

LICENSING SUB COMMITTEE

Tuesday, 2 April 2019 at 6.30 p.m.

The Council Chamber, Town Hall, Mulberry Place, 5 Clove Crescent,
London, E14 2BG

SUPPLEMENTAL AGENDA 1

This meeting is open to the public to attend.

Contact for further enquiries:

Simmi Yesmin, Senior Democratic Services Officer
1st Floor, Town Hall, Mulberry Place, 5 Clove Crescent, E14 2BG
Tel: 020 7364 4120
E-mail: simmi.yesmin@towerhamlets.gov.uk
Web: <http://www.towerhamlets.gov.uk/committee>

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agenda:



For further information, see the main agenda.

- 3 .1 Application to Review the Premises Licence for
Queens Head, 8 Flamborough Street, London E14 7LS

PAGE NUMBER(S)	WARD(S) AFFECTED
3 - 42	St Dunstan's

Additional supporting documents

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Appendix A

Kathy Driver

From: Andy Grimsey [REDACTED]
Sent: 27 March 2019 09:09
To: Kathy Driver
Cc: Simmi Yesmin
Subject: The Queens Head, 8 Flamborough Street, Stepney, London, E14 7LS - Review of Premises Licence
Attachments: Letter to Mr Jefferies [Premises Address].doc

Dear Kathy and Simmi,

As you know, Poppleston Allen Solicitors act on behalf of both H Company 6 Limited and Max Barney Limited. H Company 6 Limited was the Premises Licence Holder for the above premises prior to the transfer application by Mr Thomas Jeffries and Max Barney Limited is the management company for H Company 6 Limited. Max Barney Limited has a registered interest under s178 of the Licensing Act 2003.

We are writing to inform you and the Members of the Licensing Sub-Committee that neither H Company 6 Limited nor Max Barney Limited, nor their representatives intend to attend the Review hearing at 6:30pm on Tuesday, 2nd April 2019. No discourtesy is intended.

H Company 6 Limited is simply the landlord under a Lease for which Mr Jeffries is the tenant. Neither H Company 6 Limited nor Max Barney Limited have directly carried out licensable activities at the premises.

Nevertheless, when we were informed of the Review proceedings my client instructed me to write to Mr Jeffries and I attach a copy of that letter, dated 25th January 2019 for your information.

My clients believe Mr Jeffries has taken certain remedial actions since then and they support any action which promotes the licensing objectives. The Queens Head is and we hope always will be a community pub and we trust that any hours or restrictions placed upon the licence at the Review are not such as to restrict Mr Jeffries' or any other tenant's ability to run it as a commercially viable operation.

Yours faithfully

Andy Grimsey | Partner

Poppleston Allen

[REDACTED]

[REDACTED]



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UK 1

25th January 2019

FAO: Mr Thomas William John Jeffries

The Queens Head
8 Flamborough Street
London
E14 7LS

SPECIAL DELIVERY

AGR/YW/P50629-98
Doc Ref: 2146798201

Dear Mr Jeffries,

Review of Premises Licence - No: 27053

Premises Licence Holder: H Company 6 Limited

We act for H Company 6 Limited, the Premises Licence Holder of the above premises and in respect of which you are the tenant under a Lease with our clients. On 22nd January 2019 we were sent a copy of the attached Review Papers issued by Corinne Holland on behalf of the Licensing Authority. As you know, our clients are the Lease Holders, and whilst they are the Premises Licence Holder as well, have no involvement in the day-to-day running of licensable activities at the premises. The responsibility for doing so rests with you as the Tenant and your Designated Premises Supervisor, presently, Valentina Thomas.

We understand a copy of this Review was also delivered to the premises on 22nd January 2019 by the Licensing Authority, but we enclose a full set of papers in any event.

The allegations in the Review papers are serious and relate to the failure to promote two of the four licensing objectives, namely the Prevention of Crime and Disorder and the Prevention of Public Nuisance. Our clients view these alleged breaches of the licence and failure to promote the licensing objectives with great concern and would ask you to reply in detail to all those allegations by close of business **Friday, 8th February 2019**. The allegations are dealt with from pages 5-13 of the Review papers but there are additional Appendices and witness statements attached. The Licensing Authority is requesting at the forthcoming hearing (date to be announced) that, amongst other things, the hours for the sale of alcohol are reduced by one hour Monday-Sunday from midnight until 11:00pm and that no live or recorded music can be provided at the premises. These, together with the other suggested conditions, if imposed will affect the commercial viability of the premises as a licensed premises.

Additionally, the Licensing Authority has requested that the present Designated Premises Supervisor should be removed as "they have a lack of control and no respect for upholding the licensing objectives".

