

# Public Document Pack



## LICENSING SUB-COMMITTEE

Contact: [Democracy@enfield.gov.uk](mailto:Democracy@enfield.gov.uk)

Wednesday, 17 July 2024 at 10.00 am  
Council Chamber, Civic Centre, Silver Street,  
Enfield, EN1 3XA

Direct: 020-8132-0807

Tel: 020-8379-1000

Ext: 0807

E-mail: [democracy@enfield.gov.uk](mailto:democracy@enfield.gov.uk)

Council website: [www.enfield.gov.uk](http://www.enfield.gov.uk)

Councillors: Mahym Bedekova (Chair), George Savva, and Chris Dey.

## AGENDA – PART 1

1. **WELCOME AND APOLOGIES**
2. **DECLARATIONS OF INTEREST**

Members are asked to declare any disclosable pecuniary, other pecuniary or non-pecuniary interests relating to items on the agenda.

3. **ACCRO, 6 ASHFIELD PARADE, LONDON, N14 5AB** (Pages 1 - 120)

Application to review a premises licence  
AND  
Transfer of a premises licence

4. **EXCLUSION OF THE PRESS AND PUBLIC**

If necessary, to consider passing a resolution under Section 100A(4) of the Local Government Act 1972 excluding the press and public from the meeting for any items of business moved to part 2 of the agenda on the grounds that they involve the likely disclosure of exempt information as defined in those paragraphs of Part 1 of Schedule 12A to the Act (as amended by the Local Government (Access to Information) (Variation) Order 2006).  
(There is no part 2 agenda).

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MUNICIPAL YEAR 2024/25 REPORT NO.

**COMMITTEE :**  
Licensing Sub-Committee  
17 July 2024

**REPORT OF :**  
Head of Service – Consumer Protection &  
Waste Enforcement

**LEGISLATION :**  
Licensing Act 2003

Agenda - Part	Item
<p><b>SUBJECT :</b> Application to review a premises licence <b>AND</b> Transfer of a premises licence</p> <p><b>PREMISES :</b> Accro, 6 Ashfield Parade, LONDON, N14 5AB</p> <p><b>WARD :</b> Southgate</p>	

### 1.0 LICENSING HISTORY & CURRENT POSITION:

- 1.1 On 23 July 2005, a premises licence conversion, which was not subject to any representations, was granted by officers in accordance with delegated powers (LN/200500767). The Premises Licence Holder (PLH) was George and Elizabeth Yiacoupis.
- 1.2 Premises licence LN/200501812 was transferred in 2013 to Mr Gary Furey.
- 1.3 In October 2016, an application to transfer the licence and vary the Designated Premises Supervisor (DPS) to Mr Neoclis Panayiotou, was granted by officers with delegated authority.
- 1.4 Premises licence LN/200500767 has not been subject to any previous licence review or licence prosecution.
- 1.5 A copy of that Premises Licence (LN/200500767) is attached as **Annex A**.

### 2.0 THESE REVIEW & TRANSFER APPLICATIONS:

- 2.1 On 23 May 2024, application was made by the Licensing Team for a review of the Premises Licence LN/200500767.
- 2.2 The review has been brought as the premises has been the cause of statutory noise nuisance on eight different occasions between 6 April 2024 and 15 June 2024. A noise abatement notice has been served, then breached and Fixed Penalty Notice (FPN) issued. A total of 35 complaints have been received about the noise emanating from this premises between 16 December 2023 to date. The

prevention of public nuisance licensing objective has been undermined. Full revocation of the premises licence is sought.

2.3 The review application, supporting documents and additional information are attached as **Annex B**.

2.4 On 25 June 2024, a transfer application was submitted by Ms Stavroula Tsakou, indicating it was to take immediate effect.

2.5 As in this case the request to transfer was to have immediate effect and was administered by the Licensing Authority accordingly. By virtue of Section 43 of the Act the premises licence has effect during the “application period” as if the applicant were the holder of the licence. The application period began when the application was received by the Licensing Authority and ends when the application is granted, or if it is rejected, at the time the rejection is notified to the applicant. Therefore, if a decision is made to appeal the Panel’s decision at the Magistrates Court the “application period” will continue until the determination by that court.

2.6 In such cases, if a subsequent objection against the transfer is received from the police within the legal timeframe (14 days), the matter must be placed before the Licensing Sub-Committee to determine the application under Section 44 (5) of the Act.

2.1 A copy of the transfer application is attached as **Annex C**.

2.2 No variation of the DPS has been submitted to the Licensing Team, so Mr Neoclis Panayiotou remains as the named DPS at the time this report was prepared.

### 3.0 REPRESENTATIONS

#### 3.1 Metropolitan Police:

(1) Review: The Police submitted a representation in support of the review. They support revocation of the premises licence based on the licensing objectives, namely crime and disorder and public nuisance licensing are not being met by the PLH. A copy of the Police representation in response to the review is produced as **Annex D**.

(2) Transfer: The Police objected to the transfer application. A copy of the objection is attached as **Annex E**.

#### 3.2 Other Parties:

Three Other Parties submitted representations in support of the review and are referred to as OP1 to OP3. A copy of those representations are produced in **Annex F**.

Two Other Parties submitted representations against the review and are referred to as SUP1 and SUP2. NB. SUP2 is Stavroula Tsakou. A copy of those representations are produced in **Annex G**.

### **3.3 Premises Licence Holder:**

No response was received by Mr Neoclis Panayiotou, the premises licence holder at the time the review was submitted.

A representation has been provided on behalf of Stavroula Tsakou, the premises licence holder since the transfer with immediate effect, pending the outcome of this hearing. A copy of that representation is attached as **Annex H**.

## **4.0 CONDITIONS**

- 4.1 Conditions arising from this application, should the Licensing Sub-Committee decide not to revoke the premises licence can be found in **Exhibit 15 of Annex B**.

## **5.0 RELEVANT LAW, GUIDANCE & POLICIES:**

5.1 The paragraphs below are extracted from either:

5.1.1 the Licensing Act 2003 ('Act'); or

5.1.2 the Guidance issued by the Secretary of State to the Home Office of June 2014 ('Guid'); or

5.1.3 the London Borough of Enfield's Licensing Policy Statement of April 2020 ('Pol').

### **General Principles:**

5.2 The Licensing Sub-Committee must carry out its functions with a view to promoting the licensing objectives [Act s.4 (1)].

5.3 The licensing objectives are:

5.3.3 the prevention of crime and disorder;

5.3.4 public safety;

5.3.5 the prevention of public nuisance; &

5.3.6 the protection of children from harm [Act s.4 (2)].

5.4 In carrying out its functions, the Sub-Committee must also have regard to:

5.4.3 the Council's licensing policy statement; &

5.4.4 guidance issued by the Secretary of State [Act s.4 (3)].

### **Relevant Policy**

10.1: In its consideration of applications or in a review of a licence where representations have been received, the Council must give appropriate weight to the steps that are necessary to promote the Licensing Objectives; the representations presented by all parties; the Guidance; and this Policy. Where relevant, particular regard will be given to the factors shown under Special Factors for Consideration below. Particular regard will be given to evidence identifying any history or pattern of practice which impacts upon the Licensing Objectives.

10.3 states: In reviewing a licence, after representations and/or after a hearing, the Council will consider, and take into account, the complaints history of the premises and all other relevant information.

- 12.1 Prevention of Nuisance - the means by which nuisances will be or are prevented by the effective management and operation of the licensed activities including:
  - 12.1.2 noise from vehicles delivering and collecting customers;
  - 12.1.3 noise and/or vibrations emanating from the premises including extended/external areas such as beer gardens;
  - 12.1.4 noise, anti-social behaviour and other disturbance caused by persons leaving the premises;
  - 12.1.6 congregations of persons, whether consuming alcohol or not, either waiting to enter, leaving or spilling/standing outside the premises;

### **Relevant Guidance**

8.101 In exceptional circumstances where the chief officer of police believes the transfer may undermine the crime prevention objective, the police may object to the transfer. The Home Office (Immigration Enforcement) may object if it considers that granting the transfer would be prejudicial to the prevention of illegal working in licensed premises. Such objections are expected to be rare and arise because the police or the Home Office (Immigration Enforcement) have evidence that the business or individuals seeking to hold the licence, or businesses or individuals linked to such persons, are involved in crime (or disorder) or employing illegal workers.

8.102 Such objections (and therefore such hearings) should only arise in truly exceptional circumstances.

10.27 The main purpose of the 'designated premises supervisor' as defined in the 2003 Act is to ensure that there is always one specified individual among these personal licence holders who can be readily identified for the premises where a premises licence is in force. That person will normally have been given day to day responsibility for running the premises by the premises licence holder.

10.28 The 2003 Act does not require a designated premises supervisor or any other personal licence holder to be present on the premises at all times when alcohol is sold. However, the designated premises supervisor and the premises licence holder remain responsible for the premises at all times including compliance with the terms of the 2003 Act and conditions attached to the premises licence to promote the licensing objectives.

11.10: Where authorised persons and responsible authorities have concerns about problems identified at premises, it is good practice for them to give licence holders early warning of their concerns and the need for improvement, and where possible they should advise the licence or certificate holder of the steps they need to take to address those concerns. A failure by the holder to respond to such warnings is expected to lead to a decision to apply for a review. Co-operation at a local level in promoting the licensing objectives should be encouraged and reviews should not be used to undermine this co-operation.

11.18: However, where responsible authorities such as the police or environmental health officers have already issued warnings requiring improvement – either orally or in writing – that have failed as part of their own stepped approach to address concerns, licensing authorities should not merely repeat that approach and should take this into account when considering what further action is appropriate.

11.21 For example, licensing authorities should be alive to the possibility that the removal and replacement of the designated premises supervisor may be sufficient to remedy a problem where the cause of the identified problem directly relates to poor management decisions made by that individual.

11.22 Equally, it may emerge that poor management is a direct reflection of poor company practice or policy and the mere removal of the designated premises supervisor may be an inadequate response to the problems presented. Indeed, where subsequent review hearings are generated, it should be rare merely to remove a succession of designated premises supervisors as this would be a clear indication of deeper problems that impact upon the licensing objectives.

11.23 Licensing authorities should also note that modifications of conditions and exclusions of licensable activities may be imposed either permanently or for a temporary period of up to three months. Temporary changes or suspension of the licence for up to three months could impact on the business holding the licence financially and would only be expected to be pursued as an appropriate means of promoting the licensing objectives or preventing illegal working. So, for instance, a licence could be suspended for a weekend as a means of deterring the holder from allowing the problems that gave rise to the review to happen again. However, it will always be important that any detrimental financial impact that may result from a licensing authority's decision is appropriate and proportionate to the promotion of the licensing objectives and for the prevention of illegal working in licensed premises. But where premises are found to be trading irresponsibly, the licensing authority should not hesitate, where appropriate to do so, to take tough action to tackle the problems at the premises and, where other measures are deemed insufficient, to revoke the licence.

## **Licence conditions**

### **Live Music or recorded music**

16.36 Any existing licence conditions<sup>64</sup> (or conditions added on a determination of an application for a premises licence or club premises certificate<sup>65</sup>) which relate to live music or recorded music remain in place, but are **suspended** between the hours of 08.00 and 23.00 on the same day where the following conditions are met:

- at the time of the music entertainment, the premises are open for the purposes of being used for the sale or supply of alcohol for consumption on the premises;
- if the music is amplified, it takes place before an audience of no more than 500 people;
- and
- the music takes place between 08.00 and 23.00 on the same day.

16.37 Whether a licence condition relates to live or recorded music will be a matter of fact in each case. In some instances, it will be obvious that a condition relates to music and will be suspended, for example "during performances of live music all doors and windows must remain closed". In other instances, it might not be so obvious: for example, a condition stating "during performances of regulated entertainment all doors and windows must remain closed" would be suspended insofar as it relates to music between 08.00 and 23.00 on the same day to an audience of up to 500, but the condition would continue to apply if there was regulated entertainment after 23.00.

16.38 More general licence conditions (e.g. those relating to overall management of potential noise nuisance) that are not specifically related to the provision of entertainment (e.g. signage asking patrons to leave quietly) will continue to have effect.

**Licence reviews: Live and recorded music**

16.55 On a review of a premises licence or club premises certificate, section 177A(3) of the 2003 Act permits a licensing authority to lift the suspension<sup>74</sup> and give renewed effect to an existing condition relating to music. Similarly, under section 177A(4), a licensing authority may add a condition relating to music as if music were regulated entertainment, and as if that premises licence or club premises certificate licensed the music. In both instances the condition should include a statement that Section 177A does not apply to the condition.

**Decision - Review:**

5.5 Having heard all of the representations (from all parties) the Sub-Committee must consider:

5.6 The steps the licensing authority can take are:

5.6.3 To modify the conditions of the licence;

5.6.4 To exclude a licensable activity from the scope of the licence;

5.6.5 To remove the designated premises supervisor;

5.6.6 To suspend the licence for a period not exceeding three months;

5.6.7 To revoke the licence [Act s.52].

**Decision - Transfer:**

Having heard all of the representations from the Police and the applicant, the Sub-Committee must consider:

(a) To grant the transfer of this premises licence to Ms Stavroula Tsakou

or

(b) To reject the application for the transfer of the premises licence to Ms Stavroula Tsakou if it considers it appropriate to do so for the promotion of the crime prevention Objective.

5.7 In deciding which of these powers to invoke, the Sub-Committee should so far as possible seek to establish the cause or causes of the concerns which the representations identify. The remedial action taken should generally be directed at these causes and should generally be directed at those causes and should always be no more than an appropriate and proportionate response [Guid s.11.20].



Background Papers :  
None other than any identified within the  
report.

Contact Officer :  
Esther Hughes [licensing@enfield.gov.uk](mailto:licensing@enfield.gov.uk)

## Licensing Act 2003

### PART A – PREMISES LICENCE

Granted by the London Borough of Enfield as Licensing Authority

Premises Licence Number:

#### Part 1 – Premises Details

Postal address of premises:

Premises name:

Telephone number:

Address:

Where the licence is time-limited, the dates:

The opening hours of the premises, the licensable activities authorised by the licence and the times the licence authorises the carrying out of those activities:

#### Operating Schedule Details

Location	Whole premises : General	
Activity	OPEN-Open to the Public	
Sunday	09:00-00:00	
Monday	09:00-00:00	
Tuesday	09:00-00:00	
Wednesday	09:00-00:00	
Thursday	09:00-00:00	
Friday	09:00-00:00	
Saturday	09:00-00:00	
Non Standard Timings & Seasonal Variations	Christmas Eve : 00:00 - 09:00 New Years Eve: 00:00 - 09:00	

Location	Whole premises : Pre-planned events	
Activity	OPEN-Open to the Public	
Sunday	19:00-00:30	
Monday	19:00-01:30	
Tuesday	19:00-01:30	
Wednesday	19:00-01:30	
Thursday	19:00-01:30	
Friday	19:00-02:00	

<b>Saturday</b>	<b>19:00-02:00</b>
<b>Non Standard Timings &amp; Seasonal Variations</b>	

<b>Location</b>	<b>On and Off supplies : General</b>	
<b>Activity</b>	<b>ALCS-Supply of Alcohol</b>	
<b>Sunday</b>	<b>09:00-23:30</b>	
<b>Monday</b>	<b>09:00-23:30</b>	
<b>Tuesday</b>	<b>09:00-23:30</b>	
<b>Wednesday</b>	<b>09:00-23:30</b>	
<b>Thursday</b>	<b>09:00-23:30</b>	
<b>Friday</b>	<b>09:00-23:30</b>	
<b>Saturday</b>	<b>09:00-23:30</b>	
<b>Non Standard Timings &amp; Seasonal Variations</b>	<b>Christmas Eve : 23:30 - 09:00 New Years Eve: 23:30 - 09:00</b>	

<b>Location</b>	<b>On and Off supplies : Pre-planned events</b>	
<b>Activity</b>	<b>ALCS-Supply of Alcohol</b>	
<b>Sunday</b>	<b>19:00-00:00</b>	
<b>Monday</b>	<b>19:00-01:00</b>	
<b>Tuesday</b>	<b>19:00-01:00</b>	
<b>Wednesday</b>	<b>19:00-01:00</b>	
<b>Thursday</b>	<b>19:00-01:00</b>	
<b>Friday</b>	<b>19:00-01:30</b>	
<b>Saturday</b>	<b>19:00-01:30</b>	
<b>Non Standard Timings &amp; Seasonal Variations</b>		

<b>Location</b>	<b>Indoors : Pre-planned events</b>	
<b>Activity</b>	<b>FILM-Films</b>	
<b>Sunday</b>	<b>19:00-00:00</b>	
<b>Monday</b>	<b>19:00-01:00</b>	
<b>Tuesday</b>	<b>19:00-01:00</b>	
<b>Wednesday</b>	<b>19:00-01:00</b>	
<b>Thursday</b>	<b>19:00-01:00</b>	
<b>Friday</b>	<b>19:00-01:30</b>	
<b>Saturday</b>	<b>19:00-01:30</b>	
<b>Non Standard Timings &amp; Seasonal Variations</b>		

<b>Location</b>	<b>Indoors : General</b>	
<b>Activity</b>	<b>MUSL-Live Music</b>	
<b>Sunday</b>	<b>09:00-23:30</b>	
<b>Monday</b>	<b>09:00-23:30</b>	
<b>Tuesday</b>	<b>09:00-23:30</b>	
<b>Wednesday</b>	<b>09:00-23:30</b>	

<b>Thursday</b>	<b>09:00-23:30</b>
<b>Friday</b>	<b>09:00-23:30</b>
<b>Saturday</b>	<b>09:00-23:30</b>
<b>Non Standard Timings &amp; Seasonal Variations</b>	<b>Christmas Eve : 23:30 - 09:00 New Years Eve: 23:30 - 09:00</b>

<b>Location</b>	<b>Indoors : Pre - planned events</b>	
<b>Activity</b>	<b>MUSL-Live Music</b>	
<b>Sunday</b>	<b>19:00-00:00</b>	
<b>Monday</b>	<b>19:00-01:00</b>	
<b>Tuesday</b>	<b>19:00-01:00</b>	
<b>Wednesday</b>	<b>19:00-01:00</b>	
<b>Thursday</b>	<b>19:00-01:00</b>	
<b>Friday</b>	<b>19:00-01:30</b>	
<b>Saturday</b>	<b>19:00-01:30</b>	
<b>Non Standard Timings &amp; Seasonal Variations</b>		

<b>Location</b>	<b>Indoors : General</b>	
<b>Activity</b>	<b>MUSR-Recorded Music</b>	
<b>Sunday</b>	<b>09:00-23:30</b>	
<b>Monday</b>	<b>09:00-23:30</b>	
<b>Tuesday</b>	<b>09:00-23:30</b>	
<b>Wednesday</b>	<b>09:00-23:30</b>	
<b>Thursday</b>	<b>09:00-23:30</b>	
<b>Friday</b>	<b>09:00-23:30</b>	
<b>Saturday</b>	<b>09:00-23:30</b>	
<b>Non Standard Timings &amp; Seasonal Variations</b>	<b>Christmas Eve : 23:30 - 09:00 New Years Eve: 23:30 - 09:00</b>	

<b>Location</b>	<b>Indoors : Pre planned events</b>	
<b>Activity</b>	<b>MUSR-Recorded Music</b>	
<b>Sunday</b>	<b>19:00-00:00</b>	
<b>Monday</b>	<b>19:00-01:00</b>	
<b>Tuesday</b>	<b>19:00-01:00</b>	
<b>Wednesday</b>	<b>19:00-01:00</b>	
<b>Thursday</b>	<b>19:00-01:00</b>	
<b>Friday</b>	<b>19:00-01:30</b>	
<b>Saturday</b>	<b>19:00-01:30</b>	
<b>Non Standard Timings &amp; Seasonal Variations</b>		

<b>Location</b>	<b>Indoors : Pre - planned events</b>	
<b>Activity</b>	<b>DANP-Performance of Dance</b>	
<b>Sunday</b>	<b>19:00-00:00</b>	
<b>Monday</b>	<b>19:00-01:00</b>	

<b>Tuesday</b>	<b>19:00-01:00</b>
<b>Wednesday</b>	<b>19:00-01:00</b>
<b>Thursday</b>	<b>19:00-01:00</b>
<b>Friday</b>	<b>19:00-01:30</b>
<b>Saturday</b>	<b>19:00-01:30</b>
<b>Non Standard Timings &amp; Seasonal Variations</b>	

<b>Location</b>	<b>Indoors : General</b>	
<b>Activity</b>	<b>LNR-Late Night Refreshment</b>	
<b>Sunday</b>	<b>23:00-23:30</b>	
<b>Monday</b>	<b>23:00-23:30</b>	
<b>Tuesday</b>	<b>23:00-23:30</b>	
<b>Wednesday</b>	<b>23:00-23:30</b>	
<b>Thursday</b>	<b>23:00-23:30</b>	
<b>Friday</b>	<b>23:00-23:30</b>	
<b>Saturday</b>	<b>23:00-23:30</b>	
<b>Non Standard Timings &amp; Seasonal Variations</b>	<b>Christmas Eve : 23:30 - 09:00 New Years Eve: 23:30 - 09:00</b>	

<b>Location</b>	<b>Indoors : Pre - planned events</b>	
<b>Activity</b>	<b>LNR-Late Night Refreshment</b>	
<b>Sunday</b>	<b>23:00-00:30</b>	
<b>Monday</b>	<b>23:00-01:30</b>	
<b>Tuesday</b>	<b>23:00-01:30</b>	
<b>Wednesday</b>	<b>23:00-01:30</b>	
<b>Thursday</b>	<b>23:00-01:30</b>	
<b>Friday</b>	<b>23:00-02:00</b>	
<b>Saturday</b>	<b>23:00-02:00</b>	
<b>Non Standard Timings &amp; Seasonal Variations</b>		

**Part 2**

**Name and (registered) address of holder of premises licence:**

**Name:** Mr Neoclis Panayiotou

**Telephone number:** [REDACTED]

**e-mail:** [REDACTED]

**Address:** [REDACTED]

**Registered number of holder (where applicable):**

Not applicable

**Name and (registered) address of second holder of premises licence (where applicable):**

**Name:** Not applicable

**Telephone number:**

**Address:**

**Name and address of designated premises supervisor (where the licence authorises the supply of alcohol):**

**Name:** Mr Neoclis Panayiotou

**Address:** [REDACTED]

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

**Personal Licence Number:** [REDACTED]

**Issuing Authority:** [REDACTED]

**Premises Licence LN/200500767 was first granted on 23 July 2005.**

**Signed:** [REDACTED]

**Date:** 18 April 2018

for and on behalf of the  
London Borough of Enfield  
Licensing Unit, Civic Centre, Silver Street, Enfield EN1 3XH  
Telephone: 020 8379 3578



