REDACTED (Resident 1)

From: Brothers, Anne <Anne.Brothers@islington.gov.uk>

Sent: 19 August 2019 12:46

To: RESIDENT 1

Subject: RE: Serata Hall (from an Imperial Hall resident)

Dear REDACTED

no longer works at Islington.

I am aware of the issue of noise from Serata Hall and I wrote to them last week in connection with this. I have warned them that in the event of us establishing a recurrent noise nuisance from the premises or outside areas we will have to consider enforcement options to deal with the matter.

You are asking for material changes to be made, in order for that to happen a review of the premises licence must take place to change the premises licence. In order for us to lead on this we will need more evidence of noise nuisance affecting residents in the vicinity. I can inform you that you are not the only resident we have heard from at Imperial Hall but the records indicate that we have only witnessed noise that was a problem once so far.

Residents can make an application for a review of the premises licence and I am attaching an information leaflet for your information. You will see there is a need for hard evidence which at present we do not have and it can take some time to get sufficient evidence to satisfy the Licensing Committee at any hearing to review the premises licence. In addition, any review decision by Committee can be subject to further scrutiny by the Magistrates Court as a licensee can appeal against any decision.

The same applies for any service of an abatement notice for noise nuisance under the provisions of the Environmental Protection Act 1990, we need enough evidence of noise nuisance to residents from the premises to justify service of an abatement notice as the recipient can appeal against it to the Magistrates.

My advice is to contact the out of hours team every time you are disturbed for a limited period of time – say 3-4 weeks? Contact them as soon as any noise becomes an issue for you at home and request they visit you to witness noise from your perspective. I am pasting the current advice on the use of the out of hours service below.

Whenever you experience any noise or antisocial behaviour please contact the out of hours team by using the following link: www.islington.gov.uk/reportasb

Those without internet access can call the out of hours response line on 020 7527 7272 and follow the guidance for options.

Officers are available to attend and witness the problem if you call in during the following times:

Sunday to Thursday nights from 4pm to
2am

Friday and Saturday nights from 5pm to 4am.

Please contact us via the above web link in the event of any intrusive noise to your home.

Please note: We can only take action if officers are able to visit your home to witness the noise.

You should also be aware that if you choose to remain anonymous or decline a visit your call will not be responded to.

Please note that to help us be effective at resolving on-going noise problems it is necessary for officers to visit you briefly in your home to make an assessment of the level of intrusion you are

experiencing. An external assessment is not useful in establishing a noise nuisance or recurrent nuisance.

There is also a daytime weekend service available via the following link:

weekendresponse@islington.gov.uk 07:00 – 15:00 Saturday and Sunday for noise calls.

Please call as soon as the noise becomes apparent to you. In addition please ask for the officers to visit you at home to witness the noise from your perspective. I have to inform you that if you decline a visit your call will not be investigated.

The reason for this advice to call in promptly is because they operate on a strictly "first come – first served" basis so there may be a delay before they can get back to you. In order to progress matters, should the noise recur after any visits or on other nights, please call the response line again, this will help us to establish that the noise you are reporting is a recurring issue which strengthens the position.

For daytime enquiries regarding noise please call the ASB Hotline on 020 7527 7272 and follow the guidance for options.

If you have any queries or want to discuss this matter further, please contact me at the office below.

Anne Brothers

Licensing Noise Liaison Officer

From: RESIDENT 1

Sent: 19 August 2019 12:27

To: Brothers, Anne <Anne.Brothers@islington.gov.uk>

Cc: RESIDENT 3; RESIDENT 2 ; BUILDING MANAGEMENT COMPANY

Subject: RE: Serata Hall (from an Imperial Hall resident)

Dear Ms. Brothers,

Thank you for your speedy response, and I and my neighbours will be certainly looking into the information you provided. I think what is called for is exactly a review of the premises license, possibly along the lines that I outlined in my message. However, most of my message to you addressed the difficulty of establishing a record, given the independent constraints on the time of ASB officers. It takes, as I noted, 2 hours on the average for somebody to arrive, the noise tends to be at its worst around 7-8pm, but the ASB unit doesn't even take calls before 5pm, and finally, any one-time record of the noise doesn't take into account the persistent nature of it, or the way it is reflected in flats throughout. For instance, even if in my flat the noise is just 'loud', in the flat above me, or in the west-facing flats the noise might be much worse, but there is absolutely no guarantee that all flats will have someone in them at the relevant time, making the monitoring of the noise very difficult. For that reason, I really would like to request a sound test, which is the placement of a sound recording device, for several Th-Sat stretches, starting at 6pm on weekdays, and on 2pm Saturdays. That is really the only way to collect 'hard' evidence that would be compelling, and that wouldn't require me and my neighbours to be house-bound at all time. I really appreciate the attention and diligence of the ASB officers who I have talked to, but their ability to actually bear

witness to the persistent level of nuisance that we are enduring is limited by the terms of their employment.

Do also bear in mind that we have had very a cool summer, so far, which tends to limit the outdoor presence. On warmer days, this all gets so much worse! During the heat wave, a month or so ago, I counted over 100 people congregating in the open area between the Bower and Imperial Hall. Hopefully, it would be possible to deal with this problem now, and not have to wait until next summer to establish that the problem is real?

Please let me know what would be required in order to obtain permission for a sound test?

I am copying on this message RESIDENT 3 and RESIDENT 2, who, to my knowledge, have complained to Islington about the noise as well. A copy as well is sent to my building management team.

Kind regards,

REDACTED

From: Brothers, Anne

Sent: 20 August 2019 15:23

To: RESIDENT 1

Cc: RESIDENT 3; RESIDENT 2; UNKOWN CORRESPONDENT; PROPERTY MANAGEMENT COMPANY

Subject: RE: Serata Hall (from an Imperial Hall resident)

Dear REDACTED

We will not place any monitoring equipment inside homes for this issue. The measurements are not admissible in Court and there are other technical difficulties in their use. The best use I have found for the devices was catching out a licensee who was having night time collections of glass bottles contrary to his premises licence. The resident was able to catch the noise effectively using the machinery. It's a different matter when you are gathering evidence for a possible review. You have to have a full overview of what is going on at the time of the measurements and that just would not be possible.

The Council provides a comprehensive out of hours response service and it is their evidence that we rely on in the event of enforcement action becoming necessary. If you feel that noise will be at its worst between 7-8pm and you state they take two hours to respond to your calls (I have to state the reports I have seen do not indicate that), then I suggest you should call in earlier taking into account your anticipated delay in their response. You could try requesting that they visit between the hours you anticipate noise will be at its worst.

If you want to discuss your experience of the service please contact their manager Jeff Elliott by e mail: jeffrey.elliott@islington.gov.uk

I did in the recent past enquire with an accredited acoustic consultant who is based locally if he would be prepared to act as a professional witness and he said he would be able to carry out such visits for a fee. The Council would not pay his fee, the residents would need to cover that, along with any expenses he may charge for writing his reports, attendance at Committee if you chose to pursue the matter to review and possibly Court. Would you want me to contact him to discuss? I need to speak to him about another issue.

I will be visiting the area in the next few days in order to fully understand the geography of the locality and the proximity of other licensed premises who may also be contributing to the noise you are reporting. I will then check their premises licences for any conditions in relation to outside areas.

In the meantime, my previous advice still stands, call the out of hours response service whenever you are disturbed for a limited time period of 3-4 weeks. Please give access in order for them to witness the noise you are reporting from your perspective. If we get enough reports we may be in a better position to consider our enforcement options to deal with this. Other residents should also call in regularly if the issue is significantly affecting them. The advice regarding contacting the out of hours response service originally sent to you is pasted below for any new correspondents copied to this:

Whenever you experience any noise or antisocial behaviour please contact the out of hours team by using the following link: www.islington.gov.uk/reportasb

Those without internet access can call the out of hours response line on 020 7527 7272 and follow the guidance for options.

Officers are available to attend and witness the problem if you call in during the following times:

Sunday to Thursday nights from 4pm to
2am

Friday and Saturday nights from 5pm to 4am.