In summary, the Review papers contain detailed allegations of alleged breaches of the existing premises licence conditions (including selling alcohol outside the permitted hours and using the beer garden after the permitted 22:00 hours) a refusal to co-operate with the enforcing Authorities when attempting to carry out their statutory obligations, and a failure to promote two of the licensing objectives.

As stated above, please may we have your detailed written comments by the above date.

Yours faithfully

Andy Grimsey
Poppleston Allen

Encs: Review Papers

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Appendix 8a

Additional evidence from Mr & Mrs Fanning

Day & Date	Type of Noise	Started & Stopped	Effects
Saturday 27 October	<p>Loud Music taking place and the songs that I could hear in my Bedroom were Oh Mandy Heartbreaker The Sixties</p> <p>This noise that sounded like a Karaoke was taking place. The pub has quite a few speakers near the doors.</p>	<p>Started Around 9</p> <p>Stopped around 1.00am</p>	<p>This prevented me, my husband and 3 sons sleeping</p> <p>My husband gets up for work just after 5.00am on a Saturday and Sunday morning.</p> <p>I called out the out of Hours noise control team and the time they arrived the music quieted down.</p> <p>A while after they left the music started up again. .</p>
Friday 02 November	<p>Loud music heard in the bedroom Songs included Young hearts run free Dancing in September Baby give it up Loud conversation could also be heard outside the pub in the street</p>	<p>Started 9.20</p> <p>Stopped around 12.20</p>	<p>Prevented my whole family from sleeping as all of this was causing disturbance.</p> <p>As previously mentioned my husband gets up at 5.00am on a Saturday and 6am on a Sunday as he works for Asda.</p> <p>I ended up with a bad headache due to lack of sleep and felt as though I lost the whole of Saturday due to tiredness.</p>
Saturday 03 November	<p>Loud music heard again in the bedroom from a Singer that was present in the pub that evening singing Mr Bojangles</p> <p>Loud conversations taking place in the street that I could hear in my bedroom/ laughing and talking</p>	<p>Started 9.30</p> <p>Stopped well after 12.00</p>	<p>Prevented all my family (2 young twin sons) that sleep in the back of the house from sleeping.</p> <p>My older son had problems sleeping as well.</p>
Sunday 04 November	<p>Loud music included the Song New York New York</p> <p>Loud conversations</p>	<p>Started 8.40</p> <p>Stopped Before 10.00</p>	<p>In bed by 8.45 as getting up for work at 5.00am and could not sleep. Whole family can hear this.</p> <p>I now feel this is becoming a health</p>

	taking place outside the pub in the street		issue and will be consulting my GP. My whole weekend has been ruined as I feel tired all the time and suffered a headache all weekend.
Monday 05 November			Now struggling in work on Monday morning due to a headache caused by lack of sleep
Thursday 08 November	Conversation outside the pub in street	Started around 10.00 Stopped After 10.30	Could hear talking and prevented sleep
Friday 09 November	Loud music being played associated to live entertainment. Heard in the bedroom the following songs: Build me up My Girl I can't give you anything but my love	Started around 8.45 Stopped After 12.15	People can be heard in the street talking outside the pub. Not able to sleep. Called out the noise team for the 2nd time in 2 weeks ref is 26785
Saturday 10 November	Can hear the live entertainment singer again in the bedroom Singing a song called Drift Away Due to heavy rain on Saturday night the customers were inside the noise was very loud with shouting, screaming and it sounded like we	Started from 10.30 onwards Cannot give an end time but late	Unable to get to sleep and this kept my whole family up and my husband had to get up at 6 and we struggled to get to sleep

	were at a football match this was around 12.02am		
Friday 16 November	Can hear the live entertainment singing in the bedroom	Start 9.40 Stopped Late	Can hear talking in the street preventing sleep 11.00 very loud conversations taking place in the street outside the pub As advised on numerous occasions my husband gets up at 5.am
Saturday 17 November	The live entertainment can be heard in the bedroom. Songs we could hear was Baby Love You keep me hanging on	Start 9.36 Stopped Late	Talking and loud conversations outside the pub in the Street prevented sleep. My husband get up early to start early Feeling tired in work today due to lack of sleep the weekend
Friday 23 November	Complaint registered against 26866 Song included You got the love	Start 9.43 11.20 in the street causing a disturbance Stopped Late	Live entertainment can be heard again in the bedroom. Very loud conversations can be heard preventing sleep for my family. Yelling shouting and singing was heard.
Saturday 24 November	No issue for once		For once since this pub has been taken over by this owner we had a night's sleep. The first in weeks