## **Annex 1 - Mandatory conditions**

**The Mandatory Conditions are attached and form part of the Operating Schedule of your licence/certificate. You must ensure that the operation of the licensed premises complies with the attached Mandatory Conditions as well as the Conditions in Annex 2 and Annex 3 (if applicable). Failure to do this can lead to prosecution or review of the licence.**

## **Annex 2 - Conditions consistent with the Operating Schedule**

- 1. There shall be no adult entertainment or services, activities or matters ancillary to the use of the premises that may give rise to concern in respect of children.**
- 2. Suitable beverages other than alcohol (including drinking water) shall be equally available for consumption with or otherwise as ancillary to table meals.**
- 3. Prominent, clear and legible notices shall be displayed at the exit requesting the public to respect the needs of local resident's and to leave the premises and the area quietly.**
- 4. No children under 18 years of age shall be permitted on the premises after 00:00.**
- 5. A trained experienced manager shall be on the premises at all material times.**
- 6. Prominent, clear and legible notice shall be displayed in the toilets warning customers that drug use shall not be tolerated.**
- 7. Signs shall be prominently displayed on the exit doors advising customers that the premises is in a 'Drinking Control Area' and that alcohol should not be consumed in the street.**
- 8. A registered door supervisor shall be employed, at any event where over 40 people are expected to attend and where alcohol will be the main consumption. This condition applies from 21:00.**
- 9. The licence holder shall not hold any events specifically for under 21 year olds.**
- 10. The management shall make subjective assessments of noise levels at the perimeter of the premises approximately hourly, whilst regulated entertainment is provided to ensure that noise from the premises does not cause a disturbance to local residents. Records shall be kept of the times, dates and any issues discovered. These records shall be kept for six months. Records must be made available to an authorised officer of the Council / police, upon request. Where monitoring by staff identifies that noise from the premises is audible at the perimeter, measures shall be taken to reduce this i.e. turning volume down.**

**11. All staff shall receive induction and refresher training (at least every three months) relating to the sale of alcohol.**

**12. All training relating to the sale of alcohol shall be documented and records kept at the premises. These records shall be made available to the Police and/or Local Authority upon request.**

**13. The Local Authority or similar proof of age scheme shall be operated and relevant material shall be displayed at the premises. Only passport, photographic driving licences or ID with the P.A.S.S. logo (Proof of Age Standards Scheme) may be accepted.**

**14. A written record of refused sales shall be kept on the premises and completed when necessary. This record shall be made available to Police and/or the Local Authority upon request.**

**15. Prominent, clear and legible notices shall be displayed at all public exits from the premises requesting customers respect the needs of local residents and leave the premises and area quietly. These notices shall be positioned at eye level and in a location where those leaving the premises can read them.**

**16. The licence holder shall inform the Licensing Team, in writing of their intention to use their extended hours 7 days before any such event.**

**Annex 3 - Conditions attached after a hearing by the Licensing Authority**

**Not applicable**



Plan:

3/28/2018



EMERGENCY LIGHTING

Total Area: 108.0 m<sup>2</sup> ... 1162 R<sup>2</sup>  
All measurements are approximate and for display purposes only



## **Annex 1 – Mandatory Conditions**

### **Mandatory conditions where the licence authorises the sale of alcohol (Note: Conditions 4, 5, and 7 relate to on-sales only)**

**These Mandatory Conditions form part of the Operating Schedule of your licence. You must ensure that the operation of the licensed premises complies with these Mandatory Conditions, as well as the Conditions stated in Annex 2 and Annex 3 (if applicable). Failure to do this can lead to prosecution or review of the licence.**

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.
2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.
3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.
4. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.  
(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises
  - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to;
    - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
    - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
  - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
  - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
  - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
  - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
6. (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.

7. The responsible person must ensure that –

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures -

- (i) beer or cider: ½ pint;
- (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
- (iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

8 (i) 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.

(ii) For the purposes of the condition set out in paragraph 8(i) above -

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

(b) "permitted price" is the price found by applying the formula -

$$P = D + (D \times V)$$

Where -

(i) P is the permitted price,

(ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the

premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

(iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

(iv). (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

### **Supply of alcohol under a Club Premises Certificate**

The mandatory conditions 4 to 8 above will apply. If the club premises certificate authorises the supply of alcohol for consumption off the premises, the following three mandatory conditions must also be included:

1. The supply of alcohol for consumption off the premises must be made at a time when the premises are open for the purposes of supplying alcohol to members of the club for consumption on the premises.
2. Any alcohol supplied for consumption off the premises must be in a sealed container.
3. Any alcohol supplied for consumption off the premises must be made to a member of the club in person.

### **Supply of alcohol from community premises**

The following mandatory condition will replace the first three mandatory conditions above when an application is made for a premises licence by the management committee of community premises and the licensing authority also grants an application for this alternative licence condition to be included in the licence:

1. Every supply of alcohol under the premises licence must be made or authorised by the [management committee / management board / board of trustees].

### **Mandatory condition when a premises licence or a club premises certificate authorises the exhibition of films**

9. Admission of children to the premises must be restricted in accordance with the film classification recommended by the British Board of Film Classification or recommended by this licensing authority as appropriate.

### **Mandatory Condition relating to door supervision which only applies where a premises licence includes a condition that one or more individuals must be at the premises to carry out a security activity**

10. All persons guarding premises against unauthorised access or occupation or against outbreaks of disorder or against damage (door supervisors) must be licensed by the Security Industry Authority.

**London Borough of Enfield**

**Application for the Review of a Premises Licence or Club Premises  
Certificate under the Licensing Act 2003**

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form.

If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

**I Ellie Green, Licensing Team Manager**

*(Insert name of applicant)*

**apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)**

**Part 1 – Premises or club premises details**

<b>Postal address of premises or, if none, ordnance survey map reference or description</b>	
Accro, Rumours, 6 Ashfield Parade	
<b>Post town</b> Southgate, London	<b>Post code (if known)</b> N14 5AB

<b>Name of premises licence holder or club holding club premises certificate (if known)</b>
Mr Neoclis Panayiotou

<b>Number of premises licence or club premises certificate (if known)</b> LN/200500767
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**Part 2 - Applicant details**

I am

Please tick ✓  
yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)

2) a responsible authority (please complete (C) below)

3) a member of the club to which this application relates (please complete (A) below)

**(A) DETAILS OF INDIVIDUAL APPLICANT** (fill in as applicable)

Please tick ✓ yes

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

**Surname**

**First names**

I am 18 years old or over

Please tick ✓ yes

**Current postal address if different from premises address**

**Post town**

**Post Code**

**Daytime contact telephone number**

**E-mail address**

**(B) DETAILS OF OTHER APPLICANT**

Name and address

Telephone number (if any)
E-mail address

**(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT**

Name and address Ellie Green Licensing Team Civic Centre Silver Street Enfield EN1 3XA
Telephone number (if any)
E-mail address <a href="mailto:licensing@enfield.gov.uk">licensing@enfield.gov.uk</a>

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

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



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

The prevention of public nuisance licensing objective has been undermined on a number of occasions. A statutory nuisance has been witnessed by council officers on 5 occasions. A noise abatement notice has been served and subsequently breached. There have been a significant number of noise complaints received from local residents, who are being disturbed by music, from the premises now known as Accro.

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

### **Accro – Background History**

Accro has been known as a number of different names over the years such as: KafeNeo, 6 Kitchen, Rumours, Mojo's Kitchen and Chococcino.

The premises licence was issued on 23 July 2005.

The premises has not been subject to a premises licence review or licensing prosecution action previously.

No review or licensing prosecution action has been taken in relation to this licence.

Google maps shows Accro and surrounding area in Southgate2018 (see Image 1).

Image 1:



Image 2:



Image 3:



The premises licence holder (PLH) is Mr Neoclis Panayiotou, and has held this position since at least 2016. Mr Panayiotou has also been the named Designated Premises Supervisor (DPS) since 9 December 2016.

### **Regulated Entertainment - Legal Provisions**

Premises that have alcohol (on sales) on their premises licence are automatically entitled to provide regulated entertainment, including recorded and live music, between the hours of 8am and 11pm. Therefore, any conditions relating to music or noise control for example, do not come into effect until 11pm.

However, under section 177A(4), a licensing authority may add a condition relating to music as if music were regulated entertainment throughout the entire operational hours of the premises. The condition should include a statement that Section 177A does not apply to the premises licence. This condition is being sought through this review.

**History of Complaints & Officer Intervention in relation to Accro in the last 6 months:**

**Saturday 16<sup>th</sup> December 2023:** Resident 1 called the Out of Hours (OOH) noise team at 23:17 regarding loud music from the premises. OOH officer called the complainant back at 23:37 and left a voicemail advising them to call back if noise was still an issue. No further response or action. **Complaint 1**

**Monday 25<sup>th</sup> December 2023:** Resident 2 completed the council online complaint form, reporting loud music from the premises. Resident 2 stated that loud parties took place every night which begin at 23:00 and go on to 3 - 4am. **Complaint 2**

**Sunday 7<sup>th</sup> January 2024:** Resident 1 called the OOH noise team at 00:19am regarding loud music from the premises. Resident 1 advised that they did not want to be visited. The officer (MW) visited the premises at 00:52am and advised Mr Panayiotou of the complaint. Mr Panayiotou advised that he had spoken to the neighbours previously advising them of the event. Mr Panayiotou stated that he felt some of the noise leakage was due to the doors in the lobby area, which he was due to change. Mr Panayiotou reduced the volume of the live music. The officer contacted Resident 1 who confirmed the volume had been reduced, however, the person on the microphone was very loud. The officer requested Mr Panayiotou to also reduce the volume of the microphone, which was complied with. The officer spoke to the complainant again who confirmed the volume had been reduced, however, customers outside the premises were being very loud. The officer spoke to security on the door and advised that they either disperse these customers or ask them to keep the noise down. **Complaint 3, Advice 1**

**Friday 12<sup>th</sup> January 2024:** VPK, a Senior Environmental Health Officer in the Licensing Enforcement Team, sent Mr Panayiotou an email advising him about the complaints received. He was warned of repercussions if complaints were substantiated, see Exhibit 1. **Advice 2**

**Saturday 13<sup>th</sup> January 2024:** Mr Panayiotou responded to VPK's email apologising for any inconvenience caused. Mr Panayiotou advised that he had employed the services of an acoustic engineering company with a view of installing acoustic glass to the front of the premises.

**Sunday 21<sup>st</sup> January 2024:** Resident 2 called the OOH noise team at 01:21am regarding loud music from the premises. Officers called the complainant and left a voicemail. They did not visit the resident or the premises. **Complaint 4**

**Tuesday 30<sup>th</sup> January 2024:** VPK sent an email to Mr Panayiotou regarding the noise complaint received on 21<sup>st</sup> January 2024. VPK requested an update regarding

any sound proofing works as mentioned in previous correspondence. Mr Panayiotou was reminded that he should be mindful of his neighbours and ensure that the level of music is such as not to cause a nuisance. VPK also enquired whether Mr Panayiotou would like to change the name of the premises on the licence as it is still under the name 'Rumours'. Advice was given on how this can be changed, see Exhibit 2. **Advice 3**

Mr Panayiotou responded to the email on the same day apologising again for any disturbance caused. He states that further acoustic tests were undertaken, and it was established that the shop frontage would also need to be changed. A quote for the works was attached for a total of £6,250. He advised that he had spoken to most of the residents on the parade acknowledging the disruption and that action was being taken. He also advised that the doors would be replaced in the next few weeks as they were made to order.

**Tuesday 13<sup>th</sup> February 2024:** An email was received from the Police Licensing Team with photographic evidence of customers smoking at the premises. **Complaint 5.**

**Monday 19<sup>th</sup> February 2024:** VPK sent an email to Mr Panayiotou to advise of the reports of customers smoking inside the premises, see Exhibit 3. **Advice 4**

**Friday 8<sup>th</sup> March 2024:** Resident 3 called the OOH noise team at 22:56 regarding loud music from the premises. Noise officer (DWD) arrived in the area at 23:30. What appeared to be live music could be heard from outside when parked. DWD visited the home of Resident 3 and music was audible, particularly when traffic was low. Resident 3 advised that the music gets louder as the night goes on and lasts until 2am. DWD did not feel that the level of music constituted a statutory nuisance on this occasion. DWD visited the premises and spoke to Mr Panayiotou and advised about the loud bass and music volume. Mr Panayiotou advised DWD that the acoustic glass was to be installed at the front of the premises. **Complaint 6, Advice 5**

**Sunday 10<sup>th</sup> March 2023:** Resident 2 called the OOH team regarding loud music from the premises. The officer visited the premises at 02:55, by which time it was closed. **Complaint 7**

**Monday 11<sup>th</sup> March 2024:** The Police Licensing Team contacted Licensing Enforcement to advise they had received complaints regarding loud music and premises being open until 5-6am. **Complaint 8**

**Tuesday 12<sup>th</sup> March 2024:** VPK emailed Mr Panayiotou to advise on the complaints received in relation to the 9<sup>th</sup> and 11<sup>th</sup> March. Mr Panayiotou was warned that the council may take further action should complaints be substantiated. **Advice 6, Exhibit 4**

**Wednesday 13<sup>th</sup> March 2024:** VPK received call from Mr Panayiotou wanting to discuss the complaints. He stated that he was in the process of having the shop front changed to acoustic glass and was also planning on installing a sound limiter. Bass traps were also going to be fitted. Mr Panayiotou advised that he will not have

any events that are likely to generate noise until the new acoustic glass and doors are installed. VPK provided advice regarding sound limiters and suggested that it may be best to try to engage with complainants to set levels. **Advice 7**

**Sunday 24<sup>th</sup> March 2024:** Resident 2 called the OOH team at 01:56am regarding loud music from the premises. Noise officer (CLB) visited the premises at 02:30. People were standing outside making noise. The shutters of the premises were down, however it may have still been operating. CLB visited the complainant, but music had stopped. **Complaint 9**

Resident 1 also complained on the same night using the council's online reporting form. Resident 1 advised that the premises is often open until 3am on weekends. **Complaint 10**

**Saturday 30<sup>th</sup> March 2024:** Resident 2 called the OOH team at 00:32am reporting loud music from the premises. The noise officer (JPW) visited the premises at 02:05am, but it was closed. **Complaint 11**

**Tuesday 2<sup>nd</sup> April 2024:** Licensing Enforcement received an email from the landlord of Resident 2 expressing their concerns regarding the ongoing noise complaints. **Complaint 12**

**Thursday 4<sup>th</sup> April 2024:** VPK emailed Mr Panayiotou expressing concerns regarding the number of noise complaints received, namely 11 since 16<sup>th</sup> December 2023. VPK requested a meeting with Mr Panayiotou to discuss the issues as this would be mutually beneficial. Two dates for the meeting were proposed by VPK. VPK asked Mr Panayiotou for clarification as to the correct name of the business/premises, as the premises licence is still in the name of Rumours. **Advice 8, Exhibit 5**

**Saturday 6<sup>th</sup> April 2024:** Resident 2 called the OOH team at 23:05 regarding loud music from the premises. The noise officer (DWD) visited Resident 2's home at 23:40 and deemed the music to be at a level that constituted a statutory noise nuisance. DWD visited the premises at 00:05 and spoke to a female that identified herself as the new owner (later identified as Stavroula Tsakou). DWD advised Stavroula that he would be serving a noise nuisance abatement notice. **Complaint 13, Advice 9, Statutory Noise Nuisance 1**

**Monday 8<sup>th</sup> April 2024:** An email was received from the landlord of Resident 2 regarding the noise affecting their tenant over the weekend. **Complaint 14**

**Wednesday 10<sup>th</sup> April 2024:** Mr Panayiotou emailed VPK apologising for the delay in response to his email dated 4<sup>th</sup> April 2024. Mr Panayiotou stated that he did not want to jeopardise his licence and asked for available dates to meet.

**Thursday 11<sup>th</sup> April 2024:** A noise nuisance abatement notice was served under section 80 of the Environmental Protection Act 1990 on Mr Panayiotou. The notice requires the nuisance to be abated forthwith and requires Mr Panayiotou to prevent the recurrence of said nuisance. **Formal action/Notice 1, Exhibit 6**

**Saturday 13<sup>th</sup> April 2024:** Resident 2 called the Council's OOH noise team at 23:06 reporting loud music from the premises. Officer (RCA) visited Resident 2's home at 23:34 and could hear live music emanating from the premises. The music was at a level that would affect sleep and was therefore deemed to be a statutory noise nuisance. RCA visited the premises and spoke to a female (that identified herself as the owner (later identify as Stavroula Tsakou). RCA advised her that the music and the microphone were too loud and music should be turned down, which was then actioned. RCA outlined the issues and provided advice to both Stavroula and her solicitor, who was also in attendance. **Complaint 15, Advice 10, Statutory Noise Nuisance 2**

**Monday 15<sup>th</sup> April 2024:** VPK replied to Mr Panayiotou offering to meet on 17<sup>th</sup> April. Mr Panayiotou responded on 16<sup>th</sup> April requesting a meeting on 18<sup>th</sup> or 19<sup>th</sup> April. VPK responded agreeing to meet on 19<sup>th</sup> April and requested confirmation of a time for the meeting.

**Thursday 18<sup>th</sup> April 2024:** As VPK had not heard back from Mr Panayiotou, VPK emailed Mr Panayiotou requesting he confirm a time for the meeting. **Exhibit 7**

**Friday 19<sup>th</sup> April 2024:** Mr Panayiotou emailed VPK, apologising for not responding and asked to reschedule the meeting again. VPK responded to Mr Panayiotou reminding him of the several warning and abatement notice served on him and **xx**. VPK advised Mr Panayiotou that he had failed to take advantage of meeting to discuss matters on several occasions and that a review of the licence was being sought. Mr Panayiotou was also reminded that a breach of the noise abatement notice would result in a fixed penalty notice being served. **Advice 11, Exhibit 8**

Mr Panayiotou responded to this email advising that they had taken measures to prevent a nuisance from occurring. This included the installation of sound proofing and a noise limiting device.

**Saturday 20<sup>th</sup> April 2024:** Resident 2 called the OOH noise team at 23:16 reporting loud music from the premises. Resident 2 stated that the music was still ongoing but did not want a visit. They instead wanted the Licensing Team to contact them and for the business to be advised. **Complaint 16**

**Friday 26<sup>th</sup> April 2024:** VPK met Mr Panayiotou at the premises. A detailed conversation was had regarding the complaint history. During the visit, Mr Panayiotou dialled in the proposed new operator and proposed new PLH, namely Stavroula Tsakou from Accro London Ltd Ltd. Stavroula stated that she was advised by a legal representative that an outside reading of 76db was acceptable. VPK advised that this was incorrect and explained what constitutes a statutory nuisance under the Environmental Protection Act 1990. VPK advised both Mr Panayiotou and Stavroula that if a statutory nuisance is witnessed again and a breach of the notice witnessed, the licence would most certainly be reviewed. During this visit, attempts were made to test the sound limiting device. The in-house sound system was used to play music. It must be noted that this system was not as powerful as the one used by performers. Music was played at a level of up to 102dB (tested on a dB meter on officer's phone) and the limiter failed to cut out. It was clear that the sound limiting device was either defective or not calibrated.

Mr Panayiotou and VPK stood outside the premises with the doors closed and the music was clearly audible from the public highway. This was at approximately 12:30pm, when the background noise level was high. It would have been expected that the soundproofing installed to the front of the building would have reduced the noise spilling from the premises. The sound proofing seemed to have little or no effect.

**Also on 26 April 2024:** A full licence inspection was also undertaken. Mr Panayiotou was unable to demonstrate compliance with the following conditions:  
Condition 10 - No sound checks were available at the time.  
Conditions 11&12 - No training records were available at the time.  
Condition 14 - No refusals records were available at the time.

Mr Panayiotou alleged that these records had been removed from the premises considering the proposed licence transfer. VPK advised Mr Panayiotou that until the licence had been formally transferred, he was still responsible for demonstrating that the conditions of the licence were being adhered to.

VPK also requested to view the CCTV. Mr Panayiotou advised that Stavroula now has control of the CCTV and he did not have access to it. As conditions relating to CCTV were not on the licence, VPK did not explore this further.

Mr Panayiotou VPK for clarification regarding times that licensable activities were permitted. VPK explained that he would interpret the 'pre planned events' were those that were pre-advertised for bookings such as Valentine's Day, Mother's Day, a guest artist etc. It was not merely for pre-booked tables. VPK advised that they would check with the Licensing Team Manager and advise.

In light of the discussions had, Mr Panayiotou advised that he was willing to voluntarily vary their licence to include extra conditions. These would include conditions relating to CCTV and the sound limiter. It was also agreed that VPK would liaise with the complainants in order to assist in setting the levels of the sound limiter. Mr Panayiotou gave assurances that a sound engineer would be at the premises over the weekend to monitor and control sound levels. VPK reiterated the implications any further nuisance would have on the premises licence. A copy of the inspection form was left with Mr Panayiotou. **Advice 12, Exhibit 9**

**Saturday 27<sup>th</sup> April 2024:** Resident 2 called the OOH team at 23:48 reporting loud music from the premises. Noise officer (JI) visited Resident 2's home at 00:24am and carried out observations. He confirmed that music was at such a level that it was deemed to be a statutory nuisance. JI then visited the premises at 00:39am, where a band and a singer were playing. JI spoke to a lady that identified herself as the owner (Stavroula). The noise level was too loud to have a conversation inside, so JI and Stavroula went outside to talk. JI advised her that the music was too loud and that a statutory nuisance had been witnessed that night. Stavroula advised that she was in the process of having sound installation installed and that she had asked a council officer to give her 2 weeks to carry out the works. She also told JI that she had been advised by her solicitor that the music level was acceptable at 76dB. JI advised her that this was incorrect and advised that noise levels should be kept low



until the sound insulation issue was resolved. Stavroula went inside the premises and reduced the music volume, in the presence of JI. JI advised that the licensing team would be informed. **Complaint 17, Advice 13, Statutory Noise Nuisance 3**

**Monday 29<sup>th</sup> April 2024:** The local ward councillor referred a complaint from the landlord for Resident 2 in relation to noise from the premises. **Complaint 18**

**Tuesday 30<sup>th</sup> April 2024:** VPK emailed Mr Panayiotou advising him of the recent complaint and subsequent confirmation of a statutory nuisance (Statutory Noise Nuisance 3), which was witnessed on 27<sup>th</sup> April 2024. Mr Panayiotou was advised that a review of the licence was now imminent. **Advice 14, Exhibit 10**

**Saturday 4<sup>th</sup> May 2024:** Resident 2 called the OOH team at 23:17 regarding loud music from the premises. Noise officer (CLB) visited Resident 2's home 23:55 and witnessed a statutory noise nuisance. CLB then visited the premises and spoke to a lady in charge (Stavroula). CLB advised that the music must be turned down, which it was. Stavroula advised that the sound insulation was due to be installed to the 'roof'. **Complaint 19, Advice 15, Statutory Noise Nuisance 4**

**Monday 6<sup>th</sup> May 2024:** The council received further complaints from the landlord of Resident 2, regarding the noise experience by their tenant over the weekend. **Complaint 20**

**Tuesday 7<sup>th</sup> May 2024:** VPK emailed Mr Panayiotou advising of the further witnessed statutory nuisance. Mr Panayiotou was also advised that the Licensing Authority were now considering the revocation of the premises licence in its entirety, as Mr Panayiotou was no longer deemed to be a fit and proper person to hold such a licence. **Advice 16, Exhibit 11**

**Thursday 9<sup>th</sup> May 2024:** Noise officer JI served a noise nuisance abatement notice on Ms Stavroula Tsakou, as the person responsible for the noise nuisance witnessed on 27<sup>th</sup> April 2024. To confirm, Ms Stavroula Tsakou is one of the directors of Accro London Ltd Ltd, and the proposed new premises licence holder. The noise nuisance abatement notice was hand delivered by JI and posted through the letter box of 6 Ashfield Parade. **Formal action/notice 2, Exhibit 12**

**Monday 13<sup>th</sup> May 2024:** VPK received an email from Resident 2 advising that they were disturbed by loud music on Sunday 12<sup>th</sup> May 2024 between 20:30 and 01:30. They tried to call the council's out of hours noise service, however it does not operate on Sunday nights. **Complaint 21, Exhibit 13**

**Saturday 18<sup>th</sup> May 2024:** Resident 2 reported a noise complaint to the Out of Hours Noise Service at 23:34. Noise officer (JI) called the resident who advised it was still loud and louder than last night. At 00:05am, JI visited the home of Resident 2. Loud music and singing was audible, and the use of the microphone by a male was even louder. JI deemed the music too loud and intrusive, that people would not be able to sleep or enjoy their home at this time of night. The bass was also reverberating around the property. The noise was at such a level it was deemed to be a statutory noise nuisance, and also a breach of the noise abatement notice. At 00:13am, JI approached the premises and the same music could be heard emanating from it. JI

entered the premises and spoke with Stavroula, who confirmed she had received the noise abatement notice and showed it to JI. She said she had 21 days to abate the notice but JI explained it was 21 days to appeal the notice. JI advised Stavroula that he had witnessed another statutory noise nuisance which was a breach of the noise abatement notice. Stavroula commented that she will not open the premises until she has fixed the noise issues. JI reiterated that the notice doesn't require the premises to close, but to abate the noise. Stavroula reduced the volume of the music, which JI advised she did that last time but issues are still occurring.

