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# Appendix 1





This form should be completed and forwarded to:

London Borough of Tower Hamlets,  
Licensing Section, Mulberry Place (AH), PO BOX 55739, 5 Clove Crescent, London E14 1BY

Application for the review of a premises licence or club premises certificate  
under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

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

I PC 124HT Andy Jackson on behalf of the Commissioner of the Metropolitan Police (Insert name of applicant) apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Postal address of premises or club premises, or if none, ordnance survey map reference or description The Urban Bar, 27 Three Colt Street		LBTH TRADING STANDARDS 04 MAY 2010  LICENSING
Post town London	Post code (if known) E14 8HH	

Name of premises licence holder or club holding club premises certificate (if known)

Number of premises licence or club premises certificate (if known)

**Part 2 - Applicant details**

- I am
- Please tick  yes
- 1) an interested party (please complete (A) or (B) below)
    - a) a person living in the vicinity of the premises
    - b) a body representing persons living in the vicinity of the premises
    - c) a person involved in business in the vicinity of the premises
    - d) a body representing persons involved in business in the vicinity of the premises
  - 2) a responsible authority (please complete (C) below)
  - 3) a member of the club to which this application relates (please complete (A) below)

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

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

**Surname**

**First names**

I am 18 years old or over  Please tick yes

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

**Post Town**  **Postcode**

**Daytime contact telephone number**

**E-mail address (optional)**

(B) DETAILS OF OTHER APPLICANT

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

<b>Surname</b>	<b>First names</b>
<input type="text"/>	<input type="text"/>

I am 18 years old or over

Please tick  yes

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

<input type="text"/>
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<b>Post Town</b>	<input type="text"/>	<b>Postcode</b>	<input type="text"/>
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**Daytime contact telephone number**

<input type="text"/>
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**E-mail address (optional)**

<input type="text"/>
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(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

<b>Name and address</b>	
PC124HT Andy Jackson Licensing Officer Bethnal Green Police Station 12 Victoria Park Square London E2 9NZ	
<b>Telephone number (if any)</b>	<input type="text"/>
<b>E-mail (optional)</b>	<input type="text"/>

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

Please tick one or more boxes

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

**Please provide as much information as possible to support the application** (please read guidance note 2)  
This review is under the crime and disorder and the public nuisance licensing objectives.

Following complaints from local residents about the noise levels of customers, allegations of anti social behaviour and after hours drinking police decided to observe the premise during the early hours of Saturday 17th April 2010. On several occasions between 0110 and 0212hrs large groups of people were seen to be drinking and smoking outside the front door of the premise. This led to loud conversations taking place as they had just left a noisy bar and their hearing was impaired. Whilst it was noted that the conversations were of a good nature, they were loud and often abusive littered with swearing, particularly in the case of one drunken female. She was seen to hold a loud abusive, good natured (non threatening) conversation with several people outside the bar, one of which was the door man. Instead of attempting to keep her quiet, part of his job, he joined in the conversation shouting back at her. Between these hours there were between 6 and 20 persons outside. Most were smoking and all were drinking. I noticed that many were drinking straight from glass bottles although it appeared that in many cases the pint glasses were plastic. Taxis regularly arrived and double parked blocking the road. Many sounded their horns to attract attention. Often local residents would pull up behind the taxi as the road is the main entrance to some estates at the rear of the bar, from the Commercial Road. Understandably none of these residents wished to leave their cars to find the driver so resorted to sounding their horns as well. There is a sign directed at taxi drivers at the front of the bar informing them about not using horns and not blocking the road. Whilst this is to the bar's credit, when one of these things takes place, no one from the bar or door staff speak to the offender.

The premise has several conditions on it's premise licence which are aimed to reduce levels of noise and ASB specifically outside the venue. These include no open glass containers to leave the premise, the use of an SIA door supervisor after 2100hrs Thursday to Saturday and the use of an appointed taxi company who are required to not use their horn to signal their arrival.

Clearly these conditions are being breached even from the short period of observation by police. Information from local residents would appear to prove that this is not a one off but is a regular occurrence.

I understand that the owner has put up signs informing prospective local residents not to move there as it is a noisy pub. The words "Going to be moving in? Think about it! You're gonna be next to a late night, busy, noisy pub" It then gave Mr Slankard's mobile phone number. These were sent to police

and LBTH Licensing in a letter from Mr Slankard dated 9th Feb 2010. If this is the case then that in itself is an admission of wrongdoing by the owner/DPS.

I have included 2 police statements detailing the evidence collected by police on 17th April. Also included is an email from a local resident which has been sanitised to protect their identity, which shows the impact the Bar has on his life and health.

To reduce the levels of noise and ASB associated with this premise police propose that the hours of alcohol sale be reduced to 2300 with the bar closing at 2330hrs. We consider this to be necessary in a residential area. We would also seek a condition on the licence allowing a maximum of 4 persons smoking outside the front of the premise at any one time. This should be monitored by bar staff when door staff are not employed. We also seek a condition of no drinking outside the front of the premise at any time, again monitored by staff. We consider a single SIA registered doorman as insufficient for the obvious needs of the premise and request a further condition of 2 SIA door staff on duty when the premise is open after 1800hrs Thursday to Saturday. The condition regarding taxis not sounding horns to announce their arrival should be retained even though it is anticipated that it will be less of a problem if the premise closes earlier. We would expect however that to keep noise to a minimum, the owner would speak to the taxi company involved regarding the use of the horns.



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

Please tick ? yes

If yes please state the date of that application

Day	Month	Year

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

I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate Please tick  yes  
 x

I understand that if I do not comply with the above requirements my application will be rejected  x

**IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION**

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

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 4). If signing on behalf of a company or other body, please state in what capacity.

Signature

Date 28th April 2010

Capacity Police Licensing Officer

Contact name (where not previously given) and address for correspondence associated with this application (please read guidance note 5)

Post town

Post code

Telephone number (if any)

If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)

### Notes for Guidance

- 1 1. The ground(s) for review must be based on one of the licensing objectives.
- 2 2. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
- 3 3. The application form must be signed.
- 4 4. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
- 5 5. This is the address which we shall use to correspond with you about this application.

WITNESS STATEMENT

CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of Andrew Jackson ..... URN: [ ] [ ] [ ] [ ]

Age if under 18 Over 18..... (if over 18 insert 'over 18') Occupation: Police Licensing Officer .....

This statement (consisting of: .... 2..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: ..... Date: .....

Tick if witness evidence is visually recorded [ ] (supply witness details on rear)

I am a Metropolitan Police Licensing Officer for the London Borough of Tower Hamlets. Recently I have been in contact with Ian Wareing who is an EHO for the Borough over concerns regarding a premise called the Urban Bar at Three Colt Street, E14. Mr Wareing has held meetings with local residents who have complained about the levels of noise and ASB they experience, particularly at weekends. I understand these complaints revolve around music noise inside the premise, sales of alcohol after hours and customer noise outside as people stand outside and smoke and drink, whilst continuing loud conversations. I was unable to attend these meetings but information was passed back to me. In an attempt to resolve the issues I undertook a period of observation on the premise from the outside on the early morning of Saturday 17th April 2010. With me was Sgt Jane Burke, also from Licensing. I was aware that the licensing hours for the sale of alcohol and opening hours finished at 0200hrs that night. I was also aware that the premise had conditions on it's premise licence about people drinking outside using glass containers. At 0110hrs we first drove into Three Colt Street and I noticed that there were about 12 people standing outside the bar, some directly and some across the road. All had drinks in their hands and some were smoking. There was a lot of noise emanating from this group, as people standing near to each other were shouting and swearing at each other. I could clearly hear this from a distance of about 30 yards away. At 0135hrs we left the vehicle and walked past the door. By this time there was about 15 - 20 persons spread across the pavement, so many that it was not possible to pass on the same side as the bar so we crossed over the road. By the door was a black male dressed in black clothing. I had seen him before when conducting a visit to the premise in the past. I knew him to be employed as door staff. I could see no badge displayed. Again I noticed that the people were all drinking and some were smoking. Many appeared to be drinking from glass beer bottles which is against the premise licence. Some of the pint glasses appeared to be plastic but it is also against the premise licence to drink outside. At no time did I see the door man stop someone from leaving the premise with a drink in their hands. A blond female aged about 45 years and dressed in dark clothing and a hat, was shouting and swearing at someone by the door. This was a good natured conversation which all including the door man found to be very

Signature: ..... Signature witnessed by: .....

Continuation of Statement of **Andrew Jackson** .....

funny. However the doorman seemed content to join in with the conversation and did nothing to stop the noise from the woman or anyone else. We walked on past and stood in the park area to the south of the bar. I could clearly hear the loud conversations from that side of the bar. At this time several vehicles arrived and appeared to be taxis. The street is a one way street with parked cars parked down the east side. This effectively makes it a single carriageway. The vehicles double parked completely blocking the road and put their hazard warning lights on. Some of them sounded their horns. This situation was made worse as the street is the way into several residential estates from the Commercial Road. Residents returning home found the road blocked and resorted to also sounding their horns to attract the driver's attention. The bar has a large black and white sign attached to its front informing taxi drivers not to use their horns or block the road. Again I saw no one connected to the bar moving vehicles which blocked the road, or speaking to a driver who had stayed in his vehicle and sounded his horn. We left the park and walked back past the bar again. The crowd outside had reduced to about 6 - 8 persons. What hadn't changed was the drunk female as before, having a shouting match with the door man who was shouting back at her. Again it was not a threatening exchange, but loud, good natured and abusive. In between shouting at each other they laughed a lot. We continued on and went back to the car. At 0147hrs we drove past again with the windows open. The crowd outside had swelled to about 20 in number and as before were all talking loudly. The door man had abandoned the doorway and was standing in the street having an animated conversation with 2 other people who he appeared to know. If he had had a drink in his hand you would have mistaken him for a customer. We drove on and returned at 0212hrs, twelve minutes after the premise should be closed. There was no one outside, the main lights were on inside and the front door was open. I estimated that there were about 40 persons still inside drinking and the music was off. There was a lot of noise coming from the inside as people held loud conversations. No one appeared to be trying to get people to leave and the door man had disappeared from his post. We returned to other matters and next drove by the premise at about 0300hrs when it was closed and in darkness.

Signature: ..... Signature witnessed by: .....

### WITNESS STATEMENT

CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of Jane Burke ..... URN: 

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Age if under 18 **Over 18**..... (if over 18 insert 'over 18') Occupation: **Police Sergeant 26HT 82/007648** .....

This statement (consisting of: .... **2**..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

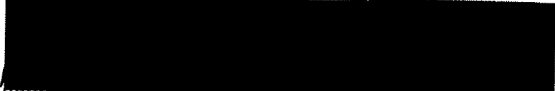
Signature: .....  Date: 28th April 2010 .....

Tick if witness evidence is visually recorded  (supply witness details on rear)

I am a Police Sergeant based at Tower Hamlets Police in charge of the Licensing Unit for the Borough. I write this statement with reference to Urban Bar Three Colt Street, E14. I am aware that the venue has a premise licence allowing the sale of alcohol until 0200hours on a Saturday evening. The licence also has a condition in relation to persons drinking outside the venue using plastic glasses. I was briefed by PC Jackson that there had been several complaints of noise and disorder and the venue frequently operated beyond its premise licence. PC Jackson also informed me that Ian Wareing from LBTH Environmental Health had received several complaints about the venue and had met with local residents to document their concerns.

