

Willow Observations 1st January 2009 – 10th December 2009

WK/209030338	28 June 2009	<p>Observations 00:20 - 00:40 On arrival there were no people outside the front of the premises. Parked opposite premises outside flats on Winchmore Hill Road (other side of the road). No music audible on arrival. Approx 10 people outside smoking. Some voices audible but not unreasonable - no shouting / screaming. Lots of traffic passing by. Customers don't appear to have drinks outside. One land rover picking up people from the premises tooted horn once at 00:24. When no traffic music is audible with car windows down but not very loud. Conservatory doors opened for a couple of seconds and music was clearly audible in car - Michael Jackson. No new people seen arriving but several seen leaving in small groups. Approx 20 people outside now. Conservatory doors opened and door supervisor went straight over and shut the doors. More people are outside and voices now clearly audible in the car with windows down. Conservatory doors opened again and 'Thriller' by Michael Jackson clearly audible. If all doors were kept closed the music would not be a problem. If numbers of those outside were limited people noise won't be such a problem - TEN tonight so no conditions apply. Approx 25-30 people outside and conservatory doors keep getting opened by customers. As drove away conservatory doors were wide open. Hot muggy night with lots of thunder storms.</p>
WK/209030338	04 July 2009	<p>Observations: 00:20 - parked opposite car park at rear. Reasonably quiet approx 20 people in garden and 10 in car park dispersing. General noise from conversation - not excessive. More noise audible from passing traffic. People leaving on foot and getting into cars parked around pub in a quiet manner. No music audible from outside. There was some parking spaces as we parked opposite the car park but people were leaving at this time. Area very busy with cars and people were walking some distance up the road from the pub getting into parked cars. Left at 00:45</p>
WK/209043840	17 July 2009	<p>Officers visited complainant - no odours detected. Lots of vehicles parked on double yellow lines.</p>
WK/209031697	24 July 2009	<p>Officers visited complainant in relation to extractor fan complaint. 11:25 - some smoke coming from the extractor fan on roof of Willow. Some cooking odours coming in through the window in front room. Officers agreed that this could be statutory nuisance. However, as no planning permission was given for this extractor fan, this will be dealt with in terms of planning enforcement. Left property at 11:50am.</p>

Willow Observations 1st January 2009 – 10th December 2009

WK/209043840	25 July 2009	<p>Officer visited complainant - faint waft of cooking fried steak odour at 22:05, 22:08 and 22:09 hrs. Each waft lasted only one or two seconds. Didn't consider to be a statutory nuisance. Left at 22:30hrs.</p>
WK/209051220	08 August 2009	<p>Observations: Officers arrived at the premises at 00:45. No music audible. One door supervisor standing outside. No customers outside. First floor in darkness. At 00:50, a car pulled up outside premises and tooted its horn. The door supervisor approached car and spoke to driver. No one got into the car, and it drove off. At 00:56, premises still full of people, and no sign of customers leaving. At 00:56, Officers entered the premises. Waited at bar, but told no longer serving. Spoke to Mr Phidias Kouttis, and issued him with a notice of alleged offence for namely, being open to the public after the permitted opening hours of 00:30. Mr Phidias Kouttis made the significant statement " I thought alcohol sales were permitted until 00:30. I thought not being open meant not selling alcohol." Officers made observations in the premises also: low recorded music playing at 01:15 (recorded music permitted hours until 23:00, background level music is not licensable), 80 people still on premises on arrival. The 2 door supervisors asked customers to leave the premises. Officers left premises at 01:20, and noted that 28 people were standing outside the premises, 5 people standing in the open car park, and 2 people sitting at a table in the beer garden. One taxi cab was waiting outside the premises. Further notes were written in the car, comparing our observation to the conditions, and the following were deemed to be in non compliance:</p> <p>Condition 11: the car park was not locked 30 minutes after closing time, i.e. 01:00.</p> <p>Condition 12: the beer garden was not closed at 23:00 for smokers only, and more than 10 people were seen in the garden.</p> <p>Condition 14: the fire door at the side of the premises by the conservatory, on the upper level, was left ajar instead of being closed.</p> <p>Condition 21: no sign of staff actively discouraging customers from congregating outside the premises after 23:00.</p>