**Complaint 22, Advice 17, Statutory Noise Nuisance 5, Breach of Abatement Notice 1**

**Wednesday 22 May 2024:** Noise officer (JI) served a Fixed Penalty Notice (FPN) on Stavroula, requiring a payment of £400 by 19/06/2024. **Exhibit 14, FPN1**

**Companies House Check**

A check was made on Companies House on 21 May 2024 on Accro London Ltd Ltd as follows:

- Company number 15681003
- Registered office address: 12 Ashfield Parade, London, England, N14 5AB
- Incorporated on 25 April 2024
- Nature of business (SIC): 56101 - Licensed restaurants
- Stavroula Tsakou was appointed on 25 April 2024 as Company Director
- Panagiotis Thanaskos was also appointed on 25 April 2024 as Company Director.

The full companies house record can be found online here:

<https://find-and-update.company-information.service.gov.uk/company/15681003>

**Website:**

The premises does not have a specific website, but the following images are found on Google which shows live music being provided:

[https://www.google.com/search?q=accro+6+ashfield+parade&rlz=1C1GCEV\\_enGB859GB875&og=accro+6+ashfield+parade&gs\\_lcrp=EgZjaHJvbWUyBggAEEUYOdlBCDU0MjRqMGo3qAlAsAIA&sourceid=chrome&ie=UTF-8#lpg=cid:CqIlgAQ%3D%3D,ik:CAoSLEFGMVFpcE40QlpEN19Ob2tMa3U0bEtkeXE1VV9SbFU4blFpaENkVlhjRG02](https://www.google.com/search?q=accro+6+ashfield+parade&rlz=1C1GCEV_enGB859GB875&og=accro+6+ashfield+parade&gs_lcrp=EgZjaHJvbWUyBggAEEUYOdlBCDU0MjRqMGo3qAlAsAIA&sourceid=chrome&ie=UTF-8#lpg=cid:CqIlgAQ%3D%3D,ik:CAoSLEFGMVFpcE40QlpEN19Ob2tMa3U0bEtkeXE1VV9SbFU4blFpaENkVlhjRG02)

· a month ago





**To Summarise:**

- 22 complaints have been received from 3 different local residents since 16 December 2023 (just 5 months).
- Officers have provided noise and licensing advice to Mr Panayiotou and/or Stavroula on 16 occasions.
- The complaints relate to loud music emanating from the premises.
- A statutory noise nuisance has been witnessed on 5 occasions, by four different noise officers at the following times:
  - Noise nuisance 1 at 23:40
  - Noise nuisance 2 at 23:34
  - Noise nuisance 3 at 00:24
  - Noise nuisance 4 at 23:55
  - Noise nuisance 5 at 00:05
- 2 noise abatement notices have been served: (1) on the current PLH, Mr Panayiotou and (2) on the proposed new PLH, Stavroula Tsakou.
- A Fixed Penalty Notice (FPN) has been served on Stavroula Tsakou for breach of the noise abatement notice.
- A transfer application of the premises licence has not been submitted to the Licensing Team, to transfer from Mr Panayiotou to Stavroula.

The Licensing Authority has concerns that the existing PLH, Mr Panayiotou, and the proposed PLH, Stavroula, have both been unable to demonstrate taking any satisfactory action to implement officer advice to prevent further noise nuisance,

even with the warning of a licence review and the noise abatement notice.

### Outcome Sought:

The Licensing Authority has no confidence in the ability or willingness of the licence holder or Stavroula who is meant to be taking over the licence to uphold the licensing objectives. Mr Panayiotou should be but appears that he isn't in charge of the licensable activity at the premises, therefore he should no longer hold the licence.

The premises is also not a suitable venue to provide loud music. It is therefore recommended that this premises licence be **revoked**.

If the Licensing Sub-Committee is not minded to revoke the licence in its entirety then the Licensing Authority would recommend that the Licensing Sub-Committee consider removing all regulated entertainment from the licence and amend the licensable activities, hours and conditions as follows:

Table 1:

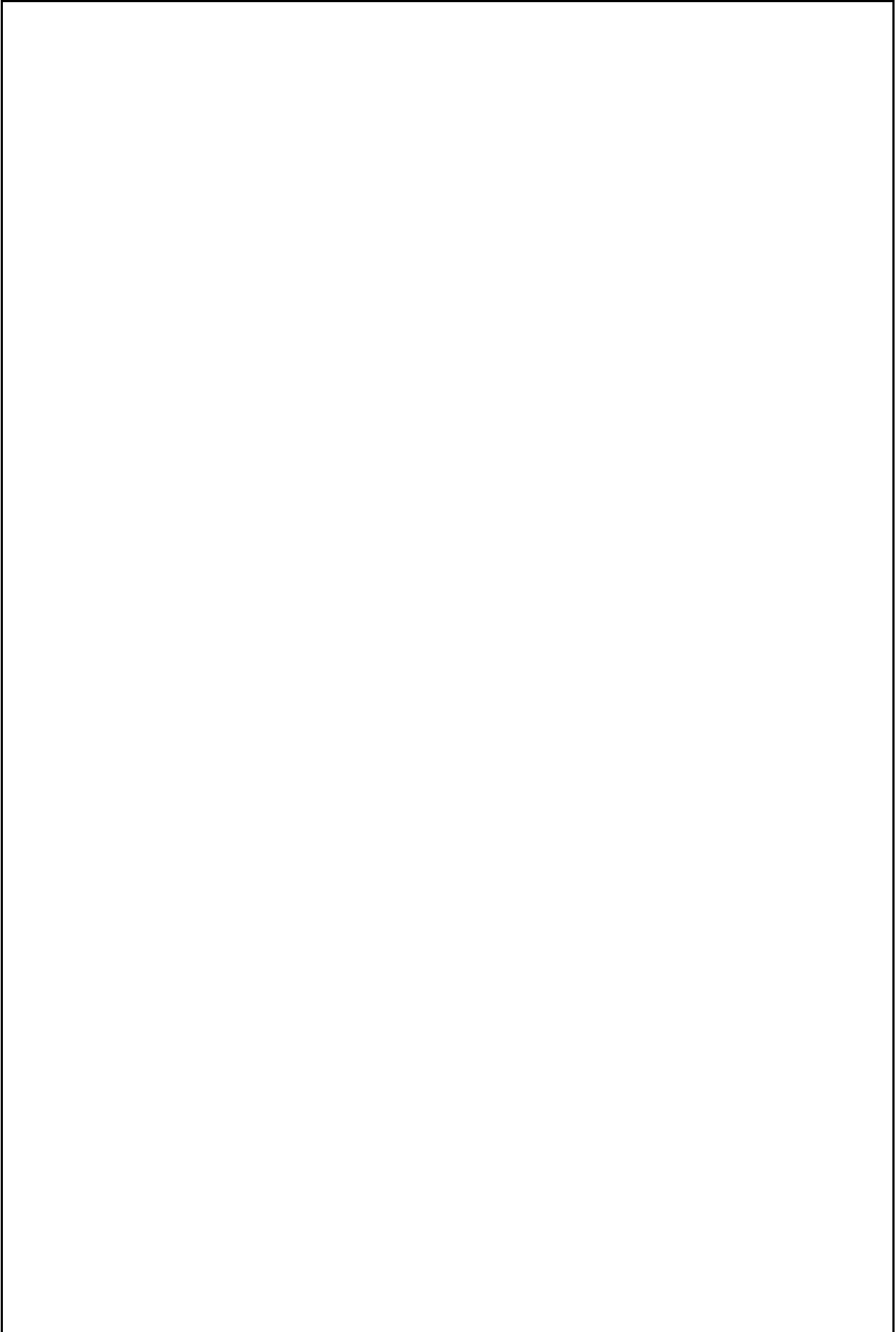
Activity	Current Times	Proposed Times through this Review
Opening hours - Whole premises : General	09:00 - 00:00 daily	09:00 -23:30 daily
Opening hours - Whole premises : Pre-planned events	19:00 - 00:30 Sunday 19:00 - 01:30 Monday to Thursday 19:00 – 02:00 Friday & Saturday	Remove
Alcohol Sales (on and off supplies): General	09:00 – 23:30 daily Plus seasonal variations	Remove off sales  09:00 – 23:00 daily on sales only  Remove seasonal variations
Alcohol Sales (on and off supplies): Pre-planned events	19:00 - 00:00 Sunday 19:00 - 01:00 Monday to Thursday 19:00 – 01:30 Friday & Saturday	Remove
Films (Indoors): Pre-planned events	19:00 - 00:00 Sunday 19:00 - 01:00 Monday to Thursday 19:00 – 01:30 Friday & Saturday	Remove
Live Music (Indoors) : General	09:00 - 23:30 daily plus seasonal variations	Remove (including seasonal variations)
Live Music (Indoors) : Pre-planned events	19:00 - 00:00 Sunday 19:00 - 01:00 Monday to Thursday 19:00 – 01:30 Friday & Saturday	Remove
Recorded Music (Indoors) : General	09:00 - 23:30 daily plus seasonal variations	Remove (including seasonal variations)
Recorded Music (Indoors) : Pre-planned events	19:00 - 00:00 Sunday 19:00 - 01:00 Monday to Thursday	Remove

	19:00 – 01:30 Friday & Saturday	
Performance of Dance (Indoors) : Pre-planned events	19:00 - 00:00 Sunday 19:00 - 01:00 Monday to Thursday 19:00 – 01:30 Friday & Saturday	Remove
Late night refreshment (Indoors): Pre-planned events	23:00 - 00:30 Sunday 23:00 - 01:30 Monday to Thursday 23:00 – 02:00 Friday & Saturday	Remove

Furthermore, if the licence is not revoked, this review also requests that the Licensing Sub-Committee apply the following condition to the premises licence:

**Section 177A does not apply to this premises licence, therefore no regulated entertainment is permitted at any time, including live music and DJ.**

The full list of conditions relevant to this review application are produced in **Exhibit 15**.



**Please tick ✓ yes**

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

If yes please state the date of that application

Day Month Year

--	--	--	--	--	--	--	--

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



Please tick ✓ yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate x
- I understand that if I do not comply with the above requirements my application will be rejected x

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

**Part 3 – Signatures** (please read guidance note 4)

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

Signature *Ellie Green*

.....

Date **23 May 2024**

.....

Capacity **Licensing Team Manager**

.....

**Contact name (where not previously given) and postal address for correspondence associated with this application** (please read guidance note 6)

**Post town**

**Post Code**

**Telephone number (if any)**

**E-mail address**

### **Notes for Guidance**

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

**SUPPLEMENTARY INFORMATION TO SUPPORT LICENSING AUTHORITY  
REVIEW**

1. **Monday 20 May 2024:** Officer VPK received an email from Resident 2, explaining how they were repeatedly affected by noise from the premises. This included noise from music and customers being loud when entering and exiting the premises. **Complaint 24**
2. Also on **Monday 20 May 2024:** An email was also received from Resident 2's landlord reiterating the fact that their tenant was affected by noise again over the weekend. **Complaint 25**
3. **Repeat information: Wednesday 22 May 2024:** *Officer JI served a Fixed Penalty Notice on Ms Stavroula Tsakou for the witnessed breach of the noise abatement notice on 19 May 2024. This was served by post to 6 Ashfield Parade the same day. Exhibit 14, FPN1*
4. **Saturday 25 May 2024:** Resident 2 called the Out of Hours Noise service at 23:24, advising they were being disturbed by loud music. The Noise Officer (RA) arrived at the home of Resident 2 at 01:05am. The officer reported that bass and microphone singing could be heard. Noise could also be heard from customers laughing and talking loudly outside whilst smoking. The officer visited Accro and spoke to Ms Stavroula Tsakou. She advised that sound insulation was to be installed. **Complaint 26, Advice 18, Statutory Nuisance 6.**
5. **Monday 27 May 2024:** Officer VPK received an email from Ms Stavroula Tsakou. Ms Tsakou expressed surprise and disappointment upon receiving an application for review of the premises license. She claimed she was unaware of the severity of complaints. Ms Tsakou criticized the previous premises licence holder for not transferring the licence despite council's efforts to address the concerns. She assured the officer of her commitment to resolving noise issues, including installing a soundproof system starting on May 27th. Ms Tsakou emphasized her dedication to being a considerate community member and requested guidance on applying for a new license if the transfer is not completed promptly.
6. **Also on Monday 27 May 2024:** A further complaint was also received from the landlord of Resident 2 regarding noise experienced by their tenant on the 25 May 2024. **Complaint 27**
7. **Also on Monday 27 May 2024:** Officer VPK also received an email from Resident 2, advising that as well as the noise experienced on the weekend of the 26 May, there was also a big fight in the street involving customers at approximately 3am. **Complaint 28.**

8. **On Wednesday 29 May 2024:** Officer VPK responded to Ms Stavroula Tsakou's email advising her that multiple complaints had been received about loud music from the premises, emphasizing the seriousness of the issue. Despite Ms. Stavroula Tsakou's claim of unawareness, she was reminded that the noise team had repeatedly warned her, and she had been served and subsequently breached a noise abatement notice, demonstrating zero compliance. The officer noted potential further breaches and reminded Ms. Tsakou that, while not the current licence holder, she could still face prosecution for the nuisance. **Advice 19, Exhibit 16**
  
9. **Also on 29 May 2024:** Resident 4 emailed officer VPK to advise that they had also been experiencing issues regarding loud music from Accro. They describe the venue as a 'club' and advised that the music vibrated through the building. There was also noise from customers entering and leaving the premises and that they often hung around outside until 4am. Regular fighting was also reported. Resident 4 shared a video of a fight that broke out in the street involving customers from Accro at 3am on the weekend of the 25 May 2024. The police were called and the crowd dispersed. **Complaint 29**
  
10. **On Thursday 30 May 2024:** Ms Stavroula Tsakou responded to officer VPK's email. She advised that steps had already been taken to abate any nuisance, including the installation of sound proofing. She requested assistance in transferring the licence to her. The officer (VPK) responded to Ms Stavroula Tsakou's email advising that noise issues linked to her premises will impact any new or transfer license applications. Ms. Stavroula Tsakou was reminded of her liability for breaching a noise abatement notice, including a Fixed Penalty Notice (FPN) issued on 22 May, 2024, with deadlines for payment and possible further penalties for additional breaches. The officer clarified that the premises licence differentiates between general and pre-planned events, which must be properly advertised and not merely involve advance bookings. The officer advised ensuring compliance with noise regulations to avoid further action. **Advice 20, Exhibit 17**
  
11. **On Monday 3 June 2024:** Officer VPK received an email from Resident 2's landlord, advising that their tenant had been affected by noise over the weekend again. This time, their tenant was too unwell to call the out of hours noise service. **Complaint 30**
  
12. **On Saturday 8 June 2024:** Resident 2 called the Out of Hours Noise service at 23:12, advising they were being disturbed by loud music. The officer arrived at the home of Resident 2 at 00:45 where music could be heard from the living room. A male singing on the microphone could also be heard. The officer visited Accro and spoke to Ms Stavroula Tsakou and advised her of the complaint. Ms Tsakou advised the officer that her licence permits a singer until

01:30am. The officer advised Ms Tsakou to reduce the bass and microphone volume, to which she agreed. The officer confirmed that the music/noise was at a level which would affect the resident from sleeping and therefore a confirmed statutory noise nuisance. **Complaint 31, Advice 21, Statutory Nuisance 7**

13. **On Wednesday 12 June 2024:** Officer VPK received an email from Resident 2's landlord, reiterating the complaint that their tenant had made on the June to the out of hours noise team. **Complaint 32**

14. **On Saturday 15 June 2024: Resident 2** called the Out of Hours Noise service at 23:28, advising they were being disturbed by loud music. At 02:44am, the officer (RA) began their approach to visit the complainant. Music could be heard from as far as the Southgate Hotel on Burleigh Gardens. The music had stopped by the time the officer reached Resident 2's property. **Complaint 33, Statutory Nuisance 8**

15. **On Monday 17 June 2024:** Officer VPK received an email from Resident 2's landlord, reiterating the complaint that their tenant had made on 15 June to the Out of Hours Noise team. **Complaint 34**

16. **On Monday 24 June 2024:** Officer VPK received an email from Resident 2, advising that they had been affected by noise on the weekend of the 22 June 2024 between 21:00 and 03:00 and again on the 23 June 2024 between 14:30 and 21:00. They were unable to call the out of hours noise service due to ill health. Resident 2 reiterated that the noise from the premises over the past 7 months has had a profound negative affect on them and their family. **Complaint 35.**

17. **On Tuesday 25 June 2024:** Licensing Team received a transfer application naming Stavroula Tsakou as the new premises licence holder, with immediate effect.

18. **On Friday 28 June 2024:** the Licensing Team received an objection from the Police to the transfer application.

#### **Revised Summary:**

- 35 complaints have been received from 4 different local residents since 16 December 2023 to 24 June 2024 (just over 6 months).
- Officers have provided noise and licensing advice to Mr Panayiotou and/or Stavroula Tsakou on 20 occasions.

- The complaints relate to loud music emanating from the premises.
- A statutory noise nuisance has been witnessed on 8 occasions, by four different noise officers at the following times:
  - Noise nuisance 1 at 23:40
  - Noise nuisance 2 at 23:34
  - Noise nuisance 3 at 00:24
  - Noise nuisance 4 at 23:55
  - Noise nuisance 5 at 00:05
  - Noise nuisance 6 at 01:05
  - Noise nuisance 7 at 00:45
  - Noise nuisance 8 at 02:44
- 2 noise abatement notices have been served: (1) on the current PLH, Mr Panayiotou and (2) on the proposed new PLH, Stavroula Tsakou.
- A Fixed Penalty Notice (FPN) has been served on Stavroula Tsakou for breach of the noise abatement notice.
- A transfer application of the premises licence has been submitted to the Licensing Team, to transfer from Mr Panayiotou to Stavroula but this has been objected to by the Police.
- A vary DPS application has not been received by the Licensing Team.

The Licensing Authority has even more concerns that Stavroula Tsakou and previously Mr Panayiotou, have both been unable to demonstrate taking any satisfactory action to implement officer advice to prevent further noise nuisance, even with the warning of a licence review and the noise abatement notice.

### **Outcome Sought:**

The Licensing Authority has no confidence in the ability or willingness of Stavroula Tsakou who is meant to be taking over the licence to uphold the licensing objectives. Mr Panayiotou should be but appears that he isn't in charge of the licensable activity at the premises, therefore he should no longer hold the licence. The premises is also not a suitable venue to provide loud music. It is therefore still recommended that this premises licence be **revoked**.

**Victor Ktorakis**

---

**From:** Victor Ktorakis  
**Sent:** 12 January 2024 11:37  
**To:** [REDACTED]  
**Subject:** Noise complaint: KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB

Dear Mr Panayiotoy,

**Re: Premises, KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB  
Environmental Protection Act 1990, Section 80  
Licensing Act 2003**

I am writing to advise you that the Council have received complaints regarding loud music from the above mentioned premises.

These complaint have not been substantiated; however, I must inform you that if a statutory noise nuisance is witnessed, a Noise Abatement Notice will be served. Breaching a notice is an offence under Section 80 (4) of the Environmental Protection Act 1990. Failure to comply with such a Notice is a criminal offence attracting, on conviction, a fine of up to £20,000.

The Licensing Act 2003 provides that you have responsibility for the provision of licensable activities (for example, the sale/supply of alcohol; the provision of regulated entertainment; and the provision of late-night refreshment) at the premises. You must ensure that, whenever licensable activities are provided, the premises are operated in strict accordance with the terms, conditions and restrictions of the Premises Licence.

May I take this opportunity to remind you that should complaints be substantiated, where they relate to the licensing objectives (namely: crime & disorder; public nuisance; public safety; and the protection of children from harm) the Act confers additional powers on the Council.

In essence this may result in the review of your licence by a Responsibility Authority for example Trading Standards, Environmental Health or the Police. Furthermore, under the Act, residents themselves may also seek to review the licence.

In considering any review application, the Council's Licensing Sub-Committee may choose to:

- revoke the licence;
- suspend the licence for up to three months;
- remove the DPS from the licence;
- exclude a licensable activity from the licence; and / or
- modify the conditions of the licence.

Finally, I would like to highlight that observations and any spot check compliance visits may be carried out at this premises, any unlicensed activities or breaches of conditions found could lead to prosecution, consequences that businesses should clearly hope to avoid.

Yours sincerely,

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street

Enfield  
EN1 3ES

Website [www.enfield.gov.uk](http://www.enfield.gov.uk)



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**Victor Ktorakis**

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**From:** Victor Ktorakis  
**Sent:** 30 January 2024 10:23  
**To:** neoclis panayiotou  
**Subject:** RE: Noise complaint: KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB

Good morning Mr Panayiotou, hope you're well.

