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London N21 1ND

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Head of Trading Standard & Licensing
P.O. Box 57
Civic Centre
Silver Street
Enfield
EN1 3XH

11th July 2010

Dear Sirs

Willow Public House, 235 Winchmore Hill Road, London N21 1QA
Licence Review – LN/200800171

I refer to the above application by Enfield Trading Standards that seeks to review and amend the premises licence for the Willow Public House. I am writing to support the proposed amendments made by Trading Standards.

I am a local resident and my property is situated less than 50 metres away from the Willow Public House. My living room and second bedroom look directly over the front area of the Public House. The nuisance and annoyance to residence is always at its worst on Friday and Saturday nights when the commercial activities currently extend beyond mid-night.

Every weekend between 11.30 p.m. and up to 2 a.m. clients from the Willow Public House gather outside on the forecourt (within the cartilage of the Public House) and then spill over onto the public highway. There is significant noise nuisance caused during this period sufficient that it is impossible to sleep. My property does have the benefit of double glazing but this is inadequate to keep the noise out of my dwelling.

On at least two recent occasions namely, the 8th and 22nd May 2010 both at approximately 12 midnight I witnessed fights between individuals leaving the Public House which result in public disorder. Both incidents started whilst on the premises of the Public House and then continued onto the highway. There have been a number of other altercations taking place between customers leaving the premises in the early hours as late as 1.30 a.m. resulting in minor public disorder.

The parking of customer vehicles on highways around the Public House combined with the late night activities contribute significantly to the noise nuisance and disturbance to the area. Customers again regularly return to their vehicle anytime up to 2 a.m. before leaving the area.

There have been a number of occasions when the musical activities from within the Public House can be heard clearly within my property. It is not unusual for the Public House to open its windows on hot evenings thereby negating the sound insulation offered by its own double glazing.

In conclusion I fully support the Trading Standards application the terms of which are both balanced and measured. The application meets the needs of local residence whilst not damaging the commercial activity of the Willow Public House. The amendments are necessary to control the existing public nuisance experienced by residence and improve the amenity of the area.

Yours faithfully

Mr T Riley

SOP 6



Hannah Sullivan
<hsullivan28@yahoo.com>
14/07/2010 16:39

To licensing@enfield.gov.uk
cc
bcc
Subject Willow Public House, 235 Winchmore Hill Road, London,
N21 1QA Licence Review (Ref: WK/210029466)

To whom it may concern,

As a local resident, I am writing in support of the application to review the premises licence for the Willow Public House. Since the Willow opened, we have become more and more concerned by the amount of noise and rubbish (broken glasses for example) generated in particular on a Friday and Saturday night from people leaving the pub after 11pm. As the parents of a young child, whose sleep has been disturbed by the noise, we are also concerned by the number of cars which end up parked all along the road in the evening due to people parking to visit the Willow and the limited on-site car parking. In our opinion, it is not appropriate for a venue to have extended opening hours more suited to a town centre nightclub, in a residential area such as Winchmore Hill Road, and we are concerned by the impact the Willow's opening hours and clientele will have on the value of our property in the local area.

We would urge the Council's Licensing Sub-Committee to seriously consider changing the terms of the premises licence as per the proposal.

Yours sincerely,

Hannah and Sam Sullivan

229 Winchmore Hill Road.



SUP 7
8
SUP 8

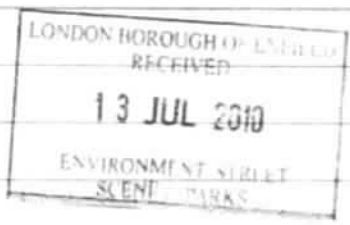
Your ref: WK/210029466

George Angelis,
252, Windymore Hill Rd,
London, N.21 1QR

Thomas Christosomou
254, Windymore Hill Rd,
London, N.21 1QR

Monday, 12th July 2010

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



Dear Ms Palmer

Re: Willow Public House, 235 Windymore Hill Rd
London, N21 1QA - Licence Review

We write with regards to the above public house,
in order to raise the following concerns:

- (1) The noise nuisance created by both the late night playing of loud music and the extension of the liquor licence;
- (2) The loitering around of patrons, after the closure of the pub; causing a noise nuisance and occasionally observed to be urinating in our front gardens;

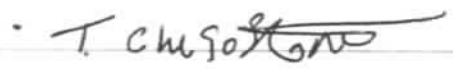
(3) With regards to 252 Windemore Hill Road, the numerous occasions whereby the driveway has been either obstructed or blocked by the patrons;

(4) The occasional playing of loud music in the beer garden, on a Sunday afternoon.

We would be grateful if you could look into our above concerns, with a view to reducing the pub's licensing hours, both in respect of the playing of music and the serving of alcohol.