Willow Observations 1st January 2009 – 10th December 2009

WK/209053213	<p>14 August 2009</p> <p>Observations: Officers entered premises at 22:50, Mr Phidias Kouttis and a door supervisors were on the front door. One door supervisor was also situated at the entrance to the beer garden. Purchased 2 drinks at bar, and sat by the window between the main door and the stage, where the live jazz was being played. Approx 100 people on the premises. Generally, the atmosphere in the premises was pleasant. The customers were well dressed and happy patrons, aged between 20s and 50s. There was one group of males who made sudden outbursts of noise, inside the premises. At 23:10, 3 customers were refused entry (last entry at 23:00). At 23:30, the live music finished (permitted until 23:30). Recorded music was then put on, and played until midnight, (recorded music only permitted until 23:00). Officers decided it was more like background music, you could not hear it over the people noise, and officers were sitting by a speaker. At 23:50, an Officer checked beer garden where 2 smokers sitting. At 00:10, the door supervisors approached all customers, including the officers and asked them to drink up and make their way out of the main door. At 00:15, this was repeated. Customers seemed to obey them, and by 00:15, the premises was cleared. One Officer left premises to observe the activity outside, sat at bus stop. Most people dispersed quickly. One group of approx 4 males, 2 females, near to front door chatted noisily. Officer spotted these customers earlier in the premises as being noisy. After approx 10 minutes of noisy banter, the door supervisor intervened and asked these customers to be quiet. Another group of women sat on a neighbour's wall at rear of premises. People passing them were noisy as they walked to their cars. One car used its horn, but unsure if customers. At approx 00:25, a door supervisor approached the females sitting on the wall and asked them to move off. At 00:15, Officer introduced self to Mr Phidias Kouttis. Explained that the recorded music was played until midnight, so after the permitted hours of 23:00, despite advice letter being sent. Mr Simis Kouttis came over and the situation was explained to him also. Both men stated that the licence was a mistake and that the Officer's copy of the licence was old. However, the Part B that was displayed matched the same licence number. Mr S Kouttis then obtained Part A, but the licence number was the other licence not yet surrendered. Both men were extremely shocked at the recorded music time, and were unaware: they stated they did not receive the advice letter sent to them. Mrs Kouttis also arrived a short time into our discussion, and stated that we (council and local residents) were targeting them as they were Greek. Mr S Kouttis stated that the</p>
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Willow Observations 1st January 2009 – 10th December 2009

		lesser recorded music hours would ruin the business as people wouldn't buy alcohol without music. Mr S Kouttis stated he felt sick. Issued notice of alleged offence to Mr S Kouttis, strongly emphasised that he needs to keep within permitted licensable hours. Any recorded music after 23:00 must be very low level background. Advised would call Mr S Kouttis on Monday to discuss how to resolve the matter. Left premises at 00:40.
WK/209053213	16 August 2009	Observations: Officers arrived at 00:26 - approximately 30 people on pavement outside front entrance to Willow & within front curtilage of premises. Loud talking audible from observation point, front doors & windows closed, no music audible. 00.31 door supervisor started to move people on, other people leaving premises. Drove past premises 6 people seated at table front doors & 4 drunken women talking loudly in beer garden, member of staff bringing in garden furniture, staff spoke to 4 women & gestured to the council vehicle. The women then left in a cab. 6 people sitting at a table inside (not drinking) at 00.40 when observation ceased.
WK/209053213	17 August 2009	Officers met with DPS (at his request) to discuss the noise issues and the breach of licence. Advised that background level music not licensable as long as it is of a very low level.
WK/208134922	19 August 2009	Inspection: Condition 16 not complied with as a speaker was in the conservatory
WK/209053213	28 August 2009	Observations: Officers arrived at 21:45. Parked in Houndsden Road and no music was audible, parked by the bus-stop outside and music was clearly audible. Entered the premises and spoke to DPS who stated that he had just arrived and would get the music turned down immediately. This was done. Further observations: 00:05 Premises shut
WK/209053213	29 August 2009	Observations: 01:30 - Premises closed, lights off. No people outside.
WK/209053213	03 September 2009	Observations: 23:55 four staff inside premises, no customers on ground floor, car park empty, no issues
WK/208134922	04 September 2009	Inspection: Officers carried out a full compliance inspection with DPS. The following conditions were found to be non compliant: C6, 21 and 22 - reminded of staff presence in car park. C11 - unable to lock car park as barriers destroyed by waste vehicle. Advised to put up a chain - cones were not sufficient. C18 - sound checks not carried out. Advised that it is essential these noise checks are carried out.

