

Public Protection/Licensing  
222 Upper Street, London  
N1 1XR

Report of: Director of Public Protection

Meeting of: Licensing Sub-Committee A

Date: 13/10/2022

Ward(s): Laycock

**Subject:**

**PREMISES LICENCE NEW APPLICATION**

**Re:**

**URBAN SOCIAL, GROUND FLOOR, 242  
UPPER STREET, LONDON, N1 1RU**

## **1. Synopsis**

- 1.1. This is an application for a new premise licence under the Licensing Act 2003.
- 1.2. The new application is to allow:
  - The sale of alcohol, On and Off the premises, Mondays to Sundays from 11:00 until 23:00; and
  - The premises to be open to the public, Mondays to Sundays from 06:00 until 23:00.

1.3. Relevant Representations:

Licensing Authority	No
Metropolitan Police	No:
Noise	No:
Health and Safety	No
Trading Standards	No
Public Health	No
Safeguarding Children	No
London Fire Brigade	No
Local residents	Yes: Five local residents
Other bodies	No:

## 2. Recommendations

- 2.1. To determine the application for a new premises licence under Section 17 of the Licensing Act 2003.
- 2.2. These premises are located in the Angel and Upper Street Cumulative Impact Area therefore the Licensing Sub-Committee will need to consider Licensing Policy 3, which states that there is a presumption of refusal unless the Sub-Committee is satisfied that there will be no adverse cumulative impact on the licensing objectives.
- 2.3. If the Licensing Sub-Committee grants the application, it should be subject to:
  - i. Conditions prepared by the Licensing Officer which are consistent with the Operating Schedule (see appendix 3); and
  - ii. Any conditions deemed appropriate by the Licensing Sub-Committee to promote the four licensing objectives.

## 3. Background

- 3.1. This property has previously been licensed and traded as Islington Wines; in May 2012 the licence was surrendered.

- 3.2. This new premises licence application was received by the Council's licensing service on 16<sup>th</sup> August 2022.
- 3.3. The Licensing Authority received five letters of representation in opposition to this application from local residents, these can be found at Appendix 2 of this report.

## 4. Implications

### 4.1. Financial Implications

- 4.1.1. The Head of Finance reports that the applicant has paid the application fee of £315.00. Should the application be refused, the fee is not refundable.

### 4.2. Legal Implications

- 4.2.1. The legal implications are set out in Paragraph 2.
- 4.2.2. Legal advice will be provided at the meeting of the Licensing Sub-Committee as necessary.

### 4.3. Environmental Implications and contribution to achieving a net zero carbon Islington by 2030

- 4.3.1. The Licensing Sub-Committee need to consider the impacts that that proposals will have on the environment. An impact is defined as any change to the environment, whether positive or negative, wholly, or partially resulting from Council activities. Almost all human activity has some impact on the environment, and it is very unlikely that any activity will not have any implications.

### 4.4. Equalities Impact Assessment

- 4.4.1. The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.
- 4.4.2. An Equalities Impact Assessment is not required in relation to this report, because this is a decision relating to a Premises Licence application under the Licensing Act 2003.

#### **4.5. Planning implications**

- 4.5.1. The Planning & Development section have the following comments to make in relation to the above application.
- 4.5.2. The property is not statutorily listed; however, it is located within the Upper Street (North) Conservation Area (CA19).
- 4.5.3. The property has an established A1 use class (retail), now Class E. The proposed use of café/restaurant, with some off-site delivery, falls within the new Class E (b) sale of food and drink for consumption (mostly) on the premises.
- 4.5.4. Planning history:

There are no planning records regarding hours of operation.
- 4.5.5. There are no open enforcement cases in relation to the property.

### **5. Conclusion and reasons for recommendations**

- 5.1. That the Licensing Sub-Committee determines this application.

#### **Appendices:**

- Appendix 1: application form and layout plan.
- Appendix 2: representations.
- Appendix 3: suggested conditions and map of premises location.

#### **Background papers:**

- None.

**Final report clearance:**

Signed by:

A handwritten signature in blue ink, appearing to be 'BAM', with a long horizontal line extending to the right.

Besserat Atsebaha

**Service Director Public Protection and Regulatory Services**

Date: 3rd October 2022

Report author: Licensing Service

Tel: 020 75027 3031

E-mail: [licensing@islington.gov.uk](mailto:licensing@islington.gov.uk)

\* required information

## Section 1 of 21

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference  This is the unique reference for this application generated by the system.

Your reference  You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.

Are you an agent acting on behalf of the applicant?

☒ Yes ☐ No

Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.

### Applicant Details

\* First name

\* Family name

\* E-mail

Main telephone number  Include country code.

Other telephone number

☐ Indicate here if the applicant would prefer not to be contacted by telephone

Is the applicant:

- ☐ Applying as a business or organisation, including as a sole trader
- ☒ Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means the applicant is applying so the applicant can be employed, or for some other personal reason, such as following a hobby.

*Continued from previous page...*

### Address

* Building number or name	<input type="text"/>
* Street	<input type="text"/>
District	<input type="text"/>
* City or town	<input type="text"/>
County or administrative area	<input type="text"/>
* Postcode	<input type="text"/>
* Country	<input type="text"/>

### Agent Details

* First name	<input type="text" value="TURABI"/>
* Family name	<input type="text" value="AY"/>
* E-mail	<input type="text"/>
Main telephone number	<input type="text"/>
Other telephone number	<input type="text"/>

Include country code.

☐ Indicate here if you would prefer not to be contacted by telephone

Are you:

- ☒ An agent that is a business or organisation, including a sole trader
- ☐ A private individual acting as an agent

A sole trader is a business owned by one person without any special legal structure.

### Agent Business

Is your business registered in the UK with Companies House? ☒ Yes ☐ No

Note: completing the Applicant Business section is optional in this form.

Registration number	<input type="text" value="11834724"/>
Business name	<input type="text" value="DELTA TECH LTD"/>
VAT number	<input type="text" value="-"/>
Legal status	<input type="text" value="Private Limited Company"/>
Your position in the business	<input type="text" value="DIRECTOR"/>
Home country	<input type="text" value="United Kingdom"/>

If your business is registered, use its registered name.

Put "none" if you are not registered for VAT.

The country where the headquarters of your business is located.

*Continued from previous page...*

**Agent Registered Address**

Address registered with Companies House.

Building number or name	<input type="text" value=""/>
Street	<input type="text" value=""/>
District	<input type="text" value=""/>
City or town	<input type="text" value=""/>
County or administrative area	<input type="text" value=""/>
Postcode	<input type="text" value=""/>
Country	<input type="text" value="United Kingdom"/>

**Section 2 of 21**

**PREMISES DETAILS**

I/we, as named in section 1, apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in section 2 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003.

**Premises Address**

Are you able to provide a postal address, OS map reference or description of the premises?

☒ Address    ☐ OS map reference    ☐ Description

**Postal Address Of Premises**

Building number or name	<input type="text" value="URBAN SOCIAL"/>
Street	<input type="text" value="242 UPPER STREET"/>
District	<input type="text" value=""/>
City or town	<input type="text" value="LONDON"/>
County or administrative area	<input type="text" value=""/>
Postcode	<input type="text" value="N1 1RU"/>
Country	<input type="text" value="United Kingdom"/>

**Further Details**

Telephone number	<input type="text" value=""/>
Non-domestic rateable value of premises (£)	<input type="text" value="44,500"/>

## Section 3 of 21

### APPLICATION DETAILS

In what capacity are you applying for the premises licence?

- ☒ An individual or individuals
- ☐ A limited company / limited liability partnership
- ☐ A partnership (other than limited liability)
- ☐ An unincorporated association
- ☐ Other (for example a statutory corporation)
- ☐ A recognised club
- ☐ A charity
- ☐ The proprietor of an educational establishment
- ☐ A health service body
- ☐ A person who is registered under part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales
- ☐ A person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 in respect of the carrying on of a regulated activity (within the meaning of that Part) in an independent hospital in England
- ☐ The chief officer of police of a police force in England and Wales

### Confirm The Following

- ☒ I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities
- ☐ I am making the application pursuant to a statutory function
- ☐ I am making the application pursuant to a function discharged by virtue of Her Majesty's prerogative

## Section 4 of 21

### INDIVIDUAL APPLICANT DETAILS

#### Applicant Name

Is the name the same as (or similar to) the details given in section one?

- ☒ Yes ☐ No

If "Yes" is selected you can re-use the details from section one, or amend them as required. Select "No" to enter a completely new set of details.

First name

FUAT VOLKAN

Family name

KIZILKAYA

Is the applicant 18 years of age or older?

- ☒ Yes ☐ No

Continued from previous page...

Current Residential Address

Is the address the same as (or similar to) the address given in section one?

☒ Yes ☐ No

If "Yes" is selected you can re-use the details from section one, or amend them as required. Select "No" to enter a completely new set of details.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

Applicant Contact Details

Are the contact details the same as (or similar to) those given in section one?

☒ Yes ☐ No

If "Yes" is selected you can re-use the details from section one, or amend them as required. Select "No" to enter a completely new set of details.

E-mail

Telephone number

Other telephone number

\* Date of birth

/  /

ddmmyyyy

\* Nationality

Right to work share code

Documents that demonstrate entitlement to work in the UK  
Right to work share code if not submitting scanned documents

Add another applicant

Section 5 of 21

OPERATING SCHEDULE

When do you want the premises licence to start?

16082022

ddmmyyyy

If you wish the licence to be valid only for a limited period, when do you want it to end

/  /

ddmmyyyy

Provide a general description of the premises

*Continued from previous page...*

For example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off- supplies you must include a description of where the place will be and its proximity to the premises.

CAFE/RESTAURANT SERVING FRESHLY MADE FOOD ON SITE WITH MED. & MIDDLE EASTERN FLAVOURS. SEATING FOR CIRCA 50 PATRONS. ALCOHOL TO BE ONLU SERVED WITH MEALS AND POTENTIAL TO PROVIDE FOOD DELIVERY WITH ALCOHOL TOO.

If 5,000 or more people are expected to attend the premises at any one time, state the number expected to attend

## Section 6 of 21

### PROVISION OF PLAYS

[See guidance on regulated entertainment](#)

Will you be providing plays?