Please contact us via the above web link in the event of any intrusive noise to your home.

Please note: We can only take action if officers are able to visit your home to witness the noise.

You should also be aware that if you choose to remain anonymous or decline a visit your call will not be responded to.

Please note that to help us be effective at resolving on-going noise problems it is necessary for officers to visit you briefly in your home to make an assessment of the level of intrusion you are experiencing. An external assessment is not useful in establishing a noise nuisance or recurrent nuisance.

There is also a daytime weekend service available via the following link:

weekendresponse@islington.gov.uk 07:00 – 15:00 Saturday and Sunday for noise calls.

Please call as soon as the noise becomes apparent to you. In addition please ask for the officers to visit you at home to witness the noise from your perspective. I have to inform you that if you decline a visit your call will not be investigated.

The reason for this advice to call in promptly is because they operate on a strictly "first come – first served" basis so there may be a delay before they can get back to you. In order to progress matters, should the noise recur after any visits or on other nights, please call the response line again, this will help us to establish that the noise you are reporting is a recurring issue which strengthens the position.

For daytime enquiries regarding noise please call the ASB Hotline on 020 7527 7272 and follow the guidance for options.

If you have any queries or want to discuss this matter further, please contact me at the office below.

Anne Brothers

Licensing Noise Liaison Officer

From: RESIDENT 1

Sent: 31 August 2019 14:24

To: Brothers, Anne <Anne.Brothers@islington.gov.uk>

Cc: RESIDENT 3; RESIDENT 2 ; UNKNOWN; RESIDENT 4

Subject: Ré: Serata Hall (from an Imperial Hall resident)

Dear Ms Brothers

Having now read your message again, I am a bit confused. In the first paragraph you state that sound monitoring wouldn't be effective nor admissible in court. Yet in the second paragraph you suggest that the residents of Imperial Hall commission an acoustic consultant and pay for his/her fee? Would THAT be effective and admissible in court? Because if so, I fail to see why Islington wouldn't commission such an impact study. Rather, it all seems like a ploy to make us go away, as is the demand that the noise incidents be recorded 40-50 times.

The fact of the matter is that permit for Serata Hall should have never been granted without an impact study, commissioned either by Islington or more appropriately by the owners of Serata Hall. This is not the first time Islington turns our life into hell with uncontrolled noise levels - the previous case was the extension of the construction for the Bower, for which residents of IH were never consulted, nor informed that it would involve 7 months of daily power drilling.

Islington, with its noise permit policy, is now contributing to the emptying of IH of all permanent residents. Most owners with flats facing the Bower have converted their flats to short term rentals. Is this the idea? Converting a Imperial Hall into a corporate motel? If so, you are doing a terrific job.

Kind regards,

REDACTED

From: Brothers, Anne

Sent: 03 September 2019 12:24

To: RESIDENT 1

Cc: RESIDENT 3 RESIDENT 2; UNKOWN; RESIDENT 4

Subject: RE: Serata Hall (from an Imperial Hall resident)

Dear REDACTED

Monitoring by use of a machine recording would be inadmissible in Court.

I advise that you should continue contacting the out of hours service for an officer to witness noise nuisance. I advised you that if you are not satisfied with the Council's service you could appoint your own acoustic consultant to visit you and report for any review and subsequent Magistrates appeal.

I have written to the licensees and I visited last week. I will be discussing this further with the licensees but it will add more weight to any arguments if we establish a noise nuisance.

Anne Brothers

Licensing Noise Liaison Officer

Pollution Team

On Thu, Aug 29, 2019 at 10:33 PM RESIDENT 3 wrote:

Hi Anne

Would it be possible to see what the terms of Serata Hall's licence are? Specifically, it would be good to know what are the physical boundaries within which they're permitting to serve alcohol/carry on business.

Many thanks

REDACTED

From: RESIDENT 3

Sent: 05 September 2019 16:10

To: Brothers, Anne <Anne.Brothers@islington.gov.uk>

Cc: O'Donoghue, Natasha <Natasha.O'Donoghue@islington.gov.uk>

Subject: Re: Noise from Serata Hall

Hi Anne

Just following up on my email last week. It would be good to see a copy of the licencing terms.

I also wanted to bring to your attention an incident, clearly nuisance, which happened in the early hours of 4am on 3 September 2019. Serata Hall had neglected to put away their benches the prior evening and a group of individuals sat on those benches in the early hours of the morning, talking loudly and playing music. There were about 8 of them and judging from their behaviour, they were drunk and/or on drugs. This woke me and a number of other residents up. Their loud and disruptive behaviour continued until 5.30am - I know because the noise had kept me up the entire time. Here is a link to the video I took that morning of the group:

<https://drive.google.com/open?id=12o6X9hJ7agd3sUawX6hagjUZllyhbWyl>

There should be CCTV footage to support what I am reporting to you. At the time, I made a complaint to the noise team of Islington Council but their noise assessors had gone home and there wasn't anyone around to investigate.

Serata Hall is becoming a destination for heavy drinking at all hours and it is clear that they do not care about the disruption it is causing nearby residents.

Thankfully I am moving away but I just wanted to see if any change can be made for the benefit of future residents.

Kind regards,

REDACTED

From: Brothers, Anne

Sent: 05 September 2019 16:38

To: RESIDENT 3

Cc: O'Donoghue, Natasha <Natasha.O'Donoghue@islington.gov.uk>

Subject: RE: Noise from Serata Hall

Dear REDACTED

Sorry about the delay in the reply to your previous e mail. I was away from my desk for a few days and am still catching up.

It is regrettable that Serata Hall left their benches out, unfortunately I will not be able to access the link you sent to your recording of the noise as our firewall will not give me access.

I would advise that if this happens again that you contact the Police and ask them to move them on if our service has ended. In any case in the event of potential criminal activity the Police should be called.

I will contact the licensees to inform them of the incident however and remind them to ensure that all outside furniture is secured for the night.

You are asking for a copy of the plans for Serata Hall and details of the premises licence. I'm sorry but I can't send you a copy of the plans. They belong to the licensee and if you want to see them you should contact the licensee and ask them directly. I can inform you there is a generous outside area marked on the plans for an outside drinking area to the rear.

The premises licence permits the provision of late night refreshment and the retail sale of alcohol at the following times:

Late night refreshment:	Sunday to Thursday	-	23:00 – 23:30
	Friday and Saturday	-	23:00 – 00:30
Retail sale of alcohol:	Sunday to Thursday	-	08:00 – 23:00
(On and Off supplies)	Friday and Saturday		08:00 – 00:00

The opening hours of the premises are specified and are the same as those for late night refreshment.

There are some relevant noise conditions on the premises licence as follows:

- Customers shall not be permitted to take their drinks out with them should they wish to smoke outside after 23.00.
- All doors and windows to the premises will be kept closed, so far as practicable, at all times when noise generating entertainment is taking place i.e. live music, recorded music.
- No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

- Prominent, clear and legible notices must be displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
- There shall be no collections of refuse or deliveries of consumables between the hours of 23:00 07:00 or on Sundays or Bank Holidays.
- After 23.00 the premises shall encourage smokers to use the area outside the southern façade of the premises.
- No alcohol shall be allowed in the external seating areas or outside after 23.00. The external furniture shall be rendered unusable from that time.
- Signs shall be displayed both inside and outside of the premises at conspicuous locations requesting that customers be quiet when leaving and/or using the external seating area.
- The licensee shall ensure that customers do not to stand or loiter in the street outside the premises and do not cause any disturbance to residents or obstruct the highway.
- Bottling out from the premises is prohibited between 23:00 hours and 08:00 hours.

I hope the above answers your queries.

Anne Brothers

Licensing Noise Liaison Officer

Pollution Team

Public Protection Division

On Thu, Oct 3, 2019, 9:43 PM Brothers, Anne <Anne.Brothers@islington.gov.uk> wrote:

Dear REDACTED (Resident 2)

Your recent calls dated 26 September have been referred to me for information. This is to update you on our actions taken in response to calls.