Willow Observations 1st January 2009 – 10th December 2009

		Times of licensable activities confirmed. Part B must be displayed - addressed at time of visit, but then fell down behind drawers, unable to retrieve. Advised to contact council for a duplicate. 7 days given to address situation. Inspection report left. Noise check carried out.
WK/209070864	14 September 2009	Officer attended a meeting at the premises with local residents.
WK/209053213	17 September 2009	Observations: 23:50 - no noise from premises, two people inside cleaning. No music and no persons outside.
WK/209053213	19 September 2009	Observations: Officers arrived at premises at 00:30. Parked opposite premises. Twenty people outside front of premises and three cars parked in front of main entrance. People clearly heard talking loudly and shouting with no intervention from door supervisors. No music audible and no other licensable activity taking place. No notable loudness from people in nearby streets as they left the premises. Seven people left at 00:39 with no noise at all. Approximately 25 people still inside premises near front entrance but on way out. Left at 00:40
WK/209053213	20 September 2009	Observations: Premises closed, no cars in car park, all lights off.
WK/209072290	27 September 2009	Observations: Officer arrived at 23:52 - car park empty - no noise audible lights off premises closed
WK/209053213	09 October 2009	Observations: Officers arrived at the premises at 21:55 - carried out noise observations from the car parked opposite in Winchmore Hill road. No noise issues from music or people as we walked around the perimeter of the premises. Walked around back to the rear door and called manager to carry out inspection. People in beer garden - area all quiet during our visit. Carried out full compliance check. All conditions checked that we could check as some are only able to be checked later in the evening. All conditions compliant except : Condition 9 - toilet checks were being carried out but not being recorded on the sheets. Sheets available but blank. Waitress advised that these were done on a regular basis but had not been filling in the record sheets. Condition 8 - CCTV was operating but time was one hour out - slow. Tried to change but unable to manually alter. Part B not on display as the premises was in the process of receiving a new one - had been ordered and paid for but not yet received.

Willow Observations 1st January 2009 – 10th December 2009

		Left report on site and advised Mr Simon Kouttis that he may be invited for a PACE interview relating to conditions not met.
WK/209053213	16 October 2009	Observations: 23:00 Officers parked outside - door supervisors approached Officers and asked if they were ok. There were several cars parked on the pavement outside the pub. Officers visited Meadowbank and observed for five minutes or, no music audible.
WK/209053213	20 October 2009	13:50 - Revisit to check outstanding conditions - Part B is now on display, toilet check records are being made and keep - reminded that it needs to be every day not just weekends as some missing. CCTV now has correct time on it. Also discussed posters which were on display advising live music - Spanish guitar on Wednesday evenings - not licensed for live music during the week. DPS claims that he has cancelled this event following previous advise from me but forget to take down posters as they advertise weekend entertainment too. Advised to take them down or cover up the section referring to Wednesdays. DPS gave me copy of document he has created for the door supervisors - see attached to wk. DPS may vary licence to add live music during the week and to allow children on the premises more often. Premises now fully compliant. Noted on the way out that the car park has been white lined - 14 spaces and there are now 2 posts with a chain in place to lock the car park.
WK/209070864	04 November 2009	Observations: Officer spoke to Areti Pappa - no managers on site at time of visit. No live music taking place. Hand delivered letter.
WK/209072290	08 November 2009	Observations: 22:10 - No music / piano heard.
WK/209082644	09 November 2009	Observations: 14:00 - No odour detected. Premises looked fairly busy inside. Clear day, no rain.
To date no further observations have taken place		

Issues Raised:

Door Supervisors

- Noise created by them eg shouting, loud welcoming gestures for guests
- Not controlling behaviour of customers

Things to consider:

- Raising these issues directly with the company you employ
- Do you need to change the firm you use?
- Do you need to employ more door supervisors?