☐ Yes ☒ No

## Section 7 of 21

### PROVISION OF FILMS

[See guidance on regulated entertainment](#)

Will you be providing films?

☐ Yes ☒ No

## Section 8 of 21

### PROVISION OF INDOOR SPORTING EVENTS

[See guidance on regulated entertainment](#)

Will you be providing indoor sporting events?

☐ Yes ☒ No

## Section 9 of 21

### PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS

[See guidance on regulated entertainment](#)

Will you be providing boxing or wrestling entertainments?

☐ Yes ☒ No

## Section 10 of 21

### PROVISION OF LIVE MUSIC

[See guidance on regulated entertainment](#)

Will you be providing live music?

☐ Yes ☒ No

## Section 11 of 21

### PROVISION OF RECORDED MUSIC

[See guidance on regulated entertainment](#)

*Continued from previous page...*

Will you be providing recorded music?

☐ Yes ☒ No

## Section 12 of 21

### PROVISION OF PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Will you be providing performances of dance?

☐ Yes ☒ No

## Section 13 of 21

### PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE

[See guidance on regulated entertainment](#)

Will you be providing anything similar to live music, recorded music or performances of dance?

☐ Yes ☒ No

## Section 14 of 21

### LATE NIGHT REFRESHMENT

Will you be providing late night refreshment?

☐ Yes ☒ No

## Section 15 of 21

### SUPPLY OF ALCOHOL

Will you be selling or supplying alcohol?

☒ Yes ☐ No

### Standard Days And Timings

#### MONDAY

Start

End

Start

End

Give timings in 24 hour clock.  
(e.g., 16:00) and only give details for the days  
of the week when you intend the premises  
to be used for the activity.

#### TUESDAY

Start

End

Start

End

#### WEDNESDAY

Start

End

Start

End

#### THURSDAY

Start

End

Start

End

**Continued from previous page...**

FRIDAY

Start  End

Start  End

SATURDAY

Start  End

Start  End

SUNDAY

Start  End

Start  End

Will the sale of alcohol be for consumption:

☐ On the premises ☐ Off the premises ☒ Both

If the sale of alcohol is for consumption on the premises select on, if the sale of alcohol is for consumption away from the premises select off. If the sale of alcohol is for consumption on the premises and away from the premises select both.

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

N/A

Non-standard timings. Where the premises will be used for the supply of alcohol at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

N/A

State the name and details of the individual whom you wish to specify on the licence as premises supervisor

**Name**

First name

Family name

Date of birth  /  /

*Continued from previous page...*

**Enter the contact's address**

Building number or name	<input type="text"/>
Street	<input type="text"/>
District	<input type="text"/>
City or town	<input type="text"/>
County or administrative area	<input type="text"/>
Postcode	<input type="text"/>
Country	<input type="text"/>
Personal Licence number (if known)	<input type="text"/>
Issuing licensing authority (if known)	<input type="text"/>

**PROPOSED DESIGNATED PREMISES SUPERVISOR CONSENT**

How will the consent form of the proposed designated premises supervisor be supplied to the authority?

- ☐ Electronically, by the proposed designated premises supervisor
- ☒ As an attachment to this application

Reference number for consent form (if known)

If the consent form is already submitted, ask the proposed designated premises supervisor for its 'system reference' or 'your reference'.

**Section 16 of 21**

**ADULT ENTERTAINMENT**

Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children

Give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups etc gambling machines etc.

N/A

**Section 17 of 21**

**HOURS PREMISES ARE OPEN TO THE PUBLIC**

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Give timings in 24 hour clock.  
(e.g., 16:00) and only give details for the days  
of the week when you intend the premises  
to be used for the activity.

*Continued from previous page...*

**TUESDAY**

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

**WEDNESDAY**

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

**THURSDAY**

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

**FRIDAY**

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

**SATURDAY**

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

**SUNDAY**

Start	<input type="text" value="06:00"/>	End	<input type="text" value="23:00"/>
Start	<input type="text"/>	End	<input type="text"/>

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

N/A

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

N/A

**Section 18 of 21**

**LICENSING OBJECTIVES**

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b,c,d,e)

***Continued from previous page...***

List here steps you will take to promote all four licensing objectives together.

**Age Verification Policy**

- (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
- (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
- (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
  - (a) a holographic mark, or
  - (b) an ultraviolet feature.
- 4) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

**b) The prevention of crime and disorder**

The premises shall install and maintain a comprehensive CCTV system. All entry and exit points must be covered enabling frontal identification of every person entering in a light condition. The system shall also provide full coverage of any exterior part of the premises accessible to the public. The CCTV system shall continually record whilst the premises are open. All recordings shall be stored for a minimum period of 28 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer of The Council.

A staff member from the premises who is conversant with the operation of the CCTV system shall be in the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested and within a maximum of 24 hours of the initial request.

Subject to Data Protection guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV and will be able to download selected footage onto a disk/USB Stick for the Police or authorised officers of the Local Authority without difficulty, delay or charge.

Any CCTV breakdown or system failure will be notified to the Police and Local Authority immediately & remedied as soon as practicable. Repair records shall be kept on site for at least 12 months and be readily available to be viewed by all authorised persons upon request.

Notices shall be prominently displayed within the premises stating that CCTV is in operation.

**c) Public safety**

A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

Signage advertising the aforementioned proof of age scheme shall be prominently displayed throughout the premises with a particular emphasis on the devices used by staff to serve customers.

All staff members engaged, or to be engaged, in selling alcohol on the premises shall receive full training pertinent to the Licensing Act, specifically in regard to age-restricted sales, and the refusal of sales to persons believed to be under the influence of alcohol or drugs. This shall take place every 6 months.

All such training is to be fully documented and signed by not only the employee but the person delivering the training. Training records shall be kept at the premises and made available upon request to either Police Officers or an authorised officer of The Council.

***Continued from previous page...***

An incident log shall be kept at the premises and made available on request to an authorised officer of the The Council or the Police. It must be completed within 24 hours of the incident and will record the following:

- a) all crimes reported to the venue
- b) any complaints received concerning crime and disorder
- c) any incidents of disorder
- d) any faults in the CCTV system, searching equipment or scanning equipment
- e) any refusal of the sale of alcohol including date, time and name of staff member
- f) any visit by a relevant authority or emergency service.

**d) The prevention of public nuisance**

A record shall be kept detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the name of the member of staff who refused the sale. The record shall be available for inspection at the premises by the police or an authorised officer of The Council at all times whilst the premises is open.

There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol

The supply of alcohol on the premises shall only be to persons seated taking a table meal there and for consumption by such persons as ancillary to their meal

No person shall be allowed to leave the premises whilst in the possession of any drinking vessel or open glass bottle, whether empty or containing any beverage. This includes persons temporarily leaving the premises to smoke.

Any person or automated system taking an order for the supply of alcohol on behalf of the premises licence holder will inform customers that proof of age by way of photographic driving licence, passport or a form of identification with the PASS hologram may be required before alcohol is supplied in accordance with the Challenge 25 age verification scheme.

No high strength beers, lagers, and ciders above 5.5% ABV shall be stocked or sold at the premises.

**e) The protection of children from harm**

An electronic till prompt should be used for all alcohol sales.

A clear and unobstructed view into the premises shall be maintained at all times.

Invoices are to be produced to Police, a member of an appropriate authority or council officers upon request to evidence payment of duty on goods.

The premises licence holder shall ensure that any third party deliver/courier company is instructed to comply with the following: a. Any refusals will be logged by the delivery driver. Records of all refusals will be obtained from the delivery company and provided to the relevant authorities upon request; and b. Couriers will be trained on relevant aspects of the Licensing Act 2003 including underage sales, sales to a person who is drunk, obtaining alcohol for a child or a person who is drunk and delivering alcohol to someone under the age of 18.

The minimum age of delivery drivers shall be 18.

All delivery orders shall be to a registered residential or business address. There shall be no deliveries to public/communal areas or open spaces.

For all orders taken over the phone or via the internet, customers should be informed of Challenge 25 and the requirement to have ID ready for inspection should the need arise before receipt of alcoholic beverages.

Any alcohol sold for consumption off the premises shall be ancillary to food order for delivery or take away.

***Continued from previous page...***

All deliveries shall take place during the normal working day, i.e., 09:00 to 18:00 daily.

A suitable intruder alarm and panic button shall be fitted and maintained.

There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol.

There shall be no vertical drinking.

A minimum of two members of staff shall be present throughout the permitted hours for the sale of alcohol.

There shall be no promotions that encourage illegal, irresponsible or immoderate consumption of alcohol.

Outside of the hours authorised for the sale of alcohol, all alcohol within the trading area is to be secured behind locked grills, locked screens or locked cabinet doors so as to prevent access to the alcohol by customers or staff.

SIA registered door staff shall be employed at the premises, in accordance with a risk assessment, to be carried out by the licence holder/DPS. When employed, door staff will wear high visibility armbands and assist with the dispersal of patrons from the premises.

All SIA staff must sign a register detailing the information stated below. This register must be kept on the premises and made available immediately upon the request of Police or authorised officer of The Council.

start and end of shift times

SIA badge registered number

Full names

Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.

## **Section 19 of 21**

### **NOTES ON DEMONSTRATING ENTITLEMENT TO WORK IN THE UK**

*Continued from previous page...*

### **Entitlement to work/immigration status for individual applicants and applications from partnerships which are not limited liability partnerships:**

A licence may not be held by an individual or an individual in a partnership who is resident in the UK who:

- does not have the right to live and work in the UK; or
- is subject to a condition preventing him or her from doing work relating to the carrying on of a licensable activity.

Any premises licence issued in respect of an application made on or after 6 April 2017 will become invalid if the holder ceases to be entitled to work in the UK.

Applicants must demonstrate that they have an entitlement to work in the UK and are not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity. They do this in one of two ways: 1) by providing with this application copies or scanned copies of the documents listed below (which do not need to be certified), or 2) by providing their 'share code' to enable the licensing authority to carry out a check using the Home Office online right to work checking service (see below).