I have been working with the operations director of Albion and East in relation to noise issues at Serata Hall due to calls being received from local residents in relation to noise from customers outside.

They have reviewed their outside drinking policy at my suggestion and I sincerely hope this will bring about some improvements for you and your neighbours. They are introducing some more robust controls on their customers to the rear.

We are also of the opinion that they may be able to move their outside area to the frontage when the pedestrian piazza is completed next year and we have suggested this to them as a possible solution to the issues being reported by residents to the rear.

I would be interested to know if the changes to their outside customer policy does bring about any improvements to you, please can you let me know? If there are no improvements and you continue to be disturbed by customer noise outside, please continue to call the out of hours response service. I have warned Serata Hall of the possible consequences of enforcement action should noise continue to be reported to me by our out of hours officers as an issue.

I have to inform you there is a way to go before we have enough evidence to move towards service of a noise abatement notice or a review of the premises licence. Enforcement is a graduated process

in accordance with the Enforcement Concordat. Enforcement action such as service of a noise abatement notice or the outcome of a review of the premises licence can be appealed to the Magistrates therefore we need a good body of evidence to demonstrate a recurrent nuisance and a wilful disregard of any advice or help given to control noise.

I hope this reassures you of our continued attention to the matters being reported. If you want to discuss this, please call me at the office below.

Anne Brothers

Licensing Noise Liaison Officer

Pollution Team

From: RESIDENT 2

Sent: 03 October 2019 15:47

To: Brothers, Anne <Anne.Brothers@islington.gov.uk>

Subject: Re: Serata Hall

Hi Anne,

Thank you for the note. Can you provide details as to what drinking measures Serata Hall has put in place?

I am on holiday until October 15th (left September 27th), so I will be unable to report any noise violations during this time.

Thanks,

REDACTED

From: Brothers, Anne

Sent: 03 October 2019 16:06

To: RESIDENT 2

Subject: RE: Serata Hall

Dear REDACTED (resident 2)

The relevant parts in relation to customer noise outside are pasted below:

- The licenced area to the rear is located on private land and not the public highway.
- The rear of the premises (approximately 70 covers seated) will be used for eating and drinking and smoking until 10pm
- At 10pm the furniture will be rendered unusable and customers encouraged to use the front 2 exits to depart and for smoking.
- No drinks will be allowed outside front or back after 10pm on any evening.
- This is 1 hour preceding the licenced condition at 11pm.
- The furniture will be stacked to prevent loitering, will not block the highway, and will not block either of the fire exits.
- At close of business the furniture will be moved inside the premises taking care not to drag it or cause any unnecessary noise.
- No music will be playing while the furniture is moved inside.

- The management team will to the best of their ability respond as soon as possible to any complaints made by the residents on the whatsapp group, to try and alleviate any excess noise immediately.
- Regular checks will be made by the management team to the outside area to collect glasses and crockery, and assess the noise levels of the persons in the area.
- Should they deem noise to be excessive and ask the management or staff members remind persons to respect our neighbours, a log will be made in the digital wunderlist noise management log.
- This is by no means limited to late night and evening and the same policy will apply to daytime hours.
- Customers that have purchased food drinks or both from the premises that move outside the licenced area will be asked to politely move back inside the designated area.
- Signs will be displayed at the exits to the rear to ask persons to remain seated if a seat is available.
- On Friday and Saturday evenings security staff will stop persons from leaving / smoking through the rear doors except in the event of an emergency from 10pm.
- At dispersal the management / door staff will remind all persons to leave quietly and through the front doors to the premises.
- The operations director will apply for an additional licence to the front of the premises in time for March (Easter weekend) 2020, in the hope that this south facing area if approved, may help move persons and therefore noise to the front of the premises.
- If approved by the landlord, and subject to cost, planters will be positioned to mark the licenced area.
- Ashtrays will be provided on all tables to prevent littering and encourage smoking inside the licenced area.
- Should customers refuse to comply with lowering any excessive noise, they will politely be asked to leave.
- In extreme cases where such customers refuse to leave, or become aggressive, the police will be called.
- Any visit from the local authority, or complaint made from a local resident(s) will be logged in the site incident book.

It may take a short while for the above to become properly embedded, but as stated previously, if there's no improvement and you continue to be disturbed please continue to contact the out of hours service.

Anne Brothers

Licensing Noise Liaison Officer

Pollution Team

From: RESIDENT 2

Sent: 03 October 2019 16:10

To: Brothers, Anne <Anne.Brothers@islington.gov.uk>

Subject: Re: Serata Hall

How is this any different than what it was before? Can you clarify what changes / updates have been made?

From: Brothers, Anne

Sent: 04 October 2019 13:51

To: RESIDENT 2

Subject: RE: Serata Hall

Dear REDACTED

Their previous policy stated the following only:

- "The Bower also has a number of local residents directly to the rear of the premises and hence every effort should be made to operate considerately to these neighbors."
- "At all times any persons behaving in an inappropriate or loud manner will be asked to respect our neighbors and keep all noise to a minimum."

With specified measures and instructions to staff I would hope there may be an improvement for residents.

As advised if this proves not to be the case, please continue to call the out of hours service.

Anne Brothers

Licensing Noise Liaison Officer

Pollution Team

From: RESIDENT 1

Sent: 05 October 2019 12:02

To: Brothers, Anne <Anne.Brothers@islington.gov.uk>

Subject: Serata Hall

Dear Ms Brothers -

In continuation to our previous communications on this matter, I am glad to see that there may be a move to relocate the seating area to the south face of Serata Hall, as that will summarily eliminate the problem. There are still many months to go before that, however!

In the meanwhile, I understand some measures have been put in place to reduce noise, but unfortunately, most of them are voluntary, and they do not solve the problem, which remains the fact that the noise, even if produced by a small number of people, is amplified by the construction of the court. I hear people in SH on my balcony, across the court, better than I hear singers in the amphitheatre of Covent Garden!

In addition, last night (4/10) again SH failed to move away all their furniture until half past midnight, and their benches were used by a group of girls who made an unbelievable racket.

On a different front, Enoteca da Luca has extended its outdoor sitting area, and now includes a number of tables right under Imperial Hall, which frequently produce much noise. Their enclosed sitting area never created any problems. I would appreciate it if they are requested to eliminate that extra sitting area.

RESIDENT 1

From: Brothers, Anne
Sent: 07 October 2019 16:34
To: RESIDENT 1

Cc: O'Donoghue, Natasha <Natasha.O'Donoghue@islington.gov.uk>
Subject: RE: Serata Hall

Dear REDACTED

I have written to the licensees of the Enoteca Da Luca restaurant and directed them that they need to restrict their tables and chairs to their immediate frontage if they don't want to be implicated in the noise issues in the Bower area.

In addition, after our intervention Serata Hall have updated their management plan to take more account of noise outside at the rear. That, along with the onset of more inclement weather will, I hope, bring about some improvement for you.

You are correct, we are working to try and get an outdoor seating area to the frontage on the new plaza that will be developed next year as part of the Old Street improvements. That should provide you with a more permanent solution to the current issues affecting you.