Recommend:

- Try employing one door supervisor on the front door, one on rear door, one in smoking area, one in carpark and one patrolling surrounding area.
- Have a meeting with door staff and remind them of the duties you employ them to carry out. Give them a list of these duties and ensure they all read and sign it to say they know what is required of them. Door supervisors should ensure customers do not create any noise nuisance.

Noise from people leaving

Things to consider:

- Do you have enough staff outside at closing time?
- Do you have signage asking customers to leave quietly?

Recommend:

- Turn the music down to a lower level 30 mins before the music has to go off, this may help reduce the volume of people's voices as they will not have to shout to be heard over the music and therefore may be quieter when leaving.
- Try having all door supervisor outside until all customers have gone. Door supervisors could be instructed to ask customers not to stand outside resident's properties talking. Remind customers that it is a residential area.
- An idea that was used during the Football World Cup was to give out lollipops to people as they leave so that they are too busy eating to make a noise – however if you do this you will need to ensure that it does not create a litter problem.
- Ask the DJ/ musicians to request patrons leave quietly at the end of their set, as well as door staff asking this as people leave.

Noise from the beer garden

Things to consider:

- Does the smoking area need re-positioning?
- Should the limit on the number of smokers outside be implemented earlier?
- Do you need to reduce the number of smokers allowed outside?
- Staff to supervise the area, if people are noisy request they extinguish their cigarettes & go back inside.

Recommend:

- The smoking area could be cordoned off

- Display a notice stating the limit on numbers

Allegations that there are more people outside after 23:00 than permitted

Things to consider:

- There are restrictions on the licence and any breach would be a criminal offence.

Recommend:

- Ensure all staff are aware of the limits and that they are stuck to at all times

Noise caused by rubbish being put outside late at night

Things to consider:

- Do the bins need to be repositioned?
- Do you need to limit the times rubbish is disposed off?

Recommend:

- Ensure that rubbish is stored away from resident's premises
- Do not take rubbish outside the premises after 21:00 or before 08:00

Allegations of trading after hours

Things to consider:

- Offence notices have already been issued by the Licensing Enforcement team and if any further offences are witnessed you will be invited in for a formal interview with a view to prosecution.

Recommend:

- Ensure all staff are aware of the licensed hours of the premises and that they are stuck to at all times

Litter

Things to consider:

- Do you have enough litter bins / cigarette bins?

Recommend:

- Carry out a litter patrol in the surrounding area every evening / morning
- Issue Stubbies (pouches to put cigarette butts in)

Glasses / bottles being taken off the premises

Things to consider:

- Are staff and customers aware of the restrictions on the licence?
- Are customers monitored effectively?
- Are glasses collected regularly enough?

Recommend:

- Display signage saying no drinks to be taken outside after permitted licensed hours

- Door supervisors to check customers as they leave the premises
- Staff to collect all glasses from outside area regularly

Parking

Things to consider:

- It was mentioned that you employ 30 staff – where do they park? Could they be instructed to park further away to free up more spaces for customers in your car park?
- White lining the car park to make the best use out of the space may be worthwhile.

Recommend:

- Display notices asking customers to park responsibly
- Advise customers of any nearby car parks
- The car park barrier must be fixed - this is currently a breach of the licence. Recommend that the replacement is a proper barrier that can be seen easily by car park users so that it does not get hit again.

Customers urinating in the street

Things to consider:

- A larger staff presence outside at the end of the night might prevent this.

Recommend:

- Bar any customers seen doing this.
- Get door supervisors to mention using the premises toilets before patrons leave

The following conditions attached to your licence are relevant to the issues raised at the meeting. Please ensure that every licence conditions is being complied with at all times.

Condition 6 - Staff shall be present within the car-park 30 minutes before the premises closes on Fridays and Saturdays in order to supervise the exit of vehicles.

Condition 10 - A minimum of two registered door supervisors shall be employed on the ground floor of the premises during live regulated entertainment. The duties of these staff will include the supervision of persons leaving and entering the premises to ensure that this is achieved without causing nuisance to local residents.

Condition 11 - The car-park shall be locked no later than 30 minutes after closing time to prevent members of the public parking in the car park after the premises has closed.