### **Documents which demonstrate entitlement to work in the UK**

- An expired or current passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK [please see note below about which sections of the passport to copy].
- An expired or current passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
- A Registration Certificate or document certifying permanent residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
- A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
- A **current** passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
- A **current** Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the UK, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A certificate of registration or naturalisation as a British citizen, **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

*Continued from previous page...*

- A **current** passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity.
- A **current** Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to work relation to the carrying on of a licensable activity.
- A **current** Residence Card issued by the Home Office to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights or residence.
- A **current** Immigration Status Document containing a photograph issued by the Home Office to the holder with an endorsement indicating that the named person may stay in the UK, and is allowed to work and is not subject to a condition preventing the holder from doing work relating to the carrying on of a licensable activity **when produced in combination with** an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
- A Certificate of Application, **less than 6 months old**, issued by the Home Office under regulation 18(3) or 20(2) of the Immigration (European Economic Area) Regulations 2016, to a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence.
- Reasonable evidence that the person has an outstanding application to vary their permission to be in the UK with the Home Office such as the Home Office acknowledgement letter or proof of postage evidence, or reasonable evidence that the person has an appeal or administrative review pending on an immigration decision, such as an appeal or administrative review reference number.
- Reasonable evidence that a person who is not a national of a European Economic Area state or Switzerland but who is a family member of such a national or who has derivative rights of residence in exercising treaty rights in the UK including:-
  - evidence of the applicant's own identity – such as a passport,
  - evidence of their relationship with the European Economic Area family member – e.g. a marriage certificate, civil partnership certificate or birth certificate, and
  - evidence that the European Economic Area national has a right of permanent residence in the UK or is one of the following if they have been in the UK for more than 3 months:
    - (i) working e.g. employment contract, wage slips, letter from the employer,
    - (ii) self-employed e.g. contracts, invoices, or audited accounts with a bank,
    - (iii) studying e.g. letter from the school, college or university and evidence of sufficient funds; or
    - (iv) self-sufficient e.g. bank statements.

Family members of European Economic Area nationals who are studying or financially independent must also provide evidence that the European Economic Area national and any family members hold comprehensive sickness insurance in the UK. This can include a private medical insurance policy, an EHIC card or an S1, S2 or S3 form.

**Original documents must not be sent to licensing authorities.** If the document copied is a passport, a copy of the following pages should be provided:-

- (i) any page containing the holder's personal details including nationality;
- (ii) any page containing the holder's photograph;
- (iii) any page containing the holder's signature;
- (iv) any page containing the date of expiry; and
- (v) any page containing information indicating the holder has permission to enter or remain in the UK and is permitted to work.

*Continued from previous page...*

If the document is not a passport, a copy of the whole document should be provided.

Your right to work will be checked as part of your licensing application and this could involve us checking your immigration status with the Home Office. We may otherwise share information with the Home Office. Your licence application will not be determined until you have complied with this guidance.

### **Home Office online right to work checking service**

As an alternative to providing a copy of the documents listed above, applicants may demonstrate their right to work by allowing the licensing authority to carry out a check with the Home Office online right to work checking service.

To demonstrate their right to work via the Home Office online right to work checking service, applicants should include in this application their 9-digit share code (provided to them upon accessing the service at <https://www.gov.uk/prove-right-to-work>) which, along with the applicant's date of birth (provided within this application), will allow the licensing authority to carry out the check.

In order to establish the applicant's right to work, the check will need to indicate that the applicant is allowed to work in the United Kingdom and is not subject to a condition preventing them from doing work relating to the carrying on of a licensable activity.

An online check will not be possible in all circumstances because not all applicants will have an immigration status that can be checked online. The Home Office online right to work checking service sets out what information and/or documentation applicants will need in order to access the service. Applicants who are unable to obtain a share code from the service should submit copy documents as set out above.

## **Section 20 of 21**

### **NOTES ON REGULATED ENTERTAINMENT**

*Continued from previous page...*

In terms of specific **regulated entertainments** please note that:

- Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
- Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
- Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
- Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
- Live music: no licence permission is required for:
  - o a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
  - o a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
  - o a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
  - o a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
  - o a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
- Recorded Music: no licence permission is required for:
  - o any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
  - o any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
  - o any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.

**Continued from previous page...**

- Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
- Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
  - o any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;
  - o any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
  - o any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
  - o any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.

**Section 21 of 21**

**PAYMENT DETAILS**

This fee must be paid to the authority. If you complete the application online, you must pay it by debit or credit card.

Premises Licence Fees are determined by the non&nbsp;domestic rateable&nbsp;value of the premises.

To find out a premises non domestic rateable value go to the Valuation Office Agency site at [http://www.voa.gov.uk/business\\_rates/index.htm](http://www.voa.gov.uk/business_rates/index.htm)

Band A - No RV to £4300 £100.00

Band B - £4301 to £33000 £190.00

Band C - £33001 to £87000 £315.00

Band D - £87001 to £125000 £450.00\*

Band E - £125001 and over £635.00\*

\*If the premises rateable value is in Bands D or E and the premises is primarily used for the consumption of alcohol on the premises then you are required to pay a higher fee

Band D - £87001 to £125000 £900.00

Band E - £125001 and over £1,905.00

There is an exemption from the payment of fees in relation to the provision of regulated entertainment at church halls, chapel halls or premises of a similar nature, village halls, parish or community halls, or other premises of a similar nature. The costs associated with these licences will be met by central Government. If, however, the licence also authorises the use of the premises for the supply of alcohol or the provision of late night refreshment, a fee will be required.

Schools and sixth form colleges are exempt from the fees associated with the authorisation of regulated entertainment where the entertainment is provided by and at the school or college and for the purposes of the school or college.

If you operate a large event you are subject to ADDITIONAL fees based upon the number in attendance at any one time

Capacity 5000-9999 £1,000.00

Capacity 10000 -14999 £2,000.00

Capacity 15000-19999 £4,000.00

Capacity 20000-29999 £8,000.00

Capacity 30000-39999 £16,000.00

Capacity 40000-49999 £24,000.00

Capacity 50000-59999 £32,000.00

Capacity 60000-69999 £40,000.00

Capacity 70000-79999 £48,000.00

Capacity 80000-89999 £56,000.00

Capacity 90000 and over £64,000.00

\* Fee amount (£)

315.00

**DECLARATION**

**Continued from previous page...**

[Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15).

The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, if appropriate (please see note 15)

☒ Ticking this box indicates you have read and understood the above declaration

This section should be completed by the applicant, unless you answered "Yes" to the question "Are you an agent acting on behalf of the applicant?"

\* Full name

\* Capacity

\* Date  /  /   
dd mm yyyy

[Add another signatory](#)

Once you're finished you need to do the following:

1. Save this form to your computer by clicking file/save as...
2. Go back to <https://www.gov.uk/apply-for-a-licence/premises-licence/islington/apply-1> to upload this file and continue with your application.

Don't forget to make sure you have all your supporting documentation to hand.

**IT IS AN OFFENCE LIABLE TO SUMMARY CONVICTION TO A FINE OF ANY AMOUNT UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION**

**IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED**

OFFICE USE ONLY

Applicant reference number	<input type="text"/>
Fee paid	<input type="text"/>
Payment provider reference	<input type="text"/>
ELMS Payment Reference	<input type="text"/>
Payment status	<input type="text"/>
Payment authorisation code	<input type="text"/>
Payment authorisation date	<input type="text"/>
Date and time submitted	<input type="text"/>
Approval deadline	<input type="text"/>
Error message	<input type="text"/>
Is Digitally signed	<input type="checkbox"/>



10.09.22

**COMPLETE  
LICENSING****Licensing Service**

Islington Council  
3<sup>rd</sup> Floor,  
222 Upper Street  
London N1 1XR

**By email only to:**[licensing@islington.gov.uk](mailto:licensing@islington.gov.uk)

Dear Sirs,

We are instructed on behalf of several residents who wish to **object** to the application by Fuat Volkan Kizilkaya of Urban Social, Ground Floor Shop, 242 Upper Street, Islington, London, N1 1RU, for a new premises licence.

We represent [REDACTED]

[REDACTED]. I am attaching their witness statements, each statement should be considered each as a separate representation. These statements are supported by all of those we represent.

The residents lived with these premises for many years when they were appropriately operated without any difficulty whatsoever. However, since the current operator has taken over, these premises operate without concerns for the residents' feelings, or any conditions imposed by Islington Council.

The objection is made based on:

- The prevention of crime and disorder
- Public Safety
- The prevention of public nuisance
- The protection of children from harm

To that extent, the residents request that the licence is **REFUSED**.

**Request to Redact information**

Given how the applicant has acted in the past, we request that our clients' names be redacted. However, this does not make the representations any less valid, and our clients are happy to attend any licencing hearing.

Kind regards,

**COMPLETE LICENSING**



### Complete Licensing - Witness Statement

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; MC Rules 1981, r.70)

Name: [REDACTED]

Date: 8<sup>th</sup> September 2020

11<sup>th</sup> March 2020 - Onwards

Location of Incident: Urban Social Coffee, 236 Upper Street, Islington, London, N1 1RU

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This statement (consisting of: 5 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have willfully stated anything in it which I know to be false, or do not believe to be true.

Signature: [REDACTED]

Date: 11 September 2022

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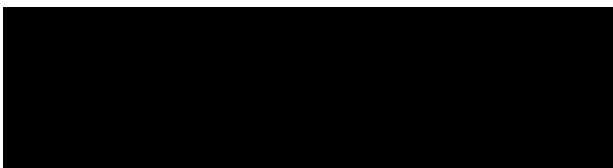
1. I make this statement to make a clear representation objecting to the grant of a premises license at the venue known as Urban Social Coffee, 236 Upper Street, Islington, London, N1 1RU. I make this representation taking into account the four licensing objectives as detailed in the licensing act 2003. I do not believe the owner, management and operators of this venue are fit and proper to hold such a premises license and support the licensing objectives.
  - **The prevention of crime and disorder**
  - **Public safety**
  - **The prevention of public nuisance**
  - **The protection of children from harm**
2. I will provide evidence in this statement that will clearly identify to the Licensing Sub-Committee that the premises license to allow the sale of alcohol at the premises known as Urban Social Coffee should not be granted.
3. We have owned the property - [REDACTED] Upper Street, Islington, London, [REDACTED], since [REDACTED]. This was once our own residence but we now live in [REDACTED]. We have continued to maintain ownership of the flat where family members have lived there, or various tenants all contacted through professional agents.