On Saturday 17th April 2010 at about 0110hours I was on duty in plain clothes driving an unmarked police vehicle. I was in company with PC 124HT Andrew Jackson, a member of the Police Licensing Unit. As I drove down Three Colt Street I noticed a group of approximately 12 - 15 persons, male and female, standing directly outside the pub spilling onto the road and the pavement opposite. All of the persons had drinks in their hands some were smoking. The windows were down on our car and from the top of the road I could hear noise, music and voices coming from the direction of the venue.

At about 0130hours I parked our vehicle at the top of the road. This is a one way street and several vehicles park on the eastern kerb. Cars were parked all the way to the end of the street leaving a single carriageway for cars to pass by. If cars stop at any point in the street then it effectively blocks the road. Whilst waiting in the car a vehicle did drive up and stop, beeping its horn loudly. PC Jackson and myself got out of our vehicle and walked past the venue on foot. More people had congregated outside again spreading out onto both pavements. The crowd appeared good natured however the noise levels were loud. PC Jackson identified a black male to me who was a member of staff and supposedly the door staff. He was standing near the main door of the pub; I could not see him wearing a SIA badge. Some of the customers were holding beer bottles others had glasses. The black

Signature:  Signature witnessed by: .....

Continuation of Statement of

male was speaking to a female and for the brief time I had him under observation I did not see him stop anyone leaving the venue with a bottle or a glass. As we stood to the southern side of the pub in a small park area I observed several cars drive down Three Colt Street, at some point one of them sounded a loud horn, and the vehicle appeared to be a taxi. As we walked back past the venue the black male was still in conversation with the female who was laughing. I could not hear the content of the loud conversation as there were too many people talking loudly.

We returned to our police vehicle and at about 0150hours we drove past the venue again. More people were standing outside, approximately 20, smoking and or drinking and the conversations remained loud and noisy.

At about 0215hours we returned to the venue, which should have been closed, however the main lights were on and the front door open. There appeared to be a large number of persons still in the venue. I noticed that the music had been turned off although the noise of the customer's conversations could still be heard. No one seemed to be leaving the venue and I could no longer see the door staff. When we returned at 0300hours the venue was closed.

Signature:

[Redacted Signature]

Signature witnessed by:

.....





I don't have to be here. Dreading returning, and in all honesty, regretting the day that I moved in, and wanting to move.

I've had one conversation with the owner of the bar next door, during which I was informed that he felt he'd done all he could to limit the noise of the blaring music. That as much as possible he had tried make people be quiet when they were standing outside, or leaving the bar. Also he told me he had a business to run, and that I should move. I've got some sleeping tablets from my GP, but find they make me feel terrible the next day. I have a history of depression and feel like I am well on the way to revisiting that period of my life, if my circumstances and this situation do not change very soon.

The problem with the Urban bar is ongoing. Most nights I am kept awake, if not from the music, then it's the noisy people standing outside, either drinking or leaving. Shouting, swearing, singing and laughing, they also block the road and paths of people and vehicles trying to get by. It is very intimidating. I would not venture outside when things are in full swing. Obviously they are enjoying their night out. Wonder if they could keep it up every night.

I am still reeling from the night before last, eventually stopped at 4a.m. Got to sleep at 6a.m. Even after it goes relatively quiet, it is difficult to sleep, because of the stress and negativity of it all.

On the thursday evening of the meeting we attended regarding this situation, the noise from next door increased, both the volume of the music and the loudness of the people outside increased dramatically at around 2.30 a.m. finally ending around 6a.m. leaving me feeling completely exhausted and wondering how I was going to be able to manage to work that night.

Hope this explains some of the extent of how the Urban Bar is affecting my life, and how important it is that something is done about it as soon as possible, and I know I am not the only person who's life has been thrown into turmoil because of it.

Thanks

WITNESS STATEMENT

CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of Jane Burke ..... URN: [ ] [ ] [ ] [ ]

Age if under 18 Over 18 ..... (if over 18 insert 'over 18') Occupation: Police Sergeant 26HT 82/007648 .....

This statement (consisting of: .... 2..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: [Redacted] Date: 10th May 2010

Tick if witness evidence is visually recorded [ ] (supply witness details on rear)

I am a Police Sergeant based at Tower Hamlets Police in charge of the Licensing Unit for the Borough. I write this statement with reference to Urban Bar, Three Colt Street, E14.

On Friday 8th May 2010 I was on duty in plain clothes driving an unmarked police vehicle, in company with PC 189HT Cruickshank, a member of the Police Licensing Unit. We were conducting late licensing patrols to various venues in Tower Hamlets Borough.

At about 0115hours I drove into Three Colt Street from Commercial Road E14. As we turned into the road I saw approximately ten people walking northbound on the eastern pavement towards me. Most of them were female and wearing pink cowboy hats and party clothes. They were shouting and singing ("I'm forever blowing bubbles") very loudly. The people were in good spirits however did not appear aggressive. My attention was drawn to a crowd of approximately fifteen people standing outside the Urban Bar, this was a large number for the time of night.

I stopped the car and watched the venue for a few minutes. I saw more females leave the venue also wearing pink hats. The windows were down on our car and from the top of the road I could hear noise, music and voices coming from the direction of the venue. I saw a white male standing on a wall adjacent to the venue next to the sign on the wall asking people to leave quietly. This is right outside a residential block of flats. The male appeared to be talking loudly on a mobile phone.

After a few moments I drove past the venue I saw a black male whom I recognised as the door security staff. He was dressed all in black and I did not see any security pass on his clothing. It would have stood out against the black clothing as the SIA passes are lighter in colour. The door man was in conversation with several of the

Signature: [Redacted] Signature witnessed by: .....

Continuation of Statement of .....

group who appeared young in age. Most of the group were smoking or holding glasses. Inside the bar standing near the front window I saw a young woman also wearing a pink cowboy hat similar to the ones the larger group had been wearing.

I drove past the venue three times in total in a space of fifteen minutes each time the situation did not alter and the noise levels and persons outside remained constant.

As I turned into Three Colt Street for the second time I saw a group of six young white male and females come out of the pub and again walk north towards us. The group spread themselves from the pavement into the road. One of males, the tallest in the group walked into the road and I had to slow the car down to avoid him. The group were extremely loud and there appeared to be an aggressive argument going on between the males.

Upon driving into Three Colt Street for the last time I saw that the same group had stopped in the middle of the road at the junction with Commercial Road. . We monitored them believing there may be a fight. After a few minutes of heated conversation in the road the group split up and dispersed. We left the area at approximately 0130hours.

Signature:



Signature witnessed by: .....

WITNESS STATEMENT

CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of Alan Cruickshank ..... URN: [ ] [ ] [ ] [ ]

Age if under 18 Over 18..... (if over 18 insert 'over 18') Occupation: Police Constable 189HT .....

This statement (consisting of: .... 2..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: [Redacted] ..... Date: 11/05/10

I am a police licensing officer and I am based at Bethnal Green Police Station, 12 Victoria Park Square, E2 9NZ. On Friday 8th May 2010 I was on duty in plain clothes along with PS 26HT BURKE who was driving an unmarked police vehicle.

During the night we had been conducting licensing visits to venues that had come to our attention or in their general vicinity.

At about 0115hours we turned into Three Colt Street from Commercial Road E14, stopping on the left hand side, facing south. Coming towards us were about ten to twelve people walking northbound on the eastern pavement .They were approximately 40 feet away from the Urban Bar , Three Colts St, E14. The majority of the group were female and quite a few of them were wearing pink / purple cowboy hats. All were shouting or singing , being extremely loud. Some were singing "I'm forever blowing bubbles". They all seemed in a good humour. There was no sign of any outward aggression.

On travelling towards the Urban Bar I saw one male in his late teens standing on a metal fence belonging to the houses next to the bar and he was shouting towards a young teenage girl was standing in what looked like a small alcove , between the houses and the pub.

On passing the Urban Bar, I saw one young woman inside the bar near the window, dancing with an identical pink / purple cowboy hat on her head. Outside the bar there were about twelve to fifteen people standing by the front door, a number of them were trying to enter. By the door stood a black male who seemed to be allowing access to the pub. I could not see any SIA accreditation on him but I took him to be door staff. A number of these youths had beer glasses in their hands.

We then went round the block and after a few minutes ended up in the same parking space. Having our windows down I could still hear noise coming from outside the Urban Bar. A short time later we began to drive out of our spot when I saw a group of about six male and females coming our way. The largest white male who was wearing a grey cardigan kept walking towards us in the middle of the street. PS Burke had to slow down to avoid him; the man seemed oblivious to this and kept on shouting. We again passed the pub and it was still busy inside and there

Signature: [Redacted] ..... Signature witnessed by: .....

Continuation of Statement of **Alan Cruickshank** .....

remained eight to ten people outside the pub, some still with glasses in their hands.

On once again doing the same route, we reached Three Colts Street at the junction with Commercial Road , E14. Standing there was the same six people we had seen earlier. They had stopped in Commercial Road and there seemed to be a heated argument between the males in the group. After a few minutes the group dispersed and made off in different directions. We again drove past the Urban Bar and there were about eight people outside, some leaning against a wall. At about 0130 we continued on our visits. [REDACTED]

Signature: [REDACTED]

Signature witnessed by: .....

WITNESS STATEMENT

CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of Andrew Jackson ..... URN: [ ] [ ] [ ] [ ]

Age if under 18 Over 18 ..... (if over 18 insert 'over 18') Occupation: Police Officer 178779 .....

This statement (consisting of: ... 47 ... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: ..... Date: .....

Tick if witness evidence is visually recorded [ ] (supply witness details on rear)

I am a police licensing officer in the Borough of Tower Hamlets and it was in that capacity that I was in Three Colt Street E14 between 0045 and 0140hrs on Saturday 7th August 2010. I was in a police vehicle driven by Sgt Jane Burke and we were there monitoring noise and ASB in relation to customers at the Urban Bar. For the first 35 minutes we sat near the junction with the Commercial Road. Having been in discussion with the operator of the premise I was pleased to see that some of the methods I suggested to Mr Slankard (2 door staff and up to 8 smokers allowed outside at any one time) were in operation and with the car windows open I could hear very little noise. I have requested that the bar close at 0100hrs and at the time I thought that had been agreed so I was surprised to see that people were still arriving at the premise past 0100hrs. At 0120hrs we drove down the street behind a black cab. This cab stopped directly outside the bar blocking the road and 4 males and 1 female got out. All were smartly dressed but 1 male was very unsteady on his feet and was helped from the cab by another male. In his hand he had a bottle which was empty and he staggered over to the railings surrounding the churchyard and put the bottle through the railings. I observed the door staff whilst this was taking place and they seemed to be unaware of the drunk male who was a prospective customer. I later found out the alcohol had stopped being served at 0100hrs so at this time the bar was effectively shut. I would have thought that the door staff would be approaching any cars which arrived to communicate this fact. The cab pulled off and we drove down the road about 25 yards and parked at j/w Bale St. Shortly after people started to leave the bar. From down the road I could hear music still playing inside the bar and people were shouting as they left. On leaving the bar people then congregated outside the front where the noise level continued to be too high. As the security staff seemed to be just having conversations with people no one was moving away and going home or elsewhere. Very soon we got to a point that there were in excess of 30 persons standing outside the bar, all talking in a good natured but loud way. During this period a black male left as part of a group and walked down the road in our direction. I noticed that this black male had a glass in his hands which was half full of clear liquid. They stopped about 10 yards away from us and leant against the wall where they stayed for a while then walked past us. When I left at 0140hrs some

Signature: ..... Signature witnessed by: .....