Condition 12 - The beer garden shall be closed at 23:00. An external area shall be designated for the use of smokers from 23:00 until closing time. There shall be no more than 10 persons using the designated area at any time. The designated area shall be adequately supervised to control the number and behaviour of patrons so as to not cause noise nuisance. Notices shall be displayed in the area requiring patrons to respect the needs of local residents and to use the area quietly. No alcoholic

drinks or glass containers shall be permitted to be taken into the designated smoking area during this time.

Condition 13 - Litter bins and wall mounted ashtrays shall be provided outside the premises.

Condition 18 - The management at approximately hourly intervals shall make subjective assessments of noise levels at the perimeter of the premises whilst regulated entertainment is provided, to ensure that noise from the premises does not cause disturbance to local residents. Records shall be kept of the times, dates and any issues discovered. These records shall be kept for 28 days. Staff shall be trained in the action to take if they believe the premises may be causing a disturbance to local residents. Records must be made available upon request by an authorised officer of the Council.

Condition 20 - Signs shall be conspicuously displayed at all exits to the premises and the car park requesting patrons to consider local residents and leave the premises and the area quietly.

Condition 21 - Staff shall actively discourage patrons from congregating around the outside of the premises, except in the designated smoking area, after 23:00.

Condition 22 - At least one member of staff shall patrol outside the premises, including the car park, for 30 minutes after closing time to ensure customers leave the premises in an orderly manner without causing disturbance to local residents.

Condition 26 - There shall be no admission or re-admission (except from the garden) after 23:00.



No. 6
Wainchmore Villas
(audible here on 4/6/10)

230 Wainchmore Tull Road (audible here 4/6/10)
236 Wainchmore Tull Road (audible here 29/5/10)

Willow

Google maps
UK

Address 230 Winchmore Hill Rd

Address is approximate



↑ 6 Winchmore Villas.

Google maps
UK

Address **230 Winchmore Hill Rd**
Address is approximate



Google maps
UK

Address **236 Winchmore Hill Rd**
Address is approximate



TRADING STANDARDS REPRESENTATION

ADDITIONAL INFORMATION

Name and address of premises: Willow Public House
235 Winchmore Hill Road
London
N21 1QA

Worksheet number: WK/210029492 / WK/210029466

Type of Application: Review (Trading Standards)

Complaints received and observations carried out since the review was submitted:

17.06.10 – Complaint received in relation to rowdy behaviour by drunken females outside the premises, shouting, screaming and swearing on **Friday 11th June 2010**. Female also seen falling out of a car. People noise also audible on **Saturday 12th June 2010**.

17.06.10 – (Thursday) Licensing Enforcement Officers visited the premises at 22:30. On arrival there was no music audible and there was no noise or ASB outside. The TV in the garden was not on. The Officers entered the premises and carried out a full compliance inspection. The issues of non compliance were:

Condition 7 – Officers were unable to check whether or not the CCTV was recording as the DPS did not know how to operate the system.

Condition 8 – The toilet check record sheets were not signed but allegedly checks were being carried out. Some were signed during the inspection.

Condition 9 – It was not possible to lock the car park as the chain was broken.

Condition 17 – Two drugs posters were missing.

Condition 26 - No "booking form" was available to show that all performers were aware of the premises licence conditions and that they must use the sound limiter.

PACE Interview Letters and Reviews applications delivered to premises.

Officer also noted that a piano is permanently located in the conservatory area. If facilities for making music is removed from the licence this will need to be removed from the premises. Inspection report with advice completed and signed by DPS Simis Kouttis. Officers left the premises at 23:50.

18.06.10 – Complaint received about people noise since the World Cup started – in particular noise from customers who appeared to be drunk on **Wednesday 16th June 2010**.

18.06.10 – (Friday) Out of Hours Noise Officers carried out observations of the premises at 23:02. Doors and windows closed, one door supervisor at front entrance. No music or people noise audible from observations point – Houndsden Road. Walked past premises along Church Hill & Winchmore Hill Road - no noise audible. Six people in smoking area at rear talking quietly, rear doors & windows closed. Left at 23:15

20.06.10 – (Sunday) Out of Hours Noise Officers carried out observations of the premises at 23:20 - no music audible from outside, no-one outside, only a few people

Property Index number: «UKEY»

inside, lights off upstairs (restaurant), no windows/doors open. No ASB, no noise from cars revving or horns beeping, 3 cars in car park and no-one in the garden area.