Signature: [REDACTED]

Telephone Statement taken by: Richard Bunch

4. The grounds for the objection are set around our ability to enjoy our amenity. This includes the major negative impact caused by antisocial behaviour, noise and environmental unpleasantness associated with the day to day running of the business. This also includes the unsuitability and the behaviour of the staff and users of the restaurant premises. These are totally unacceptable now and will only be hugely exacerbated by the granting of an alcohol license.
5. Previously the ground floor business was a shop selling sandwiches and drinks for consumption off the premises. Food preparation started from 07.30 and sales from 08.00 to 16.30 with closure by 17.00 at the latest. Relationship with the staff and business owner were good and friendly. The sandwich shop closed early on a Saturday and was not open on Sundays. Early 2017 the owner retired, and new owners took the premises over.
6. Their utilisation of the premises and opening hours extended. There was the introduction of seating outside the shop. New signage was erected fixed and movable signage placed outside daily. (Advertising a 15% reduction for council staff now 20%). The rear garden area was transformed into a working space and sometimes party area. In June 2017 saw the first tenant complaint about noise a copy of the details is contained in appendix 1. They applied for planning permission for change of use from shop to restaurant and for significant building works to extend the premises.
7. This application contained significant misrepresentations, pointed out independently by various objectors on the grounds of noise, increased risks of anti-social behaviors, waste disposal and the negative impact on our neighbour's ability, due to the overall nuisance to enjoy living in their respective properties, above, to the side and behind.
8. Despite this they built the extension anyway turned the shop into a mini restaurant and located several seats and tables on the concrete forecourt area directly outside the front of the shop. This then extended to our front door access to the flats. Photo evidence is provided in the appendices.
9. This created unexpectedly created several challenges caused by people milling about the outside of the shop. Those that utilized the tables and seats placed outside our front door. We have had to spend £2.6k improving the front door, the access security and installing separate buzzer ingress systems with audio communications. Now we are suffering with restaurant users ringing doorbells and other nuisance at the door including graffiti. The area is now being used as a toilet. In turn as a result of the advertising boards and canopy, rough sleepers are now sleeping in the location and bringing about their own level of nuisance and anti-social behaviour.
10. Additionally, just accessing the front door often became impossible as customers are often seated in our doorway. Also, items such as push bikes and shopping bags are left abandoned directly in the

Signature:

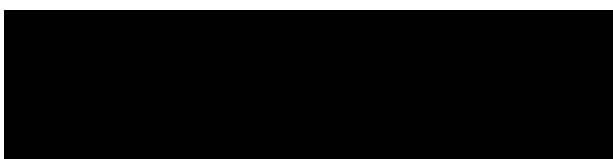


Telephone Statement taken by: Richard Bunch

gangways. This unfortunately creates a conflict situation for our tenants who must ask customers to move items. This creates hostility from the restaurant customers as they display annoyance in having to move their items from our access. Tenants have to identify customers with the assistance of staff members. These continued situations have now impaired the relationships between my tenants and restaurant staff.

11. An application to change the shop to a restaurant was made in 2020. This was subsequently adjourned for the applicant to address some of the concerns raised by the residents.
12. The reality was they were surprised by the level of the opprobrium that was generated towards the application. This was caused in part by their decision to illegally extend the premises to the rear. This then led to the commencement in an unmanaged way to the development of the seating and tables to the front of the property.
13. It can be no coincidence that with the subsequent granting of planning permission albeit with conditions on March 22<sup>nd</sup>, 2022, this year they feel emboldened to resurrect the licensing application and extend it further. Fortuitously this also coincides with their now meeting the neighbours concerns and adopting new behaviour and working practices. Interestingly the applicant's consultant lists in his support document the conditions imposed by the council as evidence of his client's good behaviour and intentions towards their neighbours.
14. Two years ago, The Library public house next door applied for a license extension and planning permission which was refused on the grounds of likely increased antisocial behaviour and noise.
15. Retrospective planning permission with restrictive conditions was granted to the Urban Social Cafe. Some of the objectors' concerns were mitigated and some just ignored. Unsurprisingly, people who ignore planning rules and who bully and threaten people such as my tenants and myself have been, pay scant regard to these conditions which are already being breached and the situation is deteriorating.
16. Indeed, the noise, anti-social behaviour and general refusal to adhere to the agreed conditions has cause considerable distress to our tenant and the aggressive behaviour have extended to both the tenant and us.
17. The applicant's representative lists his client's good behaviour and operating practices, which have been adopted by his client. He states this has created a good working environment with the neighbours. None of this is true as none have been implemented.

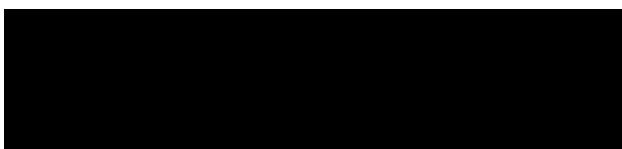
Signature:



Telephone Statement taken by: Richard Bunch

18. The reality is it is impossible to live and work directly above the premises because of noise from the restaurant first thing in the morning and late at night as well as noise generated by customers inside the restaurant and those seated outside below our front window.
19. Our current tenant has had to put up with constant violations of the agreed conditions on the café when it was granted in March – and it is impacting her health.
20. Visitors to the restaurant premises (where there is little evidence of covid19 rules being enforced) leave property outside the front door, customer tables and chairs are placed and encroach into our front door access walkway. Fixed advertising boards are in our access space, mobile advertising boards are located on the pavement in our access space. We must ask people to move their personal items of property just so we can gain access to our front door. Needless conflicts are created because the restaurant management won't keep a clearway as they have agreed to do.
21. Mobile advertising boards are located on the pavement outside shops front area next door. A small piece of green tape delineates the line over which customers should not read but it is almost invisible with no-one taking any notice of it. An A4 notice placed on the wall beside the shop window represents the extent to which the owner and day to day operators of the business engage in the effective management of the problems we are being caused. See various photos attached.
22. It is evident to us that the owners and operators of the business just do not care and have absolutely no respect for authority never mind the flat directly above. We are suffering from this already - can you imagine the conflicts and antisocial behaviour that will be caused by customers who have taken drink on the premises?
23. We should not have to be dealing with and managing this. We have engaged with the council, but these are early days and not enough negative history has been encountered yet to issue injunctions and take meaningful legal action.
24. Until such time as the business owners and day to day operators can prove that they are good neighbours, who are prepared work within the conditions applied by the council for the retrospective granting of planning permission, then there should be no granting of an alcohol license. The current situation of customers blocking the doorway with no alcohol involved is causing conflict just so we can gain access to our front door is unacceptable, particularly as absolutely no effort has been made since the granting of change of use.
25. We have had to report anti-social behaviour and noise levels to the council which they are reviewing currently.

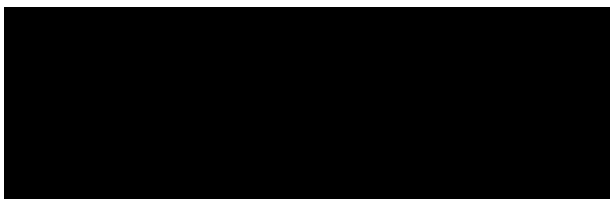
Signature:



Telephone Statement taken by: Richard Bunch

26. The business owners talk a good game and will give all sorts of assurances to the council that there will be no issues and they will do everything they can to make sure things are operated properly. The reality is an entirely different situation.
27. As mentioned, we have only had threatening correspondence from them and absolutely no endeavors to see what can be done to mitigate the situation. At no point did the applicant of the Urban Social seek to approach us to discuss how any of our objections could be mitigated before or after the granting of the café licence nor to discuss the alcohol licence.
28. I ask the Licensing Sub-Committee not to grant this application for the reasons I have stated which clearly now and will in the future that will not see the licensing objectives of public safety, prevention of public nuisance and no doubt in the future the prevention of crime and disorder that will closely follow with the permitted sale of alcohol.
29. The owner and operators have clearly displayed their inability to fulfill any of the licensing objectives and being considered responsible for holding such a premises licence.
30. The issues I have described are ongoing. They are impacting not just on the lives of myself and my partner [REDACTED] but my tenant [REDACTED]. They are also impacting on other tenants and neighbours in and around Urban Social. I respectfully request the planning committee consider the impact on us all. I also invite the licensing Sub-Committee to not grant the extension on the licence as applied by the applicant for the reasons given that we do not feel that the Licensing Objectives will be met.
- 

Signature:



Telephone Statement taken by: Richard Bunch



### Complete Licensing - Witness Statement

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; MC Rules 1981, r.70)

Name: [REDACTED]

Date: 10<sup>th</sup> September 2022

Site: [REDACTED], [REDACTED]

Location of Incident: Urban Coffee, 236 Upper Street, Islington, London, N1 1RU

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This statement (consisting of 3 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have willfully stated anything in it which I know to be false, or do not believe to be true.