Continuation of Statement of **Andrew Jackson** .....

people were still outside the bar talking. At no time did I see any staff or management (other than door staff) outside the bar to assist with the egress of customers. On Monday 9th August I attended a pre-arranged meeting with Mark Slankard and Ian Wareing of LBTH to discuss the upcoming review and I mentioned what I had seen a few days before. This is when I learnt that I had apparently misunderstood an agreement on hours of closure. On mentioning the amount of people who stood outside for a considerable time with out being moved on by staff I suggested that if the door staff couldn't get them to move that he, the owner go and speak to his customers who are apparently all aware of the review.

Signature: ..... Signature witnessed by: .....

**Witness contact details**

Home address: .....

Home telephone number ..... Work telephone number ..... Postcode: .....

Mobile/pager number ..... Email address: .....

Preferred means of contact: .....

Male / Female (delete as applicable) ..... Date and place of birth: .....

Former name: ..... Ethnicity Code (16+1): ..... Religion/belief: .....

**Dates of witness non-availability**

**Witness care**

- a) Is the witness willing and likely to attend court? Yes / No. If 'No', include reason(s) on MG6.
- b) What can be done to ensure attendance?
- c) Does the witness require a Special Measures Assessment as a vulnerable or intimidated witness? Yes / No. If 'Yes' submit MG2 with file.
- d) Does the witness have any specific care needs? Yes / No. If 'Yes' what are they? (Disability, healthcare, childcare, transport, , language difficulties, visually impaired, restricted mobility or other concerns?)

**Witness Consent (for witness completion)**

- a) The criminal justice process and Victim Personal Statement scheme (victims only) has been explained to me Yes  No
- b) I have been given the Victim Personal Statement leaflet Yes  No
- c) I have been given the leaflet 'Giving a witness statement to police — what happens next?' Yes  No
- d) I consent to police having access to my medical record(s) in relation to this matter: (obtained in accordance with local practice) Yes  No  N/A
- e) I consent to my medical record in relation to this matter being disclosed to the defence: Yes  No  N/A
- f) I consent to the statement being disclosed for the purposes of civil proceedings e.g. child care proceedings, CICA Yes  No
- g) The information recorded above will be disclosed to the Witness Service so they can offer help and support, unless you ask them not to. Tick this box to decline their services:

Signature of witness: ..... Print name: .....

Signature of parent/guardian/appropriate adult: ..... Print name: .....

Address and telephone number if different from above: .....

Statement taken by (print name): **PC124HT 178779 Andy Jackson** ..... Station: **Bethnal Green** .....

Time and place statement taken: .....



WITNESS STATEMENT

CJ Act 1967, s.9; MC Act 1980, ss.5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of Jane Burke ..... URN: [ ] [ ] [ ] [ ]

Age if under 18 Over 18 ..... (if over 18 insert 'over 18') Occupation: Police Sergeant 26HT 82/007648.....

This statement (consisting of: .... 3..... pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated anything in it which I know to be false, or do not believe to be true.

Signature: ..... Date: 16th August 2010

Tick if witness evidence is visually recorded [ ] (supply witness details on rear)

I am a Police Sergeant based at Tower Hamlets Police in charge of the Licensing Unit for the Borough. I write this statement with reference to Urban Bar, Three Colt Street, E14.

On Friday 6th August 2010 I was on duty in plain clothes driving an unmarked police vehicle, in company with PC 124HT Andrew Jackson, a member of the Police Licensing Unit. We were conducting late licensing patrols to various venues in Tower Hamlets Borough. It was a clear night and the weather was fine and dry.

At about 0045hours on 7th August we went to Three Colt Street E14 and I parked the police vehicle near the junction with Commercial Road. The windows on the police car were down and little noise could be heard from the Urban Bar. I saw people continue to arrive at the premise and gain access. At about 0120hours I drove down Three Colt Street. The road was blocked by a black cab directly outside the venue. I saw four smartly dress males and one female got out of the cab. One of the males was helped out of the cab by one of the other males, he had a bottle in his hands and appeared unsteady on his feet. He staggered up to the church wall and placed the bottle behind the railings. After the cab had driven off we parked about 25 yards south of the venue. I could hear music coming from the venue. The security staff seemed to be talking to the customers and not moving them away from the venue. At some point there were almost thirty persons outside, all good natured but creating a loud level of noise. There was a white female sat on a small wall opposite with her head between her legs. I then saw a black male with his arm draped around a female come out of venue walking towards us. I noticed that the male had a glass, half full of liquid, in his hand. They stood near to the female with her head in her hands. We left the area at about 0140hours.

On 13th August 2010 I was again on duty in plain clothes driving an unmarked police vehicle, in company with PC 189HT Cruickshank, a member of the Police Licensing Unit. We were conducting late licensing patrols to

Signature: ..... Signature witnessed by: .....

Continuation of Statement of .....

various venues in Tower Hamlets Borough. It was a clear night however there was light rain on and off throughout the evening.

At about 0120hours we drove to Three Colt Street E14. The lights from the venue were on and there were approximately eight persons outside The Urban Bar, one of them appeared to be a male security officer. One of the group of people standing outside appeared to be drinking from a glass. We parked at the junction with Commercial Road E14. With the windows down loud voices could be heard coming from the venue, even from the top of the street almost 80 yards from the venue. I saw vehicles, which appeared to be private taxi's, pull up outside the venue to collect customers. We drove past the venue and there appeared to be a further twenty persons inside the venue, visible from the road. We left the area to make other visits.

At 0135hours we returned to the venue to see if the bar was still open. The lights were still on and there were still about eight persons standing outside. At 0142hours I saw the lights of the venue turn off and the persons started to walk away from the premises. The venue was dark and noone seemed to be inside. We left the area directly after this.

Signature: ..... Signature witnessed by: .....

**Witness contact details**

Home address: .....

..... Postcode: .....

Home telephone number ..... Work telephone number **0208 217 4118** .....

Mobile/pager number ..... Email address: .....

Preferred means of contact: .....

**Male/ Female** (delete as applicable) ..... Date and place of birth: .....

Former name: ..... Ethnicity Code (16+1): ..... Religion/belief: .....

**Dates of witness non-availability** .....

**Witness care**

- a) Is the witness willing and likely to attend court? **Yes**. If 'No', include reason(s) on **MG6**.
- b) What can be done to ensure attendance?
- c) Does the witness require a Special Measures Assessment as a vulnerable or intimidated witness? **No**. If 'Yes' submit **MG2** with file.
- d) Does the witness have any specific care needs? **No**. If 'Yes' what are they? (Disability, healthcare, childcare, transport, , language difficulties, visually impaired, restricted mobility or other concerns?)

**Witness Consent (for witness completion)**

- a) The criminal justice process and Victim Personal Statement scheme (victims only) has been explained to me Yes  No
- b) I have been given the Victim Personal Statement leaflet Yes  No
- c) I have been given the leaflet 'Giving a witness statement to police — what happens next?' Yes  No
- d) I consent to police having access to my medical record(s) in relation to this matter: (obtained in accordance with local practice) Yes  No  N/A
- e) I consent to my medical record in relation to this matter being disclosed to the defence: Yes  No  N/A
- f) I consent to the statement being disclosed for the purposes of civil proceedings e.g. child care proceedings, CICA Yes  No
- g) The information recorded above will be disclosed to the Witness Service so they can offer help and support, unless you ask them not to. Tick this box to decline their services:

Signature of witness: ..... Print name: .....

Signature of parent/guardian/appropriate adult: ..... Print name: .....

Address and telephone number if different from above: .....

Statement taken by (print name): **PS 26HT 82/007648 Jane Burke** ..... Station: **Bethnal Green** .....

Time and place statement taken: .....



---

# Appendix 2



**Postal Address  
(5b Urban Bar)  
27 Three Colt Street  
London  
E14 8HH**

**Licensable Activities authorised by the licence**

**The sale by retail of alcohol  
Regulated Entertainment  
Late Night Refreshment**

**Amended the 30 November 2007**

**See the attached licence for the licence conditions**

**Signed by**

**John Cruse \_\_\_\_\_  
Team Leader Licensing**

**Date: 11 November 2005  
Reissued 25/11/07**



LICENSING ACT 2003

**Part A - Format of premises licence**

Premises licence number

12295

**Part 1 - Premises details**

**Postal address of premises, or if none, ordnance survey map reference or description**  
(5b Urban Bar)  
27 Three Colt Street  
E14 8HH

**Post town**  
London

**Post code**  
E14 8HH

**Telephone number**  
020 7537 1601

**Where the licence is time limited the dates**  
Not applicable

**Licensable activities authorised by the licence**  
The sale by retail of alcohol  
Regulated Entertainment  
Late Night Refreshment

**The times the licence authorises the carrying out of licensable activities**  
**For the Supply of Alcohol, Late Night Refreshment, dancing including the provision of facilities and recorded music (also including facilities)**  
Monday to Thursday 11 00 hrs to 01 00 hrs the following day  
Friday and Saturday 11 00 hrs until 02 00 hrs the following day  
Sunday 11 00 hrs to midnight

**Live Music (including facilities),**  
Monday to Sunday 18 00 hrs to 23 30 hrs

**For all regulated activities**

Note: However, New Years Eve is subject to the Regulatory Reform (Special Occasion Licensing) Order 2002. Which means that while that order is in effect the premises may



remain open for the twelve hours between 11pm on New Years Eve and 11am on New Years Day.

**The opening hours of the premises**

Monday to Thursday 07 00 hrs to 01 00 hrs the following day  
Friday and Saturday 07 00 hrs to 02 00 hrs the following day  
Sunday midday to 01 00 hrs the following day

**Where the licence authorises supplies of alcohol whether these are on and/ or off supplies**


On and off sales

## **Part 2**

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence**

Lormar Ltd.  
27 Three Colt Street  
Limehouse  
London  
E14 8HH

4338085



**Registered number of holder, for example company number, charity number (where applicable)**

4338085

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol**

Mr Mark Slankard  
27 Three Colt Street  
London  
E14 8HH

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

Personal Licence Number - 9377  
Licensing Authority - London Borough of Tower Hamlets

### **Annex 1 - Mandatory conditions**

#### **Condition 1**

No supply of alcohol may be made under the premises licence-

- a) at a time where 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

Condition 2

Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence

Condition 3

**Door Supervisors**

Where a premises licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, such individuals must be licensed with the Security Industry Authority.