Anne Brothers

Licensing Noise Liaison Officer

Pollution Team

Public Protection Division

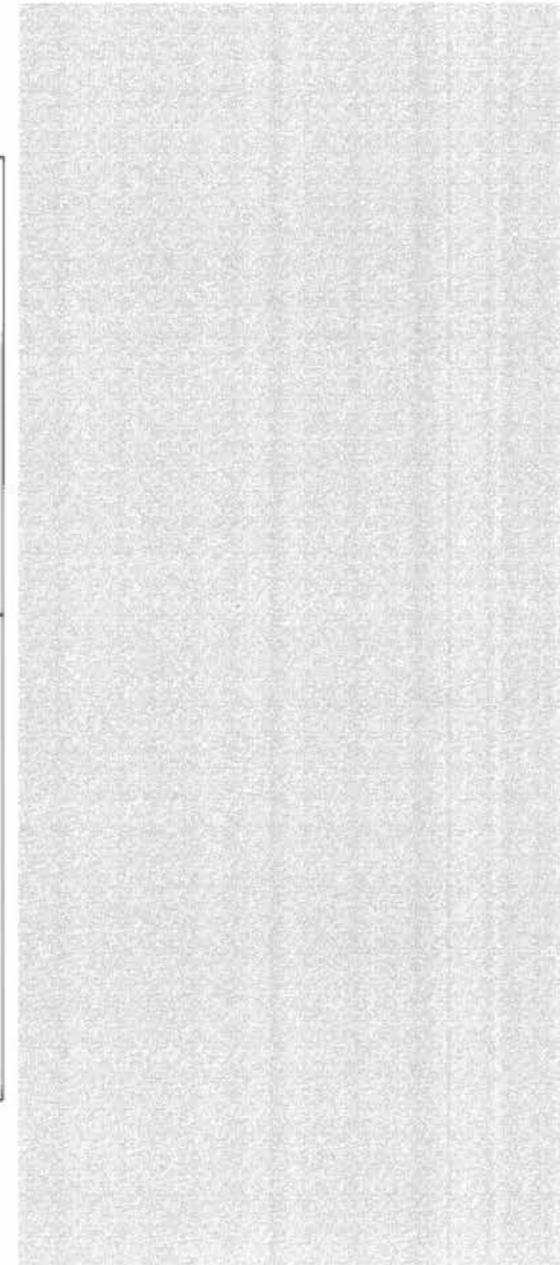
Calls re: customer noise. Serata Hall. 207B Old Street

No.	Date/Time	Matters reported	Outcome
1	1/6/19, 17:02 Resident 1	This concerns Serata Hall, at 207 Old Street. After a few initial incidents, Serata Hall has been very diligent in maintaining a quiet setup at night. However, there has emerged a significant daytime problem, especially on weekends. Unlike the Shoreditch Grind and Enoteca sa Luca, SH has a large outdoor seating area, with many tables accommodating groups of 10+. It further has no defined boundaries (again unlike the Grind or Enoteca). The result invites congregation, with large groups sitting or standing around for extended periods of time and producing significant noise. This parallels living on a busy street, but this is not a street, and residences facing this large court should have the freedom to enjoy their weekends with open windows and without constant screaming, shouting, and hooting. A suitable compromise, it seems to me, would involve restricting the outdoor seating to 4-6 size groups, and establishing boundaries to avoid standing congregations that spill into the court.	Ttr 1715hrs no answer left voicemail advising call would be logged. CM12. (Call back response time 13 minutes)
2	13/6/19, 22:49 Resident 1	Serata Hall at 207 Old Street has a huge outdoor sitting area which attracts large groups, who produce non-stop noise especially on weekends from 2pm onwards. At least they have been closing that sitting area at 10pm, but it is now 10:45Pm and they are still serving outside. This is a structural problem! The sitting area is tucked between high walls, and serves to amplify noise! Ever since the weather warmed up, it has been like living in a market! That outdoor area should never have been licensed without proper sound tests!	Called back reporter at 23.09hrs who said the noise stopped. CM14 (Call back response time 20 minutes)
3	29/6/19, 21:20 Resident 1	This is the 3rd time I get in touch about this. It concerns the outside sitting area of Serata Hall, in the Bower, at 207 Old Street. The sitting area is huge, it attracts large, noisy groups, with people frequently standing around drinking, laughing and shouting. I suspect the particular location also amplified	Called 2149 long conversation with comp however the noise has now stopped and people have now left the smoking area advised comp to continue to report issues cm14 (Call back response time 29 minutes)

		<p>sound. This is particularly bad on Fridays and weekends, when the noise is simply relentless. For me, living just across, it feels like living in a market. Opening windows is practically impossible, and on days like today it is simply insufferable. I seriously question the legitimacy of a license that inflicts this on me and my neighbours! Do something!</p> <p>My previous form went off prematurely - this concerns Serata Hall outside sitting area, here non stop shouting, laughing and congregation of large groups goes on every weekend, non-stop. Feels like living in a market! This is my 3rd complaint on this issue, and it seems hugely wrong for this to be licensed, seriously impacting me and my neighbours.</p>	
4	5/7/19, 18:50 Resident 1	<p>This is the 4th time I am trying to get some action on this! This concerns Serata Hall and the open area between it and Imperial Hall. The sitting area is large, the sound from it carries at incredible volume, and it attracts large groups, of people who congregate around laughing, shouting, and as of this evening, singing and playing music as well. The overall effect is that of living inside a market. Forget about opening any windows, and even with closed windows the noise is constant, especially on Friday afternoon and evening, and all day Saturday, whenever the weather is good, and constantly. This is not a one time thing! There should never have been a license for this type of sitting area, and there should be some restriction on the size of outdoor tables, and some enforcement of peace and quiet in the open space! Please send somebody to measure the noise!</p>	<p>Called at 19:26 reporter said the noise has lowered. CM12 (Call back response time 36 minutes)</p>
5	6/7/19, 18:56 Resident 1	<p>This is a repetition of my message from yesterday, and previous messages, altogether I believe 5 times, all concerning the same problem as below. I did receive a call yesterday but just then the noise had abated. It picked up again later, but too close to closing time, and I didn't think the officer would get here on time, so I didn't call again This</p>	<p>Called back reporter at 19:22hrs noise is intermittent arrange Visit. Visited location at 20:30hrs reporter said the noise stopped. Cm12 (Call back response time 26 minutes. Visit carried out 1 hour 36 minutes after call)</p>

Commented [BA1]:

		<p>concerns Serata Hall and the open area between it and Imperial Hall. The sitting area is large, the sound from it carries at incredible volume, and it attracts large groups of people , who congregate around laughing, shouting, and as of last night singing and playing music as well. They do not restrict themselves to the sitting area (which has no boundaries) and spread, with drinks, to the rest of the open area (especially on Friday afternoon). The overall effect is that of living inside a market. Forget about opening any windows, and even with closed windows the noise is constant, especially on Friday afternoon and evening, and all day Saturday, whenever the weather is good. This is not a one time thing! There should never have been a license for this type of unbounded huge sitting area, and there should be some restriction on the size of outdoor tables, and some enforcement of peace and quiet in the open space! Please send somebody to measure the noise!</p>	
6	11/7/19, 18:37 Resident 1	<p>This is the 5th time I am trying to get some action on this! Each time I get in touch, it takes hours before you call, and then few hours still before anybody comes by, and in the meanwhile things may have changed, and this becomes a lottery! I have pictures and recordings! This concerns Serata Hall and the open area between it and Imperial Hall. The sitting area is large, the sound from it carries at incredible volume, and it attracts large groups of people who congregate around laughing, shouting, and drinking. Right now, I would say there are upward of 50 people hanging around, creating incredible amounts of noise. The overall effect is that of living inside a market. Forget about opening any windows, and even with closed windows the noise is constant. The worst times are Friday afternoon and evening, and all day Saturday, whenever the weather is good, and pretty much constantly. This week it is Thursday as well. This is not a one time thing! There should never have been a license for this type of sitting area, and there should be some boundaries so that people</p>	<p>Called Complainant at 18:40. No answer but a voice message was left. Called again at 18:45. No answer. CM12 (Call back response time 3 minutes)</p>



		don't spill into the entire open space, and restriction on the size of outdoor tables, and some enforcement of peace and quiet in the open space! Please send somebody to measure the noise, and please do something, finally? This can't be	
7	11/7/19, 20:53 Resident 1	Comp is being disturbed by noise from Serata Hall and would like for officers to attend	Called back reporter at 21.14hrs noise still continuing arrange Visit. Visited property at 21.38hrs made a assessment from the livingroom with no background noise and two windows open. Can hear people noise talking Laughter. My opinion the noise witnessed is not unreasonable in the livingroom at the time of the visit. Second assessment made from the Bedroom with the balcony door open beside the head of the bedroom can hear very loud voice coming from across the road from a business The are appoxmatry 30 - 40 patron outside setting on table and chairs. The noise 50% loud what was witnessed in the livingroom. Reporter said the noise has become a problem in the last 3 months. In my opinion the noise witnessed in the bedroom is unreasonable and continue throw out our visit and prejudicial to health. CM13 (Call back response time 21 minutes. Visit response time 45 minutes)
-	12/7/19, 08:57	Daytime activity	File note from Jeff Elliot re: above report. "On reviewing the case in my opinion the noise witnessed in the bedroom may not constitute a SNN and is not pre to health taking into consideration the time the assessment was carried out in the bedroom area and the noise was not quantified. The licence condition states that customers can use this area for drinking until 23:00. I have spoken to Andrew Ford and agreed that the SNN advisory letter is not to be sent. I will speak to the ASB officer regards their report."