Signature: [REDACTED]

Date: 10 September 2022

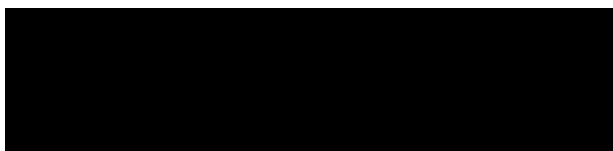
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1. I live at the address of [REDACTED] I live together with my partner [REDACTED]. We own the leasehold to the [REDACTED] the property.
2. I make this statement as a representation in order to object to the application of a premises licence for Urban Social Coffee, 236 Upper Street, Islington, London, N1 1RU. This business is located on the ground floor level of our property. I make this representation taking into consideration the four licensing objectives:
  - **The prevention of crime and disorder**
  - **Public safety**
  - **The prevention of nuisance**
  - **The protection of children from harm**
3. We have been made aware that a premises licence was granted to the business on the ground floor to our property in September 2021. I was totally unaware of any consultation period to make representations or oppose the grant of licence. Had I been so a representation would have been made considering the licensing objectives under **The prevention of public nuisance and public safety.**

Signature: ..... Statement taken by: Richard Bunch

4. Having successfully objected to the licensing applications for these premises based on inevitable and significant impacts by such a change, I fail to understand how permission was granted for a licence, particularly with no communication with impacted neighbours.
5. I want to strongly object to the new licensing application on the grounds of noise nuisance, public safety and prevention of crime and disorder.
6. I also note that conditions 15, 16, 22 and 25 of the conditions imposed for the granting of this licence have not been met and oppose on these grounds.
7. Noise pollution is an issue that I wish to highlight to the Licensing Committee. Urban Social has increased in capacity and with a flimsy roof in the garden, multiple roof windows and open doors at the rear, any gathering of customers, particularly fueled by alcohol, and loud music is unbearably loud for residents above the café who are meters away from this noise.
8. We contend that the café management has pushed beyond established boundaries of reasonable interactions with neighbours, such as the carefree approach to the installation of advertising hoardings, barriers and awnings at the front of the property, and to a growth in capacity and footfall without seeking expert impact assessments on the building – and the potential for issues of public safety.
9. Our objections include the major negative impacts caused by noise, public safety and crime and disorder which stem from poor management of the café as it currently is. Conditions set by the Licensing Committee and other council departments on the licensee (applicant), continual noise disturbance from the café and poor behaviours associated with the day to day running of the business as well as the café owner's dealings with neighbours necessitate the refusal of this application.
10. We stand by our original statement at the hearing of 5 May 2021 and would go so far as to say that since then, the issues have become far worse.
11. They fail regularly to observe planning conditions that were put in place by IBC regarding keeping the entrance to the flats free – with people frequently standing in the doorway, tables in front of the door. They refuse to act on noise. And instead of consultation, they confront.

Signature:



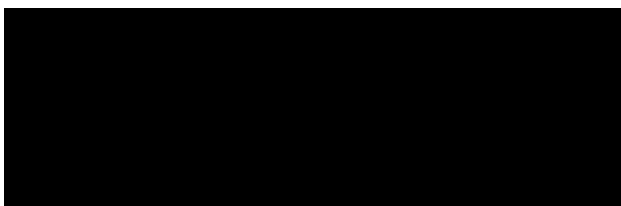
Statement taken by: Richard Bunch



**COMPLETE  
LICENSING**

12. Taking all into account I respectfully request that the Licensing Committee do not grant the application for this new licence, and I invite all local authorities and police licensing teams to investigate the operation of Urban Coffee Social.
- 

Signature:



Statement taken by: Richard Bunch

**Complete Licensing - Statement**

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; MC Rules 1981, r.70)

Name: [REDACTED]

Date: 10<sup>th</sup> September 2022

Site: [REDACTED]

Location of Incident: Urban Social Coffee, 236 Upper Street, Islington, London. N1 1RU

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This statement (consisting of 3 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have willfully stated anything in it which I know to be false, or do not believe to be true.

Signature: [REDACTED]

Date: Saturday, 10 September 2022

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1. I live at the address of [REDACTED]. I live together with my partner [REDACTED]. We own the leasehold to the [REDACTED] the property.
2. I make this statement as a representation in order to object to the application of a premises licence for Urban Social Coffee, 236 Upper Street, Islington, London, N1 1RU. This business is located on the ground floor level of our property. I make this representation taking into consideration the four licensing objectives:
  - **The prevention of crime and disorder**
  - **Public safety**
  - **The prevention of nuisance**
  - **The protection of children from harm**
3. We have been made aware that a premises licence was granted to the business on the ground floor to our property in September 2021. I was totally unaware of any consultation period to make representations or oppose the grant of licence. Had I been so a representation would have been made considering the licensing objectives under **The prevention of public nuisance and public safety**.

Signature: [REDACTED]

Statement taken by: Richard Bunch

4. Having successfully objected to the licensing applications for these premises based on inevitable and significant impacts by such a change, I fail to understand how permission was granted for a licence, particularly with no communication with impacted neighbours.
5. I want to strongly object to the new licensing application on the grounds of noise nuisance, public safety and prevention of crime and disorder.
6. I also note that conditions 15, 16, 22 and 25 of the conditions imposed for the granting of this licence have not been met and oppose on these grounds.
7. Noise pollution is an issue that I wish to highlight to the Licensing Committee. Urban Social has increased in capacity and with a flimsy roof in the garden, multiple roof windows and open doors at the rear, any gathering of customers, particularly fueled by alcohol, and loud music is unbearably loud for residents above the café who are meters away from this noise.
8. We contend that the café management has pushed beyond established boundaries of reasonable interactions with neighbours, such as the carefree approach to the installation of advertising hoardings, barriers and awnings at the front of the property, and to a growth in capacity and footfall without seeking expert impact assessments on the building – and the potential for issues of public safety.
9. Our objections include the major negative impacts caused by noise, public safety and crime and disorder which stem from poor management of the café as it currently is. Conditions set by the Licensing Committee and other council departments on the licensee (applicant), continual noise disturbance from the café and poor behaviours associated with the day to day running of the business as well as the café owner's dealings with neighbours necessitate the refusal of this application.
10. We stand by our original statement at the hearing of 5 May 2021 and would go so far as to say that since then, the issues have become far worse.

Signature:



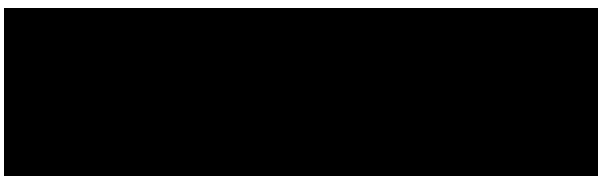
Statement taken by: Richard Bunch



**COMPLETE  
LICENSING**

11. They fail regularly to observe planning conditions that were put in place by IBC regarding keeping the entrance to the flats free – with people frequently standing in the doorway, tables in front of the door. They refuse to act on noise. And instead of consultation, they confront.
  12. Taking all into account I respectfully request that the Licensing Committee do not grant the application for this new licence, and I invite all local authorities and police licensing teams to investigate the operation of Urban Coffee Social.
- 

Signature:



Statement taken by: Richard Bunch



### Complete Licensing - Witness Statement

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; MC Rules 1981, r.70)

Name: [REDACTED]

Date: 8<sup>th</sup> September 2020

Time of incident: 11<sup>th</sup> March 2020 onwards

Site: [REDACTED]

Location of Incident: urban Social Coffee, 236 Upper Street, London, N1 1RU

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This statement (consisting of 6 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have willfully stated anything in it which I know to be false, or do not believe to be true.

Signature: [REDACTED]

Date: 8<sup>th</sup> September 2022

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1. I make this statement to make a clear representation objecting to the grant of a premises license at the venue known as Urban Social Coffee, 236 Upper Street, Islington, London, N1 1RU. I make this representation taking into account the four licensing objectives as detailed in the licensing act 2003. I do not believe the owner, management and operators of this venue are fit and proper to hold such a premises license and support the licensing objectives.

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

2. I will provide evidence in this statement that will clearly identify to the Licensing Sub-Committee that the premises license to allow the sale of alcohol at the premises known as Urban Social Coffee should not be granted.

3. I have owned the property at [REDACTED] since [REDACTED]. This was once our own residence, but we now live [REDACTED]. We have continued to maintain ownership of the flat where family members have lived there, or various tenants all contacted through professional agents.

4. The grounds for the objection are set around our ability to enjoy our amenity. This includes the major negative impact caused by antisocial behaviour, noise and environmental unpleasantness associated with the day to day running of the business. This also includes the unsuitability and the behaviour of [REDACTED]

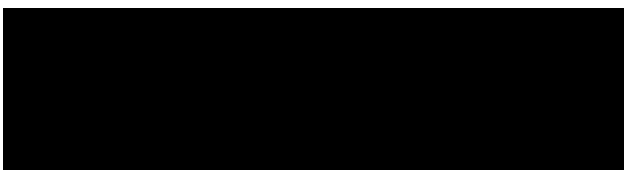
Signature: [REDACTED]

Statement taken by: Richard Bunch

the staff and users of the restaurant premises. These are totally unacceptable now and will only be hugely exacerbated by the granting of an alcohol license.

5. Previously the ground floor business was a shop selling sandwiches and drinks for consumption off the premises. Food preparation started from 07.30 and sales from 08.00 to 16.30 with closure by 17.00 at the latest. Relationship with the staff and business owner were good and friendly. The sandwich shop closed early on a Saturday and was not open on Sundays. Early 2017 the owner retired, and new owners took the premises over.
6. Their utilisation of the premises and opening hours extended. There was the introduction of seating outside the shop. New signage was erected fixed and movable signage placed outside daily. (Advertising a 15% reduction for council staff now raised to 20%). The rear garden area was transformed into a working space and sometimes party area. In June 2017 saw the first tenant complaint about noise (see appendix 1). They applied for planning permission for change of use from shop to restaurant and for significant building works to extend the premises.
7. This application contained significant misrepresentations, pointed out independently by various objectors on the grounds of noise, increased risks of anti-social behaviors, waste disposal and the negative impact on our neighbour's ability, due to the overall nuisance to enjoy living in their respective properties, above, to the side and behind.
8. Despite this they built the extension anyway turned the shop into a mini restaurant and located several seats and tables on the concrete forecourt area directly outside the front of the shop. This then extended to our front door access to the flats. Photo evidence is provided in the appendices.
9. This created unexpectedly created several challenges caused by people milling about the outside of the shop. Those that utilized the tables and seats placed outside our front door. We have had to spend £2.6k improving the front door, the access security and installing separate buzzer ingress systems with audio communications. Now we are suffering with restaurant users ringing doorbells and other nuisance at the door including graffiti. The area is now being used as a toilet. In turn as a result of the advertising boards and canopy, rough sleepers are now sleeping in the location and bringing about their own level of nuisance and anti-social behaviour.
10. Additionally, just accessing the front door often became impossible as customers are often seated in our doorway. Also, items such as push bikes and shopping bags are left abandoned directly in the gangways. This unfortunately creates a conflict situation for our tenants who must ask customers to move items. This creates hostility from the restaurant customers as they display annoyance in having to move their items from our access. Tenants have to identify customers with the assistance of staff members. These continued situations have now impaired the relationships between my tenants and restaurant staff.