24.06.10 – (Thursday) 22:40 – Out of Hours Noise Officers parked by car park on Winchmore Hill Road no noise audible

25.06.10 - (Friday) Licensing Enforcement Officers visited the premises at 20:30 to check the outstanding licence conditions. Outstanding conditions:
Condition 26 – Music "booking form" was available but there was no mention in it that they have been briefed on using the noise limiter. An Inspection report with advice was completed and signed by the DPS Simis Kouttis.

01.07.10 – (Thursday) Telephone call from a different resident to discuss review. They claim to be regularly disturbed by noise from those outside the premises.

01.07.10 - (Thursday) Licensing Enforcement Officers carried out observations of the premises at 23:00. Last few customers were seen leaving. Not noisy. 23:05 One car leaving carpark tooted horn at another passing car. 23:10 - left as all quiet, premises virtually empty, staff appear to be cleaning up.

03.07.10 – (Saturday) 00:42 - premises open but patrons leaving, no music audible, no evidence of people or music outside, no windows open or doors open. Signs being moved inside.

08.07.10 – (Thursday) Out of Hours Noise Officers visited at 23:20. No noise outside. Few people approx 4 in rear garden. 1 person outside front door smoking. Very few people inside. No doors or windows open. No Anti Social Behaviour. Front doors locked at 23:27.

10.07.10 – (Saturday) 01:07 Licensing Enforcement Officers (CPX, AA) visited premises. No people outside. No people sitting on walls in Houndsden Road. Car park chained up.

11.07.10 – (Sunday) 01:10 Out of Hours Noise Officers visited – all quiet, premises empty.

16.07.10 – (Friday) 23:35 - Licensing Enforcement Officers (EVG, EH) visited premises. Parked in Eversley Road opposite Ashhenden flats. No music audible, a lot of cars manoeuvring on this road, busy. Raining so people not loitering. Moved car closer and parked opposite car park entrance on Winchmore Hill Rd. Two males got out of silver car and went in back entrance, but were shortly seen returning to their vehicle and left. At 23:52, two females seen walking into back entrance with another male. At 00:02, a male pulled into car park, parked and entered rear entrance. **(Breach of Condition 30 no entrance after 23:00)**. No music audible from this location. People noise/laughter sometimes audible when traffic noise stops. At 23:58, 12 persons seen in beer garden **(Breach of Condition 20 - no more than 10 smokers in beer garden after 23:00)**. Drove past premises at 00:08, no sign of people being served at bar. **Other possible condition breached: Condition 6 - no staff seen present in car park.**

17.07.10 – (Saturday) Out of Hours Noise Officers visited at 23:50 - 8 patrons seen outside the front door smoking. No music audible from location all windows and doors are closed. Door supervisor on the front door seen looking around front at 23:58 and the back door. Mr P. Kouttis came over and spoke to Officers and asked if there were

any problems, he was advised that there had been no complainants yet this evening. Officers left at 24:00

22.07.10 – (Thursday) - Out of Hours Noise Officers visited at 22:17. No regulated entertainment evident and no noise could be heard when Officer walked around the outside of the premises. Left at 22:23.

23.07.10 – (Friday) Telephone call received from a different residents stating that once Willow has closed they experience regular problems with girls standing outside their house laughing and talking. This noise wakes them up, often between 00:30 - 00:45. They have also seen customers urinating outside.

23.07.10 – (Friday) – Telephone message from a different resident wanting to discuss review. Voice mail left, awaiting return call.

23.07.10 – (Friday) Out of Hours Noise Officers carried out observations of the premises at 22:25, no music heard from premises, few patrons seen standing / talking outside entrance and carpark full. No cause for concern at this time. Left at 22:40.

23.07.10 - (Friday) Licensing Enforcement Officers (EH, CLB) visited premises at 23:50 - Mr P. Kouttis was seen doing observations on the corner of the roundabout near flats opposite premises on arrival. No doors or windows open, music was not an issue tonight. Women could be heard laughing - from carpark/rear garden.