I am writing to advise that we received another complaint regarding loud music at 01:21 on 21<sup>st</sup> January 2024. Our out of hours team were called, but were unable to visit at the time.

In your email dated 13<sup>th</sup> January 2024, you advised that you had appointed an acoustics company to advise and carry out sound proofing works. When do you expect the works to be carried out?

In the meantime, I ask that you remain mindful that noise from the premises is affecting local residents and that the volume of music must be controlled so that it does not cause a nuisance.

I have also noticed that the premises licence is still under Rumours. Please advise if you would like this to be changed to KafeNeo. There is no cost to change the name, however, if you wish to receive a true copy of the licence with the changed name, the fee is £10.50

Regards

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street  
Enfield  
EN1 3ES

Website [www.enfield.gov.uk](http://www.enfield.gov.uk)



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**Victor Ktorakis**

---

**From:** Victor Ktorakis  
**Sent:** 19 February 2024 11:29  
**To:** neoclis panayiotou  
**Subject:** Permitting smoking in a smoke free premises: KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB

Dear Mr Panayiotou,

**Health Act 2006**  
**The Smoke-Free (Premises and Enforcement) Regulations 2006**  
**Premises: KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB**

I am writing to inform you that the council have been provided with photographic evidence of persons smoking at the above mentioned premises on the 10<sup>th</sup> February 2024. The premises **is substantially enclosed** (more than 50%) and as such **MUST NOT** be used for smoking of any kind.

Section 8 of the Health Act 2006 places a legal duty on any person who controls or is concerned in the management of smoke-free premises to take all reasonable precautions and exercise all due diligence to prevent others from smoking in no-smoking premises.

Anyone who does not comply with 'smoke-free' legislation is committing a criminal offence. This offence could result in prosecuting those persons who control or are concerned in the management of a smoke-free premises with a fine up to £2500. The offence could also make the smoker liable to a fixed penalty notice.

The Council will continue to monitor the situation to ensure compliance with the above-mentioned legislation. I must advise you that should smoking be witnessed at the premises again, the Council will have no option but to take formal action in the form of a prosecution. A successful prosecution may also have a detrimental impact on your premises licence.

Please feel free to contact me via the email above or on 020 8132 2840 if you would like to discuss the matter further.

Yours sincerely,

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street  
Enfield  
EN1 3ES

Website [www.enfield.gov.uk](http://www.enfield.gov.uk)

**Victor Ktorakis**

---

**From:** Victor Ktorakis  
**Sent:** 12 March 2024 10:38  
**To:** neoclis panayiotou  
**Subject:** RE: Noise complaint: KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB

Good morning Mr Panayiotou, hope you're well.

I am writing to advise you that the council received further complaints regarding loud music from the above mentioned premises on the 9<sup>th</sup> and 11<sup>th</sup> March 2024. I believe you were visited and advised by our out of hours team on the 9<sup>th</sup> March.

The complaints coincide with those raised by the police licensing team in their email to you on the 11<sup>th</sup> March 2024.

I must remind you that you are responsible for ensuring that the times and conditions of your licence are adhered to.

You have been advised on several occasions that should complaints be substantiated, where they relate to the licensing objectives (namely: crime & disorder; public nuisance; public safety; and the protection of children from harm) the Act confers additional powers on the Council.

In essence this may result in the review of your licence by a Responsibility Authority for example Trading Standards, Environmental Health or the Police. Furthermore, under the Act, residents themselves may also seek to review the licence.

In considering any review application, the Council's Licensing Sub-Committee may choose to:

- revoke the licence;
- suspend the licence for up to three months;
- remove the DPS from the licence;
- exclude a licensable activity from the licence; and / or
- modify the conditions of the licence.

You must also ensure that activities at the premises do not cause a nuisance to local residents. If a statutory noise nuisance is witnessed, a Noise Abatement Notice will be served. Breaching a notice is an offence under Section 80 (4) of the Environmental Protection Act 1990. Failure to comply with such a Notice is a criminal offence attracting, on conviction, a fine of up to £20,000.

Finally, I would like to highlight that observations and any spot check compliance visits may be carried out at this premises, any unlicensed activities or breaches of conditions found could lead to prosecution, consequences that businesses should clearly hope to avoid.

Yours sincerely,

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street  
Enfield  
EN1 3ES

**Victor Ktorakis**

---

**From:** Victor Ktorakis  
**Sent:** 04 April 2024 11:04  
**To:** 'neoclis panayiotou'  
**Subject:** RE: Noise complaint: KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB

Good morning Mr Panayiotou, I hope this email finds you well.

I am regrettably writing to inform you that we continue to receive complaints regarding loud music from the above mentioned premises. The most recent complaints were for the 24<sup>th</sup> March (early hours) and the 30<sup>th</sup> March 2024. This brings the total number of complaints regarding noise since 16<sup>th</sup> December 2023 to 11. I must also advise you that the complaints have been made by several different complainants. This is a significant amount of complaints over a relatively short period of time.

I must remind you that it is your duty as the licence holder to ensure that you comply with the conditions of your licence and uphold the licensing objectives, which include the prevention of public nuisance. You are at serious risk of having your licence reviewed with the view to remove regulated entertainment or if deemed necessary, to revoke the licence in its entirety. I am hopeful that this will not be necessary.

I believe it would be mutually beneficial to arrange to meet at the premises to discuss the matters further. I am available on the 8<sup>th</sup> and 9<sup>th</sup> April between 10am and 1pm. I would be grateful if you would advise which date and time is suitable for you please.

I would also like to remind you that the current premises licence is under the name 'Rumours'. Can you confirm that the premises/trading name is Kafeneo? If it is, you will need to have it amended on your licence so that the information displayed is accurate.

I look forward to hearing from you soon.

Regards

Victor

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street  
Enfield  
EN1 3ES

Website [www.enfield.gov.uk](http://www.enfield.gov.uk)



Mr Neoclis Panayiotou

[Redacted address]

Please reply to: David Dollemore  
Environmental Protection, Civic Centre,  
Silver Street, Enfield, EN1 3XH

E-mail : [Redacted]  
My Ref : [Redacted]

Your Ref :  
Date : 09 April 2024

Dear Mr Panayiotou,

**Re: ENVIRONMENTAL PROTECTION ACT 1990**

**Address: 6 Ashfield Parade, Southgate, N14 5AB**

Enclosed is a Notice for your attention. Please contact me if you have any queries on the above email address or the following telephone number Tel: [Redacted]

Yours sincerely

[Redacted signature]

David Dollemore  
Environmental Protection Officer  
Environmental Protection Team

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**Perry Scott**  
**Executive Director of Environment and Communities**  
Enfield Council  
Civic Centre, Silver Street  
Enfield EN1 3XY

[www.enfield.gov.uk](http://www.enfield.gov.uk)

If you need this document in another language or format contact the service using the details above.

[REDACTED]

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[REDACTED] contd

[REDACTED]

IF YOU CONTRAVENE without reasonable excuse any requirement of this notice you will be guilty of an offence under section 80 (4) of the Environmental Protection Act 1990 and liable on summary conviction to a fine not exceeding level 5 on the standard scale together with a further fine of an amount equal to one-tenth of that level one-tenth of the greater of £5,000 or level 4 on the standard scale for each day on which the offence continues after the conviction. A person who commits an offence on industrial, trade or business premises will be liable, on summary conviction, to a fine.

The Council may also take proceedings in the High Court for securing the abatement, prohibition or restriction of the nuisance. Furthermore, if you fail to execute all or any of the works in accordance with this notice, the Council may execute the works and recover from you the necessary expenditure incurred.

Signed:

A large black rectangular redaction box covering the signature of David Dollemore.

David Dollemore  
Environmental Protection Officer

Dated 09/04/2024

“Note - The person served with this notice may appeal against the notice to a magistrates' court within the period of twenty-one days beginning with the date on which they were served with the notice.”

**NB See attached explanatory notes N6B**

A small black rectangular redaction box at the bottom of the page.

## Statutory Nuisance (Appeals) Regulations 1995

The Statutory Nuisance (Appeals) Regulations 1995 provide as follows; Appeals under section 80(3) of the Environmental Protection Act 1990 ('the 1990 Act')

### 2 Appeals under section 80(3) of the 1990 Act

- (1) The provisions of this regulation apply in relation to an appeal brought by any person under section 80(3) of the 1990 Act (appeals to magistrates) against an abatement notice served upon him by a local authority.
- (2) The grounds on which a person served with such a notice may appeal under section 80(3) are any one or more of the following grounds that are appropriate in the circumstances of the particular case—
- (a) that the abatement notice is not justified by section 80 of the 1990 Act (summary proceedings for statutory nuisances);
  - (b) that there has been some informality, defect or error in, or in connection with, the abatement notice, or in, or in connection with, any copy of the abatement notice served under section 80A(3) (certain notices in respect of vehicles, machinery or equipment);
  - (c) that the authority have refused unreasonably to accept compliance with alternative requirements, or that the requirements of the abatement notice are otherwise unreasonable in character or extent, or are unnecessary;
  - (d) that the time, or where more than one time is specified, any of the times, within which the requirements of the abatement notice are to be complied with is not reasonably sufficient for the purpose;
  - (e) where the nuisance to which the notice relates—
    - (i) is a nuisance falling within section 79(1)(a), (d), (e), (f)[, (fa)] or (g) of the 1990 Act and arises on industrial, trade, or business premises, or
    - (ii) is a nuisance falling within section 79(1)(b) of the 1990 Act and the smoke is emitted from a chimney, or
    - (iii) is a nuisance falling within section 79(1)(ga) of the 1990 Act and is noise emitted from or caused by a vehicle, machinery or equipment being used for industrial, trade or business purposes, [or
    - (iv) is a nuisance falling within section 79(1)(fb) of the 1990 Act and—
      - (aa) the artificial light is emitted from industrial, trade or business premises, or
      - (bb) the artificial light (not being light to which sub-paragraph (aa) applies) is emitted by lights used for the purpose only of illuminating an outdoor relevant sports facility (within the meaning given by section 80(8A) of the 1990 Act),]
- that the best practicable means were used to prevent, or to counteract the effects of, the nuisance;



(f) that, in the case of a nuisance under section 79(1)(g) or (ga) of the 1990 Act (noise emitted from premises), the requirements imposed by the abatement notice by virtue of section 80(1)(a) of the Act are more onerous than the requirements for the time being in force, in relation to the noise to which the notice relates, of—

- (i) any notice served under section 60 or 66 of the 1974 Act (control of noise on construction sites and from certain premises), or
- (ii) any consent given under section 61 or 65 of the 1974 Act (consent for work on construction sites and consent for noise to exceed registered level in a noise abatement zone), or
- (iii) any determination made under section 67 of the 1974 Act (noise control of new buildings);

(g) that, in the case of a nuisance under section 79(1)(ga) of the 1990 Act (noise emitted from or caused by vehicles, machinery or equipment), the requirements imposed by the abatement notice by virtue of section 80(1)(a) of the Act are more onerous than the requirements for the time being in force, in relation to the noise to which the notice relates, of any condition of a consent given under paragraph 1 of Schedule 2 to the 1993 Act (loudspeakers in streets or roads);

(h) that the abatement notice should have been served on some person instead of the appellant, being—

- (i) the person responsible for the nuisance, or
- (ii) the person responsible for the vehicle, machinery or equipment, or
- (iii) in the case of a nuisance arising from any defect of a structural character, the owner of the premises, or
- (iv) in the case where the person responsible for the nuisance cannot be found or the nuisance has not yet occurred, the owner or occupier of the premises;

(i) that the abatement notice might lawfully have been served on some person instead of the appellant being—

- (i) in the case where the appellant is the owner of the premises, the occupier of the premises, or
- (ii) in the case where the appellant is the occupier of the premises, the owner of the premises,

and that it would have been equitable for it to have been so served;

(j) that the abatement notice might lawfully have been served on some person in addition to the appellant, being—

- (i) a person also responsible for the nuisance, or
- (ii) a person who is also owner of the premises, or
- (iii) a person who is also an occupier of the premises, or
- (iv) a person who is also the person responsible for the vehicle, machinery or equipment,

and that it would have been equitable for it to have been so served.

(3) If and so far as an appeal is based on the ground of some informality, defect or error in, or in connection with, the abatement notice, or in, or in connection with, any copy of the notice served under section 80A(3), the court shall dismiss the appeal if it is satisfied that the informality, defect or error was not a material one.

(4) Where the grounds upon which an appeal is brought include a ground specified in paragraph (2)(i) or (j) above, the appellant shall serve a copy of his notice of appeal on any other person referred to, and in the case of any appeal to which these regulations apply he may serve a copy of his notice of appeal on any other person having an estate or interest in the premises, vehicle, machinery or equipment in question.

(5) On the hearing of the appeal the court may—

- (a) quash the abatement notice to which the appeal relates, or
- (b) vary the abatement notice in favour of the appellant in such manner as it thinks fit, or
- (c) dismiss the appeal;

and an abatement notice that is varied under sub-paragraph (b) above shall be final and shall otherwise have effect, as so varied, as if it had been so made by the local authority.

(6) Subject to paragraph (7) below, on the hearing of an appeal the court may make such order as it thinks fit—

- (a) with respect to the person by whom any work is to be executed and the contribution to be made by any person towards the cost of the work, or
- (b) as to the proportions in which any expenses which may become recoverable by the authority under Part III of the 1990 Act are to be borne by the appellant and by any other person.

(7) In exercising its powers under paragraph (6) above the court—

- (a) shall have regard, as between an owner and an occupier, to the terms and conditions, whether contractual or statutory, of any relevant tenancy and to the nature of the works required, and
- (b) shall be satisfied before it imposes any requirement thereunder on any person other than the appellant, that that person has received a copy of the notice of appeal in pursuance of paragraph (4) above.

### **3 Suspension of notice**

(1) Where—

- (a) an appeal is brought against an abatement notice served under section 80 or section 80A of the 1990 Act, and—
- (b) either—
  - (i) compliance with the abatement notice would involve any person in expenditure on the carrying out of works before the hearing of the appeal, or
  - (ii) in the case of a nuisance under section 79(1)(g) or (ga) of the 1990 Act, the noise to which the abatement notice relates is noise necessarily caused in the course of the performance of some duty imposed by law on the appellant, and

(c) either paragraph (2) does not apply, or it does apply but the requirements of paragraph (3) have not been met,

the abatement notice shall be suspended until the appeal has been abandoned or decided by the court.

(2) This paragraph applies where—

(a) the nuisance to which the abatement notice relates—

(i) is injurious to health, or

(ii) is likely to be of a limited duration such that suspension of the notice would render it of no practical effect, or

(b) the expenditure which would be incurred by any person in the carrying out of works in compliance with the abatement notice before any appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.

(3) Where paragraph (2) applies the abatement notice—

(a) shall include a statement that paragraph (2) applies, and that as a consequence it shall have effect notwithstanding any appeal to a magistrates' court which has not been decided by the court, and

(b) shall include a statement as to which of the grounds set out in paragraph (2) apply.

**Victor Ktorakis**

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**From:** Victor Ktorakis  
**Sent:** 15 April 2024 14:45  
**To:** neoclis panayiotou  
**Subject:** RE: Noise complaint: KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB

Good afternoon Mr Panayiotou,

Thank you for your email. I'm available this Wednesday (17<sup>th</sup>) between 09:30am and 1pm.

Please let me know if you're able to meet and the most suitable time at your earliest convenience.

Regards

Victor

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street  
Enfield  
EN1 3ES

Website [www.enfield.gov.uk](http://www.enfield.gov.uk)



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Got a pest problem? Then we've got you covered.

**Victor Ktorakis**

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**From:** Victor Ktorakis  
**Sent:** 19 April 2024 11:31  
**To:** neoclis panayiotou  
**Subject:** RE: Noise complaint: KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB

Good morning Mr Panayiotou,

As you are aware, a statutory nuisance (loud music) was witnessed on Saturday 6<sup>th</sup> April, for which a noise abatement notice was served on you. You had been given several warnings that if a statutory nuisance was substantiated, it would trigger a review of your premises licence.

You have unfortunately failed to take advantage of several opportunities to meet and discuss the issues over the past few weeks. The opportunity for any further discussions regarding the matter has now elapsed.

I must therefore advise you that the licensing authority are now preparing a review of the premises licence. You are reminded that if a breach of the noise abatement notice is witnessed, you will be issued with a fixed penalty notice, which will be considered as part of the licence review, along with any new complaints.

I must also advise you that the council may carry out observations to ensure that you are complying with the conditions of your licence.

Regards

Victor

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street  
Enfield  
EN1 3ES

Website [www.enfield.gov.uk](http://www.enfield.gov.uk)



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Enfield Council is committed to serving the whole Borough fairly, delivering excellent services and building strong communities.

REF: WK/

LICN\_1

LICENSING ENFORCEMENT INSPECTION REPORT

Premises Name		
Premises Address	6 Ashfield Parade	
Time of Visit:	Start: 10:00	Finish: 12:40

During an inspection of your premises on 26<sup>th</sup> April 2024, the following was checked:

Part B of Premises Licence displayed? Yes  No

Address & tel no. of PLH & DPS on licence correct? Yes  No  (If incorrect, insert new details below)

Conditions of licence checked? Yes  No

No. of condition not in compliance	Evidence/Advice
	Visit to discuss complaints, notice (s80) and any mitigation.
	Detailed conversation with PLH and potential new PLH (Stavroulla, Acco LTD)
	Full licensing inspection
10	Sound checks not available at time of visit
	You must ensure that sound checks are made available on request and keep records for 6 months
11 & 12	No training records available at time of visit. All staff, even if personal licence holder must receive induction & other training every 3 months.

Any other matter(s) that need addressing: continued on 2nd form

In light of transfer, records of training and refusal records and sound checks were taken home in one folder according to PLH. Must maintain until transfer complete

You are required to have the above matters attended to within .....days of this notice. Failure to rectify the above breaches may constitute a criminal offence and result in legal proceedings being brought against you.

<b>LICENSING ENFORCEMENT</b>	<b>RECIPIENT OF NOTICE</b>
Print Name of Officers in Attendance: VICTOR KTORAKIS	Signature: [Redacted]
	Print Name & Position: NEO LICENCEE-
If you have any queries relating to this report please contact licensing@enfield.gov.uk	Email/Tel of recipient: [Redacted]

Application forms can be downloaded at: <https://new.enfield.gov.uk/services/business-and-licensing/>



REF: WK/

LICN\_1

LICENSING ENFORCEMENT INSPECTION REPORT

Premises Name		
Premises Address	6 Ashfield Parade.	
Time of Visit:	Start: 10:00	Finish: 12:40

During an inspection of your premises on 26<sup>th</sup> April 2024, the following was checked:

Part B of Premises Licence displayed? Yes  No

Address & tel no. of PLH & DPS on licence correct? Yes  No  (If incorrect, insert new details below)

Conditions of licence checked? Yes  No

No. of condition not in compliance	Evidence/Advice
14	Refusal book/records not available at time of visit.
	A sound limiter has been installed but not yet calibrated. A sound engineer will be present to manually control levels until the sound limiter is fully operational.
	Sound insulation works have been carried out to front of premises.

Any other matter(s) that need addressing:

No condition for CCTV and no access to check at time of visit (login details not available)

PLH has volunteered to vary licence to add condition re. Public nuisance + Protection from home CCTV.

You are required to have the above matters attended to within 7 days of this notice. Failure to rectify the above breaches may constitute a criminal offence and result in legal proceedings being brought against you.

<b>LICENSING ENFORCEMENT</b>	<b>RECIPIENT OF NOTICE</b>
Print Name of Officers in Attendance: VICTOR KTORAKIS	Signature:
	Print Name & Position:
If you have any queries relating to this report please contact <a href="mailto:licensing@enfield.gov.uk">licensing@enfield.gov.uk</a>	Email/Tel of recipient:

Application forms can be downloaded at: <https://new.enfield.gov.uk/services/business-and-licensing/>

**Victor Ktorakis**

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**From:** Victor Ktorakis  
**Sent:** 30 April 2024 10:04  
**To:** neoclis panayiotou  
**Subject:** RE: Noise complaint: KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB

Good morning Neo,

It is with regret and disappointment that I write to inform you that a further statutory nuisance was witnessed from the above mentioned premises on 27<sup>th</sup> April 2024. It would appear that our meeting on Friday 26<sup>th</sup> April, sadly failed to produce the intended outcomes.

You were advised during our meeting that should any further complaints be substantiated, the licensing authority would have no option but to seek a review of the premises licence.

In the meantime, you are reminded that you as the premises licence holder, are responsible for ensuring that all the conditions of the licence are complied with and that noise from the premises does not cause a nuisance to neighbours.

I would also like to clarify a point on your licence that appears to have been misinterpreted/misused. Your licence has 2 separate times on it for all licensable activities. One for general and one for pre-planned events. Pre-planned events does not mean that customers have booked a table in advance (or bookings only). This is intended for 'special occasions' where the venue is celebrating/providing entertainment for a pre-planned event e.g. Valentines day, Mother's day, a guest performer etc. These events should be advertised in advance and bookings taken.

I have checked online and cannot see any advertisements for any pre planned events at the premises in the near future. Unless you are able to demonstrate that there is such a pre-planned event advertised for this weekend and any future dates, you must ensure that all music ceases by 23:30 and the premises closed by 00:00.

You will be advised of the details of the proposed review in due course.

Regards

Victor

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street  
Enfield  
EN1 3ES

Website [www.enfield.gov.uk](http://www.enfield.gov.uk)



**Victor Ktorakis**

---

**From:** Victor Ktorakis  
**Sent:** 07 May 2024 11:43  
**To:** neoclis panayiotou  
**Subject:** FW: Noise complaint: KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB

Good morning Mr Panayiotou,

I am writing to inform you that the out of hours noise team were called again on Saturday evening (4<sup>th</sup> May). The officer witnessed another noise nuisance.

I must advise you that this evidence will be submitted as part of the review, which will now seek the revocation of the Premises Licence in its entirety, as it is believed that you are no longer a fit and proper person to hold such a licence.

As mentioned in my previous email (see below) the later times on the licence only apply to 'pre planned events'. Please provide details/evidence of all pre planned events at the premises over the next 8 weeks. This must include links and/or copies of all advertisements for the planned events.

You are reminded that if there are no pre planned events, music must cease at 23:30 and the premises closed by 00:00. Again, any further breaches of your licensing conditions or witnessed nuisances will be included for consideration at any future licensing hearing.