Kind regards


GEORGE ANGELIS


THOMAS CHRISOSTOMO U

SUP 10



"Geraldine Brockway"
<lw242@blueyonder.co.uk>

14/07/2010 00:01

To <licensing@enfield.gov.uk>

cc

bcc

Subject Willow public house letter of objection to license

To the
Head of Trading Standards

We understand that you are currently seeking a review of the license for the above premises and we would like to add our names to the letters of complaint .

We live at 242 Winchmore Hill Road approx 50 yards from the premises .

I must say there has been an improvement in the quality of client that the establishment now serves ,less hooliganism however they are still excessively noisy .

Most issues arise at the weekends with loud music clearly audible in my home well after 11pm which is unreasonable .We frequently have to keep the windows closed at night to try to reduce the noise levels which is uncomfortable especially in the recent heat though it made little difference to the noise . There is noise caused by the public smoking area or outside drinking area which goes on long into the night after the premises have closed and the number of people which for some reason gather at the front entrance and onto the roundabout.

There is a further nuisance from the drivers that leave the Willow car park or the main road and race up and down causing real concern long into the night .This is one of the most frightening aspects of the problems caused by Willow and its clientele.

Whilst there has been an improvement in the loutish behaviour ,this is a residential area and as such the residents should be able to live in their homes hassle free however Willow does not seem to respect its neighbours ,and makes little effort to manage the noise of it creates or the noise its clients make .

Unfortunately I do not have any specific dates in mind these issues are frequent , though there have been a number of occasions when the noise has been worse but I did not write down the dates .

Should you need any further information please let me know ,but do take this as my formal agreement into the proposed reduction in opening times and the condition of the license to prevent Live Music at Willow

Yours sincerely

Geraldine Brockway and Lesley Worsfold
242 Winchmore Hill Road .N21 1QR



Sup 11



areti woods
<areti.woods@yahoo.co.uk
>
14/07/2010 19:26

To licensing@enfield.gov.uk
cc areti.woods@yahoo.co.uk
bcc
Subject Re: The Willow ref LN/200800171

Dear Sirs

Re: The Willow Licence Review ref LN/200800171

Please find attached a letter from my husband and me, in support of the licence review initiated by Trading Standards.

I can provide a hard copy of the photos (the v2 file attached) if there is a problem reading the file due to size.

I would be grateful if you could confirm receipt of this email.

Many thanks

Mrs Areti Woods



LBE Willow license review July 2010.doc LBE Willow licence review July 2010 v2.doc



**1 Church Hill
Winchmore Hill
London
N21 1LS**

13th July 2010

Head of Trading Standards & Licensing
London Borough of Enfield
P O Box 57
Civic Centre
Silver Street
Enfield, EN1 3XH

Dear Sirs,

Re: The Willow, 235 Winchmore Hill Road, London N21 1QA.

Your Ref: WK/210029466; LN/200800171

I write regarding the forthcoming licence review. We would welcome the proposed amendments to live music and opening/licensing hours set out in the letter of 21st June, as a minimum measure.

During its busy periods, primarily Friday and Saturday nights, The Willow continues to cause unacceptable levels of disturbance to us and to our three children. We experience the following with shocking regularity:

Noise and disturbance from customers (and drivers)

Customers from The Willow are particularly loud and bothersome. Those who are waiting to be admitted do not always do so quietly. They cause most nuisance though when leaving - there is a tendency to congregate around the entrance and also remain in groups along neighbouring roads, smoking, laughing, shouting and often using foul language well past 12:00-12:30 and often past 1:00am. These customers show no respect for local residents or consideration for the intrusion they present; the little effort made to curb this disturbance by The Willow, does not deal with the problem.

Customers consistently remain outside the doors and in the local vicinity laughing very loudly, shrieking and shouting for quite some time before eventually getting into cars and driving off with horns blowing, music blaring and tyres screeching. Some of them are clearly inebriated. Last night I again observed this behaviour exactly. The doorman stood ignoring the various groups of people only a few feet away from him on the paved entrance area, (some smoking in this area which is **not** designated as the smoking area and has no ash trays for this reason). In my opinion, there is very little preventing the doorman from asking customers to wait a little more quietly or indeed to make their way home. The doorman often bade the customers goodbye, sometimes shaking their hands as they emerged from the front doors. Why could he not politely ask them to be quieter at the same time? When I put this suggestion to Mr Kouttis he had said it would be too much for the doorman to think about and not possible.

While I watched, a mini cab parked on the roundabout outside The Willow and waited there for his passengers, causing a traffic obstruction. Other vehicles, including a bus, had to manoeuvre around this car. I was amazed as I observed a car stop at the junction of the roundabout/Houndsden Road and, with the engine running, the driver got out leaving the door open and began a conversation with some friends who gathered by the car in the middle of the road. Then the passenger did the same and others were getting in the car. This does not seem appropriate behaviour for a junction. All this within view and easy access of the doorman who makes no attempt to ask mini cabs or drivers to park elsewhere or to be more considerate of local residents. I regularly see this sort dangerous

parking outside The Willow and it has been raised as a concern to Mr Kouttis. Perhaps one or two of the parking bays in the car park could be kept free and designated as cab/waiting bays so that cars have a specific area in which to wait, rather than causing traffic hazards in public places; this might reduce the level of horn-blowing as well. It is clear that parking provision for The Willow's customers is inadequate, there are approximately 14 spaces in all so that customers park all along the residential roads. There have been instances where customers have parked across my driveway. This occurred last Sunday afternoon during the England football match, which meant that my father was not able to park close to my home, causing my disabled mother some discomfort. I did report this to staff at The Willow but the car was not moved.