8	26/7/19, 21:04 Resident 1	The tenants at number 207 are making a lot of noise. Please call the neighbour regarding this on-going matter	Called back reporter at 22.26hrs noise still continuing arrange Visit. Visited location at 23.15hrs phoned the report from outside how said the noise stopped. CM12 (Call back response time 1 hour and 22 minutes. Visit response time 2 hours 9 minutes)
9	26/7/19, 21:49 Resident 1	This is the 7th time I am contacting ASB on this matter, and I was given in the past a reference number 190020560. I spoke as well to Mr. Geoffrey Elliott and to Mr Phanos (sorry, didn't quite catch last name). I was told by both that a priority is placed on my case, to make sure somebody is here to check the noise from Serata Hall, as soon as possible. I called again this evening, def number F12522103, but the ASB agent who just called me back told me there is. I sign of such priority anywhere in my file. Phanos, last Friday, informed me that I need to complain 30-40 times! As the noise is seasonal, and connected to weather and to weekdays, this means that Islington clearly expects me to have little life during the summer months, and to sit here daily monitoring this noise for months. I am sorry to say that this is NOT acceptable. I have the right to peace and quiet, and not to have to suffocate with closed windows (and noise notwithstanding), be absolutely prevented from afternoon rests (as the noise in my bedroom is deafening, and I am 67!), or endure market level chatting screaming laughing outside my windows, which precludes any attempt at concentrating on reading or writing. Is my right to air lesser than that of the dozens, at times over a hundred people who regularly congregate in front of my window, since Serata Hall opened? Even worse - Enoteca da Luca, which in the years it has been here has been very respectful, is now allowing people to stand around and is serving outside the boundaries of its outside area. Because if Serata Hall gets away with it, why shouldn't they? Shame on you, Islington!	Report as above.

10	31/7/19, 19:28 Resident 1	This is the 8th time I am reporting this. As I was told I should report this 30-40 times before anybody would actually take notice, please note that I am counting. This concerns Serata Hall, and by now Enoteca da Luca as well, where level of clientele on warmer days, in the late afternoon hours, and on weekend from 2pm onwards, produces levels of noise that are simply unacceptable. People stand and sit around laughing and shouting, and the overall effect in my living room is of living in a market. because of the construction type, the noise is worse higher in the building, which means that it has become impossible for me to rest in my bedroom in the late afternoon (I am 67 yrs old, and should have the right to use my bedroom with relative peace during the afternoon!). I have a balcony which is basically not usable. It is entirely clear that licensing was granted without due attention to the impact on the residents of Imperial Hall. It is not clear to me why everybody should be able to enjoy the outside air, except me, who can't even open a window! I cannot read, I cannot write, and I cannot focus. This is not acceptable!	Called back reporter at 19.45hrs noise still continuing arrange Visit. Visited property at 20.14hrs Made a assessment from the livingroom with no background noise and 3 Windows open can hear voice of patrons talking and laughing. Appoxmately 30 patrons outside the the business The are 3 license premises in the are. In my opinion the noise witnessed in the livingroom is annoying not unreasonable. Second assessment made from the balcony which is above the livingroom can hear continue people noise which is louder then the livingroom coming from the license premises the traffic noise outside is not audible because of the people noise. In my the noise will affect the average person from the enjoyment of the area. CM08 (Call back response time 17 minutes. Visit response time 46 minutes)
11	2/8/19, 18:23 Resident 1	This is my 9th report on this issue, as I am working my way toward the 40-50 reports which you deem necessary to do anything. As per previous reports, this concerns the open area between Serata Hall and Enoteca da Luca. As this is Friday late afternoon and the weather is good, there are now close to a hundred people below my windows, of whom 30-40 are standing around outside the perimeter of either restaurant, drinking, laughing, and having a good time, which of course means that I cannot read or use my living room, or my balcony, because the noise is so loud. This is likely to get worse in the next hour, so now is a very good time to come	Called back reporter at 19.03hrs who said the noise is still continuing arrange Visit. Which was decline as the reporter leaving the property duto the noise. CM14 (Call back response time 40 minutes)
12	2/8/19, 19:30 Resident 3	Substantial noise coming from outdoor seating area of Serata Hall late into the evenings. Bass music can also be heard in the area (not sure if it originates from Serata Hall or Loves Company or Shoreditch Grind)	Called back reporter at 19.39hrs noise still continuing arrange Visit. Visited property at 20.11hrs made a assessment from the livingroom with background noise the television and the 1 window open can hear voice talking coming from

			the patron outside the business. In my opinion the noise witnessed is not unreasonable but annoying. CM12 (Call back response time 9 minutes, visit response time 41 minutes)
13	10/8/19, 18:39 Resident 2	The noise coming from Serata Hall throughout the day and into the night continues to be a problem. Loud chanting and excessive shouting from large groups on the back patio is left unchecked by staff members. I can provide audio and video evidence to suppo	Called back reporter at 18.58hrs no answer unavailable to leave a voicemail message. CM15 (Call back response time 19 minutes)
14	15/8/19, 22:01 Resident 2	Loud music from the above venue called serate hall	Called reporter at 22:15 - spoke to comp who said the noise has now ceased and people have cleared off the court yard. Advice given. CM14. (call back response time 14 minutes)
15	22/8/19, 19:56 Resident 1	<p>Serata hall Daily report This concerns, for the 13th time, noise from Serata Hall, at the Bower, 207 Old street. A frequently, not that many people there at this moment, but still impossible to open the windows. I had guests over who were really bothered by the xpceaseless chatter, laughing and hooting. The people standing around, guys, drinking, also harass women passers by. I can actually hear specific conversations in my living room, not to mention shouting, laughing etc. My windows are closed, and I can still hear all that clearly. My bedroom and balcony are u usable. Serata Hall, open area between the Bower and Imperial Hall. noise levels are likely to keep up until 9pm or so. I would appreciate it if somebody is here by then, and if they can also plan to witness the level of noise on higher floors. As per previous messages, this is like having my living room be in a middle of a crowded cafe! Does that seem right to you? Would you like to spend your life in a middle of a cafe? This was not like this when I bought this place, and I was never made fully aware of the impact all these licensed premises are going to have on my life! Please note that I was explicitly told to keep complaining. As a</p>	<p>Rang cust at 2030hrs and visited her at 2047hrs. The noise witnessed was cumulative noise from conversations by patrons not only from Serata Hall restaurant but also from Enoteca Da Luca & Shoredich restaurants. Counted approx. 15 patrons and similar number at the Enoteca Da Luca but less so at the Shoredich restaurant sitting outside these restaurants The patrons were not rowdy or being anti- social and the noise was not excessively loud. I also noted that given the location of these restaurants, there was an element of reverberation of the noise. The customer was very unhappy that these restaurants have been allowed to concentrate in the area. Advised her that they were not causing a nuisance or being anti-social but will pass on her concerns to the licensing team. Cm13 (Call back response time 34 minutes. Visit response time 51 minutes)</p>