Regards

Victor

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street  
Enfield  
EN1 3ES

Website [www.enfield.gov.uk](http://www.enfield.gov.uk)



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**LONDON BOROUGH OF ENFIELD**REF NO. [REDACTED]

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**ENVIRONMENTAL PROTECTION ACT 1990 – SECTION 80(1)(a)**  
**ABATEMENT NOTICE IN RESPECT OF STATUTORY NUISANCE**

---

To: **Stavroula Tsakou**  
of: **6 Ashfield Parade**  
**Southgate**  
**London**  
**N14 5AB**

TAKE NOTICE that under the provisions of the Environmental Protection Act 1990 the Council of the London Borough of Enfield, being satisfied of the occurrence and recurrence of noise amounting to a nuisance under section 79(1)(g) of the above Act at **6 Ashfield Parade, Southgate, London, N14 5AB** within the district of the said Council arising from:

**Loud amplified music, musical instruments, and PA system (microphone).**

HEREBY REQUIRE you, as the occupier/person responsible for the premises concerned, to **ABATE the said nuisance, and PROHIBIT the RECURRENCE of the said nuisance, FORTHWITH.**

IN the event of an appeal, this notice shall NOT be suspended until the appeal has been abandoned or decided by the Court, as, in the opinion of the Council, the expenditure which would be incurred by any person in carrying out works in compliance with this notice before any appeal has been decided, would not be disproportionate to the public benefit to be expected in that period from such compliance.

IF YOU CONTRAVENE without reasonable excuse any requirement of this notice you will be guilty of an offence under section 80(4) of the Environmental Protection Act 1990 and on summary conviction will be liable to a fine not exceeding level 5 on the Standard Scale\*, together with a further fine of an amount equal to one-tenth of that level for each day on which the offence continues after conviction. (A person who commits an offence on industrial, trade or business premises will be liable, on summary conviction, to an unlimited fine).

REF NO. [REDACTED]

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The Council may take proceedings for securing the abatement, prohibition or restriction of the nuisance. (Furthermore, if you fail to execute any required works in accordance with this notice, the Council may execute any such works and recover from you the necessary expenditure incurred).

Signed: [REDACTED]

**Joynul Islam** [REDACTED]

**Environmental Protection (Commercial Nuisance) Officer**

Dated: **09/05/2024**

\*Currently £unlimited, subject to alteration by Order.

NOTE – The person served with this notice may appeal against the notice to a magistrates' court within 21 days from service of the notice.

**NB See attached explanatory notes PH27 (N)**

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Address for all communications:

London Borough of Enfield

Pollution Control & Planning Enforcement

PO Box 57, Civic Centre, Silver Street, Enfield, EN1 3XY

Contact: **Mr Joynul Islam**

Telephone: [REDACTED]

**ENVIRONMENTAL PROTECTION ACT 1990-SECTION 80**  
**ABATEMENT NOTICE IN RESPECT OF STATUTORY NUISANCE**

**NOTES**  
(as amended)

The Statutory Nuisance (Appeals) Regulations 1990 provide as follows:

APPEALS UNDER SECTION 80(3) of the ENVIRONMENTAL PROTECTION ACT 1990 (“the 1990 Act”)

2. - (1) The provisions of this regulation apply in relation to an appeal brought by any person under section 80(3) of the 1990 Act (appeals to magistrates) against an abatement notice served upon him by a local authority.

(2) The grounds on which a person served with such a notice may appeal under section 80(3) are any one or more of the following grounds that are appropriate in the circumstances of the particular case -

- (a) that the abatement notice is not justified by section 80 of the 1990 Act (summary proceedings for statutory nuisances);
- (b) that there has been some informality, defect or error in, or in connection with, the abatement notice, or in, or in connection with, any copy of the abatement notice served under section 80A(3) (certain notices in respect of vehicles, machinery or equipment);
- (c) that the authority have refused unreasonably to accept compliance with alternative requirements, or that the requirements of the abatement notice are otherwise unreasonable in character or extent, or are unnecessary;
- (d) that the time, or where more than one time is specified, any of the times, within which the requirements of the abatement notice are to be complied with is not reasonably sufficient for the purpose;
- (e) where the nuisance to which the notice relates -
  - (i) is a nuisance falling within section 79(1)(a), (d), (e), (f), (fa) or (g) of the 1990 Act and arises on industrial, trade, or business premises, or
  - (ii) is a nuisance falling within section 79(1)(b) of the 1990 Act and the smoke is emitted from a chimney, or
  - (iii) is a nuisance falling within section 79(1)(ga)[4] of the 1990 Act and is noise emitted from or caused by a vehicle, machinery or equipment being used for industrial, trade or business purposes, that the best practicable means were used to prevent, or to counteract the effects of, the nuisance; or
  - (iv) is a nuisance falling within section 79(1)(fb) of the 1990 Act and
    - (aa) the artificial light is emitted from industrial, trade or business premises, or
    - (bb) the artificial light (not being light to which sub-paragraph (aa) applies) is emitted by lights used for the purpose only of illuminating an outdoor relevant sports facility (within the meaning given by section 80(8A) of the 1990 Act)
- (f) that, in the case of a nuisance under section 79(1)(g) or (ga) of the 1990 Act (noise emitted from premises), the requirements imposed by the abatement notice by virtue of section 80(1)(a) of the Act are more onerous than the requirements for the time being in force, in relation to the noise to which the notice relates, of –
  - (i) any notice served under section 60 or 66 of the 1974 Act (control of noise on construction sites and from certain premises), or
  - (ii) any consent given under section 61 or 65 of the 1974 Act (consent for work on construction sites and consent for noise to exceed registered level in a noise abatement zone), or
  - (iii) any determination made under section 67 of the 1974 Act (noise control of new buildings);

(g) that, in the case of a nuisance under section 79(1)(ga) of the 1990 Act (noise emitted from or caused by vehicles, machinery or equipment), the requirements imposed by the abatement notice by virtue of section 80(1)(a) of the Act are more onerous than the requirements for the time being in force, in relation to the noise to which the notice relates, of any condition of a consent given under paragraph 1 of Schedule 2 to the 1993 Act (loudspeakers in streets or roads);

(h) that the abatement notice should have been served on some person instead of the appellant, being -

- (i) the person responsible for the nuisance, or
- (ii) the person responsible for the vehicle, machinery or equipment, or
- (iii) in the case of a nuisance arising from any defect of a structural character, the owner of the premises, or
- (iv) in the case where the person responsible for the nuisance cannot be found or the nuisance has not yet occurred, the owner or occupier of the premises;

(i) that the abatement notice might lawfully have been served on some person instead of the appellant being -

- (i) in the case where the appellant is the owner of the premises, the occupier of the premises, or

(ii) in the case where the appellant is the occupier of the premises, the owner of the premises, and that it would have been equitable for it to have been so served;

(j) that the abatement notice might lawfully have been served on some person in addition to the appellant, being -

- (i) a person also responsible for the nuisance, or
- (ii) a person who is also owner of the premises, or
- (iii) a person who is also an occupier of the premises, or
- (iv) a person who is also the person responsible for the vehicle, machinery or equipment, and that it would have been equitable for it to have been so served.

(3) If and so far as an appeal is based on the ground of some informality, defect or error in, or in connection with, the abatement notice, or in, or in connection with, any copy of the notice served under section 80A(3), the court shall dismiss the appeal if it is satisfied that the informality, defect or error was not a material one.

(4) Where the grounds upon which an appeal is brought include a ground specified in paragraph (2)(i) or (j) above, the appellant shall serve a copy of his notice of appeal on any other person referred to, and in the case of any appeal to which these regulations apply he may serve a copy of his notice of appeal on any other person having an estate or interest in the premises, vehicle, machinery or equipment in question.

(5) On the hearing of the appeal the court may -

- (a) quash the abatement notice to which the appeal relates, or
  - (b) vary the abatement notice in favour of the appellant in such manner as it thinks fit, or
  - (c) dismiss the appeal;
- and an abatement notice that is varied under sub-paragraph (b) above shall be final and shall otherwise have effect, as so varied, as if it had been so made by the local authority.

(6) Subject to paragraph (7) below, on the hearing of an appeal the court may make such order as it thinks fit -

- (a) with respect to the person by whom any work is to be executed and the contribution to be made by any person towards the cost of the work, or
- (b) as to the proportions in which any expenses which may become recoverable by the authority under Part III of the 1990 Act are to be borne by the appellant and by any other person.

- (7) In exercising its powers under paragraph (6) above the court -
- (a) shall have regard, as between an owner and an occupier, to the terms and conditions, whether contractual or statutory, of any relevant tenancy and to the nature of the works required, and
  - (b) shall be satisfied before it imposes any requirement thereunder on any person other than the appellant, that the person has received a copy of the notice of appeal in pursuance of paragraph (4) above.

Suspension of notice

- 3.- (1) Where -
- (a) an appeal is brought against an abatement notice served under section 80 or section 80A of the 1990 Act, and -
  - (b) either -
    - (i) compliance with the abatement notice would involve any person in expenditure on the carrying out of works before the hearing of the appeal, or
    - (ii) in the case of a nuisance under section 79(1)(g) or (ga) of the 1990 Act, the noise to which the abatement notice relates is noise necessarily caused in the course of the performance of some duty imposed by law on the appellant, and
  - (c) either paragraph (2) does not apply, or it does apply but the requirements of paragraph (3) have not been met, the abatement notice shall be suspended until the appeal has been abandoned or decided by the court.

- (2) This paragraph applies where -
- (a) the nuisance to which the abatement notice relates -
    - (i) is injurious to health, or
    - (ii) is likely to be of a limited duration such that suspension of the notice would render it of no practical effect, or
  - (b) the expenditure which would be incurred by any person in the carrying out of works in compliance with the abatement notice before any appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.

- (3) Where paragraph (2) applies the abatement notice -
- (a) shall include a statement that paragraph (2) applies, and that as a consequence it shall have effect notwithstanding any appeal to a magistrates' court which has not been decided by the court, and
  - (b) shall include a statement as to which of the grounds set out in paragraph (2) apply.

**Victor Ktorakis**

---

**From:** Victor Ktorakis  
**Sent:** 15 May 2024 11:10  
**To:** neoclis panayiotou  
**Subject:** Noise complaint: KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB

Dear Mr Panayiotou,

I am writing to inform you that the council received another complaint regarding loud music from the above mentioned premises on Sunday 12<sup>th</sup> May 2024 between 20:30 and 01:30. I must remind you that you are the Premises Licence Holder and as such are responsible for ensuring that you comply with your licence conditions and ensure noise from music and customers does not cause a nuisance to local residents.

You have failed to take advice to voluntarily vary your premises licence and have not transferred your licence to a new operator either. As mentioned in previous emails, the Licensing Authority will be seeking a review of the Premises Licence imminently.

Regards

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street  
Enfield  
EN1 3ES

Website [www.enfield.gov.uk](http://www.enfield.gov.uk)



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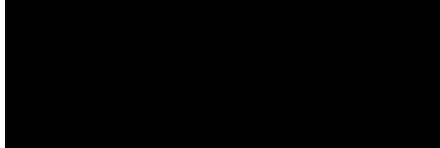
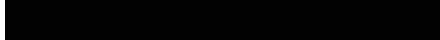
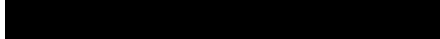

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Got a pest problem? Then we've got you covered.

Stavroula Tsakou  
6 Ashfield Parade  
LONDON  
N14 5AB

Please reply to : Joynul Islam,  
Pollution Control & Planning  
Enforcement,  
Environment, Place Directorate,  
E-mail :   
Phone :   
My Ref :   
Your Ref :   
Date : 22/05/2024

Dear Stavroula Tsakou,

**Environmental Protection Act 1990, Part III, Section 80(4).**  
**London Local Authorities Act 2004.**  
**Fixed Penalty Notice for a breach of a Section 80 Noise Abatement Notice.**  
**Re: 6 Ashfield Parade, LONDON, N14 5AB**

I write in regard to the Noise Abatement Notice served on 09/05/2024 and the subsequent breach of the terms of that Notice witnessed on 19/05/2024.

The Council have decided to issue you with a Fixed Penalty Notice (FPN) for this criminal offence. The FPN offers you an opportunity to discharge any liability to conviction for the offence of breaching the Abatement Notice by payment of the FPN. No proceedings will be taken for this offence before the expiration of 28 calendar days following the date of the FPN. If you fail to pay the FPN within the 28-day period, legal proceedings for the offence may be commenced against you.

I hope this explains the situation clearly; should you wish to discuss this matter further please do not hesitate to contact me.

Yours sincerely

  
Joynul Islam  
Environmental Protection (Commercial Nuisance) Officer



Notice number: [REDACTED]  
 FPN\_LLA & EPA 1990



**FIXED PENALTY NOTICE:**

**London Local Authorities Act 2004  
 (Schedule 2)**

**OFFENCE: BREACH OF A SECTION 80 ABATEMENT NOTICE**

**Stavroula Tsakou  
 6 Ashfield Parade  
 LONDON  
 N14 5AB**

I, Joynul Islam, an authorised officer of Enfield Council has reason to believe that you have committed an offence, details of which are contained in this notice. This notice offers you the opportunity of discharging any liability to conviction for that offence by payment of a fixed penalty of **£400**. No proceedings will be taken for this offence before the expiration of 28 calendar days following the date of this notice. The expiration date is **19/06/2024**. You will not be liable to conviction for the offence if you pay the fixed penalty before 28 calendar days. An early payment discount will apply if the penalty is paid before the end of the period of 14 calendar days beginning with the date of this notice. The last date for early payment is **05/06/2024**. The amount to be paid for an early payment discount is **£240**.

**Date of offence:**  
 19/05/2024

**Location of offence:**  
 6 Ashfield Parade, LONDON, N14 5AB

**Offence:**  
 Breach of Section 80(1)(a) Abatement Notice served under Environmental Protection Act 1990

**Circumstances alleged to constitute the offence:**  
 Statutory Nuisance caused by the playing of loud amplified music, in breach of the Abatement Notice which was served on 09/05/2024.

**PLEASE NOTE: If you do not pay the fixed penalty within the period of 28 calendar days, you are liable to be prosecuted for the offence described above and if convicted could receive a fine of up to an 'unlimited' amount in the Magistrates Court.**

<b>Signature of Authorised Officer</b> [REDACTED]	<b>Name</b>	Joynul Islam
	<b>Date</b>	22/05/2024

**Pollution Control & Planning Enforcement,  
 PO Box 57, Civic Centre, Silver Street, Enfield, EN1 3XH**

**PAYMENT INFORMATION IS GIVEN ON THE BACK OF THIS NOTICE**

Notice number: [REDACTED]  
FPN\_LLA & EPA 1990

## HOW TO PAY YOUR FIXED PENALTY NOTICE

You can pay by debit/credit card, or cheque:

### Online

Visit the Council website: [www.enfield.gov.uk](http://www.enfield.gov.uk)

Click '**Make a Payment**' on the home page. Then click '**Pay a penalty Notice**' under the sub-section 'Other'. Click on '**Pay a Fixed Penalty Notice (FPN) prefixed with WK/** '

### Internet or phone banking

Pay us directly into the London Borough of Enfield bank account using account number: 81228307 and sort code: 40-20-23 (HSBC Bank), **quoting your notice number** [REDACTED] **as the reference.**

### By Post:

Send a cheque made payable to: London Borough of Enfield. Write the notice number [REDACTED] and cost code **ES0198 67703** on the back of the cheque.

Post to:

Exchequer Services  
London Borough of Enfield  
Civic Centre  
Silver Street  
Enfield  
EN1 3XA

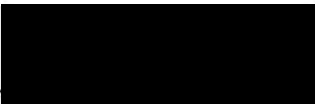
If sending by post to qualify for early payment we must receive the payment before the expiration of 14 days starting with the date of this notice (you should post your payment in good time to allow delivery of it within the stated period).

# CERTIFICATE OF SERVICE

*(Criminal Procedure Rules: Rule 4.11)*

## SERVICE BY POST

I hereby certify that I served **Stavroula Tsakou** of **6 Ashfield Parade, LONDON, N14 5AB**, with a Section 80(4) Fixed Penalty Notice (Environmental Protection Act 1990), by sending by 1<sup>st</sup> class post, with the envelope collected by the Royal Mail from the Post Room at the Civic Centre, Silver Street, Enfield, EN1 3ES, at 16:45 hours today, and addressed to the defendant at the address on the attached documents.

Signed:  (Post-room Officer)

Dated: 22/05/2024

**Conditions Arising from the Application**

**To be applied if the LSC decide not to revoke the premises licence:**

Annex 1 - Mandatory conditions

The Mandatory Conditions are attached and form part of the Operating Schedule of your licence/certificate. You must ensure that the operation of the licensed premises complies with the attached Mandatory Conditions as well as the Conditions in Annex 2 and Annex 3 (if applicable). Failure to do this can lead to prosecution or review of the licence.

Annex 2 - Conditions consistent with the Operating Schedule

1. There shall be no adult entertainment or services, activities or matters ancillary to the use of the premises that may give rise to concern in respect of children.

~~2. Suitable beverages other than alcohol (including drinking water) shall be equally available for consumption with or otherwise as ancillary to table meals.~~

**Remove, this is a mandatory condition.**

~~3. Prominent, clear and legible notices shall be displayed at the exit requesting the public to respect the needs of local residents and to leave the premises and the area quietly.~~

**Remove, duplicated below with preferred wording.**

~~4. No children under 18 years of age shall be permitted on the premises after 00:00.~~

**Replace with:**

**Children under 18 years, not accompanied by an adult, are not permitted to remain at or enter the premises after 19:00 hours.**

~~5. A trained experienced manager shall be on the premises at all material times.~~

**Replace with:**

**A personal licence holder is to be present on the premises and supervise the sale of alcohol, throughout the permitted hours for the sale of alcohol.**

6. Prominent, clear and legible notice shall be displayed in the toilets warning customers that drug use shall not be tolerated.

~~7. Signs shall be prominently displayed on the exit doors advising customers that the premises is in a 'Drinking Control Area' and that alcohol should not be consumed in the street.~~

**Replace with:**

Signs shall be prominently displayed on the exit doors advising customers that the premises is in a Public Space Protection Order Area (or similar) and that they should not consume alcohol in the street if requested to stop by an authorised person. These notices shall be positioned at eye level and in a location where they can be read by those leaving the premises.

~~8. A registered door supervisor shall be employed, at any event where over 40 people are expected to attend and where alcohol will be the main consumption. This condition applies from 21:00.~~

Replace with:

Alcohol shall not be supplied otherwise than to persons taking table meals for consumption by such persons as ancillary to the meal.

9. The licence holder shall not hold any events specifically for under 21 year olds.

10. The management shall make subjective assessments of noise levels at the perimeter of the premises approximately hourly, whilst regulated entertainment is provided to ensure that noise from the premises does not cause a disturbance to local residents. Records shall be kept of the times, dates and any issues discovered. These records shall be kept for six months. Records must be made available to an authorised officer of the Council / police, upon request. Where monitoring by staff identifies that noise from the premises is audible at the perimeter, measures shall be taken to reduce this i.e. turning volume down.

~~11. All staff shall receive induction and refresher training (at least every three months) relating to the sale of alcohol.~~

Replace with:

All staff shall receive induction and refresher training (at least every three months) relating to the sale of alcohol and the times and conditions of the premises licence.

~~12. All training relating to the sale of alcohol shall be documented and records kept at the premises. These records shall be made available to the Police and/or Local Authority upon request.~~

Replace with:

All training relating to the sale of alcohol and the times and conditions of the premises licence shall be documented and records kept at the premises. These records shall be made available to the Police and/or Local Authority upon request and shall be kept for at least one year.

13. The Local Authority or similar proof of age scheme shall be operated and relevant material shall be displayed at the premises. Only passport, photographic driving licences or ID with the P.A.S.S. logo (Proof of Age Standards Scheme) may be accepted.

~~14. A written record of refused sales shall be kept on the premises and completed when necessary. This record shall be made available to Police and/or the Local Authority upon request.~~

Replace with:

A written record of refused sales shall be kept on the premises and completed when necessary. This record shall be made available to Police and/or the Local Authority upon request and shall be kept for at least one year from the date of the last entry.

15. Prominent, clear and legible notices shall be displayed at all public exits from the premises requesting customers respect the needs of local residents and leave the premises and area quietly. These notices shall be positioned at eye level and in a location where those leaving the premises can read them.

~~16. The licence holder shall inform the Licensing Team, in writing of their intention to use their extended hours 7 days before any such event.~~

Remove

Annex 3 - Conditions attached after a hearing by the Licensing Authority

- (A) Section 177A does not apply to this premises licence, therefore no regulated entertainment is permitted at any time, including live music and DJ music.
- (B) All external doors and windows shall be kept closed but not locked whilst licensable activity is taking place.
- (C) No more than 3 persons shall be permitted to smoke outside the front of the premises at any one time. The area shall be adequately supervised to control the number and behaviour of patrons and to ensure that they do not block the highway or cause a noise nuisance. Notices shall be displayed in the area specifying the terms of its use and asking patrons to use the area quietly.
- (D) Staff shall actively discourage patrons from congregating around the outside of the premises.
- (E) All refuse and bottles shall be disposed of in bins quietly so as not to disturb neighbours or local residents. There shall be no disposal of glass bottles outside between 23:00 hours and 08:00 hours.
- (F) Deliveries will not be made to the premises between the hours of 23:00 and 08:00.
- (G) Prominent, clear and legible notices shall be displayed at all public exits from the premises requesting customers respect the needs of local residents and pedestrians by not gathering in groups or loitering outside the premises. These notices shall be positioned at eye level and in a location where those leaving the premises can read them.
- (H) The Designated Premises Supervisor shall regularly check the refusals system to ensure it is being consistently used by all staff.

(I) The maximum number of persons on the premises at any one time shall not exceed 40.

(J) An incident log shall be kept at the premises, it will be in a hardback durable format handwritten at the time of the incident or as near to as is reasonable and made available on request to the Police, which will record the following:

- (a) All crimes reported to the venue;
- (b) All ejections of patrons;
- (c) Any complaints received;
- (d) Any incidents of disorder
- (e) Seizures of drugs or offensive weapons
- (f) Any faults in the CCTV system or searching equipment or scanning equipment
- (g) Any visit by a relevant authority or emergency service.

(K). A digital CCTV system must be installed in the premises complying with the following criteria:

- (a) Cameras must be sited to observe the entrance and exit doors both inside and outside, the alcohol displays.
- (b) Cameras on the entrances must capture full frame shots of the heads and shoulders of all people entering the premises i.e. capable of identification.
- (c) Cameras viewing till areas must capture frames not less than 50% of screen.
- (d) Cameras overlooking the floor area should be wide angled to give an overview of the premises.
- (e) Cameras must capture a minimum of 16 frames per second.
- (f) be capable of visually confirming the nature of the crime committed.
- (g) Provide a linked record of the date, time and place of any image.
- (h) Provide good quality images – colour during opening times.
- (i) Operate under existing light levels within and outside the premises.
- (j) Have the recording device located in a secure area or locked cabinet.
- (k) Have a monitor to review images and recorded picture quality.
- (l) Be regularly maintained to ensure continuous quality of image capture and retention.
- (m) Have signage displayed in the customer area to advise that CCTV is in operation.
- (n) Digital images must be kept for 31 days.
- (o) Police will have access to images at any reasonable time.
- (p) The equipment must have a suitable export method, e.g. CD/DVD writer so that the police can make an evidential copy of the data they require. This data should be in the native file format, to ensure that no image quality is lost when making the copy. If this format is non-standard (i.e. manufacturer proprietary) then the manufacturer should supply the replay software to ensure that the video on the CD can be replayed by the police on a standard computer. Copies must be made available to Police on request
- (q) A member of staff fully conversant with the operating requirements of the CCTV system will be on duty at all times In order to provide Police or Local authority with access if so needed.