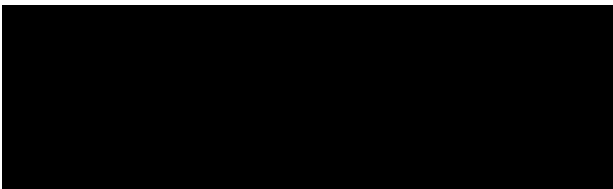
Signature:



Statement taken by: Richard Bunch

11. A consultation about changing the shop to a restaurant was made in 2020 which we objected to. This was subsequently adjourned in order for the applicant to address some of the concerns raised by the residents.
12. The reality was they were surprised by the level of the opprobrium that was generated towards the application. This was caused in part by their decision to illegally extend the premises to the rear. This then led to the commencement in an unmanaged way to the development of the seating and tables to the front of the property.
13. It can be no coincidence that with the subsequent granting of planning permission albeit with conditions (see appendix 3 mail to HB from Dan Whitton) made them feel emboldened to resurrect the licensing application originally applied for in April 2021. Fortuitously this also coincides with their now meeting the neighbours concerns and adopting new behaviour and working practices. Interestingly the applicant's consultant lists in his support document the conditions imposed by the council as evidence of his client's good behaviour and intentions towards their neighbours.
14. Two years ago, The Library public house next door applied for a license extension and planning permission which was refused on the grounds of likely increased antisocial behaviour and noise.
15. Retrospective planning permission with restrictive conditions was granted in March 2021. Some of the objectors' concerns were mitigated and some just ignored. Unsurprisingly, people who ignore planning rules and who bully and threaten people such as my tenants and myself have been, pay scant regard to these conditions which are already being breached and the situation is deteriorating.
16. Indeed, the noise, anti-social behaviour and general refusal to adhere to the agreed conditions has cause considerable distress to our tenant and the aggressive behaviour have extended to both the tenant and us. Our current tenant of over two years will give evidence to the fact of the behaviour, noise and nuisance she has been subject to. This is still ongoing to the point where she is now contemplating moving. This is particularly upsetting as she has been a model tenant for us both.
17. She has made numerous complaints to the council regarding noise pollution and has complained regarding access to the flat from people and tables directly in the way of the door. This is not a safe environment for inhabitants of the flats and their visitors nor for the public to sit.
18. The applicants representative lists his clients good behaviour and operating practices, which have been adopted by his client. He states this has created a good working environment with the neighbours. None of this is true as none have been implemented.

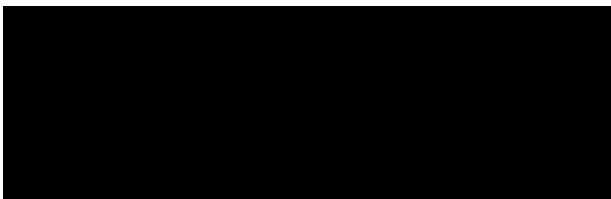
Signature:



Statement taken by: Richard Bunch

19. The reality is it is impossible to live and work directly above the premises because of noise from the restaurant first thing in the morning and late at night as well as noise generated by customers inside the restaurant and those seated outside below our front window.
20. Our current tenant has had to put up with constant violations of the agreed conditions on the café when it was granted in March – and it is impacting her health.
21. For example, on 14 June 2022 [REDACTED] wrote to us saying: “Sorry to bother you so early but I’m really at the end of my tether...The music is exceptionally loud and woke me up early this morning. I’ve put yet another complaint into the council who have so far done absolutely nothing. I cannot take this anymore. They won’t stop and they’re making the flat unlivable. I don’t know what to do anymore but it’s seriously stressing me out.”
22. The following day – Wed 15<sup>th</sup> – after the tenant had alerted the council, she said the council had spoken to the café about not playing music before 8am and to keep it down generally. However, [REDACTED] went on to say that the café was still playing the music loud after the warning to the café and that the café “won’t listen, they’re not interested in cooperating, and they don’t respect what the council says. This is too much stress daily and it’s affecting my health and my work.”
23. Visitors to the restaurant premises (where there was little evidence of covid19 rules being enforced during the pandemic) leave property outside the front door, customer tables and chairs are placed and encroach into our front door access walkway. Fixed advertising boards are in our access space, mobile advertising boards are located on the pavement in our access space. We must ask people to move their personal items of property just so we can gain access to our front door. Needless conflicts are created because the restaurant management won’t keep a clearway as they have agreed to do.
24. Mobile advertising boards are located on the pavement outside shops front area next door. A small piece of green tape delineates the line over which customers should not thread but it is almost invisible with no-one taking any notice of it. An A4 notice placed on the wall beside the shop window represents the extent to which the owner and day to day operators of the business engage in the effective management of the problems we are being caused. See various photos attached.
25. It is evident to us that the owners and operators of the business just do not care and have absolutely no respect for authority never mind the flat directly above. We are suffering from this already - can you imagine the conflicts and antisocial behaviour that will be caused by customers who have taken drink on the premises?
26. We should not have to be dealing with and managing this. We have engaged with the council, but these are early days and not enough negative history has been encountered yet to issue injunctions and take meaningful legal action.

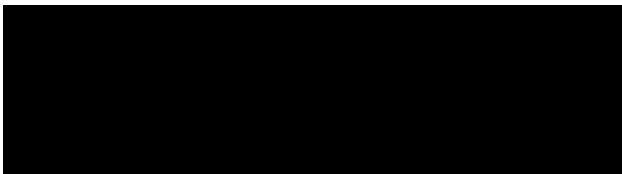
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Statement taken by: Richard Bunch

27. Until such time as the business owners and day to day operators can prove that they are good neighbours, who are prepared work within the conditions applied by the council for the retrospective granting of planning permission, then there should be no granting of an alcohol license. The current situation of customers blocking the doorway with no alcohol involved is causing conflict just so we can gain access to our front door is unacceptable, particularly as absolutely no effort has been made since the granting of change of use.
28. We have had to report anti-social behaviour and noise levels to the council which they are reviewing currently.
29. The business owners talk a good game and will give all sorts of assurances to the council that there will be no issues and they will do everything they can to make sure things are operated properly. The reality is an entirely different situation.
30. The Café has only ever approached the leaseholders in a hostile and accusatory fashion – never having bothered to reach out and discuss his plans and how these can be mitigated to minimize the burden for leaseholders. His behaviors have left flat owners and residents in no doubt that not only is he unfit to run a café – his inability to uphold conditions from the council are a warning sign that he certainly should not have a licence.
31. There are several instances of engagement where his behaviour was simply unacceptable. Our tenant [REDACTED] is now fearful of him following an encounter. Our builders were accused by him of putting rubbish on his roof – only to have a photo proof that this was not the case. Another person was reported to the police when confronted over taking a photograph of our flat. A leaseholder was refused access to the basement where the stopcock and gas meters for the building are (these are historically located in his premises). He also accused females of putting sanitary pads in the toilets and blocking the system – with no mention of the fact that the drainage was fine until a 60-seater restaurant came about with no change to a residential infrastructure – the potential of blockage was one of the issues raised by objectors to the extended premises originally. Only this week he has refused a gas engineer access to the gas meter which is in the basement – with the excuse he is not in, despite the fact he has a café full of staff.
32. Our living space above the café is becoming impossible to live in - with mice also now appearing. Our tenant has had to report anti-social behaviour and noise levels to the council who have spoken to the café but as ever, no notice is taken, and noise continues.
33. As mentioned, we have only had threatening correspondence from them and absolutely no endeavors to see what can be done to mitigate the situation. At no point did the applicant of the Urban Social seek to approach us to discuss how any of our objections could be mitigated before or after the granting of the café licence nor to discuss the alcohol licence.

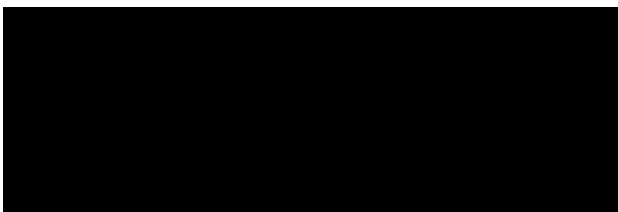
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Statement taken by: Richard Bunch

34. I ask the Licensing Sub-Committee not to grant this application for the reasons I have stated which clearly now and will in the future that will not see the licensing objectives of public safety, prevention of public nuisance and no doubt in the future the prevention of crime and disorder that will closely follow with the permitted sale of alcohol.
35. The owner and operators have clearly displayed their inability to fulfill any of the licensing objectives and being considered responsible for holding such a premises licence.
36. The issues I have described are ongoing. They are impacting not just on the lives of myself and my partner [REDACTED], but my tenant [REDACTED]. They are also impacting on other tenants and neighbours in and around Urban Social. I respectfully request the planning committee consider the impact on us all. I also invite the licensing Sub-Committee to not grant the extension on the licence as applied by the applicant for the reasons given that we do not feel that the Licensing Objectives will be met.
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Signature:



tatement taken by: Richard Bunch



### Complete Licensing - Witness Statement

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; MC Rules 1981, r.70)

Name: [REDACTED]

Date: 8<sup>th</sup> September 2022

11<sup>th</sup> March 2020 - Onwards

Site: [REDACTED]

Location of Incident: Urban Social Coffee, 236 Upper Street, Islington, London, N1 1RU

This statement (consisting of 9 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have willfully stated anything in it which I know to be false, or do not believe to be true.

