

Representation from IP2/1

-----Original Message-----

From: Antigone Georgiadou [<mailto:noniecg@hotmail.com>]

Sent: 16 June 2016 10:31

To: Licensing; Ellie Green; Charlotte Palmer

Subject: The Winchmore

Dear Licensing Team

I write to object to the application of the Winchmore to extend their licence/opening hours and this is only based on the issues we have witnessed since the winch more reopened a year ago.

From the beginning 9 April 2015 at the meeting at the King's Head pub), we were assured by the owners Mark and Eimear that they want a community pub and want to attract the locals and therefore will not be re applying for a licence to extend their hours in the future. They advised that they wanted to use the room upstairs Instead they have had many TENS evenings whereby they have held parties upstairs in the function rooms which has caused us, us the immediate neighbours (living directly opposite) a great amount of frustration and stress, similar to what we experience when the willow was there.

I have made numerous complaints on these evenings when the noise nuisance was undeniably heard from across the road and in our property.

I often called the noise team, who did on one occasion come out and witness a group of youngsters who were drunk outside my house and running up and down the road. on this occasion I even saw the owner MARK trying to assist this young girl. But why were these kids allowed to get into this state in the first place?

Following from this, I recently called the Noise team to report further Noise nuisance when the Winchmore were celebrating their one year anniversary and once again I could hear the music from my house. I called the noise team and 10 pm and was told they would be out within the hour. My call back was at 5 minutes to midnight when the pub had just closed and the Noise had therefore ceased. During these two events there have been further incidents (on the TENS evenings where there was quite clearly a noise nuisance from the customers of the pub. I wrote to the council but was told that my complaints were unsubstantiated due to the fact the council would not witness the noise.

The owners, have made promises about caring about the community yet on the first birthday celebrations held a party in their function room and did not consider the noise emanating from the pub on that evening. So where was the consideration for the local residents who are constantly exposed to this kind of nuisance every time the pub are having a party.

The owners held a meeting a few weeks back to inform the residents that they would be applying to extend their licence, the reason being is that people are more likely to book their function room if the hours are longer. They also told us that they had been encouraged by the council to apply for a 7-day licence - something the Council had since told me does not in fact exist. It is clear the owners are trying to manipulate the residents into believing certain things about the type of establishment they want to run, but by increasing their hours, it is encouraging the wrong kind of people into our street and will eventually become like the kings head (young crowd after certain hours, that loiter on the street after closing), we have already witnessed this from the Winchmore on the occasions they have held parties in their function rooms, but we have put up with it knowing that that they would be finishing by 11/12.

If you look at their bookings, their current hours have not deterred people from booking their parties, and they have held many there in their short time that they have been open. More recently they have held parties on most Saturday and Sunday afternoons that have gone on until late. . It is

unfair to keep putting us through this every time a new business opens and while I understand my previous complaints could not be acted upon, at the same time, It does not mean that no nuisance was caused.

If the hours are extended, not only will this continue to effect our quality of life because it will disturb our sleep and we should not have to be driven out of our houses during the hours of these parties just to get some peace.

If the owners wanted a function room to hold parties and increase their profits, they should have invested in a business in a central area and not a residential area where residents have had issues in the past. They also knew the history of the Willow and made promises around not creating the same again. They may not have opened up a wine bar, but they are having regular events/parties there that are causing just as much nuisance to us neighbours.

Given the amount of times I have reported noise nuisance from the winch more, the noise team have not prorated it to come out any quicker than what they normally would.

I was recently advised by the noise officer that this is possible given the history of the premises and my frequent complaints, however this was still not arranged.

It is clear that the people mostly affected are those living immediately around the pub; residents who live further away would probably not be subjected to the level of Noise that we have to endure.

I therefore ask that you take our appeal into consideration as the Winchmore pub is having a detrimental affect on our lives as a result of the late functions they are holding upstairs.

I have attached some copies of my previous complaints.

Kind Regards

Antigone Georgiadou

250 Winchmore Hill Road

N21

Email 1:

-----Original Message-----

From: Antigone Georgiadou [<mailto:noniecg@hotmail.com>]

Sent: 19 July 2015 17:19

To: Ellie Green

Subject: Winchmore pub parking

Dear Ellie

We live at 250 Winchmore hill road, and this picture is a typical example of what the outside of our house looks like.

These cars are parked just after the roundabout which causes quite a bit of traffic on the road as cars on this lane are blocked and have to wait for the other lane to be clear in order to drive around these cars.

It's also a huge blind spot for us when we are trying to get out of our drive. Yesterday I was shouted abuse at because I was carefully backing out of my drive (due to cars on both side of my drive) and this required cars from both lanes to stop.