Sunday 25 November	Logged a complaint against 268888 Song included My Cherie amour	Start 9.30	Conversations and laughing can be heard preventing sleep
Friday 30 November	Loud music via the live entertainment can be heard songs included You lost that loving feeling	Started 8.40 Stopped Late	Loud conversations could be heard in the street into the bedroom
Saturday 01 December	For once not issues to report		A quiet night
Sunday 02 December	Live entertainment can be heard in the bedroom	Started 10.00 Stopped After 11.00	Loud conversations can be heard in the street
Friday 7 December	Loud music from the karokie Songs included Can't give you anything but my life Deliah	Started 9.30 Stopped Very late	Loud conversations in the street preventing sleep all evening Spoken to by the tower hamlets noise control team that my neighbour called out and when the noise team left site the music went a lot louder. Noise team spoke to the landlord and customers outside the pub. Made no difference
Saturday 08 December	No music heard	All evening	Loud conversations outside in the street can be heard in the bedroom
Sunday 09	Loud music from the	Started	Loud music and conversations in

December	live entertainment can be heard in the bedroom songs included dancing in September	8.40 Not too sure when it ended	the street prevented sleep
Friday 14 December	Loud music from the live entertainment can be heard in the bedroom	Started 10.30 Stopped Late	Loud music and conversations in the street prevented sleep
Saturday 15 December	Loud music from the live entertainment can be heard in the bedroom	Started 9.30 Stopped late	Loud music and conversations in the street prevented sleep
Sunday 16 December	No issue		Nothing to report
Friday 21 December	Loud music can be heard one song included your love is lifting me higher	Started 8.40 Stopped Late	<p>Very loud conversations can be heard in the street. Very anxious now as struggling to go to sleep. Can hear loud laughter in the bedroom from outside the pub. Double Glazing windows have been fitted today.</p> <p>Can still hear music. A small group of people were standing outside the lounge window of an old lady that lives on her own at number 1 Chaseley Street. Could hear loud conversations from these 4 people in the bedroom.</p> <p>My neighbour that lives at 2 Chaseley Street advised me on the Saturday morning that the police visited the pub after 1.00am.</p>

Saturday 22 December	No issues		Nothing to Report
Sunday 23 December	Music can be heard in the bedroom from the live entertainment	Started 9.30	Loud conversations can be heard in the street preventing sleep
Friday 28 December		Start 9.30 Stopped late	Loud conversations can be heard in the street preventing sleep
Saturday 29 December	Music can be heard in the bedroom from the live entertainment	Start 9..00 Stopped Late	Loud conversations can be heard in the street. Could hear loud conversation above the TV in the bedroom coming from outside the pub.
Sunday 30 December		Start 9.30 Stopped late	Loud conversations heard outside the pub. Laughter can be heard in bedroom preventing sleep.
Friday 04 January		Start 9.30 Stopped late	Loud conversations can be heard in the street. Could hear loud conversation above the TV in the bedroom coming from outside the pub.
Saturday 05 January	No Issues		

Sunday 06 January		Start 9.30 Stopped Late	Loud conversations and heard outside the pub preventing sleep
Friday 11 January		Start 9.30 Stopped late	Loud conversations and heard outside the pub preventing sleep
Saturday 12 January		Start 9.30 Stopped late	Very loud conversations music and disco lights running. Loud music can be heard in the bedroom preventing sleep. Loud conversations can be heard in the street.
Friday 18 January		Start 9.30 Stopped late	Loud conversations in the street. Loud music heard in the bedroom preventing sleep.
Saturday 19 January		Start 10.00 Stopped late	Very loud music preventing sleep. Loud music can be heard and Happy Birthday was being sung that I could hear in the bedroom. Cabs tooting can be heard as well
Sunday 19 January	No issues		
Friday 25 January	Start 8.00 Stopped Late		Loud conversations can be heard outside. Could hear in the bedroom above the TV. Raised the volume on the TV. At 10.23 music can be heard in the bedroom. Loud talking can be heard preventing sleep.

Saturday 26 January	Started 10.30 Stopped well after 12.00		Extremely loud conversations can be heard from outside the pub in the bedroom. Music can be heard as well. Preventing sleep. This was a bad night.
Sunday 27 January	Started 8.00 Stopped late		Loud conversations and loud laughter can be heard from outside the pub preventing sleep.
Friday 01 February	Started 8.15		Loud conversation can be heard in the street outside the pub and can be heard above the TV . At 10.30 Loud music can be heard in the bedroom preventing sleep. At 11.15 Loud conversations and music can still be heard.
Saturday 02 February	Started 8.10 Stopped late		Loud conversations heard outside the pub. 11.00 Grown women with high Pitched Screaming and shouting can be heard outside the pub in the street and well heard in the bedroom.
Sunday 03 February	Started 7.50		Loud conversations and very loud laughter can be heard outside the pub. Again heard above the TV in the bedroom. Motor bike running for a long time outside the pub by the Managers relations.