At each of meetings we have attended with Mr Kouttis, he has stated that he is not responsible for the behaviour of his customers once they have left the premises or at any time except when in the premises. To some extent this is correct. Mr Kouttis has stated that he has notices asking customers to respect his neighbours. Clearly these are ineffective as the customers continue to make excessive amounts of noise and disturbance. I have seen little evidence of Mr Kouttis or any member of staff venturing beyond the front entrance to proactively reduce the noise levels outside, during the evening, at closing time onwards, or to disperse the customers from the area, which I believe is a condition on his licence.

I have on occasion witnessed people approaching from outside (ie, not coming from the rear garden) after 23:00 and then entering The Willow - which is a further breach of the conditions on the licence, I believe. On one occasion it was Mr P Kouttis who ushered the customers in (I reported this incident to the LA via the online form on 21/11/2009).

Our daughter has told me on numerous occasions that she has heard people outside swearing; she has been able to quote specific phrases such as "F***" and others which she says she thinks are worse! She has found this upsetting, because it is not language she is used to hearing and also because the noise wakes her. We don't leave my sons' bedroom window open either, again because they have complained about the noise keeping them awake. Even then they have complained about the live music being too loud for them to go to sleep (actually audible through their closed windows) and also the noise from the customers waking them. My children are 10, 7 and 5 years old. I don't think it is reasonable or fair that my children's sleep is disturbed at such a late hour on such a regular basis. Furthermore, in this hot weather, the impact of keeping their window closed is that they find sleeping in a hot room with no ventilation difficult and uncomfortable. This makes them tired and irritable.

I find it highly unacceptable that my children should experience this sort of inappropriate language and behaviour. We have chosen to live in Winchmore Hill because of the quality of life this area presents and the social standards of the community. Whilst I am not wrapping them in cotton wool, I am unhappy that they are exposed to this sort of behaviour unnecessarily.

There have been many instances where we have closed our windows in an effort to block out the noise from The Willow's customers. I am often kept awake or woken by the noise these people are making.

Music

We usually hear live music over the noise of the TV in our home, in particular the base beat of the music can be heard and felt. Often the vocals/melody can be heard as well.

Recorded music also causes disturbances. Mr Kouttis has said is due to the rear doors being opened. I understand that these are fire doors and should be kept closed at all times for H&S reasons. I have already stated that music disturbs my children's sleep.

The volume of the music inside The Willow is extremely loud. It is much higher than normally found in a pub or a 'fine dining restaurant' with pub. The music volume and atmosphere resembles that of a night club. I believe that the music creates the build-up to the disturbances outside that occur later on. When inside, the music is so loud it is not possible to conduct a conversation at normal speaking volume, one needs to shout to be

heard. When customers come outside, they continue to be in a 'club mode' and cause noise disturbance rather than dispersing quietly. I would welcome removal of the live music licence but would also like to see a restriction on the volume inside The Willow, not because it may be audible in itself outside, but because of the issues it gives rise to.

Littering the local community

The number of cigarette ends outside my home is a cause for concern as are the empty cigarette packets. We regularly clear these away. If The Willow's customers left more promptly, instead of hanging around these residential streets, there would be less litter. I have found 3 glasses from The Willow outside my property or on my front wall.

Live football

The World Cup has brought a new set of concerns. When Mr Kouttis' licence for extended hours was granted, he made a verbal commitment to the Licensing Committee and to the local residents that he would NOT have large screen TVs in The Willow or screen football matches as he was seeking to move away from football fans as customers towards attracting a 'higher calibre of clientele'. His aim was 'to create a fine dining restaurant'. Mr Kouttis has gone back on his commitment and is now screening football matches on large screen TVs, inside and outside. There are large banners advertising the football and St George's flags hanging around the outside of the premises. None of these are indicative of a 'fine dining restaurant' in my view. On 16th June 2010 at 10:30pm the noise from a number of football fans (wearing football shirts) hanging around the entrance of The Willow continued for so long that I felt I needed to report it to the LA. I am aware that some of my neighbours asked staff at The Willow to disperse these customers due to noise disturbance, which they did once the complaints were made. It begs the question why we need to complain before action is taken? Where is the proactivity?