This does not apply to premises within paragraph 8(3)(a) of Schedule 2 to the Private Security Industry Act 2001, (premises with premises licences authorising plays or films), or

in respect of premises in relation to-

any occasion mentioned in paragraph 8(3)(b) or (c) of Schedule 2 (premises being used exclusively by club with club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), or

any occasion within paragraph 8(3)(d) of Schedule 2 (occasions prescribed by regulations under that Act) unless the Licence specifically states otherwise.

Security activity means an activity to which paragraph 2(1)(a) of Schedule 2 of the Private Security Industry Act 2001 of that schedule applies, and

Paragraph 8(5) of Schedule 2 (interpreting of references to an occasion) applies as it applies in relation to paragraph 8 of Schedule 2 of the Private Security Industry Act 2001

**Annex 2 - Conditions consistent with the operating Schedule**

Condition 4

SIA registered Door Supervisors to be employed after 21 00 hrs on Thursday to Saturday inclusive

Condition 5

The beer cellar and storage area in the basement are not accessible to the public

Condition 6

The first and second floor are private and not accessible to the public

Condition 7

At all times the premises are open to the public a holder of a personal licence will be present

Condition 8

A strict no drugs policy will be strictly enforced. Entrance doors will be sign posted with an "admission is subject to search" policy

Condition 9

The immediate neighbours will be given a contact number for the Designated Premises Supervisor

Condition 10

Litter will be cleared away from the immediate area

Condition 11

All exits to have a notice asking customers to leave quietly

Condition 12

Exterior doors are to be posted with notices advising the age policy, and the requirement that proof of age may be required

Condition 13

During live music performance all exterior doors will be kept closed

Condition 14

Under 18s are only admitted before 18 00 hrs, except for a private function

Condition 15

An appointed mini-cab firm will be used, and the firm will be required to enter the premises, not sound a horn

Condition 16

The beer garden will be open to the public between 12 00 hrs and 22 00 hrs

Condition 17

Opened glass containers will not be allowed to leave the premises. Anyone drinking or wishing to leave with glass containers outside the premises will be provided with a plastic cup

**Regulated Entertainment**

Condition 18

Only live music, recorded music, dance and the provision of facilities for making music and dancing are permitted

Condition 19

Live music is a maximum of two performers

Condition 20

No adult entertainment

**Annex 3 - Conditions attached after a hearing by the licensing authority**

Condition 21

All external doors to be closed during live music performances and in any case from 22 00 hrs daily except to allow access and egress of patrons

**Annex 4 - Plans**

The plans are those submitted to the licensing authority on the following date:  
18 July 2005



**Part B - Premises licence summary**

**Premises licence number**

12295

**Premises details**

**Postal address of premises, or if none, ordnance survey map reference or description**  
**(5b Urban Bar)**  
**27 Three Colt Street**  
**London**

**Post town**

**London**

**Post code**

**E14 8HH**

**Telephone number**

**020 7537 1601**

**Where the licence is time limited the dates**

N/a

**Licensable activities authorised by the licence**

The sale of retail of alcohol  
Regulated Entertainment  
Late Night Refreshment

**The times the licence authorises the carrying out of licensable activities**

**For the Supply of Alcohol and Late Night Refreshment**  
**For the Supply of Alcohol, Late Night Refreshment, dancing including the provision of facilities and recorded Music**

Monday to Thursday 11 00 hrs to 01 00 hrs the following day

Friday and Saturday 11 00 hrs until 02 00 hrs the following day

Sunday 11 hrs to midnight

**Live Music (including facilities),**

Monday to Sunday 18 00 hrs to 23 30 hrs

**For all regulated activities**

Note: However, New Years Eve is subject to the Regulatory Reform (Special Occasion Licensing) Order 2002. Which means that while that order is in effect the premises may remain open for the twelve hours between 11pm on New Years Eve and 11am on New Years Day.

The opening hours of the premises

Monday to Thursday 07 00 hrs to 01 00 hrs the following day  
Friday and Saturday 07 00 hrs to 02 00 hrs the following day  
Sunday midday to 01 00 hrs the following day

Name, (registered) address of holder of premises licence

Lormar Ltd. 27 Three Colt Street  
Limehouse  
London  
E14 8HH

Where the licence authorises supplies of alcohol whether these are on and / or off supplies

On and off

Registered number of holder, for example company number, charity number (where applicable)

4338085

Name of designated premises supervisor where the premises licence authorises for the supply of alcohol

Mr Mark Slankard

State whether access to the premises by children is restricted or prohibited

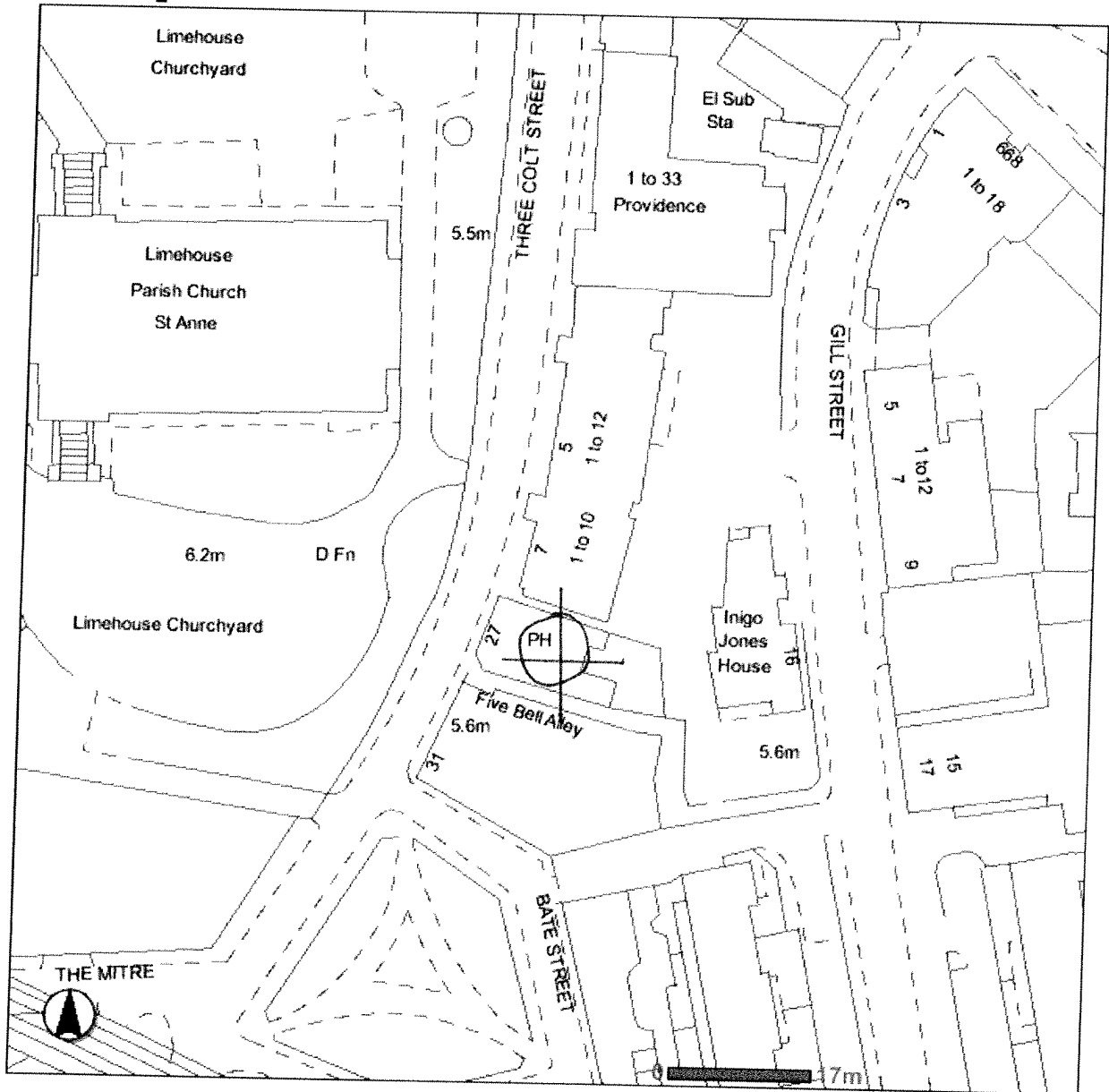
See full licence

# Appendix 3





# Map



Scale 1:750

Map of:

Notes:

## Urban Bar - large scale

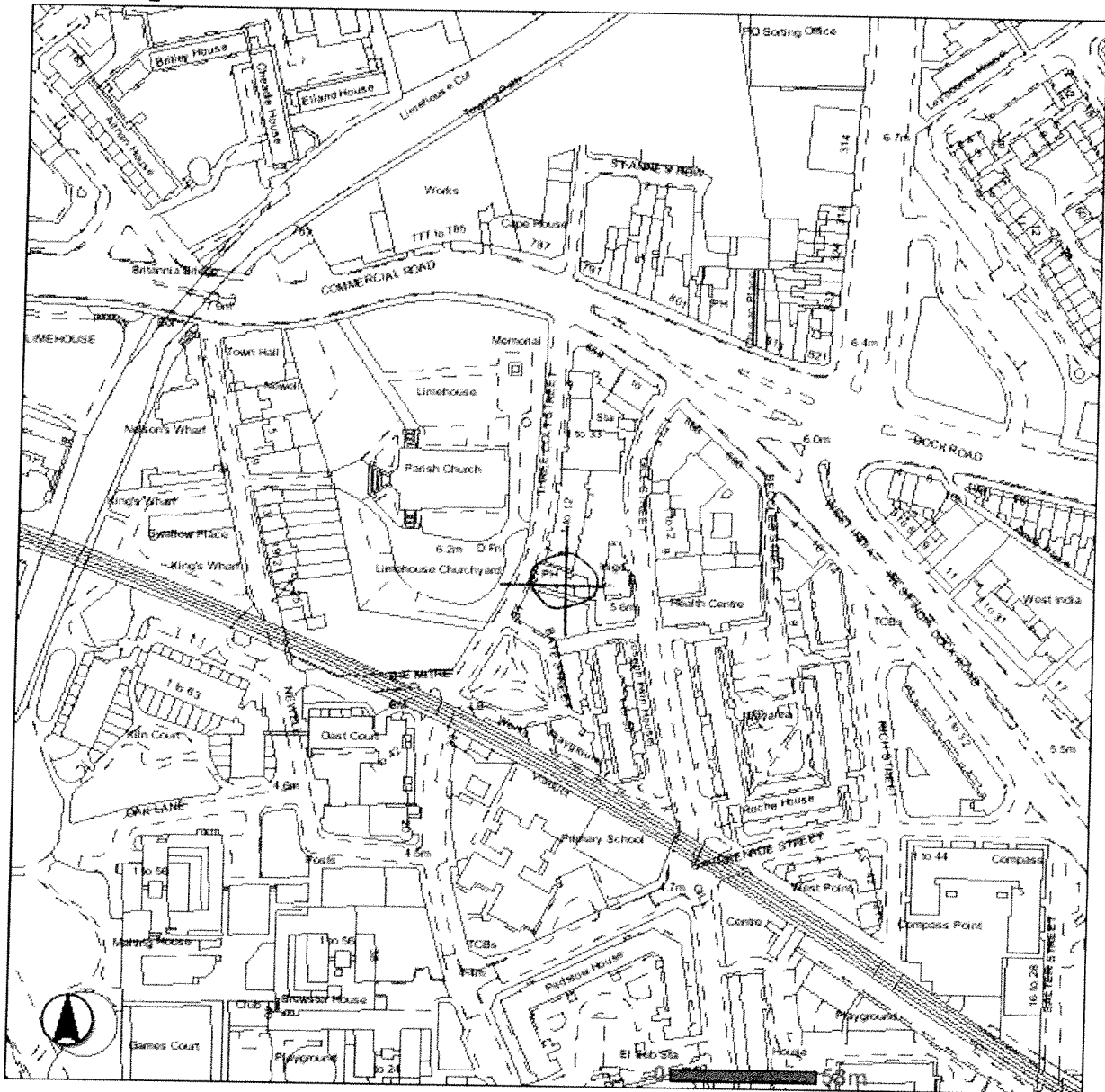
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Supplied by London Borough of Tower Hamlets