Friday 08 February	Started 8.00		<p>Loud conversations heard above the TV in the bedroom</p> <p>10.30 Loud conversations and very loud laughter heard in the bedroom preventing sleep.</p>
Saturday 09 February	10.45		<p>Could hear music as trying to sleep. Not as loud as normal.</p>
Sunday 10 February	Started 9.40 Stopped well after 10.00		<p>Loud conversations heard in the bedroom from customers outside the pub preventing sleep.</p>
Friday 15 February	Started 8.00 Stopped Late		<p>Loud conversations heard in the bedroom from the customers outside the pub. Heard above the TV in bedroom.</p> <p>9.30 – Late Loud conversations can still be heard now preventing sleep.</p>
Saturday 16 February	Started 8.00 Stopped very late		<p>A bad night with extremely loud conversations very loud laughter and screaming women can be heard in the bedroom. Out of control tonight and struggling to hear the TV in the bedroom.</p> <p>9.55 The singer / Karaoke can be heard in the bedroom.</p> <p>After 12.00 can still heard customer in the street.</p> <p>Prevented Sleep totally.</p>
Sunday 17	No issues Tonight		

February			
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Date	Type of Noise	Time Started Time Stopped	Effects	
Friday 22 February	Music / singer	Started 10.17pm Stopped Late	Loud music / singer can be heard in the bedroom. Very loud conversations can be heard preventing sleep. Logged a complaint against Reference 27357 around 10.32.	
Saturday 23 February	Loud music	Started 9.00pm Stopped Late	Very loud conversations can be heard above the TV in the bedroom by out of control customers in the street outside the pub. Loud pitched screaming and laughter heard as well. This was preventing sleep. Around 22.14 a complaint was registered against reference 27373. At 11pm can now hear loud music from the pub in the bedroom.	
Sunday 24 February	No issues			

Thursday 28 February	Incident outside the pub	Started 9.00	<p>Police arrived outside the pub due to an incident with a young adult. This young person was in the puddle in his under wear with people around him.</p> <p>Very load night with high pitched screaming.</p> <p>Two Police vehicles arrived at the scene and an ambulance was present.</p> <p>9.45 Police left site.</p> <p>10.40 very loud conversations can be heard in the bedroom from customers outside the pub preventing sleep.</p>	
Friday 01 March	Loud conversations from outside the pub	Started 9.26	<p>Very loud conversations can be heard in the bedroom from customers outside the pub preventing sleep.</p> <p>10.22 Very loud laughter can be heard in the bedroom and still preventing sleep.</p>	
Saturday 02 March	Loud conversations From outside the pub	Started 11.20	<p>Very loud conversations can be heard in the bedroom from customers outside the pub preventing sleep.</p>	

Sunday 03 March	No issues			
Friday 08 March	Loud music	Started 10.00 Stopped Late	Could hear music and out of control customers in the sleep preventing sleep.	
Saturday 09 March	Loud music and customers	Started 10.30 Stopped Late	Very loud out of control customers / stupid screaming women can be heard outside the pub. Happy birthday being sung and prevented sleep.	
Sunday 10 March	No issues			
Friday 15 March	Loud customers heard outside	Started 9.15	Very loud out of control customers / stupid screaming women can be heard outside the pub. Preventing sleep.	
Saturday 16 March	Loud customers heard outside	Started 10.00 Stopped after 1.00am	Very loud conversations can be heard from outside the pub. Very loud out of control women can be heard shouting. Loud music and the singer / live entertainer can be heard in the bedroom preventing sleep.	

Sunday 17 March	No issues			
Friday 22 March	Loud conversation / music	Started 9.45 Stopped late	<p>Very loud conversations can be heard in the bedroom from outside the pub.</p> <p>11.20 Loud music can be heard in the bedroom as well as conversations. Preventing sleep.</p>	
Saturday 23 March	Loud conversation / music	Started 10.00 Stopped late	<p>Very loud conversations can be heard in the bedroom from outside the pub. Very loud laughter from a woman outside the pub can be heard in the bedroom. Preventing sleep. Out of control woman shouting from outside the pub Oh my God.</p> <p>10.30 Loud music from the singer can be heard in the bedroom.</p> <p>11.35 Loud men laughing and still can hear loud conversations. Totally out of control.</p> <p>Loud music can be</p>	

Sunday 24 March	Loud live music heard and disco lights flashing	Started 5.00	heard in the bedroom	
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Appendix 9a

Additional evidence from Ms Grant

25th March 2019

Dear Sirs

Review of Premises Licence Queens Head Pub, 8 Flamborough Street E14
7LS

Further to my letter to you dated 14th February 2019, I am sending you as requested my diary sheets as requested in the letter you sent to me on 25th February

I live at [REDACTED], just opposite the pub, and the main door to the pub, and most of the pub's bars and windows front onto Chaseley Street opposite my living area and bedroom