		consequence, I am harassed not only by the clientele of Serata Hall but by the regulations of Islington, which force me to fill this form 40-50 times.	
16	23/8/19, 18:01 Resident 1	This concerns, again, the ongoing noise from Serata Hall and Enoteca da Luca, where a large number of people are presently drinking in the open area, laughing and shouting, and as a consequence the noise in my living room is insufferable. This is the 14th	Called Complainant at 18:30. C states that loud people noise is causing her a disturbance. A visit was agreed. Arrived at 19:10. On arrival C informed that the noise has now quietened down. CM12 (Call back response time 29 minutes. Visit response time 1 hour and 9 minutes)
17	29/8/19, 20:11 Resident 3	Unacceptable noise levels from Serata Hall	Called back reporter at 20.25hrs noise still continuing arrange Visit. Visited property at 21.17hrs Made a assessment from the livingroom with no background and two windows open can hear which sounds like crowd outside talking laughing and shouting. Second assessment with background noise the television on a reasonable volume. The noise from the crowd outside is louder the the television volume. The noise witnessed was continue throw out our visit. Visited the noise source observed 36 patrons outside on table and chairs talking and laughing. The people noise from the business is louder when any other business in the surrounding area. CM13 (Call back response time 14 minutes, visit response time 1 hour and 6 minutes)
18	29/8/19, 20:32 Resident 2	Serata Hall continues to be excessively loud to the point where I can hear individual conversations from my living room 20 ft. from my windows. This was never the case before they opened.	Called back reporter at 20.37hrs noise still continuing arrange Visit. Visited property at 21.27hrs made a assessment from the livingroom with no background noise can hear voice from patrons talking laughing and shouting. Second assessment made with back ground noise the television on The noise is still above the television volume. CM13

			(Call back response time 5 minutes, visit response time 45 minutes)
19	30/8/19, 21:45 Resident 2	Serata Hall continues to be a problem with constant, excessive noise. People are yelling and staff does nothing to prevent this kind of behavior.	Called back at 22.24 no reply. CM15 (Call back response time 39 minutes)
20	30/8/19, 21:54 Resident 3	Excessive noise coming from Serata Hall. I am trying to sleep but it is disruptive.	Called back at 22.23. C wanted it logged only. CM15 (Call back response time 29 minutes)
21	31/8/19 00:30 Resident 2	Ok, now this is just ridiculous. The music is blaring I can feel the base through my walls.	Called back at 00.44 no reply. CM15 (Call back response time 14 minutes)
22	31/8/19, 19:16 Resident 1	This is my 16th report concerning noise issues from Serata Hall. There are presently 5 people (not a typo) sitting outside in Serata Hall, and they may as well have been sitting in my living room, in terms of the racket that they produce. This goes to stress again the fact that no serious study has ever been made of the noise impact in this court, where just a handful of people can create such a disturbance, due to the echo chamber nature of the court. Frankly, it wouldn't have taken a rocket scientist to predict this outcome, making it wholly and entirely the responsibility of the Islington licensing department. I have no idea how long they will be here, and whether anybody would replace them or supplement them, but it is worthwhile for somebody to come to observe this, just to see the extent to which this is a structural issue, and not a one time event	Called back reporter at 20.11hrs who said the noise stopped. CM14 (Call back response time 55 minutes)
23	31/8/19, 20:33 Resident 1	As per instructions on the phone - to let you know they are back, and as noisy as before	Called reporter again at 22:54. She said that the noise had stopped as Serata Hall has closed and people have left. CM14 (Call back response time 2 hours and 24 minutes)
24	31/8/19, 22:01 Resident 1	This is the 4th time this evening I am calling about this issue. It has now been close to three hours, and nobody came! There are 5 people sitting outside in Serata Hall who have been responsible for unbelievable amount of noise for the	Called reporter again at 22:54. She said that the noise had stopped as Serata Hall has closed and people have left. CM14 (Call back response time 53 minutes)

		<p>past 3.5 hours. ASB called at 20:15, to ask if the noise is still going on, and then again at 20:30. As the ASB lottery would have it, there was a brief lull at 20:30, and the ASB team suggested I fill the form again as soon as it resumes, they will immediately get it, know it's me, and make it a priority. I filled the form again 5 minutes later. And then again an hour after that, and again now. Nobody got back to me. The person who answers the ASB phone couldn't make contact with the ASB unit. This not only goes to stress the problem that the noise issue is structural, but also to illustrate what is wrong with relying, for evidence, on spotty, almost random checks, which may or may not correspond to the time of the complaint, and which may come as is the case today, 3 hours later.</p>	
25	12/9/19, 21:48 Resident 1	<p>This concerns, yet again, Serata Hall. Not so many people, here, but they are certainly creating enough noise to make being in my own living room, with the windows. Loses (double glazed) unbearable. As before, the issue is that noise carries in this court, which is surrounded by tall buildings on all sides, and where even simple conversation is heard across the court, let alone the sort of hooting that seems to be so in vogue in Serata Hall. Once again THIS IS A LICENSING ISSUE! SERATA HALL SHOULD HAVE EVER BEEN GRANTED LICENSE FOR THIS TYPE OF OUTDOOR SITTING AREAS WITH AN IMPACT STUDY!</p>	<p>Called back at 22.02 caller declined visit as the bar was moving tables and chairs inside in preparation for closing. CM14 (Call back response time 14 minutes)</p>
26	13/9/19, 18:41 Resident 1	<p>This concerns yet again, Serata Hall. Are you all enjoying this wonderful weather? I would like to as well, but I can't open my windows because of the deafening noise emanating from the outside seating area of Serata Hall. Do add to it the outdoor table of Enoteca da Luca which is now placed underneath Imperial Hall. As has been the case for the past months, and in the case of numerous complaints, the issue is that Serata Hall should have never been granted a license for such a large extensive outdoor seating area, in a court where the tall buildings on all sides create an echo chamber. My windows</p>	<p>Called Complainant at 19:25. C advises that noise is still ongoing. A call back when free to attend was agreed. Arrived at 20:05. When we entered the C flat we could immediately hear the hubbub of people noise emanating from the outdoor space of two premises. Enoteca Da Luca and Serata Hall. We made an assessment stood by the sofa. C window was slightly ajar. C does not own a tv. We could hear people noise emanating from street level from both of the above locations. There was no break in the</p>

		are closed, I have double glazed windows, and the noise is deafening!	<p>people noise but there were peaks in volume with sporadic shrieks of laughter and shouting. We noted that the noise was audible at the same level throughout the C entire livingroom. The C invited us into her bedroom area. The people noise was audible and more prominent due to the direction of noise travelling up in an enclosed space/court. C did state that both premises shut at 11pm. We have considered the noise heard during this one assessment to be a disturbance. However, it is likely that prolonged periods of similar noise is likely to amount to a SNN. CM07 (Call back response time 44 minutes, visit response time 1 hour 24 minutes)</p>
27	13/9/19, 19:40 Resident 2	Excessive noise consisting of screaming and yelling	<p>Called Complainant at 19:50. C advised that loud people noise is causing him a disturbance. A visit when free to attend was agreed. Arrived at 20:30. An assessment was made in the kitchen dining area. This area has a large dining table and chairs. I could hear constant people noise coming from the outside space of both strata hall and da Luca. There were also peaks in the volume of noise with sporadic shrieks of laughter and shouting. This was heard throughout the dining area. We continued up to the next level in the living room area. The noise was audible at the same level. I informed the C that on one visit the noise heard could not amount to a SNN but over a prolonged a sustained period of similar noise is likely to impact on the use of habitable space. CM07 (Call back response time 10 minutes, visit response time 50 minutes)</p>