26.07.10 – Complaint received about issues on **23.07.10** - music from the Willow could be heard from in the complainant home. Also alleged that there was noise disturbance caused by people standing outside the Willow - a number of groups, some sitting on the boundary walls (not in the beer garden at the rear of the property), people smoking at the front of the premises (this is not the designated smoking area). Complainant claims to have seen 3 separate people who were outside, go back into the Willow through the front door after 23:00. The complainant reported the music to the Willow by phone at 23:45 and said the music was too loud. They also claim to have asked if they could get the people outside to be quieter and not to scream and shout. **28.07.10** – Officer phoned complainant who said the problem was dealt with as soon as they phoned the premises which explains why there were no issues when out officers carried out observations 5 minutes later.

01.08.10 – Local resident called the Out of Hours Noise Team, complaining of people noise on the street outside The Willow. Officers carried out observations of the premises at 00:45. All was quiet. Staff were seen bringing in menu boards from outside the premises. No customers were seen inside the premises or outside making noise, only two women seen sitting at the bus stop waiting for a cab to pick them up.

05.08.10 – Local resident called to discuss review. Stated they have been experiencing regular problems with the premises - mainly Friday and Saturday nights - screaming, shouting, until 1am sometimes 2am. They can also hear the music earlier in the evening and this sometimes prevents the 2 young children from sleeping - can hear singing and use of a microphone. There are also lots of parking issues and bottles left outside and broken glass.

16.08.10 – The Environmental Crime Team received a complaint in relation to loud noise from a new extractor fan. *As background information the Environmental Crime Team have been dealing with issues relating to strong cooking smells coming from the extraction flue since June 2009 and a retrospective planning application for the extractor flue was submitted in October 2009. This was refused due to the nuisance it caused local residents. A further*

Property Index number: «UKEY»

application was submitted in April 2010 and this was also refused on nuisance grounds. These issues are still not resolved. Although this problem mainly occurs during the day and is therefore not a direct result of a licensable activity the length of time it is taking the premises to address this issue could be seen as indicative of the general management style of the premises and the various ways the premises affects local residents.

20.08.10 - Licensing Enforcement Officers (EH, CXP) carried out observations at 00:15. As they arrived in rear carpark a couple turned up on a bike and were told last orders had gone. There was no music audible, no people noise from garden or pub. Windows and doors were closed. No one was smoking in the rear garden. No Anti Social Behaviour witnessed. 00:22 Drove past and could see the premises was empty inside and staff were cleaning up. Only staff inside.

Officer: Charlotte Palmer

Email: charlotte.palmer@enfield.gov.uk

Signature:



Date: 25.08.10

Duly Authorised: Ellie Green, Principal Trading Standards Officer – Licensing Enforcement

Signed:



Date: 25/08/2010

(1.) V. Stanton V.A. STANTON.

Sup 1

7 Ashwood Lodge
 Houndsden Road
 Winchmore Hill
 London N21 1ND
 0208-882-7973

05 JUL 2010

ENVIRONMENT STREET
 SCENE & PARK

1/7/2010

Charlotte Palmer
 London Borough of Enfield,
 Civic Centre,
 Silver Street Enfield EN1 3XY

Dear M/s. Palmer,
 Re: Willow - 235 Winchmore Hill Rd.
 London N21 1PA.

In regard to your letter of 21/6/20
 times and changes that have
 been suggested by the Licence
 Review, we find acceptable.
 We hope this will be carried
 out to the latter.

In previous letters dated
 2008, we could foresee these
 problems that would arise,
 unfortunately these problems
 have come about.
 After speaking with you, take
 care:-

(2) V. A. STANTON / V. A. Stanton

7 Ashwood Lodge
1 Houndsden Road
Winchmore Hill
London N21 1ND

1/7/2010

0208-882-7973

any Friday and Saturday night,
there is this constant trouble
SHOUTING / SCREAMING / SWEARING
CAR DOORS BANGING and
sometimes urinating in our car-
park area.

We are now unable to have
our grandchildren over at week-
ends (which was our pleasure)
due to the noise and vul-
gar language from people who have
the 'Willow'.