I cannot help but wonder what will happen once the football league matches resume in the autumn. Now that the screens are in place, will they be screening all the matches as they did previously? Surely this is inviting exactly the same sort of customer and problem that existed previously and a return to the violence we saw on a very regular basis? There was a fight that resulted in the police being called to The Willow only a few weeks ago. On this occasion it took 4-5 staff to break up the fight between a small number of customers. With the best will in the world, these efforts, although commendable, would not be in any way sufficient to contain the level of violence and hooliganism we experienced previously, where there were pitch battles outside and in the streets. Furthermore, the doorman is only employed on Friday and Saturday nights; football matches take place during afternoons and early evenings. There was a further incident a week or two later. Standards appear to be slipping already. Wouldn't it be better to put in place the appropriate measures to prevent this situation from arising rather than allowing it to happen and then having to deal with it - a much harder proposition. Given the previous history of this establishment and its reputation as a place for violence, especially during and after football matches, we would request that a total ban on the screening of football matches anywhere on the premises should be included as an additional condition of the licence. We really do not wish to return to the days of damage to personal property, broken glass on the roads and pavements outside our homes and violent behaviour requiring regular police action.

Cooking smells

I would also like to add that we continue to be bothered by cooking smells emanating from The Willow, in particular at lunchtimes and evenings. The worst offending smells are those of frying meats and of garlic. I understand that a new planning application is in place to replace the inefficient flue currently in situ. The current flue does little to improve the appearance of The Willow and we hope that the replacement presents an improvement in terms of form and function. However, as I have previously stated to Mr Kouttis and also to the LA, we have noticed that The Willow's kitchen window is frequently wide open - isn't this exacerbating the problem? We do not enjoy having these smells in the area or in our home nor do we wish to have the grease particulate and vapours that are carried with the kitchen waste staining our walls and furniture. We should not need to keep windows closed to keep the polluted air out, especially in summer. The open window is facilitating

this continuing pollution. We would like to see a restriction on the kitchen window being opened if possible or an appropriate measure put in place to deal with this issue.

As I have said to Mr Kouttis and to the LA, we would welcome a successful restaurant that complements the area. I have attended two meetings with Mr Kouttis and local residents, where residents were able to raise their concerns to Mr Kouttis and his parents and for a discussion to take place. Residents put forward possible suggestions for reducing the disturbance, such as staff taking a proactive role in dealing with noise disturbances by walking around the vicinity at closing time. These meetings were both many months ago, our suggestions do not seem to have been taken up and there has been no communication from The Willow since then. I feel he is simply paying lip service to the residents' concerns. I have telephoned to The Willow requesting that customers be moved away from the front entrance, be quietened outside, the doors be investigated and closed, notifying them that the music is too loud etc. I would prefer to raise awareness of our concerns directly with Mr Kouttis or his manager and resolve them in this way. However, I would also add that these calls very rarely make much difference to the volume thereafter and the disturbances continue to occur. I have, on several occasions, contacted the After Hours Noise team at the LA when I have felt particularly exasperated.

Whatever measures Mr Kouttis has taken are simply not effective. In reality there have been no improvements to the issues raised with him well over a year ago and on an ongoing basis. It would appear that the only way to improve the situation is to reduce the licensing and opening hours and to remove the facility for live music.

We do understand that there will be some noise when The Willow turns its customers out at closing time. However by reducing the licensing hours the noise will occur at much more reasonable time, for a wholly residential area. It will also mean the customers will have consumed an hour's less alcohol, which will have a positive impact on the level of noise they make and their drunken behaviour. Given the current culture of binge drinking these amendments can only be a good thing, in our opinion.

The photos enclosed with this letter represent only a few minutes on a single night. If we were to record every incident that transgressed the conditions of the licence or caused us nuisance it would run into reams of paper!

I apologise for the length of this letter but it is indicative of the level of disruption caused. I feel very strongly that these issues we encounter with alarming regularity need to be properly addressed and necessary measures taken to resolve them. We would be grateful if you could keep us informed of developments. Please feel free to contact us should you require any further information or if we can be of any further assistance in this matter.

Yours faithfully

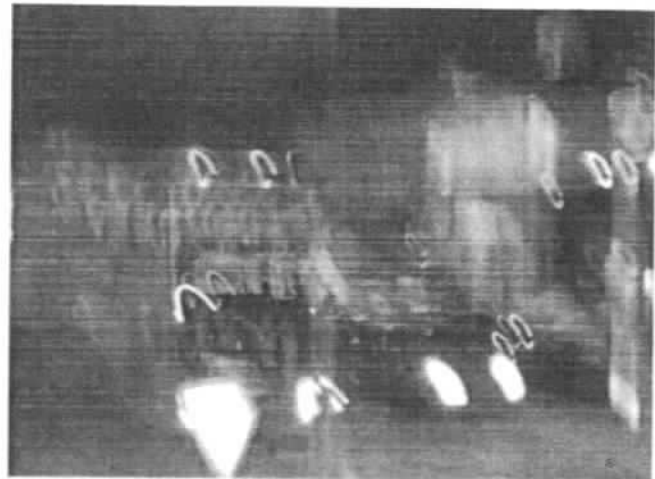
Mrs Areti Woods

Mr Christopher Woods

Enc. Photographs from 2nd July 2010.