Licence Number: LA100019288

# Map



Scale 1:2500

Map of:

Notes:

## Urban Bar - small scale

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Supplied by London Borough of Tower Hamlets

Licence Number: LA100019288

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# Appendix 4



London Borough of Tower Hamlets  
Licensing Department,  
4<sup>th</sup> Floor Anchorage House,  
5 Clove Crescent,  
London,  
E14 1 BY

Communities, Localities & Culture

Environmental Health, Environmental Protection  
Mulberry Place (AH)  
5 Clove Crescent  
London E14 1BY

Enquiries            Mr I Wareing  
Tel                    020 7364 5008  
Fax                    020 7364 6831  
Flare Ref            040902  
Your Ref  
Email : [environmentalhealth@towerhamlets.gov.uk](mailto:environmentalhealth@towerhamlets.gov.uk)

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

Date 28<sup>th</sup> May 2010

Dear Kathy,

**Licensing Act 2003 – Review – The Urban Bar, 27 Three Colt Street, London, E14 8HH**

We are writing to make a Representation for the Review of the Premises Licence at The Urban Bar, 27 Three Colt Street, London, E14 8HH as submitted by the Metropolitan Police.

Environmental Protection has received 19 complaints of loud music/loud social activity attributed to the above premise between the 9<sup>th</sup> September 2009 and 28<sup>th</sup> May 2010.

We have witnessed Statutory Nuisance this year. The officer's request to turn the music off on this occasion was complied with so no further action was taken.

We have met with the Residents, Gateway Housing Representatives and the Police to discuss the problems.

We had a subsequent meeting with the Premises Licence Holder and discussed the problems.

Mark Slankard put together a lengthy list of proposed conditions to help try and alleviate the problems raised.

Since the implementation of these 'trial' conditions, Residents initially reported a vast improvement. The most recent communication with the Residents has still reported improvement, but they have indicated that they are still being woken out of their sleep between the hours of 12-2am with associated noise from patrons of the pub. I have relayed this information to Mark Slankard who assured that efforts will be directed into tackling this problem.

*Corporate Director  
Communities, Localities & Culture  
Stephen Halsey*

Environmental Health has been the 'middle man' in these negotiations, relaying information and trying to resolve the issues for both parties. At this point in time it appears that there is deadlock between the parties. Residents are happy that some of the issues are being addressed but that the hours of opening exceed what they feel are reasonable. Likewise, Mark Slankard has stated that his current opening hours are crucial to the sustainability of his business.

Environmental Health will continue to work with both parties and explore every avenue so as to hopefully find a resolution.

Kind regards

**Mr I Wareing**  
**Technical Officer**

*Corporate Director*  
*Communities, Localities & Culture*  
**Stephen Halsey**

# Appendix 5





Supporters of the Review		Appendix
Peter Matysik		
Donald Mullis		6
Ryan Green		7
Kirsty Bartholomew		8
Shelim Ahmed		9
Mr Mrs Pullin		10
		11

Supporters of the Licensee		
Richard Stow		12
Tim Morrison		13
Adam Cleur		14
Nuala Monaghan		15
Michael John Leszczuk		16
Sara Walsh		17
Florian Kuehn		18
Michael Jardine		19
Gabby Kuehn		20
A. M. Aiken		21
Linda Kendall		22
Paul Kathro		23
Michael Harman		24
Simon Rouse		25
Armand & Paulina Louw		26



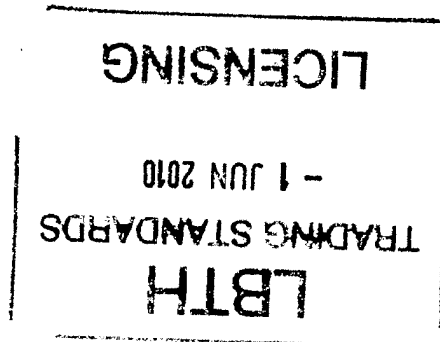
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# Appendix 6



Statement of Fact

Peter Matysik  
[REDACTED]



1. My name is Peter Matysik. [REDACTED] I moved into this block, [REDACTED] in august 2009.
2. Having lived at my previous address for 22 years, also a Gateway property. I was devastated to learn that the building was to be demolished, and was given a time limit to find alternative accommodation.
3. This flat became available, the flat itself being ideal. However, from the outset, the problems from the Urban Bar and the noise were glaringly evident.
4. I couldn't believe the run of bad luck I was having. The thought of a new start in a nice flat has turned into a nightmare.
5. At first I thought this has just got to be a one off party, but quickly realised this is how the owner runs his business. Night after night of loud booming music that could be felt as well as heard. Accompanied by a loud noisy crowd of people, spilling out into the street both of which would go on until as late as 5 or 6 am in the morning.
6. I contacted Tower Hamlets licensing and anti social behaviour departments. I was given the licensing hours of the Urban Bar(that confirmed that the landlord was well in breach of his license most nights).
7. Also I was given the number of the out of hours noise nuisance department,(Operates nightly until 3.30am) and told to call them when necessary.
8. The first couple of months I phoned them late at night on a regular basis. Although initially I was not aware of the importance of keeping a diary. These are dates I have written down that I called the out of hours noise nuisance people.(25/8/09(ref 89036.)26/8/09 visited by team.9/9/09(ref 96710)10/9/09 (ref97408)(97426) 11/9/09(99556) 14/9/09(ref ?).16/9/09

rang Ian Wareing(ref124482). 24/9/09(ref 10274).  
8/10/09(ref 110274) 9/10/09(ref110646) 13/10/09(ref 113035) 22/10/09(ref  
116734) 13/11/09(ref126504) 12/1/10(ref157701)29/1/10(ref165073)  
25/2/10(ref177650) 12/3/10(ref184576) 28/3/10(ref193299.)  
25/4/10(ref208869)(208217)

9. It soon became evident that because they are very busy they are not always able to call back immediately. Leading to the situation where the music and street noise might subside, I would start to fall asleep, only to be woken by the noise nuisance people, calling to see if the noise was still occurring.
10. I still occasionally called to log the complaint and get a reference number.
11. All of this, coupled with the fact that most of the time I was feeling very tired, depressed, stressed and apathetic. I would just let everything wash over me, with a deep sense of helplessness, in a hopeless situation.
12. In desperation I contacted my housing officer, and spoke with one or two other members of staff. There being a problem with noise emanating from The Urban Bar was acknowledged, but I was informed that it would have to be dealt with by Tower Hamlets anti social behaviour and licensing departments.
13. My job dictates me working 12 hour shifts. I work Friday and Saturday night, and 6 hours on Thursday. I do not sleep very well during the day anyway, and so am grateful on my days off to try and catch up with resting. I find that I am taking most of my Thursdays off as annual leave, consequently not having much left for a proper holiday, because I am so exhausted from being kept awake by the noise from next door.
14. I am also grateful that I work the two nights at the weekend, as I am away from my flat and the noise from the Urban Bar. Otherwise I feel I would barely be able to function at all.
15. Since moving into [REDACTED] my life has been made a misery, because of the noise from the Urban bar. So much so that, at every opportunity I will go and stay with a friend or my aunt, so that I don't have to be here. Dreading returning, and in all honesty, regretting the day that I moved in, and wanting to move.
16. I've had one conversation with the owner of the bar next door, during which I was informed that he felt he'd done all he could to limit the noise of the blaring music. That as much as possible he had tried make people be quiet when they were standing outside, or leaving the bar. Also he told me

he had a business to run, and that I should move.

17. I've got some sleeping tablets from my GP, but find they make me feel terrible the next day. I have a history of depression and feel like I am well on the way to revisiting that period of my life, if my circumstances and this situation do not change very soon.
  18. The problem with the Urban bar is ongoing. Most nights I am kept awake, if not from the music, then it's the noisy people standing outside, either drinking or leaving. Shouting, swearing, singing and laughing, they also block the road and paths of people and vehicles trying to get by. It is very intimidating. I would not venture outside when things are in full swing.
  19. Obviously they are enjoying their night out. Wonder if they could keep it up every night.
  20. I am still reeling from the night before last, eventually stopped at 4a.m. Got to sleep at 6a.m.(unsure of date). Even after it goes relatively quiet, it is difficult to sleep, because of the stress and negativity of it all.
  21. On the Thursday(1/4/10) evening of the meeting we attended regarding this situation, the noise from next door increased, both the volume of the music and the loudness of the people outside increased dramatically at around 2.30 a.m. finally ending around 6a.m. leaving me feeling completely exhausted and wondering how I was going to be able to manage to work that night.
  22. Hope this explains some of the extent of how the Urban Bar is affecting my life, and how important it is that something is done about it as soon as possible, and I know I am not the only person who's life has been thrown into turmoil because of it.
- 26/5/10
23. Since the initiation of a license review. Mark Slankard has been forced into a position of compromise, with certain promises made to reduce the impact of disturbance on the local residents.
  24. From what I understand, amongst other things, he has agreed to employ two new doormen. No drinks to be allowed outside after 10pm. Calling for cabs to be made from inside the bar, and being made responsible for customers behaviour outside the bar, on the street.
  25. Although not fully aware of all the conditions. I was told that these would be written into the license.

26. Whilst there has been a slight improvement (over two weeks as I write this), I feel this still far from satisfactory, acknowledging that it is difficult to monitor and police peoples actions. Particularly after a few drinks. The noise from patrons leaving, and cabs coming and going, as well as loud conversations, with increasing frequency.

27. Particularly from midnight onwards, until after 3a.m seems to cancel out any of the positive measures that were promised.

28. Still leading to a lack of sleep most nights during the week, leaving me feeling permanently tired and run down.

29. Surely a reduction of hours to a reasonable time is not too much to ask.

28/5/10

30. Last night there was complete lack of control outside the Urban Bar. There were noisy groups of people outside, shouting, and at one point an argument broke out. This along with the coming and going of vehicles and slamming of doors. Went on until after 2a.m. I couldn't sleep again for the rest of the night, and found it very upsetting, particularly since Mark Slankard had said he would make an effort to address the situation. This is clearly not the case, and another reason as to why I feel these measures alone cannot be relied on.

Peter Matysik



**Mohshin Ali**

---

**From:** peter matysik [REDACTED]  
**Sent:** 11 June 2010 11:36  
**To:** Kathy Driver  
**Cc:** Mohshin Ali  
**Subject:** Review of license for 5b Urban Bar. Three Colt Street.