**From:** [Victor Ktorakis](#)  
**To:** [REDACTED]  
**Subject:** RE: ACCRO  
**Date:** 29 May 2024 12:46:00  
**Attachments:** [image001.png](#)

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Dear Ms Tsakou, thank you for your email.

We have met/spoken by phone when I visited the premises on 26<sup>th</sup> April 2024. A telephone meeting was held between you, Mr Panayiotou and me regarding the complaints about loud music from the premises. During that meeting, I made you aware that there were multiple complainants and that the issue was very serious.

You refer to Mr Panayiotou as the 'previous licence holder' in your email. I must advise/remind you that Mr Panayiotou is the current Premises Licence Holder. That being said, the review documentation you state you received was addressed to him as the licence holder. I hope that you have made him aware that he received such an important letter.

To say that you were unaware of the magnitude of the issues is not true in my opinion. You had been visited several times by our out of hours noise team, who on many occasions spoke to you directly and advised you that the music was too loud. Furthermore, on the 9<sup>th</sup> May 2024, you were served with a noise abatement notice. You subsequently breached this notice on 18<sup>th</sup> May 2024 and were advised by the officer on the evening of the breach that you had breached the notice. You were then issued a fixed penalty notice for the breach on 22<sup>nd</sup> May 2024. You have therefore demonstrated zero compliance thus far.

I have since been made aware that the out of hours noise team were called out again this weekend. I have yet to receive details of the outcome of their visit, however I suspect that a further breach of the notice was witnessed. If this is the case, you may be facing further formal action.

As for the current licence, it is for the current premises licence holder to transfer the licence if they wish to do so. As for now, a review of the licence is underway.

I would like to take this opportunity to remind you that even though you are not currently the premises licence holder, you may be prosecuted for breaches of the abatement notice if you are deemed to be the responsible person for the said nuisance.

Regards

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street  
Enfield  
EN1 3ES

Website [www.enfield.gov.uk](http://www.enfield.gov.uk)



**From:** [Victor Ktorakis](#)  
**To:** [REDACTED]  
**Subject:** RE: ACCRO  
**Date:** 30 May 2024 14:23:00  
**Attachments:** [image001.png](#)

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Dear Ms Tsakou,

I believe that my colleagues in the licensing team emailed you yesterday at 12:28pm, with details on how to apply for a Transfer of the Premises Licence. You were also advised that as you have already been involved with the premises when noise issues have been witnessed by council officers, this will still be taken into consideration for any new or transfer applications, and the review application would still be relevant.

With regards to your query regarding formal action/prosecution for breaches of the noise abatement notice, it is the person responsible for the nuisance who would be in breach of the notice and formal action taken against. As you are the person in control and have been served with a noise abatement notice, which was breached, you are liable if the nuisance occurs under your control. I must also remind you that you have been issued with a Fixed Penalty Notice (FPN) (fine) on 22<sup>nd</sup> May 2024. The expiration date for paying the £400 FPN is 19<sup>th</sup> June 2024. You have been offered an early payment discount of £240 if you pay the FPN by 5<sup>th</sup> June 2024. I have been informed that there was a further breach of the notice on Saturday 25<sup>th</sup> May 2024, for which you may be issued with a further FPN.

If you continue to breach the noise abatement notice served on you, the council will have no option but to consider a prosecution under the Environmental Protection Act 1990.

I would also like to clarify a point on the premises licence that appears to have been misinterpreted/misused. The licence has 2 separate times on it for all licensable activities. One for general and one for pre-planned events. Pre-planned events does not mean that customers have booked a table in advance (or bookings only). This is intended for 'special occasions' where the venue is celebrating/providing entertainment for a pre-planned event e.g. Valentines day, Mother's day etc. These events should be advertised in advance and bookings taken.

I have checked online and cannot see any advertisements for any pre planned events at the premises in the near future. Unless you are able to demonstrate that there is such a pre-planned event advertised for this weekend and any future dates, you must ensure that all music ceases by 23:30 and the premises closed by 00:00.

I strongly urge you to consider all the information provided to you above and ensure that you do not cause a nuisance to your neighbours.

Regards

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street  
Enfield  
EN1 3ES

Website [www.enfield.gov.uk](http://www.enfield.gov.uk)



## London Borough of Enfield

## Application to transfer premises licence to be granted under the Licensing Act 2003

## PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

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

I/ Stavroula Tsakou*(Insert name of applicant)*

apply to transfer the premises licence described below under section 42 of the Licensing Act 2003 for the premises described in Part 1 below

Premises licence number

LN/200500767

## Part 1 – Premises details

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

6 ASHFIELD PARADE LONDON N14 5AB

Post town LONDON

Post code N14 5AB

Telephone number at premises (if any)

[REDACTED]

Please give a brief description of the premises (see note 1)

GREEK TRADITIONAL RESTAURANT WHO SERVES FOOD.  
ALCOHOL AND PROVIDE SPECIAL EVENTS.

Name of current premises licence holder

NEOCLIS PANAYIOTOU

## Part 2 - Applicant details

In what capacity are you applying for the premises licence to be transferred to you?

Please tick  yes

a) an individual or individuals\*

 please complete section (A)

b) a person other than an individual \*

i. as a limited company

 please complete section (B)

ii. as a partnership

 please complete section (B)

iii. as an unincorporated association or

 please complete section (B)

- iv. other (for example a statutory corporation)  please complete section (B)
- c) a recognised club  please complete section (B)
- d) a charity  please complete section (B)
- e) the proprietor of an educational establishment  please complete section (B)
- f) a health service body  please complete section (B)
- g) an individual who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales  please complete section (B)
- ga) a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in respect of an independent hospital in England  please complete section (B)
- h) the chief officer of police of a police force in England and Wales  please complete section (B)

\*If you are applying as a person described in (a) or (b) please confirm:

Please tick  yes

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

**(A) INDIVIDUAL APPLICANTS** (fill in as applicable)

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

**Surname**

TSAKOU

**First names**

STAVROULA

**Date of birth**

**Nationality**

**Current residential address if different from premises**

[Redacted address box]

I am 18 years old or over

Please tick  yes

address

Post town

Post code

Daytime contact telephone number

E-mail address

**SECOND INDIVIDUAL APPLICANT (fill in as applicable)**

Mr

Mrs

Miss

Ms

Other title   
(for example, Rev)

Surname

First names

Date of birth

I am 18 years old or over

Please tick  yes

Nationality

Current residential address if different from premises address

Post town

Post code

Daytime contact telephone number

E-mail address

**(B) OTHER APPLICANTS**

Please provide name and registered address of applicant in full. Where appropriate please give any registered number. In the case of a partnership or other joint venture (other than a body corporate), please give the name and address of each party concerned.

Name
Address
Registered number (where applicable)
Description of applicant (for example partnership, company, unincorporated association etc.)
Telephone number (if any)
E-mail address

**Part 3**

Please tick  yes

Are you the holder of the premises licence under an interim authority notice?

Do you wish the transfer to have immediate effect?

If not when would you like the transfer to take effect?

Day Month Year  
05 04 2021

Please tick  yes

I have enclosed the consent form signed by the existing premises licence holder

If you have not enclosed the consent form referred to above please give the reasons why not. What steps have you taken to try and obtain the consent?

Please tick  yes

If this application is granted I would be in a position to use the premises during the application period for the licensable activity or activities authorised by the licence (see section 43 of the Licensing Act 2003)

Please tick  yes

I have enclosed the premises licence

If you have not enclosed premises licence referred to above please give the reasons why not.

- I have made or enclosed payment of the fee
- I have enclosed the consent form signed by the existing premises licence holder or my statement as to why it is not enclosed
- I have enclosed the premises licence or relevant part of it or explanation
- I have sent a copy of this application to the chief officer of police today
- I have sent a copy of this form to Home Office Immigration Enforcement today

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

**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.**

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 2)

**Part 4 – Signatures** (please read guidance note 3)

**Signature of applicant or applicant’s solicitor or other duly authorised agent** (See guidance note 4). **If signing on behalf of the applicant please state in what capacity.**

Signature



Stavroula Pscrae

Date

05/04/2024

Capacity

**For joint applicants signature of second applicant, second applicant’s solicitor or other authorised agent** (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature

Date

Capacity

<b>Contact name (where not previously given) and postal address for correspondence associated with this application</b> (please read guidance note 6)	
<b>Post town</b>	<b>Post Code</b>
<b>Telephone number (if any)</b>	
<b>E-mail address</b>	

Consent of Premises Licence holder to transfer

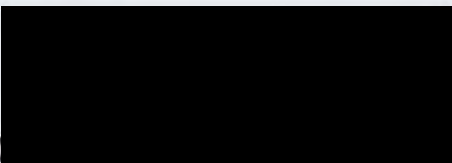
I/We..... NEOCLIS PANAYIOTOU  
.....  
(full name of Premises Licence holder(s))

the premises licence holder of premises licence number  
.....  
number) LN/200500767 (insert premises licence

RUMOURS (ACCR0) GASHFIELD PARADE N44 5AB  
.....  
(name and address of premises to which the application relates)

hereby give my consent for the transfer of premises licence number  
LN/200500767  
.....  
(insert premises licence number)

to  
STAVDOULA TSAKOU  
.....  
(full name of transferee)

Signed name(s)  .....

(please print) NEOCLIS PANAYIOTOU

Date 05/04/2024





Licensing Authority  
London Borough Of Enfield  
Civic Centre  
Silver Street  
London  
EN1 3XA

Licensing Unit  
Edmonton Police Station  
462 Fore Street,  
London  
N9 0PW

[www.met.police.uk](http://www.met.police.uk)

19<sup>th</sup> June 2024

## Police Representation

**Supporting Evidence for -Application for the Review of a Premises Licence or  
Club Premises Certificate under the Licensing Act 2003  
Sec 51 Licensing Act 2003 /Sec 87 Licensing Act 2003**

**Accro, Rumours, Kafeneo 6 Ashfield Parade, Southgate, N14 5AB: Premises  
Licence Number LN/200500767(issued on 23 July 2005).**

Dear Licensing Team,

This representation is in support of the Local Authorities licence review application submitted 23<sup>rd</sup> May 2024 by licensing team manager Ellie Green.

The premises shown have a premises licence holder of Mr Neoclis Panayiotou (Mr Panayiotou has also been the named Designated Premises Supervisor (DPS) since 9 December 2016).

This supporting representation of the review is brought under the licensing objectives of:

- **Prevention of Public Nuisance**
- **Prevention of Crime and Disorder**

The prevention of public nuisance licensing objective has been undermined on a number of occasions as stated by the Local Authority.

A statutory nuisance has been witnessed by council officers on **5 occasions**. A noise abatement notice has been served and subsequently breached as detailed in the LA Application and there have been several complaints of noise regarding music and rowdy /Antisocial Behaviour received from local residents all of which have been caused by the irresponsible running of the premises who have failed to consider the local community and residents in the near vicinity.

### Venue location

These premises know known as Accro (but have been known by other names) are situated on Ashfield Parade some 20 metres or so from the junction with Crown Lane and the busy South Gate Tube Station. The premises are situated within mixed commercial retail properties and services and what is in essence a mixed residential street. There are High Value residential apartments and houses all around.

**According to the most recent census (2021) Ashfield parade has 147 Residential properties in total comprising of mostly 112 flats with the rest comprising of semi Detached, Terraced and residences in commercial buildings. Within these premises reside a minimum of 376 residents (accurate 2021 census).**

There are other licenced premises within the vicinity but non with terminal times (10:30pm-11pm) as late as the timings shown on the Premises Licence for this business.

There are 2 off licences in the very near vicinity and within earshot and one Pizzeria /bar premises.

### Current Licensable activities and Timings:

Activity	Current Times
Opening hours - Whole premises : General	09:00 - 00:00 daily
Opening hours - Whole premises : Pre-planned events	19:00 - 00:30 Sunday 19:00 - 01:30 Monday to Thursday 19:00 – 02:00 Friday & Saturday
Alcohol Sales (on and off supplies): General	09:00 – 23:30 daily Plus seasonal variations
Alcohol Sales (on and off supplies): Pre-planned events	19:00 - 00:00 Sunday 19:00 - 01:00 Monday to Thursday 19:00 – 01:30 Friday & Saturday
Films (Indoors): Pre-planned events	19:00 - 00:00 Sunday 19:00 - 01:00 Monday to Thursday 19:00 – 01:30 Friday & Saturday
Live Music (Indoors) : General	09:00 - 23:30 daily plus seasonal variations
Live Music (Indoors) : Pre-planned events	19:00 - 00:00 Sunday 19:00 - 01:00 Monday to Thursday 19:00 – 01:30 Friday & Saturday
Recorded Music (Indoors) : General	09:00 - 23:30 daily plus seasonal variations
Recorded Music (Indoors) : Pre-planned events	19:00 - 00:00 Sunday 19:00 - 01:00 Monday to Thursday 19:00 – 01:30 Friday & Saturday
Performance of Dance (Indoors) : Pre-planned events	19:00 - 00:00 Sunday 19:00 - 01:00 Monday to Thursday 19:00 – 01:30 Friday & Saturday
Late night refreshment (Indoors): Pre-planned events	23:00 - 00:30 Sunday 23:00 - 01:30 Monday to Thursday 23:00 – 02:00 Friday & Saturday

## Complaints

There have been 21 complaints to the LA regarding the premises from December 2023 to 22<sup>nd</sup> May 2024 consisting mainly of disturbance to residents by loud extended play for several hours of music disturbing residents into the small hours of the morning and disrupting sleep.

A search of Police indices shows noise complaints during these dates late into the evening/early morning and three calls one on **10<sup>th</sup> February 2024** at **11:59pm** of a **loud party and disturbance** coming from the premises. On this occasion it was observed by Police that patrons were smoking within the premises in breach of the Smoke Free Regulations given that the premises are substantially enclosed by more than fifty percent. The licensee was issued a warning letter by the LA in respect of this.

On **Monday 11<sup>th</sup> March 2024** Sargent Danni Jones of the Police licensing team has cause to email Mr Neoclis Panayiotou (see email annex A ) warning him that in the past two weeks Police had received reports of live music events occurring on Friday and Saturday nights lasting until 5 and 6 Am and on Sundays until 2am .He was reminded of his licence conditions namely that live music could only be played until a terminal time of 1:30am on Fridays and Saturdays and until 11:30pm on a Sunday on pre-arranged events only.

He was also reminded that Alcohol sales and late night refreshment must cease by 1.30am, and the premises must closed by 2am and all customers vacated.

**Tuesday 13<sup>th</sup> February 2024:** Anonymous complaint received to Police with photographic evidence of breach of smoke free regulations which was taken and shown on a social media page at an event(Believe **10<sup>th</sup>/11<sup>th</sup> February 24**) on the premises unwittingly showing breaches)forwarded by Police to the local authority (see photograph annex A(2))

On the **26<sup>th</sup> May 2024** at **2:38am** a call was made to Police stating, “**Ten people fighting at the location into the street, eastern European white males punching and kicking each other**”, With an additional call at **2:41am** to “**twenty people fighting in the street some getting into vehicles**”. These required police resources to respond.

I am aware that the local authority noise team and other departments have endeavoured to advice and educate to no avail with the premises supervisor prior to enforcement action with noise abatement notices having been issued as well as fixed penalty notices for statutory noise nuisance.

All the residential properties are within earshot of these premises taking into consideration the licenced activities of performance of dance, live music, and recorded music.

Whilst this is a review of an already previously granted premises licence(Granted by grandfather rights in 2005) it is worth being mindful of The London Borough of Enfield's statement of licensing policy 6<sup>th</sup> Edition 28 Jan 2020 is very plain in regards to extended licensing hours within residential areas and states thus,

“8.4 **Stricter conditions** with regard to licensing hours may be required for licensed premises situated in or immediately adjacent to residential areas to ensure that disturbance to local residents is avoided. This will particularly apply in circumstances where, having regard to the location, size and nature of the licensed premises, it is likely that disturbance will be caused to residents in the vicinity of the premises by concentrations of people leaving, particularly during normal night-time sleeping periods. It is accepted that applicants' operating schedules may adequately provide for such circumstances and the Council will not seek to impose stricter conditions unless relevant representations are received, and a hearing takes place”.

Whilst clearly relevant representations were not offered as this licence was automatically granted under the old grandfather rights rule It can be evidenced that allowing later terminal hours with a premises such as this within the residential setting as described along with the licensable activities that irresponsible management and a distinct disregard for the licensing objectives by the management has now lead to disturbances to residents in the vicinity a possibility alluded to as described in 8.4 of the Licencing Policy.

Additionally once again we are aware that a licence has previously been granted and that this is a review process however it is worth bearing in mind in this assessment of how the premises have been ran that these premises are situated within the London Borough of Enfield's Cumulative impact zone and as stated within the statement of Licensing Policy (6<sup>th</sup> Edition 28 Jan 2020) applications for extensions to terminal and licensing hours for premises that fall within the permit of the CIZ and that fall outside of the laid down "core hours ", with submission of relevant representations, there will be a presumption against granting the application.

In order to avoid any doubt the statement states thus,

9.15 Core Hours:

9.15.1 Sale/supply of alcohol (off supplies only): **Monday to Sunday 08:00 to 24:00** 9.15.2 Plays, Films, Indoor sporting events, Boxing or wrestling entertainments, **Live music, Recorded music** and/or **Performance of dance: Monday to Sunday 09:00 to 24:00**  
9.15.3 Sale/supply of alcohol (on supplies only or on & off supplies): **Monday to Sunday 10:00 to 24:00**  
9.15.4 **Late night refreshment: Monday to Sunday 23:00 to 24:00"**

### **In summary**

We the Police hold no confidence in the licence holders, Premises Licence Supervisor or any appointed staff to run this venue in any manner that is conducive to upholding the licensing objectives. Clear unambiguous evidence has been provided showing the inability and or unwillingness of the premises licence holders to adhere to guidance provided by both Police and the LA in regard to breaching the standards laid down under the Licensing objectives .We therefore respectfully request the premises license **be revoked** in order to protect the rights of the residents to not suffer Statutory nuisance that has been shown to interfere with their personal comfort or enjoyment of their premises due to irresponsible operation of these premises. Additionally the playing of loud music either live or otherwise is inappropriate for this location.

I reserve the right to provide further information to support this representation.

Regards, PC 1277NA Derek Ewart



North Area Licensing Officer

Annex A

1)

**From:** [REDACTED]  
**Sent:** Monday, March 11, 2024 4:44 PM  
**To:** [REDACTED]  
**Cc:** Licensing [REDACTED]  
**Subject:** FW: KAFENEO 6 Ashfield Parade N14 5AB

Dear Mr Neoclis Panayiotou,

It has come to the attention of the Police Licensing team of live events at the above premises happening for the past two weeks running on a Friday and Saturday until 5-6 am and on a Sunday till pass 2am.

You are reminded that you this is in breach of your licence conditions.

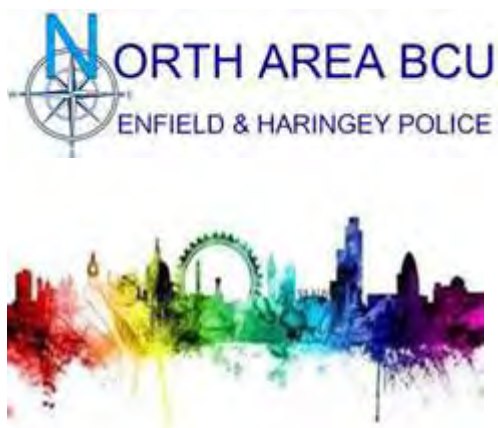
You can only play live music until 01.30am on Fridays and Saturday and 11.30 on Sunday on a pre-arranged event only.

Alcohol sales and late night refreshment must cease by 1.30am, and the premises closed by 2am and all customers must be out .

Please confirm by return email to me that you acknowledge this email and that all licensable activity will cease at the times stated on you licence granted.

We will be monitoring these premises and if you are found in breach of your licence we will be looking at all options available to us.

Yours sincerely,

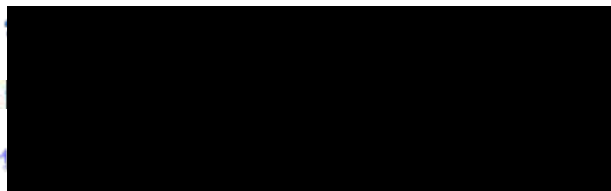


**Sergeant Danni Jones**

North Area BCU – Licensing

Metropolitan Police Service

North Area BCU (*Enfield & Haringey*)



  Enfield  Haringey

**Unless otherwise stated this email is GSC Code – Official**

Victor Ktorakis MCIEH CEnvH  
Senior Environmental Health Officer  
Environment and Communities Directorate  
Enfield Council  
Silver Street  
Enfield  
EN1 3ES

Website [www.enfield.gov.uk](http://www.enfield.gov.uk)

Protect the Environment - Think Before You Print

Enfield Council is committed to serving the whole Borough fairly, delivering excellent services and building strong communities. Enfield Council Pest Control Service

[Pest.control@enfield.gov.uk](mailto:Pest.control@enfield.gov.uk) / 0208 379 3433 / [www.enfield.gov.uk/pests](http://www.enfield.gov.uk/pests)

Got a pest problem? Then we've got you covered.

**From:** neoclis panayiotou [REDACTED]

**Sent:** 13 March 2024 14:16

**To:** Victor Ktorakis [REDACTED]

**Subject:** Re: Noise complaint: KafeNeo, 6 Ashfield Parade, LONDON, N14 5AB

Further to our telephone conversation, if possible please forward me the email form the met police as I have tried to search but have not had any correspondence from them. Many thanks again Neo

2) Social media posting of internal of premises taken 10<sup>th</sup>/11<sup>th</sup> Feb 24





Licensing Authority  
London Borough Of Enfield  
Civic Centre  
Silver Street  
London  
EN1 3XA

Licensing Unit  
Edmonton Police Station  
462 Fore Street,  
London  
N9 0PW

[www.met.police.uk](http://www.met.police.uk)

28<sup>th</sup> June 2024

## Police Representation

**Application to transfer premises license- Sec 42 Licensing Act 2003**  
**Stavroula Tsakou, premises -Accro, 6 Ashfield Parade, LONDON, N14 5AB**  
**Premises Licence Number LN/200500767**

Dear Licensing Team,

This representation is in opposition to a premises licence transfer application submitted by Stavroula Tsakou for the premises shown. Stavroula Tsakou is applying to be the new premises licence holder taking over from Neoclis Panayioutou, who also acts as the Designated Premises supervisor for these premises and has done since 2016.