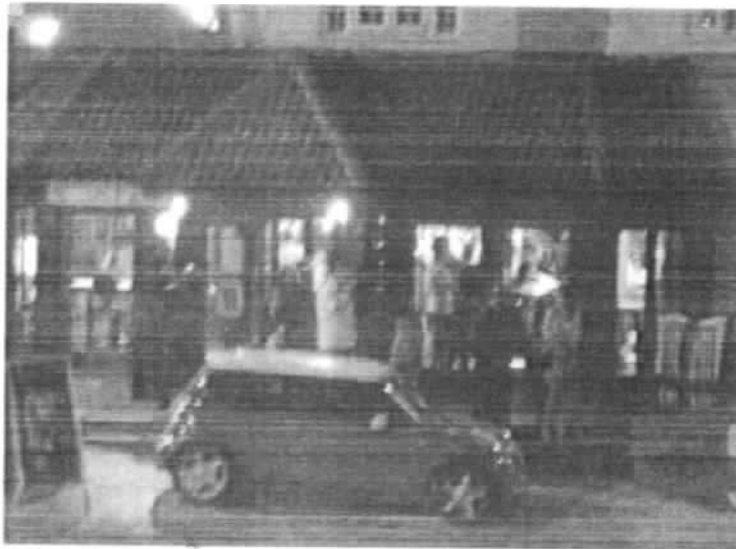
cc. Charlotte Palmer, Licensing Enforcement Officer, LBE
Cllr Martin Prescott, Cllr Elaine Hayward, Cllr Ertan Hurer: Winchmore Hill Ward
Cllr Edward Smith, Cllr Daniel Pearce, Cllr Robert Hayward: Southgate Ward
David Burrowes, MP

Photographs taken from 1 Church Hill, London N21 1LS on the night of 2nd July '10.

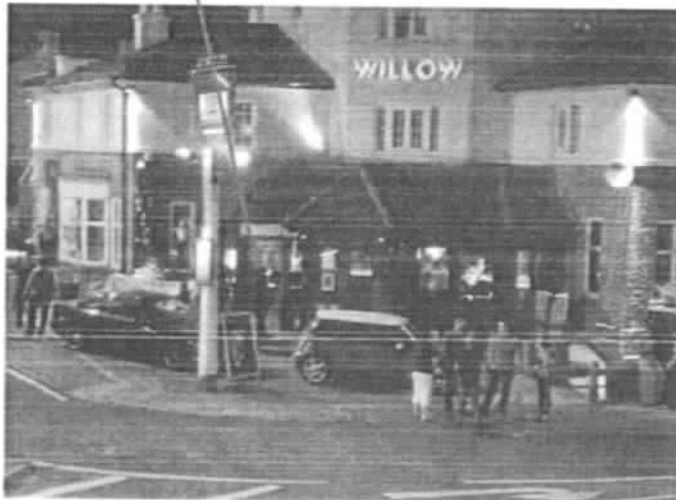


Bus obstructed by car parked on the roundabout outside The Willow

Customers sitting on wall outside The Willow; dangerous parking by cars/cabs.



The Willow Doorman; customers congregating and smoking outside, sitting on walls



At the junction of Houndsden Road & the mini roundabout directly outside The Willow



Marios Georgiades
<marios.georgiades@gmail.com>

15/07/2010 16:37

To: licensing@enfield.gov.uk

cc:

bcc:

Subject: Willow Public House (LN/200800171)

Sup 12

Marios Georgiades

250 Winchmore Hill Road

London N21 1QR

15 July 2010

Head of Trading Standards & Licensing

PO Box 57

Civic Centre

Silver Street

Enfield EN1 3XH

By email only: licensing@enfield.gov.uk

Dear Sirs

Willow Public House, 235 Winchmore Hill Road London N21 1QA – Licence Review

I understand that Enfield Trading Standards is currently looking to review the premises licence for the above mentioned public house. As a local person who is resident within the vicinity of the public house I wish to hereby express my full support for Trading Standard's initiative to review Willow's licence. I fully endorse its proposals to strengthen the conditions attached to the licence and to reduce the licensed hours of the public house.

Every Friday or Saturday night in the last few months customers leaving the pub toot their car horns without fail, often repeatedly. This occurs around the time when the pub is closing at approximately 12-12:30am. The revellers seemingly have no consideration for the residents who are trying to sleep. An increasing number also "rev" their car engines and speed off in a great hurry. The car horns cause a great nuisance while the speeding is also extremely loud, not to mention reckless and dangerous. It makes sleeping very difficult and it is something that we have complained about to the owners but they are seemingly doing very little to address.