Dear Kathy Driver

I spoke to Mr. Mohshin this morning regarding the ongoing noise problems with the Urban Bar. I would be grateful if you could add to my statement, that on wed 9th june 2010 and thursday 10th I was kept awake until 2am, and 3am.respectively. It is so distressing,that it is difficult to get any sleep at all on the nights it occurs.

The noise usually becomes worse after midnight, from people gathering outside the bar, and also from cars and cabs coming and going.

Last week I was away, but the week before the same thing occurred, despite the fact that Mr. Slankard has claimed that he was going to implement changes, that would lead to less distress for his neighbours.

Many thanks

Peter Matysik

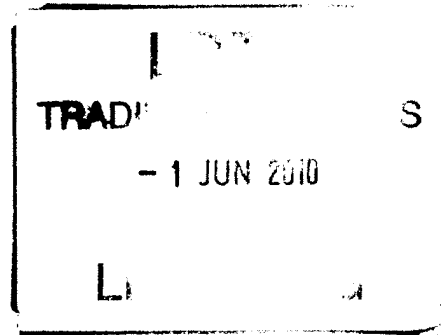


# Appendix 7



Statement of facts of:

Donald Mullis



My name is Donald Mullis. I have been a tenant of Gateway Housing since January 1989

On the Tuesday 6th October 2009, I moved with my partner in to [REDACTED]

1. Moving to a new Gateway Housing Association flat, last Autumn, in Three Colt Street seemed to give me and my partner the best chance of establishing a positive, new life after being decanted by Gateway from a great flat in Stepney where I was content for 20 years and part of a close, happy community, and where my partner joined me just over three years ago.
2. When shown the new flat, I noticed a banner on the boundary wall of the bar facing the Three Colt Street communal gardens warning potential new tenants that they would be moving next to a noisy, busy bar.
3. The banner had the following message. 'Thinking of moving in? Think about it! You're gonna be next to a late night, noisy, busy pub. Any questions call Mark [REDACTED]. The wording suggested to me that the bar had no intention of adjusting to, or compromising over, the recent changes (i.e. new residential blocks) in the neighbourhood.
4. However, the Gateway representative who initially showed me the flat, and on a second occasion when showing it to me and my partner, told me to not worry about what the banner indicated. To a certain extent I wasn't worried as I thought (naively, as it turned out) that the bar would have a licence like many I was used to, that is with an 11pm closing time.
5. The process of being moved from my old flat, with a tight time limit and little choice, was difficult, but [REDACTED] seemed the best resolution of that process. That was until the noise generated by The Urban Bar immediately next door was clearly going to be a constant nuisance.

6. With Licence Hours until midnight on Sundays, until 1am Mondays to Thursdays, and until 2am on Fridays and Saturdays, it is common for me to be kept awake into the small hours of the morning.
7. That a bar now surrounded on three sides by residential blocks, two of them new, continues to have such late closing and alcohol licence hours surprises me, to say the least.
8. The causes of the lack of sleep that I am suffering is a combination of:
  - The volume of music with its resonant bass.
  - Customers of the bar on the pavement outside (drinking and smoking) during licensed hours and then beyond those hours, sometimes as late as 5.30am.
9. Originally, my intention was to negotiate a compromise on the noise nuisance with Mark Slankard, Urban Bar's Licensee. In fact, in my first conversation with him in October 2009, I let him know that as long as I got my sleep, I wasn't concerned about how he ran his business.
10. After this first conversation, Mark Slankard made a temporary change to reduce the music volume audible from outside the bar, but washed his hands of any responsibility for noisy customers outside his bar, either after closing time or before. Mark Slankard told me that as the street outside his bar was a public highway, he had no control over customers' behaviour. Obviously, to a certain extent this is true. However, Mark Slankard has some sway over his customers' behaviour during opening hours and at closing time, if only at very least from the point of view of being a good neighbour.
11. Subsequent conversations I had with Mark Slankard became less productive to the point of him coming across as intransigent. One of the suggestions I made was for better sound insulation to be added to his Victorian building. Ultimately, Mark Slankard said that the only solution for me was that I should move.
12. As disturbance continued, my frustration increased and the quantity and quality of my sleep (and that of my partner) declined, with its not inconsiderable effect on my work. I eventually became aware of the procedure for reporting noise nuisance in Tower Hamlets and decided to try to tackle this problem through official channels.
13. Between 1st November 2009 and 27th March 2010, I have called the Noise Nuisance team thirteen times. Here is a list of the reference numbers of those logged calls: 121460 (1/11/09), 141496 (14/12/09), 141836 (15/12/09), 142177 (16/12/09), 149968 (29/12/09), 156214 (10/1/10), 158470 and 158474 (both 14/1/10), 159743 (17/1/10), 161541 (21/1/10), 162252 (23/1/10), 185283 (14/2/10), 193028 (28/2/10).

14. Also, at about 1am on Saturday 19th December 2009 I felt it right to dial 999 to ask for the Police because of a fight that included eight men and a woman. A list of circumstances and times of earlier disturbances are noted in an email that I sent to Mark Slankard on 14th December 2009. I refer to this letter in paragraph 62.
15. In March this year, I received a letter dated 9th March from Mohshin Ali, Tower Hamlets Acting Senior Licensing Officer, in relation to my logged complaints (and the Noise Team's call-outs) which had been presented to Mark Slankard. This 9th March letter was accompanied by Mark Slankard's response to the complaints which stated that he had '...a new policy, enforced by the Door Supervisor, of No Drinks outside after 10pm; to limit time spend on the pavement smoking'. Mark Slankard's response letter is dated 9th February 2010 and included some other voluntary measures. I include these communications as a supporting document 1 at the end of this statement.
16. Also in this 9th February letter, Mark Slankard appears to cast himself as victim in this situation - which I find unusual, at very least - and, with 'innuendo, and suggestions' of his own casts aspersions on Gateway tenants with reference to his perception of a rise in anti-social behaviour in Three Colt Street caused since the Gateway development has opened.
17. Again in this 9th February letter, Mark Slankard mentions two significant examples of criminal damage – three, large, smashed windows on New Year's Eve and his car broken into - referencing the rise in anti-social behaviour.
18. However, in a conversation with me, Mark Slankard said that the windows were smashed by someone connected to a disgruntled bar customer caught stealing from other bar customers. So not by new Gateway tenants.
19. Also, I have provided video and photo evidence on DVD (enclosed) to illustrate that, despite Mark Slankard's 9th February assurances to Tower Hamlets Licensing Section, his 'new policy' has been ineffective at best or not implemented at worst. Below, Sections 22 to 59 is a list relating to the video and photo evidence that I've provided on DVD. I believe the evidence counters Mark Slankard's assurances of his 9th February letter.
20. Please note that my camera was on default time setting of British Summer Time. With this in mind the title of the clips and videos shows the adjustment for the clips and photos captured before 02.00h Sunday 28th March 2010. However, embedded information for those clips or photos (i.e. when right-clicked for 'Properties') will show the time as one hour ahead of when they were captured.

21. In some of the video clips, the insistent bass rhythm of music being played can be heard emanating from the Bar. However, as my camera does not have a sophisticated recording system, this rhythm can be heard as a low hiss.
22. File001(IntroductionToTheNeighbourhood). This shows the banner mentioned in paragraph 3. To reiterate, to me the wording is slightly intimidating and suggests that whoever moved in to the new flats would have problems. This also suggests the opposite of the prevention of crime and disorder and the opposite of the prevention of public nuisance.
23. File001. Video clip, 33secs. Uncontrolled noise at 00.45h, 21 Feb '10.
24. File002. Video clip, 17secs. General disturbance at 01.46h, 21 Feb '10.
25. File003. Video clip, 45secs. General disturbance at 02.32, 27 Feb '10.
26. File004. Video clip 53secs. General disturbance and drinkers at 02.35h, 27 Feb '10.
27. File005. Video clip, 3mins,30secs. Exceptional general disturbance after with evidence of alcohol in the street (at 3mins,5secs into the video) at 03.17h, 27 Feb '10.
28. File006. Photo. Alcohol in the street at 03.42h, 27 Feb '10.
29. File007. Photo. Closer view of File006.
30. File008. Video clip, 1min,10secs. General disturbance and alcohol in the street at 03.47h, 6 Mar '10.
31. File009. Video clip, 49secs. General disturbance at 02.01h, 7 Mar '10.
32. File010. Video clip, 18secs. General disturbance and alcohol in glasses at 00.02h, 20 Mar '10.
33. File011. Video clip, 17secs. General disturbance and alcohol in glasses at 00.08h, 20 Mar '10.
34. File 012. Video clip, 27secs. Exceptional disturbance at 00.58h, 20 Mar '10.
35. File013. Video clip, 34secs. General disturbance at 01.10h, 20 March '10.
36. File014. Video clip, 1min,14secs. General disturbance and ineffectual door staff at 02.51h, 20 March '10.



37. File015. Video clip, 1min,29secs. General disturbance at 00.05h 28 March '10.
38. File016. Video clip, 56secs. General disturbance at 00.34h, 28 March '10.
39. File 017. Video clip, 1min,38secs. General disturbance and alcohol in glass and bottle at 02.31h, 3 April '10.
40. File018. Photo. Not relevant as evidence.
41. File019. Video clip, 24secs. General disturbance at 02.53h, 3 April '10.
42. File020. Video clip, 1min,5secs. General disturbance at 00.54h, 17 April '10.
43. File021. Video clip, 22secs. General disturbance at 01.02h, 17 April '10.
44. File022. Video clip, 29secs. General disturbance and alcohol in bottle at 01.04h, 17 April '10.
45. File023. Video clip, 1sec. As File022, but at 01.04h.
46. File024. Video clip, 12 secs. As File022, but at 01.06h.
47. File025. Video clip, 30secs. General disturbance and customers arriving at 01.40h.
48. File026. Video clip, 6secs. General disturbance and alcohol in glass (first person seen in clip) at 01.46h, 17 April '10.
49. File027. Video clip, 1min,59secs. General disturbance and alcohol in glass at 01.39h, 22 April '10.
50. File028. Video clip, 9secs. General disturbance at 02.11h, 24 April '10.
51. File029. Video clip, 6secs. General disturbance at 02.14h, 24 April '10.
52. File030. Video clip, 20secs. General disturbance at 02.19h, 24 April '10.
53. File031. Photo. Blocked pavement and blocked free flow of traffic, London Marathon day, 25 April '10.
54. File032. Photo. Urinating punter, London Marathon day, 25 April '10.
55. File033. Photo. Plant bed in front of Gateway's Three Colt Street property, 28 April '10.