28	19/9/19, 18:37 Resident 1	This concerns, I believe for possibly the 20th time since June, the noise from the customers of Serata Hall. As per my previous messages on the same topic, and my communication with Islington Licensing Department and Ms. Ann Brothers, noise in the court separating Imperial Hall and Serata Hall is amplified by the tall buildings on all four sides, which act as a nacho chamber, and as a result, my living room, my bedroom, and my balcony are under deafening assault whenever the weather supports outdoor seating, and especially on Thursday and Friday evenings, and Saturday, beginning early afternoon. As noted before, it doesn't actually take that many people to produce a lot of noise, but the problem is definitely exacerbated by the fact that Serata Hall has a huge outdoor sitting area, some directly opposite my flat, and tables that may accommodate parties as big as 15 people. This license should have never been granted without an impact study! I will be asking for a license review. The only reason I haven't yet is that I have been unwell.	Called back reporter at 19.28hrs noise still continuing arrange Visit. Visited property at 20.14hrs Made a assessment from the livingroom with no background noise and 3 small Windows open. can hear low level talking coming from the patron at the same level as the traffic noise outside. In my opinion of noise witnessed is annoying not snn at this time of the visit. CM12 left location at 20.25hrs (Call back response time 51 minutes, visit response time 1 hour and 34 minutes)
29	26/9/19, 19:26 Resident 2	Constant screaming and yelling from Serata Hall. I've notified Serata Hall staff directly 20 minutes ago but nothing has been done for offending groups.	Called reporter at 19 45 - spoke to comp who said the noise is still on going and requested a visit. Vstem at 20:05 - made assessment in comps living room area with windows open, heard loud people noise coming from Serata Hall. Even with the windows shut the noise is audible. Observed 30 patrons outside that were all vertical drinkers. We heard sporadic jeering and loud laughter. The noise witnessed is more of an annoyance at the time of visit however persistent noise of this nature is likely to amount to a nuisance. CM13. <u>Reallocated to CM07</u> (call back response time 19 minutes, visit response time 39 minutes)
30	26/9/19, 20:54 Resident 2	Even after contacting the bar and informing them of the ASB visit that occurred at 8pm this evening, they still have made	Called back reporter at 20.56hrs noise still continuing arrange Visit. Visited location at

		no effort to maintain the noise. In fact, it's gotten worse and more consistent with the screaming and cackling.	21.25hrs phoned the report from outside how said the noise has reduced to a reasonable level at the moment. CM12 left location at 21.29hrs (call response time 2 minutes, visit response time 31 minutes)
31	3/10/19, 08:15 (daytime referral from ASB First Response) Resident 2	constant screaming and yelling from Serata Hall. I've notified Serata Hall staff directly 20 minutes ago but nothing has been done for offending groups.	3/10/19 EMS to the resident informing him of work carried out to resolve this matter.
32	5/10/19, 00:44 Resident 1	Serata Hall Just now 0:30 put away their outdoor benches, where kids have been screaming for the past 90 minutes, we'll past the time that SH is supposed to close its outdoor area. This is NOT the first time! Please take note. Noise is not happening now, please record details of my complaint only.	Logged only, no outcome code.
33	1/11/19, 21:36 Resident 2	Constant screaming and yelling from Serata Hall	Called 2225 no answer unable to advise log only cm12 (Call back response time 49 minutes)
34	15/11/19, 19:01 Resident 1	This concerns, again, the seating area of Serata Hall. Yes, it has been by and large too cold to sit outside, but the noisy group that has been out there now for over an hour are willing to brave the cold to create a racket. And that's with my own windows closed... Noise is happening now; I want a noise assessment in my home. I have left my details, please contact me.	Called 1923 and 1927 no answer unable to advise log only cm12 (Call back response time 22 minutes)
35	6/1/2020, 21:32 Resident 1	Once again, this concerns Serata Hall. There is a party of approximately 20 people who are not even seated, but rather standing around and making a lot of noise. they have been at it for about 1:30hr now. Something to look forward to as days become warmer, I am sure!!!! Noise is happening now; I want a noise assessment in my home. I have left my details, please contact me.	Called reporter at 22:05 - spoke to comp who said the noise has now ceased and patrons have moved on. On going issue advice given. CM14. (Call back response time 33 minutes)

36	8/2/2020, 16:23 Resident 2	Excessive screaming and yelling the past 30 minutes. Absolutely ridiculous! ASB - ASB is happening now, please Investigate, please contact me and provide feedback.	Called reporter's number at 17:39. No reply. No voicemail facility. CM12 (Call back response time 1 hour and 16 minutes)
37	8/2/2020, 16:29 Resident 1	Serata Hall, again. This hasn't been this bad since Right after SH first opened, and is in clear violation of SH's license. The people outside my windows are now holding sprinting and jumping competitions in the court, screaming their heads off, and are very clearly outside the perimeter of the SH seating area. I already called SH, to try to bring this under control. So far no effect. Noise is happening now; I want a noise assessment in my home. I have left my details, please contact me.	Called reporter at 17:48. She has left home due to the alleged noise. She said that she has video of the worst excessive of what she said happened today and would like it viewed by someone in the Licencing Team. Please could this report be passed to the Licensing Team with my recommendation/suggestion that the relevant officer contact the reporter? CM12 (Call back response time 1 hour and 19 minutes)

Key to Codes along with numbers of outcomes on table above:

Code	Meaning	Number of incidents
CM12	"Investigated, no action required"	14
CM14	"Logged and advice given"	9
CM07	"Incident witnessed, potential statutory nuisance, lowered"	3
CM13	"Referred to other service"	4
CM15	"Logged, unable to advise"	4
CM08	"Incident witnessed, potential Statutory Nuisance"	1

COPY.

Albion and East Limited
Hyde Park House
5 Manfred Road
London SW15 2RS

Pollution Team
222 Upper Street
London N1 1XR

T 020 7527 3047
F 020 7527 3059
E anne.brothers@islington.gov.uk
W www.islington.gov.uk

Our ref: abr/190024155
Your ref:

This matter is being dealt with by:
Anne Brothers

Date: 15 August 2019

Dear Sir

ALLEGED NOISE NUISANCE, ALBION AND EAST/SERATA HALL, 207B OLD STREET, LONDON EC1V 9NR. ENVIRONMENTAL PROTECTION ACT 1990. LICENSING ACT 2003

I have to inform you that we are in receipt of multiple calls from residents in your vicinity in relation to unwanted noise from music at the premises and from customer noise outside.

Residents state:

"Excessive noise from music and poorly managed outdoor drinking coming from this venue"

"The sitting area is tucked between high walls, and serves to amplify noise! Ever since the weather warmed up, it has been like living in a market!"

"The sitting area is huge, it attracts large, noisy groups, with people frequently standing around drinking, laughing and shouting. I suspect the particular location also amplified sound. This is particularly bad on Fridays and weekends, when the noise is simply relentless"

"Substantial noise coming from outdoor seating area of Serata Hall late into the evenings. Bass music can also be heard in the area"

"The noise coming from Serata Hall throughout the day and into the night continues to be a problem. Loud chanting and excessive shouting from large groups on the back patio is left unchecked by staff members"

I refer you to an e mail I sent your then DPS Darren Rumbelow on 24 April this year:

"I still recommend you consider the installation of acoustic lobbies to any doors to the rear area and that you have some supervision of customers when they are outside. If you cannot install acoustic lobbies you should consider closing the outside area much earlier and a significant reduction in sound levels in order to cut the outbreak of sound."

I was away from my desk from the end of April until the end of July and therefore am very disappointed to note a constant stream of calls from residents reporting unwanted noise from the premises.

I note the premises licence has the following noise conditions:

- All doors and windows to the premises will be kept dosed, so far as practicable, at all times when noise generating entertainment is taking place i.e. live music, recorded music.
- No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- Prominent, clear and legible notices must be displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.

- After 23.00 the premises shall encourage smokers to use the area outside the southern façade of the premises.
- The premises shall operate a documented dispersal plan to ensure minimal disturbance and an external area management plan which will detail how customers will be managed and the numbers of customers permitted at any one time in the external seating area. The plans will be drawn up to the satisfaction of the Licensing Authority.
- No alcohol shall be allowed in the external seating areas or outside after 23.00. The external furniture shall be rendered unusable from that time.

I have checked our files and cannot see any external area management plan detailing how you will manage customers outside. Please provide me with a copy by return.