Perhaps the most worrying aspect is that whenever we have taken up our issues directly with the owners of the Willow, we have often found that our complaints were largely ignored or dismissed. Whenever we complain about parked cars obscuring our driveway we are told that those cars may not belong to their customers. Whenever we have complained about noisy customers loitering outside the pub, the owners and security for the pub would do little else but to escort away from the premises (often just shooing them further up the road and invariably on to our doorstep). Whenever we complain about the music being too loud and going on too late in the evening we receive a curt and non-substantive response. We feel that the Willow only pays lip service to the concerns of the local residents and is more concerned with attracting more customers and maximising profits rather than abiding by the local planning and environmental laws. I suspect that Willow is breaching the conditions of its licence by remaining open, serving alcohol and playing music beyond its regulated times. If Willow is not willing to abide by the conditions of its licence and is so dismissive of the concerns of its neighbours, I feel that there is no alternative but for the local authority to intervene.

I would stress I have lived at my current address for approximately 15 years and we have not encountered such problems with the pub until the last couple of years when restaurant facilities were added, loud music played and in particular opening hours extended. I believe a lot of these incidences would be avoided in the future if the pub's opening hours were reduced to their previously levels (ie until 11pm).

The activities of the Willow and its patrons are seriously impacting our quality of life. I feel this problem must be even greater for any elderly residents or families with children living in the area. I therefore strongly urge the relevant authorities to review Willow's licence and attach such conditions and reduce the licensing hours as necessary in order to improve the quality of life of the residents.

If I can be of any further assistance please do not hesitate to contact me.

Tzeni Georgiadou <tzenig@gmail.com>
15/07/2010 14:17

To
Charlotte.Palmer@enfield.gov.uk
cc

Subject
Willow Pub-Winchmore Hill Road

Hi

ÿ

I'm writing on behalf of the Georgiades Family (5 residents) at 250 Winchmore Hill Road, N21 1QR, to voice our concerns and support reducing hours and the live music ban on the Willow pub.

Since the Willow opened we have had to endure countless nuisances and anti social behaviour, which has in turn caused us too much stress.

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Every weekend customers of the Willow pub make constant noise leaving the pub, they shout and scream down the roads, they hang around and shout outside our houses, they rev their engines and beep their horns.ÿ All this is happening even after 1 am, when the pub should be closed.ÿ It looks as if it is a town centreÿafter 10 am, with a great amount of people congregating and making loads of noise outside on the street.ÿ We are able to hear the noise throughout our whole house, even the back, disturbing a whole household.ÿ It is impossible for us to sleep until after 1-2 am every weekend.

ÿ

We have seen their customers urinating in our garden and our neighbours gardens. We have on occasion called the pub to inform them of this disturbance, but they do nothing about it and even stop answering their phones.

ÿ

As you can imagine life is quite unbearable at weekends, and on too many occasions during the week, when the owners hold events and their 'live music' on Wednesday's.

Every weekend we are kept awake by this noise and anti social behaviour, it causes us distress.ÿ We work during the week to try and relax on weekends but this pub and it's customers are destroying our peace.ÿ It is completely unfair that in such a residential area (no other businesses in roughly 3/4 mile range) a pub would be allowed to destroy our peace and cause us this much stress.ÿ This pub is also allowed to open longer hours than other pubs that are in non-residential areas- Makes no sense at all.

ÿ

The disturbances aren't just in the evening.ÿ I personally-work a full time job and try to study at the weekends (accountancy exams), but i am unable to because of the constant disturbances this pub causes.ÿ I try to study during the day at weekends, and this semester in particular i have been unable to study peacefully during the day, because of this pub.ÿ On Sunday 30thÿMay the pub had a lady singing and she was heard inside our house as if the television was on loud in the room we were in.ÿ The noise was unbearable and you could

hear word for word what she was saying to the crowd- not only her singing. I think it is completely unfair that the residents around the willow pub are not allowed to live in peace. My exams were on the following Tuesday, i was unable to study that weekend which was a massive disadvantage for me, all because of this pub's irresponsibility's.

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We also have to put up with the pub customers parking outside our houses and covering parts of our driveway, making it impossible for us when we back out of our drive to see on coming traffic and sometimes even leave our driveways.

We have also found the owners of the pub to be disrespectful of the local residents and completely ignore our wishes to help decrease the nuisance. This has gone on far too long.

•

This pub has completely ruined this area. Their customers are constantly breaking the law; urinating in public places, bibbing their horns after 11pm. They constantly make noise and get into fights. The police have even been called out by customers of the pub. On the 4th June there was a fight inside the pub that resulted in their customers hanging around outside our houses past 3am discussing "taking revenge" on other customers of the pub. I did call the pub that night to tell them to move these people from outside our houses, but nothing was done. Instead their customers had called up their other friends to meet them by the pub. This resulted in more people congregating outside our houses and making noise and talking about revenge.

•

We have called out environmental health who agreed that these living conditions are unfair and should not be allowed.

We have even spoken to quite a few neighbours who agree with us, and voice other concerns such as smells and kitchen noise from the pub itself causing them a disturbance.

We are hoping the council can help restore a better living environment of it's residents.