I would also like to add to the comments made in my earlier letter, and to say that from my experience over the last 6 months, part of the problem is that there is a complete disregard from this landlord to the effects of his activity on the surrounding neighbours and streets. He makes no attempt to run an establishment which is compatible with being a part of a quiet residential neighbourhood, and if anyone tries to talk to him about the problems he tends to be abusive and confrontational, and has absolutely no appreciation of the disruption and annoyance his approach to running the pub is causing, and frankly, he doesn't care. He thinks that because he has put in double glazing that is all that is required. But the double glazing has little effect when the door is open, and no effect on the very noisy and often rowdy groups who stand outside all evening

He seems to regard the fact that he has a music license as meaning he has a right to do what ever he likes in running music events in the pub. He brings in a clientele which is from a different area, and this pub scarcely serves any local function on the nights when there is a music event

And the problem is not just the music, but also the fact that the clients on nights when he has an event tend to gather in large groups on the footway outside, both during the course of the evening, and also at the end of the evening and after the bar has closed. They are very vocal and noisy when outside. There is no attempt to respect the fact that they are in a residential area.

For all of the reasons above I would therefore like to see the music licence revoked, and stricter conditions imposed on how the pub is operated

I have also enclosed a copy of my earlier letter to you

Yours sincerely

Cynthia Grant

COMMUNITY NOISE FORM

Address where noise originates: <u>Queen Street pub</u>	Name and address of complainant: <u>Cynthia Lane</u> [REDACTED] [REDACTED]
I confirm that this is a true record of events: Signed: _____	

Date	Type of Noise	Time Started	Time Finished	Effect of Noise (e.g., prevented sleep, interfered with conversation, reading or TV)
27.10.2005	- 2. Feb 2003 -	See last in earlier letter		
22 Feb	Very noisy music + noisy people outside all evening	8 - midnight		Disturbed evening + sleep
23 Feb	Noise + people on balcony with car stereo 400w etc until 00.30	2	0.35	" "
28 Feb	Large groups of noisy blokes outside on footway all evening	9	23.30	Disturbed evening -
1 Mar	Large groups of very noisy people outside on footway lots of shouting	10	12.30 am	
2 Mar	6-8 people outside pub most of evening	8pm	11.30 pm	
8 Mar	Great music Singing + thumping bass all night	9	11.30	
9 Mar	12 noisy people on footway outside pub most of evening Very rowdy	10 9	12-	

~~28 Feb~~ - 28 Mar. Man took most of his clothes off in pub +
came out to footway + screamed for at least an hour
Police called

- 12 March QM very noisy all evening
with dozens of people gathered and dancing
in ~~the~~ ^{gated} ~~entrance~~ open area at back of pub
Nausea screaming on + off for 15 minutes
at a time
People singing together. Very loud
- 15 March Very loud music with deep pulsating
thumping bass all evening 20.00 23.30
- 16 March Thumping bass very disturbing 20 23.
- 17 March Nausea of group ~~at~~ ^{at} ~~the~~ ^{the} ~~entrance~~ ^{entrance}
- 22 March Groups of 10 or more outside
Very loud chanting
lots of screaming cabdrivers at end
of queue. Thumping bass music 21 23
- 23 March As above 21. 23





Appendix 14a

Additional Evidence from Ms A. Luscombe

Anti-social Behaviour and Hate Crime Incident Diary Sheet

Your name: Amanda Luscombe

Your address: [REDACTED]

Your tel no: [REDACTED]

Your email address: [REDACTED]

Case ref Number: 285976

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Date, time and place of the incident	Details of incident, including who did it	Were there any witnesses? If so, who	Who else have you reported the incident to?	How did the incident affect you?
When and where did the incident occur?	What did you see or hear? Please include a name, address or a description of the perpetrator including hair and eye colour, distinctive clothing or body piercing or markings if possible. Did you hear any swear words?	Did anyone else see or hear the incident? Put their name(s) and address(es).	Have you informed organisations like the Police, Local Service Centre, and Environmental Health? Who did you speak to? Were you given a reference number?	How does the incident make you feel? Are you more affected due to age or ill health? How does it affect your household? i.e. children or sleeping problems
16.11.2018, 21:20 – after midnight Queen's Head, 8 Flamborough Street	Loud music / Karaoke with multi-colour disco lighting	Many other neighbours, some of whom have made complaints	Logged with the out of hours noise service	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. It wouldn't be possible to sleep with the noise, fortunately I stay up very late.
17.11.2018, 1:00 – 1:35 outside Queen's Head	Crowd of approximately ten people outside the pub (I assume customers from the pub) talking loudly	As above.		As above.
18.11.2018, 20:10 – 21:30 approximately, Queen's Head Flamborough Street	Karaoke with multi-colour disco lighting. Not as loud as on previous occasions, but you would be able to hear it if reading.	As above.		Not as much as previous incidents because it wasn't as loud or as long.