Signature: [REDACTED]

Date: 10 September 2022

1. I am the current tenant of [REDACTED] I have lived at this address since [REDACTED] rent the property from [REDACTED] and [REDACTED] who I understand have owned the property for several years and this address was at one point their own personal residence.
2. Situated on the ground floor directly below my flat is a premises known as Urban Social Coffee, 236 Upper Street, Islington, N1 1RU. This is a coffee shop and restaurant. When I first moved to the flat, I had no issues with the operation of the coffee shop. I once visited the coffee shop on a regular basis in the mornings. At this point I had no issues with the venue, with regards to noise and anti-social behaviour. I lived with the noises you would expect from a venue of this nature, the banging of the coffee machine. Occasionally, the staff would shout amongst themselves. I found none of this to be an issue. The staff were friendly and welcoming, and I enjoyed visiting there.
3. The premises applied for a later licence and the venues started to change and become bothersome in their overall behaviour and the way the premises operated. Literally on the day after they received their license for extended opening hours, I started to notice this change in behaviour. At first it was loud music, where the bass was quite heavy, and I could hear it in the [REDACTED]

Signature: [REDACTED]

..... Telephone Statement taken by: Richard Bunch

flat at various points throughout the day. There were multiple occasions where the music began early in the morning and would wake me up. I would have to play my own music quite loudly from around 7/7:30am to cover the noise and be able to tolerate it. I complained to my landlady, [REDACTED] on multiple occasions which were recorded via Whatsapp message and phone calls. They also placed a speaker outside once they were able to have outdoor seating for their customers. This is played very loudly and can be clearly heard in my flat which often disturbed me.

4. I have now been made aware that the venue has applied for a premises license to allow the sale of alcohol. This concerns me greatly as they have shown me no reason to believe that they owners, management and staff are suitable, and fit and proper to hold and operate a premises licence for the sale of alcohol and to run a restaurant.
5. As a result of this I make this statement making my clear and resolute representation objecting to the grant of the premises licence for the sale of alcohol. I would also like to make the Local Licensing Authority, Environmental Health Team and Police Licensing Team fully aware of the current standards of operation and ask them to investigate accordingly. I make my representation taking into consideration the four licensing objectives:
  - **The prevention of crime and disorder**
  - **Public safety.**
  - **The prevention of public nuisance**
  - **The protection from children from harm**
6. The music and general noise from the venue became increasingly distressing. The bass from the external speakers became louder and deeper and more intrusive. I had also started new treatment for an ongoing medical condition. This required me to take sufficient rest which became increasingly impossible. There was no consistency regarding the levels and timings of the music. The music would be loud and intrusive at different periods through the day. At other points there would be no music, this seemed to add to the stress and anxiety I was feeling. My treatment required and sufficient rest and as much of a relaxing environment as possible. This did not happen, and it all hampered my recovery. The music would be very loud at different points of the day and other points wasn't noticeable – the constantly fluctuation in noise levels of the heavy bass has been very difficult to live with because often as soon as I felt it had gotten

Signature: ...

... Telephone Statement taken by: Richard Bunch

better, it would start again. As a result, I would have to constantly adjust my own music to compete with it for my own sanity. The bass could also be heard over my television. It was almost impossible to concentrate on anything work related or anything involving reading activities. Although I am fine with playing my own music throughout the day, I was concerned that it may be too loud and become problematic for my neighbours.

7. I also noticed behaviour outside the entrance to the flat which became increasingly problematic. Often customers would be blocking the entrance or standing in the walk up to the entrance. This made it difficult to get into the flat sometimes and it was also impossible to social distance. They also started to put their signs in the walkway and plants by the wall, which made it even less clear for customers that they were not to stand in front of the door or the entrance way. A green line is marked on the floor to demark the boundary to the flat entrance. This was very small and not clearly visible and certainly not obvious. There was one time where the sign was in the way and several pots of plants were lined up against the wall and in front of the door, so my dog ended up knocking them all over as we were trying to get in the door. The plants were laying on the ground restricting our access. This incident came about purely from the positioning from the owner. The owner watched me struggling with the pots, my dogs despite the fact my hands were full. He made me feel awkward and uncomfortable. I noticed one night after the lockdown had eased and groups of six were allowed, that noise was coming from the back at around 3am with people talking loudly in a gathering. The very set-up of the venue made social distancing almost impossible for me coming to and from my flat.
8. I persisted for about a month with all of this before finally making a complaint to the council. I had hoped it would improve but this was not the case. The noise levels from the heavy bass of the music and the obstruction of the entrance became unbearable and got to a point of being deeply distressing and affected my quality of life. My quality of life was being affected and ability to enjoy living in my flat.
9. As the situation continued to get worse and increasingly problematic, I made an official complaint to the local council. I have now made numerous complaints to the council, but nothing has changed. I had considered going directly to the coffee shop and complaining. Such was the demeanor of the owner this did not happen as I never felt comfortable approaching him.

Signature: ...

Telephone Statement taken by: Richard Bunch

10. Eventually, the council made a personal visit. This resulted in the owner calling to my flat. He demanded that I go downstairs and speak with him. I did not want to speak with him. He was persistent and would not take no for an answer. He wanted to talk to me about his Mail being delivered to the flat by accident. I went downstairs and spoke to him about the mail, helped him and found some of his missing mail.
11. He then accosted me about the noise complaints and visits from the council. He said that they had received a visit from the council about noise and the outside behaviour. He stated that he didn't know who was complaining but if I had an issue then I was to come to him directly and not talk to the council. I didn't say anything to him, and it felt like he was accusing me of being the one making the complaints which made me feel very uncomfortable. He was being aggressive, and his behaviour was intimidating. I also felt that he was attempting to make a threat to withhold any of my packages they receive if I continued to complain to the council. He made comment to the fact sometimes they got my packages and bring them over, so they aren't left in the street. He stated that if I dealt with them, he would continue to ensure my packages would be delivered to me.
12. I told my landlady [REDACTED] and mentioned it when speaking to Ryan from the council. All complaints are officially recorded with the council. They continue to obstruct the pathway with their sign and not clearly Mark where customers should not stand. The noise also continued as is causing me distress.
13. I have made several complaints to my landlady [REDACTED] which I list below. This gives a timeline and the issues caused.

#### **Complaints via text and phone from tenant since the Restaurant licence was granted**

**Thursday 25 March 2020 16.53pm**

Hi [REDACTED] just a quick one - the cafe downstairs are playing their music a lot louder than usual and it's really bothersome. My side effects from the medication are worse today and it's actually quite distressing because I'm trying to rest and they're just blasting their music. It's never normally this loud and I can never normally hear it so not sure what they're doing

Signature: .....

... Telephone Statement taken by: Richard Bunch

**25 March 2020**

Ok, got it. I thought the guy was a bit off when he said good morning to me today, seemed weirdly passive aggressive. Normally he just waves and smiles politely. I rarely hear their music etc but everything seemed pretty noisy today, even their talking.

**25 March 2020**

Ok I will do and hopefully they chill out and don't continue the noise

**Saturday 27 March 2020 7.39am**

They've woken me up this morning at 7:20am playing pretty loud techno music and it won't stop. It's driving me insane!! Even my music won't cover it so I'm putting a complaint in with the council. I don't understand the sudden change in volume over the past few days

I will do, it was weird because it stopped around 8:30/9am which I think is roughly when they open and I haven't heard much. And then the music starts going again at like 3ish but is even louder. I don't really know what this new deal is with them and their behaviour?? I doubt upstairs would hear much because I think it would all get absorbed by this flat pretty much. It's just a pain that it's coinciding with me starting this new medication which is pretty gnarly stuff, I have to be as calm as possible or the side effects just go through the roof! But hopefully they'll calm down and hopefully downstairs will be quieter

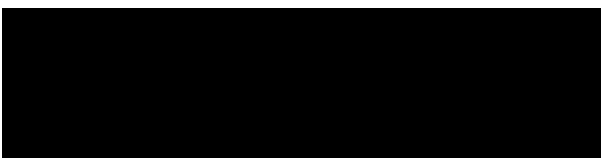
I don't know what their deal is, literally no problems with them until a couple days ago

The only annoying thing was customers standing by the front door sometimes but everything else was fine

**19 April 2020**

I hope you are well and everything is going ok. I wanted to let you know that I have now filed a noise and ASB complaint with the council. Today was the final straw!! They had plants lined up by the door and their sign was obstructing the entryway, me and Oscar ended up knocking over all the plants by accident because there just wasn't space! There were people right outside the door on the weekend as well, unmasked. It's so difficult with Oscar as well trying to navigate my way in and out sometimes! The music outside was just so loud as well! It comes and goes though, it's very strange. I've reported it all and opted for them to investigate because I just can't take it anymore and they are absolutely taking the piss now. Fingers crossed the council sort it out and it all ends quickly

Signature:



Telephone Statement taken by: Richard Bunch

**19 April 2020**

Anti-Social Behaviour lol! Oh lord, if they get an alcohol license then summer will be hell... hopefully this all gets sorted out. I think the owner was sitting outside when we accidentally knocked over the plants (Oscar started trying to pee on one when I was unlocking the front door and so knocked over a plant when I pulled him away, I tried to pick it up but then he knocked over the rest of them) and the guy was just watching me struggle with it and then told me not to worry so I just left all their plants lying on the floor. They shouldn't have even been there in the first place!! They should rope off the area to discourage people from standing there at the very least?! And not put plants there.. because they've painted the wall with a sign it has only encouraged people to stand there more! Anyway, it's all been reported and hopefully the council will nip it in the bud. They are pretty sneaky with stuff though because the music isn't all day so I don't know if they turn it down for when people come to check it or something. I did take a recording of the music today though

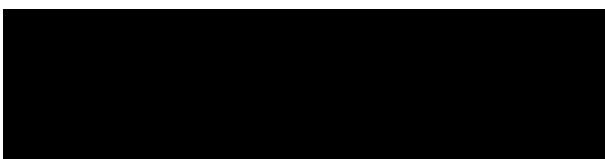
**Sunday 25 April 2020**

I'm ok, how are you? Yes there has been more and loitering outside, sign is still in the walkway, a couple metres from the door. I've now filed 3 complaints, did one today. So they'll have this all on record. I hope they don't get the license! [REDACTED] arrives Tuesday morning, he had to delay the flight because of the timing with his covid test. I meant to message you, my universal credit are asking for the lease agreement with the £850 on it, would you be able to send that over by the 30th April? Thanks!