•

Thank you

Soteris, Loukia, Tzeni, Antigone & Marios Georgiades

The address is 35 Stone Hall Rad, Winchmore Hill, N21 1LR

----- Forwarded by Gill Aylott/ENV/LBE on 22/07/2010 14:09 -----

"Steve & Barbara Allera" <bandsallera@tiscali.co.uk>

22/07/2010 13:42

To

<Gill.Aylott@enfield.gov.uk>

cc

Subject

Re: Willow Public House

Dear Ms Aylott

We are happy to have our e-mail included as part of the review. and our home address added if that is helpful.

Best regards

Steve & Barbara Allera

----- Forwarded by Gill Aylott/ENV/LBE on 22/07/2010 11:26 -----

Gill Aylott/ENV/LBE

22/07/2010 11:26

To

bandsallera@tiscali.co.uk

cc

Subject

Willow Public House

Dear Mr & Mrs Allera

I refer to your email dated 13/7/07 regarding your support for the review of the premises licence for the above . As your address was not on the email can you please confirm that you are happy for this email to form part of the report for the review. We have your address from previous correspondence that you have had with Miss Palmer but need to know that you are

happy for us to include this . Please can we have your response as soon as possible so that we can continue with the process.

Thank You

Kind Regards

Gill Aylott
Licensing Officer
Environment & Street Scene Department
London Borough of Enfield
(020 8379 3578
(020 8379 5120
Website: www.enfield.gov.uk
Protect the Environment – Think Before You Print.

"Steve & Barbara Allera" <bandsallera@tiscali.co.uk>
13/07/2010 22:37

To
<charlotte.palmer@enfield.gov.uk>
cc

Subject
Willow Public House (LN/200800171)

Dear Ms Palmer

We would like to register our support for imposing tighter conditions on the above licence, as proposed in your letter of 15 June.

We are particularly concerned at the amount of congestion on roads adjacent to 'The Willow' due to the number of cars parked by its customers. This is most evident at weekend nights, especially in Houndsden Road, and frequently constitutes a road hazard. There is insufficient car parking capacity at The Willow to cater for its clientele, and apparently no room to extend this capacity to any significant extent.

It was made clear when the current licence was given that adherence to the licence conditions would be closely monitored. The fact that despite this warning a considerable amount of nuisance has been associated with The Willow's operations suggests that the licence holders don't take their obligations sufficiently seriously - a situation that clearly needs remedying.

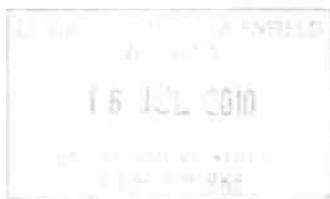
Yours sincerely

S V & B M Allera (Mr & Mrs)

SOP IX

231 Winchmore Hill Road
Winchmore Hill
N21 1QA

13th July 2010



Dear Sir/MS Palmer

WILLOW PUBLIC HOUSE, 235 WINCHMORE HILL ROAD, N21 1QA
LICENCE REVIEW

We note that Enfield Trading Standards is seeking a review of the premises licence for the above public house (LN/200800171). We support the proposal for the removal of live music and facilities for making music from the licence and we also support the strengthening of the conditions attached to the licence and a reduction of licensed hours.

Our experience of living in close proximity to Willow Public House is as follows:

1. Cars are frequently parked, and left until after closing time, partially blocking our driveway. See enclosed photographs. On occasion we have gone to Willow to complain, at other times only one of us is at home with our young children and therefore unable to leave the house. This obstruction is both annoying and potentially dangerous to us when we try to leave the house by car.
2. The noise, particularly at weekends and in the evenings during the warmer summer months is constant and

intrusive. The pleasure of sitting in our own garden is spoiled by the noise coming from Willow. At closing time, which is often after we have gone to bed, we are kept awake by customers leaving Willow on foot or in cars. Occasionally we have been woken very late at night by individuals having loud discussions or arguing in the street outside our house, as they leave the pub. Some car drivers are deliberately noisy, revving their engines excessively when arriving and leaving Willow.

3. Litter is a problem, and particularly cigarette ends which are dropped on our drive and on the pavement outside our house.

We do not feel that the corner of Wickham Hill Road is a suitable location for a public house of the type that Willow is. All the surrounding streets are residential streets and the residents do not welcome the problems of parking, noise or litter associated with living near Willow. If the licence was restricted in the ways that are being proposed, it would at least mean that the disturbances to ourselves and our neighbours would be reduced accordingly.

We look forward to hearing further on this.

Yours sincerely

David + Jill Atkinson



Annex 1 - Mandatory Conditions

1. No supply of alcohol may be made under the premises licence : (a) At a time when there is no designated premises supervisor in respect of the premises licence; or (b) At a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
3. Where the licence includes a condition that individuals are required to carry out any security activity at specified times at the premises each individual must be licensed by the Security Industry Authority.

