

List of complaints- 233 Portobello Road, W11 1LT

	Date	Complaint	Summary of Action Taken
1 & 2	29.03.24 (340995)	2 complaints from residents around 23:20 regarding loud music, people in the streets singing and partying, live DJ past 11:30 and into early hours – both complainants stated that this happens more than once a week and has been ongoing for several weeks	Noise and nuisance officer called back around 15 minutes later, noise had quietened down, complainants declined a visit at the time. Email sent to the licensee, no response and no further complaints received.
3	30.01.2024 (338100)	Resident complained of loud music from event. Noise first noticed at 23:35.	Noise and Nuisance officer visited premises on 30.01.24 and parked 20 meters away from the premises. There was loud rhythmic music with heavy bass coming from the first floor flat above the restaurant which has its side access door open. Officers spoke with a lady who asked the DJ to turn down the music. This was done in the officer's presence. Officers were advised this was a private event. No further complaints made, no further action on 04.03.24.
4	13.04.2022 (302746)	Complaint from resident regarding the use of the first floor rear terrace.	Verbal warning was issued on 14.04.22 by the Licensing officer to the operator for use of the terrace and advised that the terrace should be clear of customers by 21:00 as per the premises licence.

5	19.04.2022 (302746)	Another complaint was received for the use of the terrace.	On 19.04.22 the Licensing officer visited the premises to issue a verbal warning regarding the terminal hour for use of the terrace. The operator provided contact number in case of any further issues.
6	22.04.2022 (302746)	Resident complained of two new guests arriving on the terrace bust before 21:15.	On 23.04.22 the Licensing officer sent a warning letter. Operator was contacted on 23.04.22 and was advised to make sure the terrace is locked from 21:00.
7	27.05.22 (302746)	Resident sent an email with a record of noise from the restaurant and use of the terrace after 21:00. (See Appendix C, email dated 27.05.22) Resident complained of a party with live singers which went on from 21:30 until late. The doors were left open for most of the time with patrons going onto the terrace. The doors were finally shut just before 23:00 but the noise could still be heard.	Licensing officer contacted the officer again on 30.05.22. The operator was advised that even though music is a deregulated activity, it should not be at levels that interfere with the peaceful resident's peaceful enjoyment of their property.
8	14.10.2022 (302746)	Resident complained of patrons dining outside on the terrace after 22:00, with the terrace doors wide open. Resident advised that the operator had used the terrace beyond 21:00 on the following occasions: 22.07.22 Patrons seated around 21:15 and left at 22:20 18.09.22	Licensing officer visited the premises on 18.10.22 and spoke to operator who advised he is not always at the premises to ensure staff are following the rules but he has sent emails with clear instructions each time there has been a complaint. Operator advised he will lock the terrace door and keep the key so only he can use it when he is on duty. Email sent on 18.10.22 following the visit.

9	25.06.2023 (302746)	<p>Patrons came out onto the terrace talking loudly after 21:00 (called back inside 30 minutes later but doors were left open)</p> <p>16.10.22 Patron at a table at approximately 22:30 with doors open and terrace lights on.</p> <p>Resident complained of the terrace being used past 21:00</p>	
			<p>Licensing officer visited the premises on 27.06.23. The operator apologised and advised they had new staff who were not aware of the restrictions. He advised he would speak to them.</p> <p>Ongoing matter.</p>