This application comes in the shadow of a licence Review process submitted 23<sup>rd</sup> May 2024 by licensing team manager Ellie Green on Behalf Of the London Borough Enfield Licensing Department, With a Licensing Sub Committee date for hearing having been set for Wednesday 17<sup>th</sup> July 2024.

This representation is brought under the licensing objectives of:

- **Prevention of Public Nuisance**
- **Prevention of Crime and Disorder**

As we feel if this transfer is granted the objectives will be undermined further.

Evidence from the review process application has revealed that this applicant Stavroula Tsakou has been involved to a great extent in the daily running and management of the premises concerned.

As evidenced by the review bundle Stavroula has been identified at the premises since 6 April 2024, and was there on the night that Statutory Nuisance 1 was



witnessed. Stavroula identified herself as the new owner. The notice was served on the then premises licence holder (Panayioutou).

Additionally on the 13 April 2024 when a Statutory Noise Nuisance (2) was witnessed by council officers Stavroula was present and identified herself as the owner.

On the 26<sup>th</sup> April 2024 Local authority Licensing Enforcement had a meeting at the premises with the premises Licence Holder, Neoclis Panayioutou and Stavroula dialled into the meeting being introduced **as the new owner**. All at the meeting were advised about noise and licensing concerns.

On the 27 April 2024 another Statutory Noise Nuisance (3) was witnessed by officers – Stavroula was present **and identified herself as the owner**.

On the 4 May 2024 a Statutory Noise Nuisance (4) witnessed – Stavroula was present and **identified herself as the owner**.

On the 9<sup>th</sup> May 2024 a noise abatement notice served on Stavroula.

On the 18 May 2024 a Statutory Noise Nuisance (5) was witnessed – Stavroula was present **and identified herself as the owner**. This was a Breach of Stavroula's noise abatement notice issued on the 9<sup>th</sup> May 2024, a fixed Penalty notice was issued to Stavroula as a consequence.

All of these statutory noise nuisances were a public nuisance which caused neighbours resident in the near vicinity to lodge complaints.

In summary

The applicant of this premises transfer has had charge and operational responsibility for the premises currently under review at a time when 4 statutory noise nuisances have been witnessed by officers, She has been served a noise abatement notice and subsequently breached that notice by allowing loud music to be played to the annoyance of local residents and to the witness of authorities. She was given advice on each of the 4 occasions, and was given advice in a noise abatement notice letter. She was also contacted on the phone to discuss issues associated with the operation of the premises as previously detailed.

Stavroula has on several occasions stated she was the new owner and as such has control over the premises and will dictate the ethos, principles, values and traits associated with operational practices of the premises. Clearly these practices pay no regard to the upholding of the licensing objectives, clearly the incumbent DPS (and Current PLH) Neoclis Panayioutou does not serve as the primary point of contact for any licensing, compliance or enforcement issues, given that Stavroula appears to have identified as "the person in charge" on several occasions.

“2.7 It will normally be the responsibility of the premises licence holder as an employer, and not the licensing authority, to ensure that the managers appointed at the premises are competent and appropriately trained”.

Clearly the present PLH (and DPS) has not appointed such a manager (in Stavroula) given the lack of cooperation and reticence to follow advice on issues highlighted within the premises shown.

It is as much the responsibility of a PLH to uphold the licensing objectives as it is the DPS, appointing Stavroula as a PLH would in our submission be merely a paper exercise as no change as to the responsible running of the premises as a result would be forthcoming given the fact that a guide to future performance is generally past history.

We therefore hold no confidence in this applicant's ability to uphold the licensing objectives given the fact the premises are under review for poor management at a time this applicant was by her own admission in charge. We therefore ask that this application be rejected.

I reserve the right to provide further information to support this representation.

Regards, PC 1277NA Derek Ewart



North Area Licensing Officer

# Annex F

## Supporting the Review Representations

The following representations are received from parties in Ashfield Parade.

### **OP1 Rep:**

I'm a resident at xxxxx. I'm writing to you to complain about the noise coming from Accro, a venue which hosts live events on Ashfield Parade. The music vibrates through the entire building, and the noise coming from the people coming in and out of the club is overwhelming, and continues into the night, there are still crowds of people outside the club, sometimes till 4am!!

There are always fights happening, and screaming and shouting coming from all the drunk customers, i've no idea how anyone can get any sleep here, and i'm amazed you've allowed it to continue for this long.

The reason i never messaged before, was i assumed it would be stopped immediately, but i'm shocked to see it continuing most weekends & sometimes during the week to.

I've filmed a couple of disturbances from my window, one from this weekend just passed, a massive fight that went on for up to half an hour, at approx 3am on Saturday night/Sunday morning, and another from 2 weeks ago, i will send you both videos via wetransfer now.

I know you had a couple of enforcement officers there on Saturday night, i spoke to them too and raised my concerns.

### **OP2 Rep:**

I have lived at xxxxx with my xxxxx for nearly xxxxx years. We had a quiet life in this house for years until the business opened at 6 Ashfield Parade, previously known as KafeNeo but later changed its name to ACCRO, and began operating in October 2023.

I work full-time as an xxxxx 5 days a week in a stressful profession. My xxxxx is a xxxxx who is starting to prepare for xxxx. My xxxxx and I are looking forward to the weekends to relax. But this business has been our nightmare on weekends since it opened. Far from resting on the weekends, our nerves have been destroyed by the screams of alcoholic people who have been causing unrest with loud music and excessive noise and cursing outside until the morning every weekend for 8 months.

I'm tired of dealing with these parties and the discomfort they cause every weekend, Friday, Saturday, Sunday, and sometimes even during the week.

Unfortunately, most of the tenants around me are afraid of complaints and cannot complain because xxxxx. For this reason, not many people complain about this issue. Every weekend, I call the Enfield Noise Team after 11 pm. The call time is 15 minutes, then I wait for them to call me back, sometimes it takes half an hour and sometimes 1.5 hours. Then they come home, listen, write a report and leave, causing us to stay up until 1 a.m. dealing with many procedures. After the officers from the team go, we hear the loud party that lasts until 3 and sometimes 4 o'clock in the morning, and the alcoholic people outside screaming as if no one is sleeping, getting in their cars and saying goodbye to each other by honking their horns repeatedly. I would like to remind you again that my xxxxx and I have been trying to endure and fight this for exactly 8 months.

Three weeks ago, a fight broke out in that cafe and splatted into the street. A group of approximately 30-40 people beat each other extremely violently. My xxxxx was anxious that day because xxxxx was worried, thinking that since xxxxx, they would go xxxxx and inflict violence on us. Since that day, my xxxxx has been dreading the weekends.

We are very tired because we have not been able to rest on the weekend for a long time, and I cannot say that our psychology is good. I am having a problem in my job I made too many mistakes at work. And I make big mistakes, especially on Fridays and Mondays. I have been living with a foggy brain problem for the last few months. I am afraid of losing my job.

As if the emotional state of xxxxx and xxxxx concerns about xxxxx were not enough, my xxxxx is also exposed to these events every weekend at night. As a xxxxx, I am very concerned and saddened for xxxxx mental health and psychological development. Not only that but frankly, I'm also worried about myself for complaining about such a lawless business. If you had watched that fight that night, you would have thought you were watching a conflict scene in a mafia movie. My xxxxx comes home from xxxxx alone, xxxxx, so I started to wait for xxxxx to come home in fear. While I am working in the office, I am waiting to hear from xxxxx message. If xxxxx is late, I feel anxious in case someone does something to xxxxx.

For exactly 8 months, this business has been breaking the law by not complying with any of the license rules. Far from heeding any warnings, on the contrary, the noise gradually increased in intensity and disturbed the peace of a quiet family neighbourhood. I would like to draw your attention that most of my neighbours are families with children who get up in the morning and go to work and school. I request you to please, we want to return to our normal lives now.

Thank you for your help in this matter.

**OP2 Rep Additional:**

I had briefly explained the process that I and my xxxxx went through in an email before.

I would like to write to you about this incident that I experienced with the Enfield Noise Team this weekend. I have been experiencing these events once or twice every weekend for 8 months. Unfortunately, I cannot call anywhere as the Enfield Noise Team is not working on Sunday. (Please see the Attachments)

The party started at 21:30 on 15 June 2024 Saturday. I called Enfield Council at 11:19 PM, but because it was very busy, they answered the phone at 11:24 and I reported my complaint. When no one called until 00.19 am, I called again. They said that they could not do anything because it had not been an hour since I called, and I had to call again after an hour had passed after my first call. I called again at 00.39. They told me I could wait until 3 a.m. because they were extremely busy and I had to wait, but they said I could call back in half an hour. I called again at 1:03 am and said I was waiting again. They said the same thing and said I was on the list because it was very busy and I had to wait.

At 1:23 am, the Enfield Noise team finally called me and said they could come in half an hour or 45 minutes because they were extremely busy. I waited again and called again at 2:06 am. By the way, I spent the night with one of the loudest voices. It was very loud and since it was after the xxxxx match, there was extra noise on the street. At 2:14 am, the Noise Team called again and said there would be a delay of another half hour or 45 minutes. Now that I was getting nervous, I argued with the gentleman on the phone and I started to cry because I was so depressed. The team was already finishing work at 3:00 am and there was no point in coming 45 minutes later. I was very upset because I got angry a little loudly at the gentleman in the team, but I lost control. Then I apologised and told him there was no need for him to come, his duty ended at 3 pm anyway.

The Enfield Noise team came, I think it was around 2:40 at night, I looked at the time when they left my xxxxx and it was 2:55. They wrote their report and left. My xxxxx and I experience this every weekend and start work and xxxxx again during the week with tiredness and sadness.

I am not going through this alone. I have a xxxxx who started living in fear that someone would hurt xxxxx or xxxxx. In the evening, xxxxx said "xxxxx, please turn off your phone and go to sleep. xxxxx waited until 2:30 a.m. with stress saying, "I want you to hug me and go to bed." Please do not ignore the damage a business causes to the environment just because it operates 2 or 3 nights a week and makes money. This is a decent neighbourhood where only families live. Each of us has a xxxxx job to go to in the morning. This is not just an issue of noise pollution. Every violation tolerated, and every concession made is a blow to our social life. These concessions are a step into the chaos and fights that will endanger all of our lives. We all deserve these humane standards. My xxxxx asked me at midnight with that fear, "xxxxxx, if a business can violate the rules for 8 months, and even though we prove and report it every week, no authority can touch this business. Does this mean that everyone can do whatever they want?" My xxxxx is interested in economics and politics, and this lesson you gave xxxxx will either increase xxxxx confidence in the future or destroy it.

I have added the links and photos of this business, please review them. Please pay attention to the music speakers and musical instruments in the pictures and links. I live in a building xxxxx to a business that does not have soundproofing. Everyone who came to write a report heard the sound and reported it anyway. As proof, I took screenshots of a device that measures the decibels of sounds every time there was a noise. We wanted to present these to you by preparing an Excel table. I would like to point out that 60 decibels is equal to a child crying. From 9 pm until 3 in the morning 6 hours in total 3 days a week, 10 songs of which you do not know xxxxx are constantly being repeated over and over again at this level.

It is no different from the businesses that were opened to entertain men in the Middle Ages. For this reason, it is very natural for 30-40 men to fight and beat each other to death, taking to the streets (This happened 4 weeks ago on the street I mentioned before in the 1st email below). For 8 months, we have been listening to alcoholics disrespectfully shouting, swearing and laughing on the streets. As you know, listening to only 10 songs repeatedly over and over again until 3 or 4 a.m. every week 3 days for 8 months makes you crazy. I would like to remind you again that my neighbour xxxxx, my neighbour xxxxx, and the xxxxx, all belong to the license holder and his brother. They have a property agency company and all those flats are their tenants. xxxxx (I'm so tired of struggling alone and I've lost faith in your authority. A huge disappointment for me and my xxxxx.

I xxxxx my xxxxx by xxxxx ethics and moral lessons, philosophy, and social behaviour norms. I am very tired of defending these moral norms of your authority and the punishment you will impose on a lawless business for exactly 8 months. I think that our children, who value ethics and morality and who we raise to build modern civilizations in society, are defeated by deceivers and those who make concessions to them. This struggle does not suit 21st-century London.

### **OP3 Rep:**

My understanding of the premises ethos was to foster a community spirit, friendship and a shared appreciation of Cypriot Culture. As set down below none of the shared values materialized. The ACCRO nightclub is a blight on our community with such dire consequences to my tenant and her daughter and the rest of Ashfield Parade.

My name is xxxxx; I am the xxxxx. My property, which is xxxxx, is located xxxxx the Premises and I therefore write as an interested party in the Review. I understand that xxxxx has provided xxxxx own representations to Enfield Council in respect of this matter.

I am aware that the Premises opened on 5 October 2023 as a restaurant under the business name KafeNeo. At all relevant times, the licence holder of the Premises has been Mr. Neoclis Panayiotou. Ms Stavroula Tsakou has applied for a new licence.

However, it appears that shortly after its opening and in/around November 2023, the Premises stopped being operational as KafeNeo, and opened under a new business name of ACCRO. Unfortunately, along with the change in business name, the use of the Premises changed dramatically, to a late night bar/club. Since the change in use of the Premises, there has been significant detrimental effect to the residents of xxxxx properties in Ashfield Parade (including of my own property) due to excessive and unreasonable noise disruption originating from the Premises.

In the context of approximately eight months of this noise disruption and disturbance, I understand that Enfield Council is now undertaking the Review. I therefore respectfully submit the following representations to Enfield Council for their consideration of this matter, and request that the licence of the Premises be revoked.

1. Breach of licence – operating hours use of Premises

Since November 2023, the Premises has been operating as a bar/club, with opening hours of 19:00 to 02:30/03:00 throughout the week.

These operating hours and activities are a breach of the Premises' licence which specifies:

a) Opening hours in respect of:

- General use: 09:00 – 00:00 throughout the week; and
- Pre-planned events: 19:00 – 01:30 on Mondays – Thursdays; 19:00 - 02:00 on Fridays and Saturdays; and 19:00 – 00:30 on Sundays.

b) Supply of alcohol, live music, and recorded music in respect of:

- General use: 09:00 – 23:30 throughout the week; and
- Pre-planned events: 19:00 – 01:00 on Mondays – Thursdays; 19:00 - 01:30 on Fridays and Saturdays; and 19:00 – 00:00 on Sundays.

These conditions are not adhered to in any respect, with opening hours regularly extending to 03:00 on Fridays and Saturdays, which are accompanied by the supply of alcohol, live and/or recorded music. I also note that my understanding is that there is a limit on the number of pre-planned events that are able to take place during a calendar year, and that such pre-planned events must be notified to the Enfield Council at least 7 days prior to the event taking place. I am not aware of any such pre-planned events having been notified to Enfield Council which would justify occasions of later operating hours and activities.

2. Breach of licence – noise nuisance

Furthermore, in breach of its licence during its operating hours:

a) there is constant and significant noise originating from the Premises and travelling through the building to xxxxx properties, including my own, as a result of both live and recorded music being played;

b) further noise spills from the Premises as a result of customers continually entering/exiting the Premises;

c) further noise and disturbance is caused by the customers of the Premises (i) entering; (ii) congregating outside of (including smoking and drinking outside of); and

(iii) exiting the Premises, both during the operating hours of the Premises and after its closing (together, the "Nuisance").

Due to the nature of the business and the Premises' operating hours, the Nuisance is particularly acute on Fridays, Saturdays, and Sundays throughout the evenings and until the early hours of the morning. However, the Nuisance also occurs on evenings throughout the week. Since 27 April 2024, xxxxx has commenced recording the decibel volume of the Nuisance from xxxxx property – on different days, this has ranged from 32.10 decibels to 50.40 decibels.

The Nuisance is being caused without any consideration for the residents of Ashfield Parade, and, in breach of mandatory conditions 3, 7, 10 and 15 of the Premises' licence, there appears to be no effort to control or monitor the Nuisance by the proprietors of the Premises.

I understand that details of numerous complaints regarding the Nuisance are included in the application and accompanying exhibit that has been submitted by the Licensing Team for the Review.

### 3. General disturbance and violence

As a result of the change of use of the Premises and the late operating hours, there has also been an increase in the level of general violence and disturbance in Ashfield Parade, with customers of the Premises regularly fighting, shouting and swearing in the early hours of the morning upon exiting the Premises. One incident took place three weeks ago when 30 to 40 people left the Premises and proceeded to have physical fight with screaming, shouting and swearing in the early hours of the morning. The police were called but the people dispersed when hearing the police sirens. People exiting the Premises drunk and arguing on Ashfield Parade is now a regular occurrence.

### 4. Impact on residents

xxxxx has a very demanding job as xxxxx that requires xxxxx to be very focused to meet the professional obligations required by her job, and xxxxx this year.

The Nuisance and increased disturbance as described above has had a real, significant, and unacceptable negative impact on the lives of xxxxx and xxxxx, including major sleep deprivation throughout the week and particularly at weekends, as well as significant stress in anticipation of further disturbance and Nuisance. This has materially impacted their health and wellbeing.

In addition, in an effort to resolve the Nuisance, xxxxx has been forced to report the occurrences of the Nuisance to Enfield Council's Environmental Team on numerous occasions over the last eight months. This has required phoning the out of hours Environmental Team and having to wait for them to attend xxxxx (often arriving between 23:00 and recently until 02:45am) in order to report the noise levels and disturbance so that a complaint is logged, in the hope that the Nuisance will be addressed. As a xxxxx, xxxxx has felt increasingly exposed in this process. Not only has it involved opening xxxxx home to unknown individuals late at night in order for the noise levels to be assessed, but xxxxx complaints, which are entirely



reasonable, has left them feeling exposed to the proprietors and customers of the Premises and fearful of their safety in case there are any repercussions on them as a result. Clearly this is an unacceptable infringement of xxxxx right to peacefully enjoy xxxxx home.

#### Requested action

I understand noise abatement orders and licence breaches have been issued to both Mr Neoclis Panayiotou as the licence holder, and to Ms Stavroula Tsakou as the intended new licence holder. However, neither individual has sought to abide by the terms of these orders; they show no intention of doing so or intention to resolve the Nuisance and the issues caused by it. Mr Panayiotou and Ms Tsakou are acting outside the legal conditions imposed by the licence issued by Enfield Council, and without concern or sense of responsibility to the community as a whole. In my opinion, they are neither fit nor proper persons to be licence holders in any capacity, and their licence to operate the Premises should be revoked.

Finally, I would like to draw Enfield Council's attention to the nature of the area - while commercial properties are both necessary and desirable, this is also a residential area with families going to work and children attending school every day. A bar/club is not an appropriate commercial venture in such a location. The level of noise disturbance is not acceptable, and the residents of Ashfield Parade have a right to enjoy our properties without unreasonable or substantial interference of noise. xxxxx and xxxxx only want to go back to the ordered life that they had before ACCRO was allowed to become operational. I think this is entirely reasonable and kindly request that Enfield Council consider this in the Review.

Ashfield Parade is a thriving local hub and part of the Southgate community, but left unchecked, it seems that the Nuisance and disturbance will only continue. As a result, respectable occupiers such as xxxxx will inevitably seek alternative accommodation and/or commercial premises to the extent they are able in order to avoid the effects of the Nuisance. In my opinion this will be a very sad and of real detriment to the local area and community as a whole

<u>NO</u>	<u>DAY</u>	<u>DATE</u>	<u>TIME</u>	<u>VOLUME DbA</u>	<u>xxxxx</u> <u>CALLS TO NOISE COMPLAINTS TEAM</u>	<u>NOISE LEVEL RECORD LOGBOOK</u> <u>NOISE TEAM ATTENDED COMMENTS</u>
1	SATURDAY	27.04.2024	22.21	44.80		
2	SATURDAY	27.04.2024	22.21	46.00		27-04-2024 CALL @ 23.37 HRS FOR 6 MIN
3	SATURDAY	27.04.2024	22.23	47.50	YES	TEAM WHO ATTENDED CONFIRMED NOISE
4	SATURDAY	28.04.2024	23.55	45.40		LEVEL UNACCEPTABLE
5	TUESDAY	30.04.2024	5.57	32.60		CLUB NOT OPEN
6	TUESDAY	30.04.2024	21.23	33.80		CLUB NOT OPEN
7	THURSDAY	02.05.2024	21.23	33.20		CLUB NOT OPEN
8	FRIDAY	03.05.2024				CLUB NOT OPEN/Holly Friday Greek Orthodox Easter
9	SATURDAY	04.05.2024	22.49	49.60	YES Party started 21.00 called noise team 23.10 came 12.15	CLUB OPEN
10	SATURDAY	04.05.2024	23.05	43.10	Noise team came 12.15 CHARLIE Confirmed SOUND VERY LOUD	CLUB OPEN
11	SATURDAY	04.05.2024	23.22	44.50		CLUB OPEN
12	SUNDAY	05.05.2024	23.03	45.10	SUNDAY PARTY STARTED 14.00-18.00 & 21.00-01.30	CLUB OPEN
13	SUNDAY	05.05.2024	23.11	47.10	Called NOISE TEAM left message TO automatic voice recording	CLUB OPEN
14	SUNDAY	05.05.2024	23.27	46.70	emailed complain to Victor Ktorakis	CLUB OPEN
15	MONDAY	06.05.2024	22.19	32.10		CLUB NOT OPEN
16	TUES/W/TH	07/8/9.05.2024				CLUB NOT OPEN
17	FRIDAY	10.05.2024	22.16	32.60		CLUB NOT OPEN
18	FRIDAY	10.05.2024	22.16	34.10		CLUB NOT OPEN
19	SATURDAY	11.05.2024	22.25	35.20		CLUB NOT OPEN
20	SUNDAY	12.05.2024	23.04	42.10	Music started 20.30 12-05-2024 until 01.30 @13-05-2024	CLUB OPEN
21	SUNDAY	12.05.2024	23.23	48.30	emailed complain to Victor Ktorakis	CLUB OPEN
22	M/T/W/TH	13/14/15/16 .05.24				CLUB NOT OPEN
23	FRIDAY	17.05.2024			Called NOISE TEAM ATTENDED	CLUB OPEN
24	SATURDAY	18.05.2024	23.13	46.80	Called NOISE TEAM ATTENDED	CLUB OPEN
25	SUNDAY	19.05.2024			NOISE LEVEL VERY HIGH EMAILED VICTOR KTORAKIS	CLUB OPEN
26	SATURDAY	25.05.2024	23.43	44.50	Called NOISE TEAM ATTENDED	CLUB OPEN
27	SATURDAY	01.06.2024			THERE WAS A PARTY BUTxxxxx TOO TIRED TO RECORD	CLUB OPEN
28	SATURDAY	08.06.2024	23.23	45.00	THERE WAS A PARTY.NOISE TEAM ATTENDED REPORT WAS MADE	CLUB OPEN
29	SATURDAY	15-16.06.2024	0.15	50.40	PARTY STARTED SATURDAY EVENING WENT ON SUNDAY 02.40	CLUB OPEN
	SUNDAY	16.06.2024	2.00	48.00	NOISE TEAM CAME 02.40 LEFT 02.55 SOUND/ VOICES VERY LOUD	CLUB OPEN

**OP2 Additional Information**

Dear Sir/Madam

Three weeks have passed since I sent my representation.