**Wed 28 April 2020**

Just wanted to let you know because I'm not sure if this was ok or not but the owner from downstairs called my buzzer and asked me if there was Mail for him, I said there wasn't but then he got a little aggressive and kept asking me to come downstairs to talk to him and for me to write his name down (I guess because it's a difficult spelling). So I went down and he gave me his name, I saw there was something for him and gave it to him. Then he confronted me about the complaints and said that they've been getting the council coming and saying that there were complaints about them with noise, the placement of the sign and people loitering by our door. And he said that he didn't know who was complaining but if I have a problem with them then I have to come speak to them and not complain to the council, so that we could work something out. He then said something about how they sometimes our parcels get delivered to them and they bring them over to us, so they're not left outside and so we should come to them with complaints, not the council, and we should help each other out - he wasn't rude or threatening but it sounded like a subtle threat that they'd leave our parcels outside or something if they get delivered to them. I felt quite uncomfortable tbh by the whole thing and not sure if he's allowed to behave that way towards me. I don't want any trouble from the guy at all and obviously if this is mentioned he'll know it's me because he hasn't accosted the other neighbours as far as I can tell. I'm not sure

Signature:



Telephone Statement taken by: Richard Bunch

what the best action is going forward but I thought I should let you know. Max wasn't present but he was upstairs so he can back up that the guy made me go downstairs and talk to him. I don't know what the guy is playing at

14. Ok, I didn't really feel it was appropriate and it felt a bit intimidating because I wasn't sure what he was trying to suggest with the parcels and if he was going to withhold them or make sure they're left in the street if I continued to complain to the council. I didn't say anything to him and just nodded until he let me go. I don't really understand his behaviour, there were no issues before when I first moved in and I enjoyed going there but I just don't feel comfortable anymore with them! I don't think the complaints are unreasonable at all! The music has gotten better though at least.
15. They have continued to play loud music early in the morning around 7-7:30am several days a week. Justine Mills from the council first contacted me on the 15<sup>th</sup> of June 2022 saying that she had visited the coffee shop, followed my complaint and asked them to keep the music down and to not play it in the morning.
16. It improved for about a week or so and then went back again. I relayed this to Justine, and she suggested a visit when the coffee shop is being a nuisance. We continued to be in contact throughout June and July, where I logged complaints with her. We haven't been able to coordinate a visit due to our schedules, especially as the noise often happens in the mornings and late afternoons and mostly on weekends which is outside of Justine's hours.
17. Over the past year, the noise and intimidating behaviour has continued off and on, with some days being fine and some days being intolerable to the point I have to leave my flat. Often, due to their behaviour, I feel uncomfortable when leaving my flat as the owner tends to stand outside and stare me down whenever he sees me.
18. There was a period of time when he wasn't there, doing that every day and I felt safer. There have been multiple incidents where they have been carrying out building work, using heavy machinery and hammering until after 10/11pm at night. Recently on the 4<sup>th</sup> August 2022, they were carrying out building work with electric saws and other power tools. They insisted on doing the work directly in front of the door to the flat which obstructed the entrance with

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wood and a table. I had to ask them to move the table and equipment to outside their shop and to stop blocking the door.

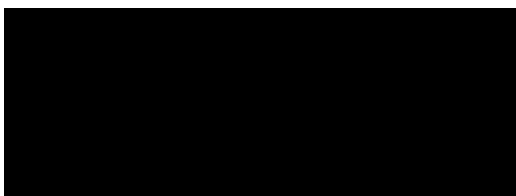
19. They were rude and would only move it a few inches and then return it once I'd gone. As the noise continued till after 10pm I made a complaint to the council who made a visit and witnessed them working. They had moved the table by this point and continued to work a little bit after the council's visit but eventually stopped. Given my previous experience with the coffee shop owner, I felt uncomfortable being in the flat after this complaint as I didn't want to get accosted again by the owner, so I stayed elsewhere for a few days.
20. Nothing has really changed in terms of noise, but they have stopped obstructing the door.
21. I have contacted the council at least a dozen times and filed several complaints for various incidents. Each time the council visits them, the noise improves for a week or so and then goes back to normal. I do feel like this is not being reviewed with the seriousness it needs. They are aware of the issue and continue to choose to ignore the complaints.
22. My health has continued to suffer as a result - I'm not able to sleep, the stress is to the point that I am physically in pain most days, I rarely feel comfortable leaving my flat whilst also feeling like I can't stay in the flat sometimes because of their behaviour. I feel like I can't relax in the flat during the day and I must wait until they close each day so I can have a break in the evening from it all. I have now reached the point of having to look for somewhere else to move to as I can no longer take it and it is affecting my life too much.
23. Considering the evidence, I have detailed above I cannot see how the owners and operators of Urban Social are in anyway fulfilling the licensing objectives. There is a total disregard for noise and nuisance generated from the venue. It has been so bad and so consistent that it has now had a serious and detrimental effect on my personal health. I am now looking to move from the flat. Which has been an ideal location for me and my work.
24. There is a public safety issue in the fact I cannot even access my flat on occasions, and I feel threatened by the owner and his staff.

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25. I am of the opinion Urban Social as a venue together with its owner, management and staff are not fit and proper to hold a premises licence.
26. I ask the licensing sub- committee not to grant any extension to the premises licence as is for these reasons.
27. I also make a written request to the Local Authority Licensing Team, Police Licensing Team and Environmental Health Team from Islington to undertake a serious investigation into the suitability of this venue to hold a premises licence and fulfil the licensing objectives.
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Signature: ...



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### **Suggested conditions of approval consistent with the operating schedule**

1. The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
2. The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
3. The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
  - a) a holographic mark, or
  - b) an ultraviolet feature.
4. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
5. The premises shall install and maintain a comprehensive CCTV system. All entry and exit points must be covered enabling frontal identification of every person entering in a light condition. The system shall also provide full coverage of any exterior part of the premises accessible to the public. The CCTV system shall continually record whilst the premises are open. All recordings shall be stored for a minimum period of 28 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer of The Council.
6. A staff member from the premises who is conversant with the operation of the CCTV system shall be in the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested and within a maximum of 24 hours of the initial request.
7. Subject to Data Protection guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV and will be able to download selected footage onto a disk/USB Stick for the Police or authorised officers of the Local Authority without difficulty, delay, or charge.
8. Any CCTV breakdown or system failure will be notified to the Police and Local Authority immediately & remedied as soon as practicable. Repair records shall be kept on site for at least 12 months and be readily available to be viewed by all authorised persons upon request.
9. Notices shall be prominently displayed within the premises stating that CCTV is in operation.
10. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport, or proof of age card with the PASS Hologram.
11. Signage advertising the aforementioned proof of age scheme shall be prominently displayed throughout the premises with a particular emphasis on the devices used by staff to serve customers.

12. All staff members engaged, or to be engaged, in selling alcohol on the premises shall receive full training pertinent to the Licensing Act, specifically in regard to age-restricted sales, and the refusal of sales to persons believed to be under the influence of alcohol or drugs. This shall take place every 6 months.
13. All such training is to be fully documented and signed by not only the employee but the person delivering the training. Training records shall be kept at the premises and made available upon request to either Police Officers or an authorised officer of The Council.
14. An incident log shall be kept at the premises and made available on request to an authorised officer of the Council or the Police. It must be completed within 24 hours of the incident and will record the following:
  - a) all crimes reported to the venue
  - b) any complaints received concerning crime and disorder
  - c) any incidents of disorder
  - d) any faults in the CCTV system, searching equipment or scanning equipment
  - e) any refusal of the sale of alcohol including date, time, and name of staff member
  - f) any visit by a relevant authority or emergency service.
  - g) The prevention of public nuisance
15. A record shall be kept detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the name of the member of staff who refused the sale. The record shall be available for inspection at the premises by the police or an authorised officer of The Council at all times whilst the premises is open.
16. There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol
17. The supply of alcohol on the premises shall only be to persons seated taking a table meal there and for consumption by such persons as ancillary to their meal
18. No person shall be allowed to leave the premises whilst in the possession of any drinking vessel or open glass bottle, whether empty or containing any beverage. This includes persons temporarily leaving the premises to smoke.
19. Any person or automated system taking an order for the supply of alcohol on behalf of the premises licence holder will inform customers that proof of age by way of photographic driving licence, passport, or a form of identification with the PASS hologram may be required before alcohol is supplied in accordance with the Challenge 25 age verification scheme.
20. No high strength beers, lagers, and ciders above 5.5% ABV shall be stocked or sold at the premises.
21. An electronic till prompt should be used for all alcohol sales.
22. A clear and unobstructed view into the premises shall be maintained at all times.
23. Invoices are to be produced to Police, a member of an appropriate authority or council officers upon request to evidence payment of duty on goods.
24. The premises licence holder shall ensure that any third party deliver/courier company is instructed to comply with the following:
  - a. Any refusals will be logged by the delivery driver.

Records of all refusals will be obtained from the delivery company and provided to the relevant authorities upon request; and b. Couriers will be trained on relevant aspects of the Licensing Act 2003 including underage sales, sales to a person who is drunk, obtaining alcohol for a child or a person who is drunk and delivering alcohol to someone under the age of 18.

25. The minimum age of delivery drivers shall be 18.
26. All delivery orders shall be to a registered residential or business address. There shall be no deliveries to public/communal areas or open spaces.
27. For all orders taken over the phone or via the internet, customers should be informed of Challenge 25 and the requirement to have ID ready for inspection should the need arise before receipt of alcoholic beverages.
28. Any alcohol sold for consumption off the premises shall be ancillary to food order for delivery or take away.
29. All deliveries shall take place during the normal working day, i.e., 09:00 to 18:00 daily.
30. A suitable intruder alarm and panic button shall be fitted and maintained.
31. There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol.
32. There shall be no vertical drinking.
33. A minimum of two members of staff shall be present throughout the permitted hours for the sale of alcohol.
34. There shall be no promotions that encourage illegal, irresponsible, or immoderate consumption of alcohol.
35. Outside of the hours authorised for the sale of alcohol, all alcohol within the trading area is to be secured behind locked grills, locked screens, or locked cabinet doors so as to prevent access to the alcohol by customers or staff.
36. SIA registered door staff shall be employed at the premises, in accordance with a risk assessment, to be carried out by the licence holder/DPS. When employed, door staff will wear high visibility armbands and assist with the dispersal of patrons from the premises.
37. All SIA staff must sign a register detailing the information stated below. This register must be kept on the premises and made available immediately upon the request of Police or authorised officer of The Council.
  - start and end of shift times
  - SIA badge registered number
  - Full names
38. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.