This is happening pretty much everyday and it's not only in the afternoon and evening.

Sometimes these cars stay parked there until the next day and therefore causing the same issues first thing in the morning.

When we attended the meeting back in April, the owners of the pub told us that parking SHOULD NOT be an issue as they were aiming to attract locals who would not need to drive to the pub. While I can understand that they can't anticipate where their customers would be coming from, it's really unfair for us to have to live like this. We struggle to everyday to get out of our drive Our visitors have nowhere to park as the immediate area is full of the cars of the winchmore customers.

Surely there is something that can be done to stop them parking outside our properties without us being penalised by yearly fees.

Kind regards

Ms Georgiadou



Email 2:

On 21 Jul 2015, at 10:09, Charlotte Palmer <Charlotte.Palmer@enfield.gov.uk> wrote:

Dear Ms Georgiadou,

I write in response to the email you sent Ellie Green regarding parking outside The Winchmore. Unfortunately parking is not something that can be dealt with by the Licensing Enforcement Team. There is already different legislation that deals with parking violations and we are unable to duplicate this by adding conditions to a licence.

I have cc'd this email on to the Head of Parking who will be able to advise you further on how to deal with parking issues.

If there are issues with cars parking illegally then I am aware that this can be reported in the following way:

Monday - Friday: 9am-5pm

Please contact the Customer Service Center on 020 8379 1000

Outside of the above hours:

020 8443 0602

Regards

Charlotte Palmer

Licensing Enforcement Officer

Email 3:

-----Original Message-----

From: Antigone Georgiadou [<mailto:noniecg@hotmail.com>]

Sent: 09 August 2015 01:15

To: Charlotte Palmer

Subject: Re: Winchmore pub parking [SEC=PROTECT:INVESTIGATION]

Dear Charlotte

It is now 1;11am and I have been disturbed by the large crowd of people emanating from the Winchmore pub.

It appears the upstairs has been converted to a function room, so much for the 'yoga studio' they mentioned at the residents meeting.

People are hanging around in the streets. Screaming and shouting. This is no different to the willow crowd.

I will send another email with a video I have taken at 1;05am.

This is really frustrating as it feels like we were tricked into giving the winchmore the go ahead.

Are they not meant to control the noise from their premises? Why are the crowd allowed to hang around in their car park and on the street and the noise levels not controlled ?

Kind regards

Antigone

Email 4:

On 13 Aug 2015, at 16:09, Charlotte Palmer <Charlotte.Palmer@enfield.gov.uk> wrote:

Dear Antigone,

Thank you for your email and video clip. I am sorry to hear that the event disturbed you and shall speak to the Manager of the premises about this.

On this occasion the Manager had submitted a Temporary Event Notice to extend the licensed hours for an event so hopefully it will be a one off.

If the issues do reoccur please contact Enfield Council Out of Hours Noise Team work Friday and Saturday nights from 21:00 - 03:00. The team can be contacted via 0208 379 1000 (select option 2 for emergency / out of hours calls).

Regards Charlotte Palmer

Email 5:

From: noniecg@hotmail.com

Subject: Re: Winchmore pub parking [SEC=PROTECT:INVESTIGATION]

Date: Sun, 13 Sep 2015 00:06:11 +0100

To: Charlotte.Palmer@enfield.gov.uk

Dear Charlotte.

Could you please let me know whether the pub had applied for another event notice and for their licensing hours to be extended for tonight (Saturday 12th September) ?

The reason I ask is because once again I can hear the music from my bedroom and can hear the crowd outside socialising.

I will be calling the noise team if it continues (although I'm pretty sure they won't come out before the music stops) for much longer as once again I can't sleep and this is extremely frustrating as the stress of this noise is contributing to my health Condition.

Can we not be notified when they apply to extend their licensing hours in the future ?

Kind regards

Ms Georgiadou

Email 6:

From: noniecg@hotmail.com

Date: Sat, 26 Sep 2015 01:10:43 +0100

Subject: The Winchmore part 3

To: Charlotte.Palmer@enfield.gov.uk

Dear Charlotte,

As you can see, for the third week they have been granted the TENS, once again myself and my family have been kept up until they well past 1 O'clock.

I don't know how much the council expects us to put up with before any remedial action is taken to prevent this sort of noise at these hours.

The managers of the pub are clearly not concerned about the level of noise or numerous complaints that we "the community " are making as a result of their "not like the willow" pub - which is almost as bad as the willow.

Surely you can't require any more evidence. I have provided you with enough evidence over the weeks to take some kind of preventative measures to protect the community.