The premises of ACCRO nightclub continue to make noise disturbance/pollution violations every weekend by ever increasing sound levels.

I am obliged to wait a very long time before the noise complaints team is able to deal with my complaint and then be put on a waiting list. Due to the volume of noise complaints they were unable to attend my [REDACTED]. I was left without any support for myself and my [REDACTED] and having to endure the noise disturbance/pollution late into the night. This scenario has been happening every weekend for 9 months.

I have become so anxious that the stress has manifested itself in me grinding my teeth excessively at night. This has caused untold damage to my teeth, which I am now seeking treatment for at great expense.

The Licence holder Mr. Neoclis Panayoitou and the intended new licence holder Ms Stravoula Tsakou were issued noise abatement notices and licence breaches but neither have sought to comply with terms of these orders and have no intention of doing so.

On Thursday 4th July a party started at 9.00pm and continued late into the early hours of morning.

Unfortunately ACCRO does not consider any issued notices and continues to act with impunity. I have been exposed to noise pollution for 9 months and despite my complaints no steps have been taken to assist me and [REDACTED] to end this nightmare.

Mr Ktorakis encouraged me to keep calling the noise complaints team. Having informed me that any complaints would be used in evidence for both the licensing hearing and any action taken by the commercial nuisance officer regarding breaches of the noise abatement notice. I have complied with this request for 9 months.

I have spoken with mothers at Ashmole Academy and they are also very disturbed by the changes that have taken place at Ashfield Parade and Southgate recently. Southgate has been abandoned and has been rapidly degenerating over the last few years. We are experiencing many problems and as a municipality we expect to find solutions to our problems. Ashmole Academy parents have been forced to patrol the streets to protect their children because mobile phones and money are being targeted by gangs. Please do not allow this decent neighbourhood to turn into an uninhabitable neighbourhood with violence in our streets. Our children are exposed to danger during the day. Please do not allow businesses like ACCRO nightclub to be allowed to expose our children to alcohol fuelled fights and swearing late into the night. Businesses like ACCRO play a major role in increasing crime rates.

Lawlessness is unacceptable, allowing it will give a green light to all other businesses and incline them towards lawlessness.

We need this disorder to stop and the council to act to bring order back onto our streets.

Kind regards

A solid black rectangular redaction box covering the signature area.

**OP3 Additional Information**

**Representation of Review of Premises Licence –ACCRO, 6, Ashfield Parade, Southgate, London N14 5AB.**

xxxxx - Owner – xxxxx Ashfield Parade Southgate, London 14 5AB

Tenant – xxxxx – 11 years

- 1) I was informed of noise disturbance from my tenant at the beginning of April 2024. The noise disturbance started in October/November 2023 when the premise was taken over by ACCRO nightclub previously known as Rumours/ KafeNeo
- 2) Our contact with Enfield Environmental Health was Senior Environmental Health Officer Mr. Victor Ktorakis.
- 3) At all times during the 9 months of the noise disturbance from the premises Mr. Ktorakis encouraged my tenant to continue calling the noise complaints team. Any complaints would be used in evidence for both the licensing hearing and any action taken by the commercial nuisance officer regarding the breaches of the noise abatement notice.
- 4) Every weekend and some weekdays over a period of 9 months the premises violated its licence by operating from 9.00pm – 2.30/3.00am and sometimes 4.00am in the morning. The premises had no professional soundproofing installed and the sound levels would sometimes exceed 49.5 decibels accompanied by the persistent vibration inside my tenants xxxxx with the windows closed.
- 5) During this time my tenant was obliged to phone the noise complaints team every weekend. The calls would then be logged and the noise complaints team would attend xxxxx between (23.00pm – 1.30am) to write a report late at night or early hours of the morning. This has been so disruptive and exposing my tenant and xxxxx to the proprietors and customers of the premises and fearful of their safety in case there is any repercussion on them as a result. This is an infringement of my tenants right to peacefully enjoy xxxxx home.
- 6) My tenant has a very demanding job as an xxxxx that requires xxxxx to be very focused and meet the demands required of xxxxx job. xxxxx was taking xxxxx this year. Both have been terribly affected by the noise levels and disturbance every weekend and have been suffering from sleep deprivation and stress and fear for there safety.
- 7) The Licence holder Mr. Neoclis Panayiotou and the intended new licence holder Ms Stravoula Tsakou were issued licence breaches and a noise abatement order. However, neither individual has sought to comply with the terms of these orders and they have shown no intention of doing so. Mr

Panayiotou and Ms Tsakou are acting outside the legal conditions imposed by the licence issued by Enfield Council. Without concern or sense of responsibility to the community as a whole. In my opinion they are neither fit or nor proper persons to be licence holders in any capacity and their licence to operate the premises should be revoked.

8) This is a residential area with families going to work and children attending school every day. A nightclub is not an appropriate commercial venture in such a location.

9) These noise disturbances/pollution are happening every weekend for 9 months with loud music, noise spillage onto the streets, alcohol fuelled gang street fights, patrons using abusive language and car disturbance when leaving the premises. This is taking place all night and into the early hours of the morning 2.30/3.00 and sometimes 4.00am

10) These noise disturbance/pollution are happening every weekend for 9 months and to the best of my knowledge the absence of a police patrol has been a contributing factor in allowing the premises and licence holder to act with impunity.

11) Ashfield Parade has become a lawless area. The lawlessness has become a serious problem and ACCRO nightclub is a major contributing factor of the deterioration of the area.

12) I would like to ask the review committee, and Enfield Council what reassurance my tenant and I can have with the renewal/review of the licence. I would like to impress upon Committee/Council in understanding the traumatic effect the ACCRO nightclub and the licence holder Mr. Neoclis Panayiotou and the intended new licence holder Ms Stravoula Tsakou have had on the mental health and well being of my tenants and myself. Clearly this is an unacceptable infringement on my tenants' right to peacefully enjoy xxxxx home.

13) My tenant and xxxxx wants to go back to an orderly life before ACCRO was allowed to become operational. I think this is entirely reasonable and kindly request that Review Committee consider this in Licence review and request that the licence of the premises be revoked. Because

- 1) the present licence holder is not a fit and proper person
- 2) the premises was granted a licence which is not suitable for the purpose of a nightclub in a residential area.

Yours faithfully

xxxxx – owner - xxxxx Ashfield Parade, Southgate, London N14 5AB.

# Annex G

## Supporting Premises Licence Holder Representations

### **SUP1:**

I leave near to Accro Cafe and Ive been a lot of time there. I saw a paper on the door that you want to close this place and I just want to share my experience for this restaurant is very nice and this area needs one restaurant like this. As ive heard from all the customers they want to keep coming as they enjoy their time here so much and they all wish for this restaurant to be open.

### **SUP2:**

I hope this email find you well. By way of introduction, my name is Stavroula Tsakou, and I am the current owner of Accro, formerly known as Rumours and KafeNeo. I am writing to you with the sense of urgency and determination regarding the Application for Review of a premises Licenses or Club premises Certification under the Licensing Act 2003 that I recently received. I must express my profound surprise and disappointment upon receiving this application. While I was aware of some complaints raised by a resident, specifically referred to as a resident 2 in the attached history of complaints, I was completely unaware of the gravity and extent of the concerns raised by Resident 2, as well as the fact that a review of the licence was being seriously considered by the Council. It is deeply concerning to me that the previous licence holder, Neoclis, has failed to take the necessary steps to transfer the licence to me, despite the Councils persistent attempts to address the concerns raised by Resident 2 and Yourself. Had I been made fully aware of the magnitude of this issue and the correspondence between Neoclis and the Council, I would have taken immediate and decisive action to resolve it efficiently. I want to assure you, without any doubt, that I am taking this matter with the utmost seriousness and urgency. I have already initiated concrete steps to address the noise concerns that have been raised. As we speak, I am in process of arranging for the installation of a state-of-the-art soundproof system at the premises. This system will not only significantly reduce noise levels nut also ensure that no future disturbances occur to the residents. The works for the soundproof system levels are scheduled to commence on Monday, 27th May, and I am committed to ensuring their swift completion. I am fully dedicated to being a responsive and considerate member of the community, and I am more than willing to work closely and collaboratively with you and the council to find affective and mutually agreeable solutions. It is my sincere intention to address any concerns raised by the public or the Council promptly and comprehensively. While Neoclis has reassured me that the licence will be transferred to me, I must stress that if this transfer is not executed within the next five business days, I will not hesitate to take the necessary actions to apply for a new licence in the name of Accro London Ltd. I kindly request your guidance on the

process for doing so. Accro has proven to be an extra ordinary establishment that unites the local community, offering an unparalleled experience of authentic Greek Music and cuisine. It undeniably contributes positively to the vibrant atmosphere of the Southgate area, as there are no other establishments that provide such a unique and uplifting vibe. I deeply appreciate your consideration of my representation, and I eagerly look forward to working closely with you to urgently address the ongoing concerns. Kind regards, Stavroula



Dear Sirs,

I am writing in response to the email correspondence I received from Enfield Council on 25 June 2024 regarding the Licence review of Café Neo - Rumours (Accro) LN/200500767. I intend to address the points raised in the Email as Follows:

1. Please accept this email as my final written representation on the points I intend to rely on at the hearing on 17<sup>th</sup> of July 2024. This is accordance with point (a) of the email.
2. I formally confirm my intention to attend the hearing on 17<sup>th</sup> of July 2024. I need a Greek translator. This is confirmed in accordance with point (B) of the email.
3. No other person will attend the hearing with me. I have non a solicitor to represent me as I have invested all the income I have received so far into the premises. This is confirmed in accordance with point (C) of the email.

Turning to the representation I wish to rely on, please accept the following:

1. I assumed ownership of the premises on 5 April 2024, and I am only responsible for addressing complaints made after that date. As stated in my email to the Council on 26<sup>th</sup> of May 2024, I was not aware of the extent of the complaints prior taking over the premises. I first became aware of the noise issue when an officer visited the premises on 6<sup>th</sup> of April 2024 and advised me that the music was too loud. I immediately reduced the volume to avoid causing any disturbance to my neighbour. Subsequently, I ordered a sound isolation system for the window on 10 April, As shown in Exhibit A. I closed the restaurant on 20th April for ten days to install soundproof windows and eliminate the noise, as I did not want the premises to disturb my neighbours. This had a negative economic impact on my newly started business, but I did it to prevent further issues. I was later advised by Neo, the current licence holder, that a member of the Council team visited the premises and was satisfied with the noise isolation on the windows.
2. Since 5<sup>th</sup> of April, there have 29 complaints in total according to the noise logbook. Please note that on 10 of these 29 occasions, the premises were not open. Therefore, the total number of complaints stands at 19. I note that the complaints are from only one resident. According to the logbook, the noise team attended the complainants home five times since 5<sup>th</sup> of April, the first time being on 6<sup>th</sup> of April, to which I responded by installing soundproof window isolation. Unfortunately, I was later advised that the noise still escapes and disturbs my neighbour. Since I am receiving the notice of formal review of the application, I arranged for the installation of a state-of-art soundproofing system on the ceiling. This is an expensive system and is being installed gradually. I have sent evidence of the progress to the Council, and I attached a copy of invoice and photos in exhibit B. To avoid further disturbance and show respect to my neighbour, while the soundproof system is being installed, I have reduced my opening days to Saturdays only. This has been detrimental to my business as I have lost customers and revenue, but as I mentioned in my initial email to the Council, I take the complaints very seriously and I respect my neighbours, so I am willing to do whatever it takes to eliminate the noise, avoid any disturbance to the neighbour, and keep the licence.
3. Regarding the police report, I would like to clarify that the police have not attended the premises on any occasion since I became the owner. It is important to note that two of the events mentioned in the report occurred on 11<sup>th</sup> of March and 13<sup>th</sup> of February, which is prior to my ownership. Concerning the fight that took place near the premises on 26th of May, I must emphasise that the altercation did not

originate at my premises, and I have no control over activities that occur outside my establishment. To date, I have not seen any evidence linking my premises to that incident. I strongly disagree with the reports assertion that there is clear and unambiguous evidence indicating an unwillingness to address that issue at hand. I am not convinced that the police have been provided with sufficient evidence to reach such a conclusion.

4. I extended my sincerest apologies to the neighbour. I take his complaints very seriously and as previously mentioned, I have invested a considerable amount of money and reduced my opening hours. I am willing to make any reasonable adjustments to the premises to prevent any further disturbances.
5. I have undertaken the management of the premises with the goal of offering an authentic Greek experience to the local community. I have invested a considerable amount of money to create an inviting environment where people can gather and share their love for Greek music. The recent complaints have caused significant disruption to my business and, consequently, my personal finance, as I am a single mother of two young children, and this is my primary source of income for my family. This is a start-up venture for me, and while I am still learning phase, I firmly believe that I possess the necessary skills to operate the restaurant and hold a licence. I am willing to attend any courses that the Council may recommend. To date, I have complied with all the Councils suggestions, and I am deeply disappointed to learn that the Council considers me incapable of being a licence holder. I have owned the premises for less than three months, and I feel that the inherited issues, which I was unaware of at the time of acquisition, have adversely affected my business and my reputation. This process has been extremely stressful, and I feel unjustly blamed for issues that predate my ownership. I have lived and worked as a manager in Vue Cinemas for nine years and I have never caused trouble to anyone or disrespected others; now, I feel as though I am being treated like a criminal.

Kind regards, Stavroula Tsakou



Exhibit A



Exhibit A

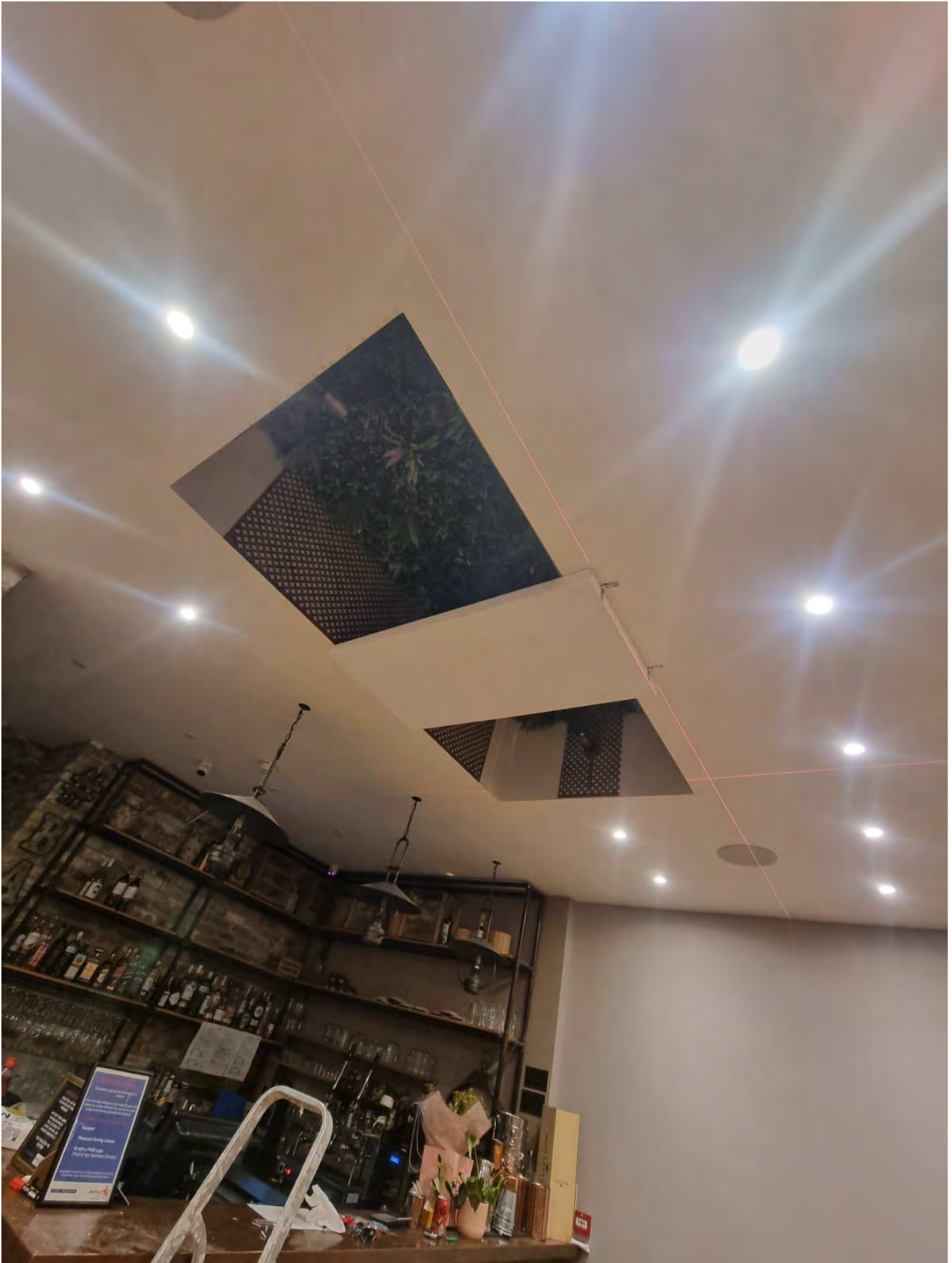


Exhibit B

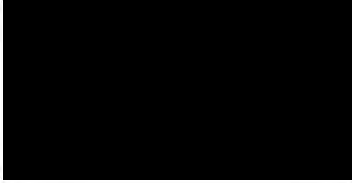


Exhibit B

6 ASHFIELD PARADE, SOUTHGATE, LONDON, N14 5AB

Soteris Spyrolari

EST0145



DATE

24 May 2024

TOTAL



DESCRIPTION	RATE	QTY	AMOUNT
<b>Labour</b> To build acoustic panels to cover the Ceiling Cut MDF to size, 100mm thick.To build frames 100mm thick. Fill mdf frames with Rockwool Cover with a Black protective sheet. Cover with white fabric Hang panels on the ceiling			
<b>Materials</b>			

SUBTOTAL

CIS TAX (20%)

TOTAL



Dear Stavroula We can start the works on the Friday 31 as we are very busy at the moment

Exhibit B

6 ASHFIELD PARADE, SOUTHGATE, LONDON, N14 5AB

INV0188

Soteres Spyrolari



DATE

24 May 2024

DUE

On Receipt

BALANCE DUE



DESCRIPTION	RATE	QTY	AMOUNT
<b>Labour</b> To build acoustic panels to cover the shopfront glass.  Cut MDF to size, 100mm thick.To build frames 100mm thick.  Fill mdf frames with Rockwool  Cover with a Black protective sheet.  Cover with black fabric			
<b>Materials</b>			

SUBTOTAL

CIS TAX (20%)

TOTAL

BALANCE DUE

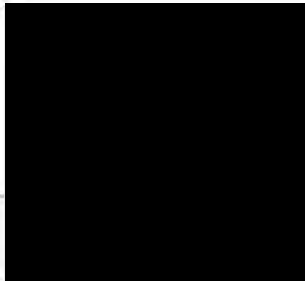
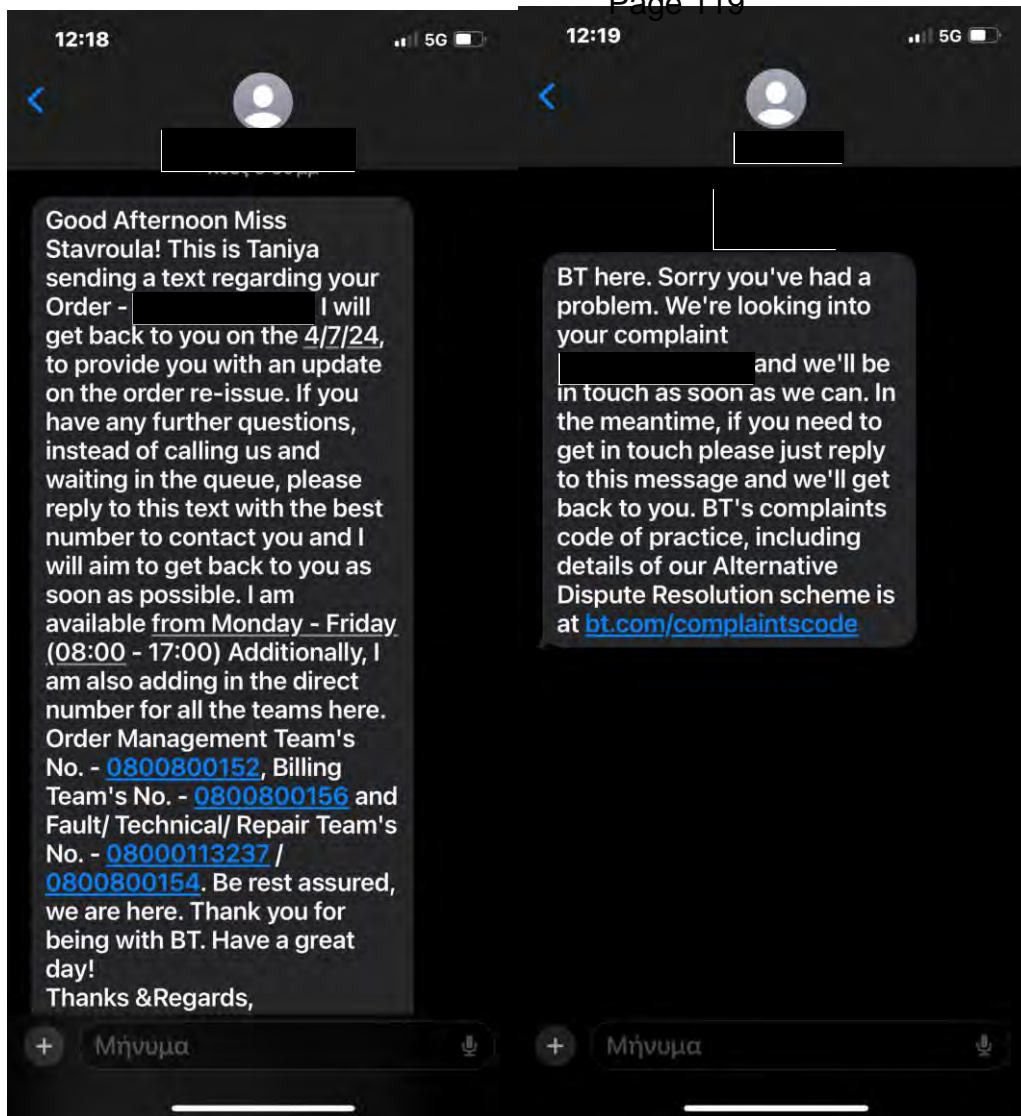


Exhibit B





Evidence of camera issues.

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