At a previous Council meeting,
P & S Koullis mentioned that
they had adequate parking
facility, that main parking
area is: Eversley Park Road

cont: 3

(3) V.A STANTON

V. A Stanton.

7 Ashwood Lodge
1 Houndsden Road
Winchmore Hill
London N21 1ND

1/7/2010

0208-882-7973

Houndsden Road / Churchill and
in the immediate area.

Regarding cooking smells which
are quite odious that waft into
our flat during the day.

After reading this letter, we hope
action will be taken, as this
has continued far too long, bearing
in mind that this is a residential
area (who are law abiding rate
payers).

Thank you for your assistance
in this matter.

Yours Sincerely

(Mrs) K. Stanton

SEP 2

36 Stone Hall Road

Winchmore Hill

London N21 1LP

020 8245 7917

bdwrichards@blueyonder.co.uk

30th June 2010

Ms Charlotte Palmer
Environmental Protection and Regulation
PO Box 57
Civic Centre
Silver Street
Enfield
Middlesex EN1 3XH



Dear Ms Palmer

**Willow Public House, 236 Winchmore Hill Road, London N21 1QA
Licence Review**

I am writing in answer to your letter of 21 June.

We are fortunate in that where we live we have not so far been disturbed by noise or traffic from The Willow. However we are very aware when driving past the premises, of the hazards caused by parked vehicles in the surrounding roads and on the pavements in particular in Eversley Park Road. This is especially true at weekends, on Friday and Saturday evenings.

There are also large gatherings of noisy people on the outside pavements, presumably there for the purpose of smoking.

This plus the overall noise level late at night must be extremely intrusive for the residents of the neighbouring houses and flats.

We would like to offer our support to the various objections which have clearly been raised over the way in which the current licence is being operated.

Yours sincerely

Barney and Pauline Richards

SUP 3

19 Chesterfield Lodge
9 Church Hill
London
N21 1LW

Phone: 0208 920 9637

1st July 2010

Charlotte Palmer
Environmental protection and regulation
PO Box 57
Civic Centre
Silver Street
Enfield EN1 3XH



Dear Charlotte

Re: Willow Public House - Winchmore Hill Road

I along with many other residents in the area were delighted to be informed that the licensing enforcement officer is applying to revoke the license of the aforementioned public house.

The sub-committee should understand that this is an almost totally residential area with no other retail premises within approximately a mile in any direction of the Willow Public House. Most of the residents in the houses and flats around purchased properties at considerable expense particularly so they could live and experience the quiet enjoyment of the area. The original public house was a small village type establishment.

The late night music entertainment and parties that are being held at the Willow Public House totally negate the above. Inconsiderate customers leaving the late night parties, shouting at each other and honking their car horns as they leave the area, cause considerable disturbance. Traffic parked on both sides of the highway, particularly on the bend of the road, make driving home passed the Willow a hazard. Local residents have to suffer this regularly and they therefore look to Enfield Council and the councils licensing sub-committee to restore peace and safety to the area once more.

Yours sincerely

Stanley Simmons

SUP4



ASHWOOD LODGE MANAGEMENT CO.LTD.
9 ASHWOOD LODGE
1 HOUNSDEN ROAD
LONDON N21 1ND

Head of Trading Standards & Licensing
PO Box 57 Civic Centre
Silver Street Enfield
EN1 3XH

July 10th 2010

Your Ref:WK/210029466

Dear Ms. Palmer

Re: Willow Public House - Licence Review

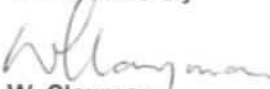
I refer to your letter dated 21st June 2010 and in reply would confirm the support of the undermentioned residents of Ashwood Lodge in your application for a review of the licence, as outlined in your letter.

I believe it is not necessary to reiterate the problems we have experienced as a result of the original licence granted by the Licensing Committee in their "wisdom", as you have details on file of the many complaints made to the Council.

I have however enclosed a copy of my letter to Ms F.Lang dated September 19th 2007 warning of the problems we anticipated and which sadly have 'come to pass'. Hopefully your application will be successful.

No doubt you will advise the date and time of the hearing.

Yours sincerely


W. Clayman
Chairman

A.Brinton S. Helman B.Baxter T. Riley A.Levy K.Stanton V.Stanton F. Clayman.
K.Ali