I look forward to hearing from you Kind regards Antigone

Email 7:

On 5 Oct 2015, at 15:09, Charlotte Palmer

<Charlotte.Palmer@enfield.gov.uk<mailto:Charlotte.Palmer@enfield.gov.uk>> wrote:

Dear Antigone

Thank you for your email and the video clips you sent me. The video of the music does concern me so I have again tasked officers to visit during future events, this time earlier in the evening rather than at closing time (they have previously been tasked to visit at closing time to see if they witnessed any dispersal noise). If the music is loud again please do call the noise team as soon as possible as this needs to be witnessed independently.

I have made the Manager aware that a resident has made a further complaint. They have told me that they want to have a good relationship with their neighbours so intend to make contact with people living nearby to discuss any concerns local residents may have. They do not know who has made the complaint.

As your complaints relate to times when temporary event notices (TEN) are in place I may be able to object to future TENS if officers witness issues themselves but I have no evidence to review their normal premises licence. Officers have carried out observations during TENS but their notes have not raised any concerns as yet.

I appreciate that this is not what you want to hear.

Anyone can submit a review application and I have attached an application and guidance notes for you should you wish to look into doing this yourself.

Regards

Charlotte Palmer

Email 8:

From: noniecg@hotmail.com

Subject: Re: Winchmore [SEC=PROTECT:INVESTIGATION]

Date: Mon, 5 Oct 2015 17:16:14 +0100

To: Charlotte.Palmer@enfield.gov.uk

Dear Charlotte

Thank you for your email.

I appreciate that the matter is being taken seriously and that I need to call the noise team.

I did ring the noise team on this occasion, as soon as I could hear the disturbance, however as it was so close to midnight it was inevitable the team would not make it out in time.

I would however like to state that there was no noise or disturbance once the music stopped; There were no crowds of people congregating in the car park/ street being rowdy. It was really only the music on this occasion but that had stopped at midnight.

What I'm puzzled at is if u could hear that music at the back of my house, could the staff in the pub not hear it and keep it under control ?

Also, do they not have any policies in place on how to control the noise levels of their crowd while they are waiting for cabs?

While I can understand they want to have a good relationship with the neighbours, should they not have some preventative measures in place to ensure that they are not causing their neighbours any nuisance ?

Given the amount of times I have had to write in over the last few weeks, I would have thought that they would have addressed the issues so not to be repeated on further TENS nights.

Would you be able to tell me when the next ones are planned for please

Thank you for your help

Kind regards
Antigone

Email 9:

From: noniecg@hotmail.com
Date: Mon, 2 Nov 2015 07:29:43 +0000
Subject: 00.19 am - Sunday
To: Charlotte.Palmer@enfield.gov.uk

Dear charlotte. I know these videos are not very clear but this is evidence that every time there is a TENS we are affected by it. The noise team came out just after all of this but managed to witness a bunch of kids outside my house trying to nurse one of their friends who was quite seriously drunk. Your colleagues said they would report back to you on Monday but did not witness the music as this had stopped just before they arrived. I'd also like to let you know that the managers of the winchmore came knocking on our doors last night, asking if we had any issues with the pub. I was honest with them and told them that Everytime there is a tens we are subjected to the music and then the crowd out in the street. They told me they care about their neighbours and the business is their livelihood. If this was the case then why wait for the noise team to come out before they come and knock on our doors to see if we have any issues. I've reported them to you a few times recently and this was the first time they had come to check with the neighbours and I suspect this is because they had seen the council turn up just at the time as the girl was sick. They explained to me that this party wasn't theirs and it was a private party, this has no bearing on the situation as it still occurred as a result of their TENS- and as far as I'm concerned it's still their responsibility. While I understand they have no control over drinking and rowdiness, we do not need to be subjected to noise nuisance and shouting so late at night. When they don't have their TENS there is no issue apart from the parking. They also told me that when they have their these extended hours they come out on the street to see if they can hear the music, and they haven't so far. This is a complete lie. On Saturday night you could hear their DJ quite clearly and feel the thumping in my house. I could also hear the kids outside very clearly without even having to open my window. If you're already asleep while this is going on, it may not affect you. However, if you're trying to get to sleep, it's impossible I tilt he crowd has cleared and music stopped. This needs to be taken seriously, I've sent in numerous videos now Thanks for your help. I look forward to hearing from you Kind regards Antigone

Email 10:

From: noniecg@hotmail.com
Date: Sun, 8 Nov 2015 00:52:17 +0000
Subject: 00.30am.
To: Charlotte.Palmer@enfield.gov.uk