56. File034. Photo. Plant bed in front of Gateway's Three Colt Street property, 28 April '10.
57. File035. Photo. Wall to the front of Gateway's Three Colt Street property, 28 April '10.
58. File036. Video clip, 23secs. General disturbance and alcohol in glass at 01.20h, 1 May '10.
59. File037. Video clip, 25secs. Disturbance and alcohol in branded glass at 23.42h, 9 May '10.
60. On Thursday 1st April 2010, I met at Gateway's Mile End office with Stuart Veysey, Derek Kennett, Ian Wareing, Alan Cruickshank and Peter Matysik.
61. That night, disturbance from the Urban Bar peaked for me at about 2.30am (Friday morning) with customers doing the Hokey Cokey in the street and continuing (with Lady Gaga's hits) in the public garden just south of the bar until well after 3.30am. Peter tells me that he was disturbed by the noise until about 6am. Sadly for him, he is a little closer to the source of the noise.
62. Also from the Noise meeting at Gateway's Mile End office, I am including a copy of the email I sent to Mark Slankard on 14th December 2009 in which I suggested compromises and which I read out at the meeting. I include it as a supporting document 2 at the end of this statement and as I refer in it to conditions in 5b Urban Bar's Licence, I add a copy for easy reference. I received no response to that email from Mark Slankard, but maybe it informed his reply to Mohshin Ali on 9th February.
63. As I've said already, disturbance from the Urban Bar has had some detrimental effect on my work life. It has also had detrimental effect on my home life and my partner. Sharing a consistent life at home with my partner has been impossible at times. For example, when noise from the bar has been too much for me, I've slept on the sofa in the living room, so that when my partner has come home from night shifts to find me sleeping in the living room he has been unable to relax in the living room with TV or music or make any noise because he's anxious to not wake me. A bigger picture of how the disturbance from The Urban Bar has affected our relationship is given very clearly in my partner's statement.
64. Disturbance continues. But while there may be no very recent record of complaints from me, you'll appreciate that on occasion I'd rather take evasive action and retreat to sleep on the sofa in the living room away from the street noise than call the Noise Team to have them disturb me even later in the night. On other occasions I feel too tired or defeated to call for the Noise Team.

65. When a DJ plays music at the Urban Bar, the noise level of the music emanating from the Urban Bar means that even the living room is no place to escape the noise.
66. I am currently still waiting for a report from the Noise Team who installed a DAT recording device in my bedroom for seven days from Friday 5th March. I have included in my evidence the record I was asked to keep of any disturbances during that time. The necessity of dutifully keeping this record was exhausting. The evidence I have is a photocopy as the Noise Team have the original. I include it as a supporting document 3 at the end of this statement.
67. I had a conversation with my neighbour, Peter Matysik, who had a difficult time on the day of the London Marathon (Sunday 25th April) trying to get some sleep after his Saturday night shift at work. This resulted in Peter calling out the Noise Team.
68. While Sunday was a busy day because of the London Marathon, the anti-social behaviour generated by The Urban Bar was causing extra difficulties. Both Peter and the Noise Team have good evidence of these. On my DVD, I have included two pictures sent to me by Peter of the free movement of traffic blocked on the narrow, one-way, Three Colt Street by Urban Bar customers in the road, and evidence of at least one bar customer urinating in the street against the Urban Bar while standing on Gateway property.
69. I was away from Three Colt Street for most of Sunday 25<sup>th</sup> April so didn't suffer this disturbance, but I did return home at about 8.30pm to find two well-dressed, young men drinking alcohol from glasses in the lobby of my building. I asked them to leave. I (with other residents) was aware of wet hallway floors on that Sunday and a smell of urine persisting until our regular communal cleaner arrived the following Thursday. While this is a separate security issue for Gateway, it does illustrate the uncontrolled nature of the problems caused by the Urban Bar.
70. I look forward to this situation changing.

At 25th May 2010

I am aware that the current Licence Review was triggered by Police Licensing and that Andy Jackson of that team along with Ian Wareing from Tower Hamlets' Noise team have recently had a meeting with Mark Slankard about implementation and enforcement of his voluntary measures as discussed (and mentioned in his 9th February letter) that since then have still not been successfully applied.

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Despite current ongoing negotiated efforts and some slight reduction in bar customers' noise in the street, the problem remains just that. I continue to be disturbed by noise generated by the Urban Bar and its customers on the street during opening hours and after.

As only now, in the light of these most recent discussions with Andy Jackson and Ian Wareing, Mark Slankard appears to be acting on his voluntary measures mentioned in his 9th February letter, I can only assume that Mark Slankard's expressed concern for his neighbours has not been entirely genuine.

As a result, I am very sceptical of my difficult situation changing for the better without deep review of the Urban Bar's licensing arrangements.

At 28th May 2010

In response to Mark Slankard's apparent voluntary measures, I would like to mention last night's disturbance which continued until some time past 2am. This consisted of noisy groups and at one point what I would identify as an argument.

In conclusion

Mark Slankard's efforts to change this situation continue to be unsuccessful.

With the extended opening and alcohol Licence hours as they stand, and with noise from the Urban Bar still being generated in the same way and up to the same early hours of the morning, I believe the Bar's hours need to be reduced and fall in line with many of the neighbourhood pubs in the E14 area.



Donald Mullis



Supporting  
document  
1

Communities, Localities & Culture  
Trading Standards and Environmental  
Health (Commercial)

Donald Mullis



Head of Service Colin Perrins

Licensing Section  
Mulberry Place (AH)  
PO Box 55739  
5 Clove Crescent  
London E14 1BY

Tel 020 7364 5498  
Fax 020 7364 0863  
Enquiries to Mohshin Ali  
Email mohshin.ali@towerhamlets.gov.uk

www.towerhamlets.gov.uk

9<sup>th</sup> March 2010

Your reference  
My reference: TSS/LIC/050666/MA

Dear Mr Mullis,

**Licensing Act 2003**

Premises: (5b Urban Bar), 27 Three Colt Street, London, E14 8HH

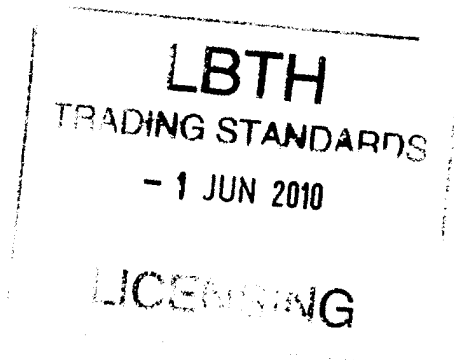
I write to you following my letter dated 26<sup>th</sup> January 2010. As advised previously, we wrote to the premises licence holder / the Designated Premises Supervisor in relation to your complaints. Just to keep you in the loop, please see attached the response by the licence holder.

If I can be of any further help, do not hesitate to contact me.

Yours sincerely



Mohshin Ali  
Acting Senior Licensing Officer



M:\Licensing\Word97\ENFORCEMENT\Complaint Response Lets\ThreeColtSt27.DMullis.003.doc



2009-2010  
Positive engagement of older people  
2009-2010  
Preventing and tackling child poverty  
2003-2009  
Winner of 2 previous  
Beacon Awards



INVESTOR IN PEOPLE

Corporate Director  
Communities, Localities & Culture  
Stephen Halsey

**Lormar**  
LIMITED

**URBAN BARS**

27 THREE COLT STREET

LIMEHOUSE

COMPANY REGISTRATION NUMBER 43380885  
LONDON E14 8HH

Mr Mohshin Ali  
Senior Licensing Officer  
Communities, Localities & Culture  
Licensing Section  
Mulberry Place  
PO Box 55729  
5 Clove Crescent  
London E14 1BY

This letter may be distributed  
as you may see fit.  
Please feel free to pass on  
my contact details  
to any concerned parties.

9<sup>th</sup> February 2010

**REF: 5b Urban Bar, 27 Three Colt Street, Limehouse, E14 8HH**

Dear Mr Ali,

I write to advise that I have taken the following actions to reduce perceived noise and nuisance levels in and around my premise.

#### Noise Reduction Measures

1. Blocking the ventilation ductwork, removing the fans and installing insulation in the ductwork on the north (adjacent) side of my building.
2. I used the exterior wall mounted ashtrays as notice boards to "advertise" that, while customers were legally allowed to smoke on the pavement, they should refrain from being noisy. This advertisement is shown here:
3. Upgraded the previously existing "Respect our Neighbours" sign.
4. Provided my personal mobile number and e-mail contact details to keep communication lines open.
5. Instituted a new policy, enforced by the Door Supervisor, of No Drinks outside after 10pm; to insure that customers limit the time spend on the pavement smoking. (Previously our policy was that drinks could only be taken from the premise in plastic glasses after 10pm.)
6. Instructed the Door Supervisor to request that smokers keep conversations to a minimum.
7. Instituted a policy where customers waiting for taxi's, wait inside the premise and not on the pavement.
8. Instructed our vetted taxi firm to take direction only from our Door Supervisor when disputes occur in the rank.

**HAVE A SMOKE,  
NOT A JOKE!**

Laughing, joking around, talking really loud on the phone are the sorts of things that just get on peoples nerves, when they take place under your window. It's just fair play. We can all enjoy and get along; so anything you can do to keep the noise down is a good neighbourly thing!

Since the Gateway development has opened, and it sub-let part of the premise to Providence Row, I have seen a real increase in Anti-Social Behaviour, street crime and theft. I have had my front windows put through, my car broken into, and I have had to ban from my premise several Gateway residents - while I cannot say with certainty that this is due to the type of tenant both Gateway and Providence Row may let to, it has to be more than a coincidence. If public nuisance is on the increase in Three Colt Street, Gateway and Providence Row must be held accountable.

On the other hand, if any resident believes that noise emanating from the Urban Bar, is causing a Noise Nuisance, and I very much doubt if a Statutory Noise Nuisance would be evident. I am happy to work with a Local Authority Environmental Health Officer, or Building Control Officer to take measurements of our sound systems and any effect it may have within any flat. Although this course of action may demonstrate that the problem was structural to the way the building was constructed.

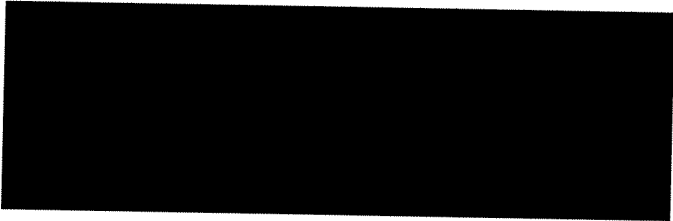
I would further state that none of the Licensing Objectives or conditions of my license has been breached, despite any innuendo, and suggestions that they may have. I have reprinted those allegations on the attached page along with my responses. I work very hard to satisfy both my patrons and my neighbours and have addressed each and every issue as they have become known to me.

Sincerely yours,

Mark Slankard,  
Director

CC: Met Police - Licensing Section,  
LBTH - Environmental Protection

I can be reached -



By Post - 27 Three Colt Street  
Limehouse  
London  
E14 8HH

# Supporting document 2

Communicating about Urban Bar noise issues and pursuing solutions

From: [REDACTED]  
 Sent: 14 December 2009 16:58:46  
 To: [REDACTED]

LBTH  
 TRADING STANDARDS  
 - 1 JUN 2010

Dear Mark

The purpose of this email is to create an opportunity for me to develop a full appraisal for you, without distractions, of the difficult situation I find myself in with regard to my ~~sleepless nights caused by noise~~ generated by your bar in Three Colt Street.

While writing, I have in mind the comment that you made to me about preferring me to live next door to a bar that I could enjoy than one I didn't, so I trust you'll approach my comments with the same openness in which our conversations have been conducted.