23.11.2018, approximately 21:00 – approximately 22:00, Queen's Head	Live music. I can hear this in my sitting room, sometimes over my TV. If I go into my bedroom I can clearly hear the lyrics.	As above.	Logged with the out of hours noise service	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. It wouldn't be possible to sleep with the noise, fortunately I stay up very late.
23.11.2018, approximately 22:15 – approximately 22:45, Queen's Head	Quieter music, but can hear music and customers shouting inside the pub from my bedroom.	As above.		As above.
23.11.2018, approximately 22:45 – approximately 1:05, Queen's Head	22:45 – just before midnight, loud music and singing which I could hear over my TV. 1:00 – 1:05 approximately, five customers outside pub talking loudly and singing	As above.		As above.
24.11.2018, 21:45 – approximately 23:30, Queen's Head	Karaoke with multi-colour disco lighting. I can hear this in my sitting room, sometimes over my TV.	As above.		As above.
25.11.2018, approximately 18:10 – 21:00, Queen's Head	Live music and karaoke with multi-colour disco lighting. When there is a live music set I can hear this very clearly over my TV. It's loud in my bedroom and I can clearly hear the songs. I didn't make a record of all the songs because I didn't want to listen all night, but they included My Cherie Amour, Lets Stay Together, My First, My Last, My Everything.	As above.	Logged with the out of hours noise service	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
30.11.2018, approximately 20:45 – approximately 1:45, Queen's Head	20:45 – approximately 21:30 - Karaoke with multi-colour disco lighting. Logged a call with the out of hours service, but was quieter when they arrived, so they didn't come in. 22:00 approximately – 10:55 approximately - Karaoke. Logged another call with the out of hours service, but it had gone quiet five minutes before they arrived. 23:30 approximately - didn't hear any more karaoke. Could still hear music (but quieter) coming from the pub until approximately 1:45. 1:45 approximately - people still coming out of the pub. No attempt by them to be quiet.	As above.	Logged with the out of hours noise service, but unfortunately they didn't witness the noise.	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. Really frustrating that because of the nature of karaoke, the noise is not constantly at the same volume, so it is difficult to get it witnessed.

2.12.2018, approximately 18:50 – approximately 21:00, Queen's Head	Karaoke / music with multi-colour disco lighting. Noise is variable, sometimes it can be heard over my TV, sometimes not.	As above	Logged with the out of hours noise service, but unfortunately they didn't witness the noise.	As above.
7.12.2018, approximately 20:30 – approximately 23:30, Queen's Head	Karaoke with multi-colour disco lighting. Could hear over my TV and could clearly hear lyrics in my bedroom. Officers from out of hours service visited (reference 26950) and then went to the pub at approximately 22:30. There was no difference following their visit. 23:15 rowdy group on the pavement outside the pub, shouting and laughing.	As above	Logged with the out of hours service. They witnessed the noise. Reference 26950.	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
7.12.2018, approximately 23:30 – approximately 02:15, Queen's Head	Music and lights carried on, but music was quieter. There were people in the pub after 2am. Their licence is until midnight, so this is clearly a breach of the licence. A Tower Hamlets van drove past the pub at around 2:08, the blinds were closed, but lights were still on and there were still people in the pub, I don't know if they saw this.	As above		Very angry that the publican has so little consideration for residents. Very annoyed that the publican thinks he can blatantly ignore his licensing hours.
8.12.2018 20:40 approximately – 23:30 approximately, Queen's Head	Music with new high intensity coloured flashing lights. Can hear the music over my TV and in my bedroom. Flashing lights in my bedroom too.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
14.12.2018 21:15 approximately – 23:30 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Noise is variable, sometimes it can be heard over my TV, sometimes not. Could clearly hear lyrics in my bedroom.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
15.12.2018 00:25 approximately, Queen's Head	Pub turned out around this time. People outside talking loudly and shouting, taxis and cars coming to collect people.	As above		
15.12.2018 20:00 approximately – 11:30 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Noise is variable, sometimes it can be heard over my TV, sometimes not.	As above	Logged with the out of hours service. Slightly quieter when they visited. Reference 27013.	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
21.12.2018 20:30 approximately – 01:00 approximately, Queen's Head	20:30 approximately – 23:30 approximately - Karaoke / music with multi-colour disco lighting. Rowdy outside, can sometimes hear music over my TV and more clearly in my bedroom.	As above		As above