Dear charlotte. I'm disappointed that I haven't had a response to the emails I sent you from last weekends noise nuisance. Being as the noise team came out and witnessed a serious incident that took place outside my house, I'm quite surprised I've heard nothing from the licensing department regarding what we are having to endure by allowing the winchmore these consecutive TENS licensees Attached is yet another video taken at 12:30 of a car parked in the winchmore car park with a very heavy base. Following this, I would also like to report the groups of people loitering outside the pub waiting for their cabs, lifts or just generally hanging around outside in the garden being really noisy and rowdy. This surely cannot be acceptable in a residential area Myself and my family have had enough of this regular occurrence pretty much on every weekend and the fact the

council seems to not be acknowledging that there is a problem. Lay Sunday , the two owners of the winchmore came knocking on our doors, asking the residents for feedback on the pub and if there are any issues. This was more of an attempt on their part to try and identify the source who has been making reports to the council as they spent most of the time defending the pub and telling me that it was their livelihood and that no other resident, but one, has had any complaints. It shouldn't make a difference how many people are or are not complaining. Even if it is having a detrimental affect on one persons life, I deem that sufficient and serious enough for the council to take it seriously. She also told me that her 4 year old sleeps there every even. That may be the case and if he is sleeping through the noise the great, however, we are continuing to suffer as a result of these late licenses that the council of agreeing to and it is frustrating and impact on our health now due to the fact that we can't sleep until everyone has gone. This is a serious problem and I am sick and tired of having to email you every weekend when this is occurring. I expect something to be done about this and if you can't help then at least acknowledge my emails please and offer some advice. Kind regards Antigone

Email 11:

From: noniecg@hotmail.com
Subject: Winchmore pub 04.06.2016
Date: Sun, 5 Jun 2016 01:04:13 +0100
To: Ellie.Green@Enfield.gov.uk
CC: Charlotte.Palmer@enfield.gov.uk

<[https://www.icloud.com/attachment/?u=https://cvws.icloud-content.com/B/AVeMKzTKjP_VDB6gTt2mAVgkgZNAUKSrNoVRaEh8kb-4_ofQxpQStrX/\\$%7bf%7d?o%3DAhmq1nGrtNswBMS0CEaMMSmM5t-INGdBwfc99qa0Bdur%26v%3D1%26x%3D3%26a%3DBf6p_mjf2MhLA6s6NAEA_wHIAP9IfMpZ%26e%3D1467677414%26k%3D\\$%7buk%7d%26fl%3D%26r%3DB1A0835E-88C0-4160-BED7-AA00058CA849-1%26ckc%3Dcom.apple.largeattachment%26ckz%3D4A2FE5F2-F4B3-43D4-BE40-2E668167194A%26p%3D13%26s%3DIAX0sTBI3h6JUXtKk_cUbL-SstY&uk=9BaY14AJHdRLDXMgBktq6g&f=IMG_0746.MOV&sz=53099401](https://www.icloud.com/attachment/?u=https://cvws.icloud-content.com/B/AVeMKzTKjP_VDB6gTt2mAVgkgZNAUKSrNoVRaEh8kb-4_ofQxpQStrX/$%7bf%7d?o%3DAhmq1nGrtNswBMS0CEaMMSmM5t-INGdBwfc99qa0Bdur%26v%3D1%26x%3D3%26a%3DBf6p_mjf2MhLA6s6NAEA_wHIAP9IfMpZ%26e%3D1467677414%26k%3D$%7buk%7d%26fl%3D%26r%3DB1A0835E-88C0-4160-BED7-AA00058CA849-1%26ckc%3Dcom.apple.largeattachment%26ckz%3D4A2FE5F2-F4B3-43D4-BE40-2E668167194A%26p%3D13%26s%3DIAX0sTBI3h6JUXtKk_cUbL-SstY&uk=9BaY14AJHdRLDXMgBktq6g&f=IMG_0746.MOV&sz=53099401)>

Dear Ellie

Please find attached a video taken earlier this evening 22:05 of the party at the Winchmore. I am aware they were celebrating their first birthday and had live music but you could clearly hear the music, cheering and whistling from our property (across the road). This to me would be classed as noise nuisance as their music should not be heard outside their premises. Once again, what have the owners done to keep the music under control?? Admittedly the music did stop just before 12am, however we worry that if their extended hours are agreed, this kind of nuisance will occur even more regularly and for longer time. This is unfair on the neighbours who live within close proximity to the pub. It is damaging to our health and well being that we are constantly having to face such issues, and the owners constantly making empty promises about how they care about the neighbours and want a community pub. If that's the case then why inflict this on us time upon time, having no consideration for the nuisance and disruption this is causing to our lives! I did try to report this to the noise team at 10:05 pm and was given ref:T1291923. I was told response time was an hour , however the noise officer called me back just before midnight - given the time that pubs close, how will the noise ever be witnessed if the noise team are not available to come out until after midnight when the pub closes?? I look forward to hearing from you. Kind regards Antigone