Annex 2 - Conditions consistent with the Operating Schedule

4. 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.
5. An alarm system shall be installed operated and maintained at the premises.
6. The premises must be fitted with a digital Closed Circuit Television (CCTV) system, which must conform to the following points: (1) Cameras must be sited to observe all entrance and exit doors both inside and outside, the garden area and ground floor bar and floor; (2) 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; (3) Cameras viewing till areas must capture frames not less than 50% of screen; (4) Cameras overlooking floor areas should be wide angled to give an overview of the premises; (5) Be capable of visually confirming the nature of the crime committed; (6) Provide a linked record of the date, time and place of any image; (7) Provide good quality images - colour during opening times; (8) Operate under existing light levels within and outside the premises; (9) Have the recording device located in a secure area or locked cabinet; (10) Have a monitor to review images and recorded picture quality; (11) Be regularly maintained to ensure continuous quality of image capture and retention; (12) Have signage displayed in the customer area to advise that CCTV is in operation; (13) Digital images must be kept for 31 days; (14) Police will have access to images at any reasonable time; (15) 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.
7. Toilets at the premises shall be checked for any sign of drug use every two hours and a record shall be kept of the times, dates and any issues discovered. These records shall be kept for 28 days.
8. 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.
9. Litter bins and wall mounted ashtrays shall be provided outside the premises.

10. Staff shall actively discourage patrons from congregating around the outside of the premises, except in the designated smoking area, after 23:00.
11. No seating shall be permitted in the external area to the front of the premises.
12. 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.
13. At least six prominent, clear and legible notices shall be displayed throughout the premises, including all toilets warning customers that drug use will not be tolerated.
14. The premises shall operate the Local Authority or similar proof of age scheme and display the relevant material. Only passport, photographic driving licences and ID with the P.A.S.S. logo (Proof of Age Standards Scheme) may be accepted.
15. The beer garden shall not be used after 23:00 except for access / egress to the premises and by those using the designated smoking area.
16. Children aged under 15 years shall only be permitted on the ground floor of the premises up until 19:00 and if they are accompanied by an adult.
17. Children aged 15 years and over shall only be permitted on the ground floor of the premises up until 21:00 and if they are accompanied by an adult.
18. Children under 18 shall be permitted in the first floor restaurant.
19. A 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.
20. All staff involved in the sale of alcohol shall receive induction and refresher training (at least every three months) relating to the sale of alcohol.
21. 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 and shall be kept for at least one year.

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

REQUESTED BY TRADING STANDARDS SERVICE :

22. An external cornered off area shall be designated for the use of smokers from 23:00 until closing time. There shall be no more than 10 persons using this designated area during these times. The designated area shall be adequately supervised by staff to control the number and behaviour of patrons so as to not cause noise nuisance. Notices shall be displayed in the area specifying the terms of its use and asking patrons to respect the needs of local residents and to use the area quietly. No alcoholic drinks or glass containers shall be taken into the designated smoking area during these times. A plan showing the location of this area shall be provided to Licensing Team.
23. At least one door supervisor shall be situated in the car-park 30 minutes before the premises closes until all customers have left the car park area on Fridays and Saturdays to ensure that customers leave the car park quietly.

24. All external doors and windows to be kept closed but not locked during regulated entertainment.
25. The management at approximately half 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 six months. Records must be made available to an authorised officer of the Council or 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.
26. A minimum of three registered door supervisors shall be employed on the ground floor of the premises on Friday and Saturday nights from 21:00 until 30 minutes after closing or until the last customers has left.
27. A noise limiting device shall be installed to any amplification equipment in use on the premises and shall be maintained in effective working order. The noise limiter should be set so that noise does not emanate from the premises so as to cause a nuisance to nearby properties.
28. Prominent, clear and legible notices shall be displayed at all public exits from the premises and in the car park requesting customers respect the needs of local residents and leave the premises and area quietly.
29. All those providing regulated entertainment at the premises shall be briefed prior to events taking place with regard to the premises licence conditions and the use of the sound limiter. They must sign a booking form confirming they have been informed of and understood the terms of use. These booking forms must be kept for six months and must be made available to an authorised officer of the Council or police, upon request.
30. There shall be no admission or re-admission to the premises after 22:30 except by those who have been outside using the smoking area or upstairs restaurant.
31. No speakers shall be positioned anywhere in the raised area where the ground floor conservatory area is.
32. The telephone number of an allocated taxi firm shall be prominently displayed in the bar area of the premises and also at every exit.
33. At least six prominent, clear and legible anti drink drive notices shall be displayed throughout the premises, including all toilets.
34. Induction and refresher training (at least every three months) shall be given to all staff in relation to the times, activities and conditions attached to the premises licence. Staff shall sign to confirm that they are aware of the terms of the licence. These records shall be kept for six months. Records must be made available to an authorised officer of the Council or police, upon request.
35. At the conclusion of all regulated entertainment events a suitably worded announcement shall be made to the customers, requesting that they behave in a quiet manner whilst they are leaving the premises.
36. No speakers or televisions shall be positioned in the outside areas.