	<p>According to one of my neighbours, some sort of double glazing has been fitted. If it has been, it hasn't made a massive difference to the noise levels.</p> <p>01:00 approximately – Lights on in the pub, but no noise. Assume that they are still serving, despite their licence only being until midnight.</p>			
22.12.2018 18:00 approximately – 22:00 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.	As above		As above
29.12.2018 21:00 approximately – 23:00 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.	As above		As above
31.12.2018 21:00 approximately – 01:35 approximately, Queen's Head	<p>21:00 approximately – 00:00 approximately – Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.</p> <p>1.1.2019 00:01 approximately – 01:35 approximately – music got very loud to the point where I could hear the lyrics of whatever was being sung in my sitting room even with my solid wood shutters closed.</p> <p>03:00 1.1.2019 lights still on at the pub, but no music.</p>	As above	<p>The out of hours service was not operating, so couldn't call.</p> <p>I thought about phoning the Police 101 number, but thought that they would be extremely busy with more serious calls.</p>	Particularly annoyed that they turned up the volume after midnight. They appear to have absolutely no consideration for any of the residents.
4.1.2019 21:00 approximately – 00:00 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
5.1.2019 00:45 approximately, Queen's Head	Blinds were down, but multi-colour disco lighting still visible through the glass panels on the door, so I'm assuming that they were still serving.	As above		Very annoyed that they seem to be ignoring licensing hours.
11.1.2019 20:45 approximately – 23:30 approximately, Queen's Head	<p>Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.</p> <p>Getting sick to death of having a disco opposite my house.</p>	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.

12.1.2019 01:00, Queen's Head	Blinds drawn, but lights still on in the pub.	As above		Very annoyed that they seem to be ignoring licensing hours.
12.1.2019 21:00 approximately – 23:00 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom. Getting sick to death of having a disco opposite my house.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
13.1.2019 16:15 approximately – 19:30 approximately, Queen's Head	Very loud Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom. At one point I could hear the thump, thump of the music in my kitchen (which is at the rear of my house) whilst washing up with water running. Disco lights carried on for after 19:30, but I couldn't hear music. Getting sick to death of having a disco opposite my house.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub
18.1.2019 22:15 approximately – 23:30 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom. The worst of the music was from 22:15 – 22:55 with another loud burst just before 23:30.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub
19.1.2019 22:30 approximately – 23:10 approximately, Queen's Head	I didn't get home until 22:30, so don't know what time the music started. Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub

20.1.2019 16:20 approximately – 19:00 approximately, Queen's Head	Very loud Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom. At some points I could hear the music at the rear of my house.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub
25.1.2019 21:05 approximately – 23:35 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can hear music in my sitting room when TV not on and more clearly in my bedroom.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub
27.1.2019 18:00 approximately – 21:15 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub
1.2.2019 19:50 approximately – 23:35 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom. Got louder around 21:00 and I could hear the lyrics of what was being sung in my sitting room with my solid wood shutters closed (Bob Marley – I Wanna Love You). Got very loud after 23:00, I was in the bathroom at the back of my house and could hear the music in there.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub
2.2.2019 21:30 approximately – 23:45 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Can sometimes hear music over my TV and more clearly in my bedroom. There was a lot of shouting/singing along around 23:00. Around 23:20 it was very rowdy in the street with customers shrieking and shouting. I wanted to go to bed to read a book at around 23:00, but was unable to because of the noise.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. I'm getting sick to death of having to adjust what I'm doing because of the noise from the pub.
3.2.2019 16:45 approximately – 23:00 approximately, Queen's Head	Noticed that the music had started whilst I was on the phone as I could hear it over my conversation. Karaoke / music with multi-colour disco lighting. Can	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from

	<p>sometimes hear music over my TV and more clearly in my bedroom.</p> <p>I went out for an hour or so to get a break from the music.</p> <p>The music got quieter after 19:15, but was still going on until 23:00.</p>			<p>the pub.</p> <p>I'm getting sick to death of having to adjust what I'm doing because of the noise from the pub.</p>
8.2.2019 21:15 approximately – 23:30 approximately, Queen's Head	Karaoke / music with multi-colour disco lighting. Quieter than it has been, but could still hear the thump, thump of music, occasionally over the TV.	As above		Relieved that it wasn't as bad as last Friday.
9.2.2019 21:15 approximately – 23:35 approximately, Queen's Head	<p>Karaoke / music with multi-colour disco lighting. Quieter than it has been, but could still hear music.</p> <p>23:05 – 23:35 Music/karaoke got louder, can sometimes hear music over my TV and more clearly in my bedroom.</p>	As above		Annoyed that it got louder again after 23:05.
10.2.2019 18:30 approximately – 21:00 approximately, Queen's Head	<p>Got home around 18:30. Karaoke / music with multi-colour disco lighting. Quieter than it has been, but could still hear music.</p> <p>19:00 approximately – 20:15 approximately, music/karaoke got louder, can sometimes hear music over my TV and more clearly in my bedroom.</p> <p>Didn't hear any music/karaoke after 21:00 approximately, but multi-colour disco lights still on.</p>	As above		Annoyed that it got louder again after 19:00.
17.2.2019 18:20 approximately – 19:00 approximately, Queen's Head	<p>Got home at 18:00. Multi-colour disco lighting on but couldn't hear music/karaoke.</p> <p>18:20 approximately – 19:00 approximately, could hear music/karaoke and shouting, sometimes over TV.</p>	As above		Angry that the publican is still subjecting residents to the music/karaoke.
22.2.2019 22:00 approximately – 23:40 approximately, Queen's Head	<p>Karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom.</p> <p>23:00 Logged a call with the out of hours noise service.</p>	As above.	Logged with the out of hours noise service	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub

23.2.2019 00:45 approximately, Queen's Head	Lights still on in the pub and customers outside.	As above		Very annoyed that they still seem to be ignoring licensing hours.
23.2.2019 20:40 approximately – 00:45 approximately, Queen's Head	20:40 approximately – after 23:00, Karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom. Because I'm sick of being disturbed by this I went into my spare bedroom and shut all internal doors. 00:00 One of the doors onto Flamborough Street was wide open 00:45 approximately, taxi picking up customers	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. I think it's a bit much that I have to go into my spare room and shut all internal doors just to get some peace. Very annoyed that they still seem to be ignoring licensing hours and licensing conditions.
24.2.2019 16:45 approximately 21:30 approximately, Queen's Head	16:45 approximately – 18:30 approximately, Karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom. 19:40 approximately – Karaoke / music got louder again for a few minutes and very rowdy outside the pub. 21:30 approximately – customers screeching and shouting in Chaseley Street. Went on for a while.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
28.2.2019 21:00 approximately – 22:00 approximately, Queen's Head	Horrendous shouting and screaming in Chaseley Street from a customer from the pub. Possibly a drugs or mental health issue. He ended up half naked in the street. Police and ambulance attended.	As above	Police were called by a neighbour.	Angry that the pub cannot control their customers. The person causing the disturbance was from the pub, but I think they might have told the police he wasn't.
1.3.2019 20:45 approximately – 00:40 approximately, Queen's Head	20:45 approximately – after 22:00, karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom. 00:40 more than five customers leaving the pub, being picked up by taxis, one taxi beeping.	As above		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
6.3.2019 17:45 approximately – 22:15 approximately, Queen's Head	17:45 approximately – 19:45, karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom.	As above		Concerned that disruption is not just on Friday, Saturday and Sunday nights now.

	22:15 approximately - shouting, swearing, laughing in the street of and on until 22:15 approximately.			Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
8.3.2019 21:25 approximately – 00:30 approximately, Queen's Head	21:25 approximately – 23:30 approximately, karaoke / music with multi-colour disco lighting, can sometimes hear music and lyrics over my TV and more clearly in my bedroom. Lyrics heard include Rapper's Delight by the Sugarhill Gang and A Thousand Kisses. 00:30 approximately – around seven customers outside the pub talking loudly. Lights were still on in the pub.	At least one other neighbour called the out of hours noise service.	Logged with the out of hours noise service at 22:50. Phoned me back at 1:10, they only had two officers on duty covering the borough and were unable to attend whilst the noise had been happening.	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.
9.3.2019 21:10 approximately – 00:45 approximately, Queen's Head	21:10 approximately – 23:35 approximately, karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom. 00:45 approximately – Still customers in the pub. I saw one customer using the door to the upstairs accommodation on Flamborough Street. This leads to an internal door giving access to the pub. I could see lights were on and people were inside. I assume that they're trying to be more discreet about operating outside their licensing hours.	Many other neighbours, some of whom have made complaints		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. Very annoyed that they still seem to be ignoring licensing hours.
16.3.2019 20:40 approximately – 1:00 approximately, Queen's Head	20:40 approximately – 23:30 approximately, karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom. Could hear music in my bathroom which is at the back of the house. Intermittent shouting and rowdiness outside the pub. 00:45 – customers still leaving the pub. 1:00 – customers still going outside to smoke after 1:00.	Many other neighbours, some of whom have made complaints	Phoned the out of hours service at 23:20 approximately, but no one answered. Tried a few minutes later, but the option for out of hours didn't connect, just repeated the menu.	Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub. Very annoyed that they still seem to be ignoring licensing hours.
17.3.2019 16:30 approximately – after 23:00	16:30 approximately – 18:00 approximately, karaoke / music with multi-colour disco lighting, can sometimes hear music over my TV and more clearly in my bedroom. Multi-colour disco lighting going until after 23:00, but mercifully couldn't hear music.	Many other neighbours, some of whom have made complaints		Very angry that the publican has so little consideration for residents. Can't enjoy being in my house because I can hear the noise from the pub.

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I declare that the above information is true to the best of my knowledge and belief.

Your signature: Amanda Luscombe
Please return to

Date: 18.3.2019
@towerhamlets.gov.uk or telephone 0207 364

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