You'll remember that since being moved into 7 Three Colt Street by my Housing Association in early October, we have had three conversations about noise from your bar. At our first conversation, I let you know that I wasn't interested in how you ran your business as long as I got the sleep I needed. Currently, that's still true, but I'm reaching a point where I feel that this situation is more than I can personally cope with.

Despite your efforts so far - for example, temporarily blocking the vents that face 7 Three Colt Street ahead of a permanent, more effective solution - I'm not getting the sleep I need. On the strength of the knock-on effect of disturbance two weekends ago, I was late getting up for work following this. More significantly, because of noise until 4.25am on the morning of Saturday 12th December, I was late for work itself that morning. This causes me and my employer concern.

It seems relevant to mention at this point, that because of your temporary effort with your vents, and that while noise levels from music have reduced somewhat, the resonance from bass frequencies is still a major problem. My view differs from your assertion that this resonance is being transferred through our buildings' foundations and therefore unsolvable. That may be the case to a tiny degree, but my experience maintains that the majority of this problem is airborne, as I hear it in my bedroom, but not in any other living space facing the street or otherwise, and I live on the top floor.

We also seem to have a difference of opinion about the sound insulation of 7 Three Colt Street. As it is a new build, I have assurance from Gateway Housing Association that sound insulation is high, as is the heat insulation, which has a Government-approved rating of 111/120. With that in mind, I feel confident enough to suggest that your Victorian building could achieve something close to this with some improvements.

You and I have also talked about the ongoing need for Gateway Housing Association's agents to make good some damage to your building's footings that occurred during excavations for Gateway's new housing block at Three Colt Street. Unfortunate as this is for you, I'd like it to be considered as an issue separate from the subject of this communication.

On the three occasions, since October, that we've had conversations about noise from your bar, you have indicated on each of those separate occasions - once by stating explicitly, once when asked to reiterate by me, and once by inference in our most recent conversation - that you have a licence (to sell alcohol) until 3am every night. This turns out to be not correct as Tower Hamlets Licensing department have kindly sent me an abridged copy of your licence for 27 Three Colt Street. I am choosing to believe that you indicated 3am to me because you wanted to give me a better impression of the noise nuisance I am suffering.

The purpose of this email is to look at further solutions to my continuing problems without the need to trigger a licence review. Following my listing of those problems below, I've proposed some further solutions. I welcome your comments and possible commitment to them.



As an aside to this, but related, I happened to mention my difficulties in a conversation with a neighbour who, it turns out, is also suffering sleepless nights caused by noise generated by your bar. Unlike me, he has not chosen to take the personal route by talking with you, but has been in regular contact with Tower Hamlets' Noise Nuisance and Licensing departments. My neighbour tells me he works nights sometimes, so values his sleep enormously because of his erratic work pattern.

Knowing that I was going to email you, he asked me to ask you this, possibly rhetorical, question. Would you be able to function well if you had this [noise problem] to put up with when you wanted to sleep? But back to my main subject...

Also, as I said in our most recent conversation on Thursday evening (10th December), living with the unpredictable noise has been like knowing that someone is going to hit me but not knowing when. So I've appreciated the list you've given me of this Christmas season's parties that you'll be hosting (five this week from Tuesday 15th to Friday 18th December and one on Monday 21st December). However, I didn't appreciate your comment, no matter how humorously meant, that I might want 'to make other plans'. Presumably plans other than me enjoying being at home.

Now for noise events I can remember...

With a licence limit of 2am into a Saturday morning from a Friday night, I hope you can appreciate my frustration at not being able to get to sleep until after 4.30am on the morning of Saturday 5th December. That was when I was able to enter your premises to complain to you about noise on the street from people who were clearly your customers and who had been noisy on the pavement since at least 4am. That I was able to enter your premises at all and then find people still at the bar, also concerns me.

At 2.30am on the morning of Sunday 6th December, I was unable to sleep so decided to look at the situation from the street to find people with full pints on the bar, loud music still playing and people still able to re-enter the bar. The gang of young men clearly dealing and taking illegal drugs in the alley on the south side of your premises at that time is presumably not your concern and is the business of the Police, but still troubling to me.

At 2.15am on the morning of Friday 11th December, I was kept awake so decided to talk to your doorman about reinforcing the message on your new signs, on your wall-mounted cigarette bins, which request quiet customer behaviour. However, these signs seem to be currently covered by your adverts about New Year's Eve. Your doorman assured me that he had been reinforcing your message. I wasn't convinced from my earlier and later view of the scene from my third-floor bedroom window. The music continued until some time past 2.35am.

We've already spoken about the local young man who recently smashed a glass door at 31 Three Colt Street, smashed a window at your bar, and who, if I understood correctly, attempted to steal a mobile phone from one of your customers. So no more needs to be said about that or the argument, caused by the same person as you say, at your pub door that woke me up at 6.30am one Saturday or Sunday morning about two weeks ago following a 21st birthday party.

Further back, at 3.50am on the morning of Saturday 31st October, I was kept awake by music and street noise, and until 3.10am on the morning of Sunday 1st November.

On Tuesday nights, when you have live music, I have no problem with noise until recorded music starts sometimes as late as 12 midnight and continues beyond 1am. And I must praise you for maintaining Condition 16 of your Licence - about the beer garden closing at 10pm.

It's the things that you say that are beyond your control that I would question, because as you are someone who appears to have loyal, regular customers and has a generous atmosphere in your bar, I find it hard to believe that you have no sway over their behaviour.

An occasional observation by me is of your customers with drinks in glasses, as well as noisy, inebriated customers wanting to smoke who, when unresponsive to requests to be quiet, appear to be invited back into the bar to smoke after licensing hours. Also, though rarely, I have found broken tumbler glasses on the pavement in the morning, found one late drinker with a drink in his hand while urinating in my doorway, and found another late drinker, with a glass by his feet, eating (and mostly dropping) a kebab

in my doorway too. That last one isn't a euphemism, by the way.

As for the practical implications of your licence, it doesn't appear to be well written, as your closing time coincides with the end of licence hours for selling alcohol. So this clearly makes the time permitted for customers to drink up and leave a moot point. That there doesn't appear to be any mention of the usual Consumption Time adds to this lack of clarity.

It's this lack of clarity that means that any licensing rules are, in my view and the view of Licensing, open to being bent out of shape beyond all recognition. A mutual friend tells me that he left your bar one morning at 5.30am, so this is what *is* happening.

My immediate suggestions, having read through the Conditions of your Licence and with support from Licensing, are as follows:

- that your doormen need to be more proactive and assertive about noise on the street;
  - that your doormen need to be more vigilant about glass vessels being taken into the street;
  - that the sound level of any music should be reduced at the same time as the alcohol licence ends;
  - that you may need to look at Condition 8 of your Licence;
  - that you may need to look at Condition 11 of your Licence; your current improvement is positioned low down and, for a tipsy customer, is quite wordy. I've seen some on a Covent Garden bar's doors that just boldly says 'Sssh... think of the neighbours.'
  - that you might like to voluntarily consider extending Condition 13 to include any time that any music is played, as this may help with sound insulation, and is stated in Condition 21 of your Licence anyway;
  - that you make the appointed cab company number more evident and available to reduce the number of people (possibly not your regular customers) who bellow for a cab into their mobile phones in the street;
  - that customers are not permitted to re-enter the bar after the end of any permitted licensed time;
- and that customers are generally encouraged to disperse more quickly and more quietly.

These are small, easy considerations that could amount to a big difference.

As I have no plans to be anywhere else other than at home during this coming week, I will be greatly encouraged - and energetic - if I am able sleep better.

A copy of this email, not to be acted upon but at their request, has been sent to Tower Hamlets Licensing.

Thank you.


Donald

FLARE REF:

# Supporting document 3

TRADING STANDARDS  
DIARY SHEET

Environmental Health, Environmental Protection

Address where noise originates: <u>The Urban Bar</u> <u>27 Three Colt Street</u> <u>London E14 8HH</u>	LICENSING	Name and address of complainant: <u>Donald Mullis</u> 
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Date	Type of Noise	Time Started	Time Finished	Effect of Noise (e.g., prevented sleep, interfered with conversation, reading or TV)
6/3	Bass from music	00.12	continuous	Preventing sleep
6/3	Raised voices	00.12		Preventing sleep
6/3	Continued raised voices	00.15		"
6/3	" raised voices and bass from music	00.20		" (Between these times I achieved some sleep, but still disturbed intermittently.)
6/3	Raised voices continue	02.19	Noise seems continuous	
6/3	" with background bass	02.43	"	I'm now fully awake, unable to sleep and listening to the radio from time to time. Any voices from people still outside the bar are now just plain frustrating.
6/3	" with background bass	02.52	"	
6/3	People still talking in the street	03.32		
6/3	" with background bass	03.36		
6/3	Finally got to sleep at about 04.30			Woke naturally at 9.30. Thankfully, it wasn't my weekend to work.
6/3	BASS from music + raised voices	23.43		Just decided to go to bed - prospect of another frustrating night ahead
7/3	Decided to listen to the midnight news on Radio 4			before trying to sleep again at 00.30
7/3	Crowd sings the Chorus of Tom Jones 'Delilah' at about	00.28		Anti-social, hence frustrating.
7/3	Bass from music	00.38		Preventing sleep.
7/3	" + VOICES	00.39		"
7/3	"	00.45		Thinking of choosing my own noise - the radio as I'm not getting to sleep, or moving to my living room to escape this frustration.
7/3	Bass from music	00.49		
7/3	Voices + some bass	00.58		Not sleeping, will video the street.
(This noise, if a typical Saturday night/Friday morning, will not be stopping until well gone 03.01)				
So I'm going to sleep on my sofa for an hour or two. Need a break from the noise.)				

Please return to: .....  
Environmental Health, Mulberry Place (AH), PO Box 55739, 5 Clove Crescent, London, E14 1BY

FLARE REF:

**DIARY SHEET**  
Environmental Health, Environmental Protection

Address where noise originates: <u>The Urban Bar</u> <u>27 Three Colt Street</u> <u>London E14 8HH</u>	Name and address of complainant: <u>Donald Mullis</u> 
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Date	Type of Noise	Time Started	Time Finished	Effect of Noise (e.g., prevented sleep, interfered with conversation, reading or TV)
7/3	Voices + some background bass	02.34		
7/3	Voices + "	02.39		
7/3	Voices + "	02.51		
7/3	Voices + car/taxi doors slamming	05.29		Sleep broken, feel disorientated
7/3	Last of cars/taxis - horn sound	05.37		not sure if
7/3	External doors of pub closed	05.42		I pushed the button to mark the recording. Fully awake but will try for some more sleep.
8/3	<del>When I left the flat at about 6pm, the Urban bar was open.</del>	<del>02.12</del>		<del>Broken sleep</del>
	When I got back home at about 10.30pm, I was relieved to see that the bar was closed. May sleep well.			
9/3	Voices + awareness of some bass	02.12		Broken sleep
11/3	Persistent bass	00.02		
11/3	Woken by sudden noise(?) but can't be sure that bass or music was from dreaming	02.25		Broken sleep
12/3	Aware of bass	00.05		Not wanting to sleep yet as I'm listening to the radio, but hearing some bass from the bar is frustrating.

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