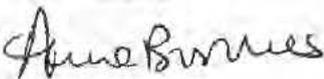
At this time in order to reduce the likelihood of further complaints regarding noise from the premises I recommend the following measures be taken immediately:

- Lobbies should be installed to any doors that open out onto the external seating area in the enclosed courtyard. This should help to contain the outbreak of sound from inside.
- Prior to the installation of acoustic lobbies, you should reduce the volume of sound inside so it cannot be heard outside when the doors are opened.
- Boundaries to the courtyard must be established and customers must not be permitted to stray beyond those boundaries. (Residents allege that customers are straying well beyond any boundary marked on your plan submitted as part of the premises licence.)
- Customers should be encouraged to be seated outside and a limit on the numbers of customers outside in the courtyard should be imposed in accordance with how many seats are available. No standing should be permitted in the courtyard.
- Supervision must be available for customers outside in the courtyard to commence in the evenings. In the afternoons when the courtyard is in use we would expect staff to intervene if customers are noisy, this could be established when staff are collecting glasses from outside but in any case we would expect excessive noise and rowdiness (as is alleged) from customers to be supervised and curtailed by the implementation of a noise control plan.
- Consider closing the courtyard earlier in the evening and directing customers to the Old Street frontage.

We look forward to your co-operation in this matter but we must warn that in the event of noise being witnessed and if the Council is satisfied it is a legal nuisance, we have a duty to take steps to ensure the nuisance does not recur. This is likely to require the service of a legal notice, under the above legislation. Failure to comply with a legal notice is a criminal offence. The maximum penalty for an offence that happens on commercial premises is a potential unlimited fine. In addition, your premises licence may be called in for review if the Noise Team is satisfied that it is necessary in order to prevent a public nuisance.

Please contact me upon receipt of this letter to discuss these matters and your intentions.

Yours faithfully,

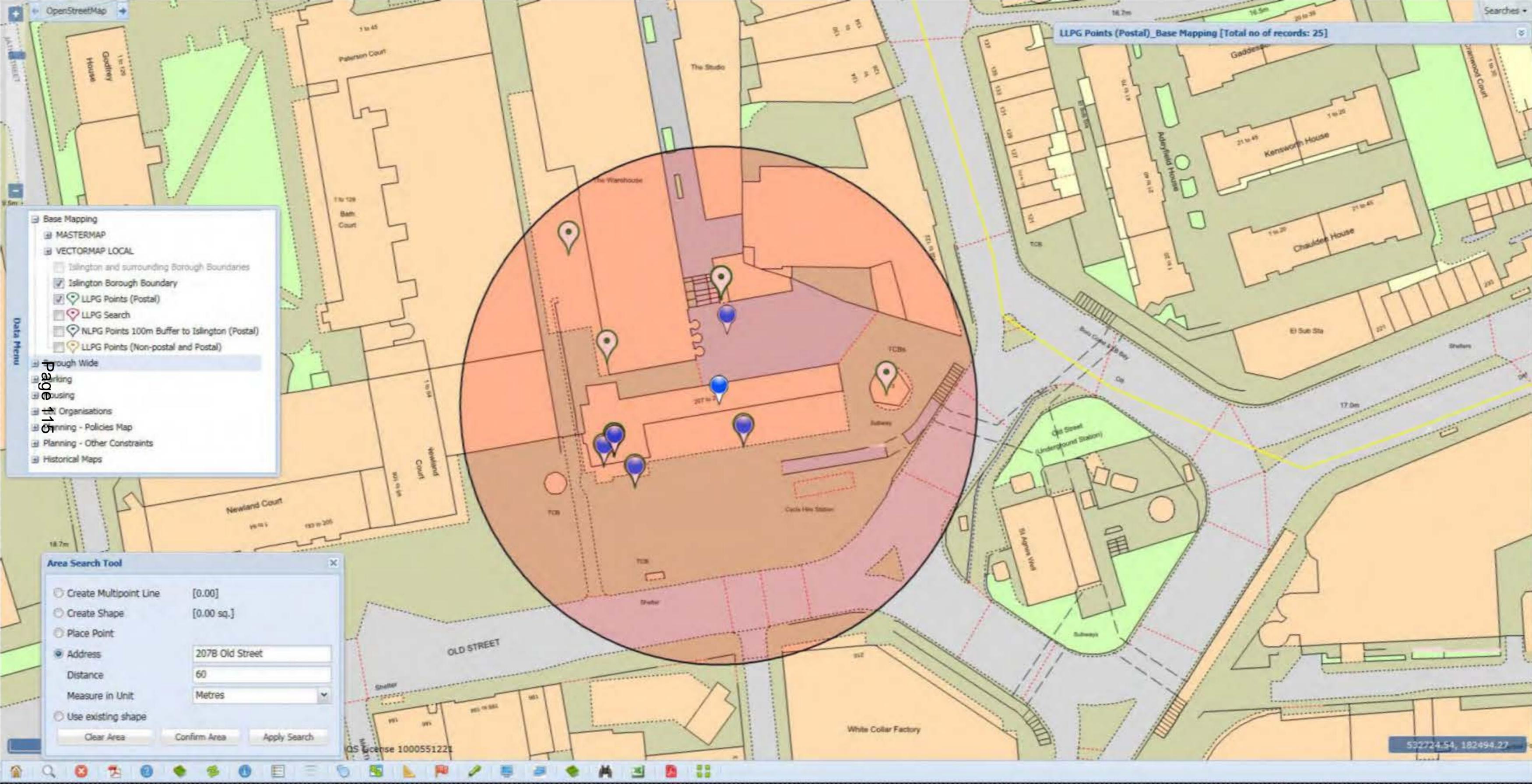


Anne Brothers
Principal Technical Officer
 cc.Ms K Staszewska, DPS, REDACTED

Suggested conditions put forward by Responsible Authorities in response to the application for review:

Conditions proposed by the Council's Noise Service

1. The outside drinking area to the north elevation facing the Bower precinct shall be cleared of customers by 21 :00.
2. All tables and chairs outside on the outside drinking area facing the Bower precinct shall be taken out of use and disabled by 21 :00.
3. After 19:00 the numbers of drinkers permitted outside on the north elevation shall be limited to a maximum of 20 customers and seating shall be provided for up to 20 customers only. Other customers who wish to step outside to smoke shall be directed to the south frontage of the premises.
4. There shall be effective barriers around any outside drinking area to contain any customers outside to within the designated outside drinking area.
5. The outside drinking area facing the Bower precinct shall be supervised by a registered door supervisor from 17:00 onwards to ensure that the limit on customers is not exceeded (after 19:00) and that customers stay within the designated area and to supervise customer's behaviour to ensure no ASB.
6. Staff shall use best endeavours to encourage customers using the outside areas to be seated while outside.
7. In the event of an outside seating area being created on the south side facing Old Street, the rear north facing outside drinking area facing the Bower precinct will be taken out of use.
8. After 21 :00 the doors to the north elevation facing the Bower precinct shall be for emergency use only and notices shall be displayed to that effect.
9. If necessary a door supervisor shall be tasked with ensuring the doors to the Bower precinct are not used after 21 :00.
10. A noise management plan shall be enforced by management. The NMP shall be reviewed annually and a copy shall be provided to the Licensing Team for their files.
11. A closing down plan shall be adopted by the premises and customers shall be directed to the southern exits at the end of trade.



LLPG Points (Postal)_Base Mapping [Total no of records: 25]

- Base Mapping
 - MASTERMAP
 - VECTORMAP LOCAL
 - Islington and surrounding Borough Boundaries
 - Islington Borough Boundary
 - LLPG Points (Postal)
 - LLPG Search
 - NLPG Points 100m Buffer to Islington (Postal)
 - LLPG Points (Non-postal and Postal)
- Borough Wide
- Parking
- Housing
- Organisations
- Planning - Policies Map
- Planning - Other Constraints
- Historical Maps

Area Search Tool

Create Multipoint Line [0.00]

Create Shape [0.00 sq.]

Place Point

Address

Distance: 60

Measure in Unit: Metres

Use existing shape

Clear Area Confirm Area Apply Search

Page 115

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