

**Harrow Council  
Out of hours noise  
investigation**

Council property	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Licensed premises	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Officers on duty	OH/NNK	

Call on the night via security    OR     Call via Police CAD No.  
 OR  Proactive referral email / note from     Worksheet No. WS/

Problem	Analysis source group No. & source code letter	Analysis noise type
Name: <b>CLASST JUNCTION</b>	Industrial <b>1</b>	Alarm <b>A</b>
Address: <b>HIGHT ST EDGWARE</b>	Commercial / Leisure <b>2</b>	Barking Dog <b>B</b>
	Domestic <b>3</b>	Other animal / bird <b>C</b>
Phone:	Construction / Demolition <b>4</b>	PA system <b>D</b>
	Vehicles <b>5</b>	Fixed machinery <b>E</b>
Nature of problem: <b>Pro- active visit</b>	Traffic <b>6</b>	Mobile machinery <b>F</b>
	Miscellaneous <b>7</b>	People noise <b>G</b>
		Music <b>H</b>
		Party <b>I</b>
		TV/Radio <b>J</b>
		DIY <b>K</b>
		Other:

Complainant / Source	
Name:	Date complaint received: <b>19/4/14</b>
Address:	Time complaint recorded by OOH team:
	Time of first response by OOH team: <b>23.29</b>
	Phone:

M3 worksheet outcome	M3 analysis tab outcome
Leave worksheet active and allocate to: <input type="checkbox"/> Existing case officer <input type="checkbox"/> NFC: send diary pack to new case OR, dealt with, so CLOSE worksheet with code: <input type="checkbox"/> Complaint withdrawn (CECW) <input checked="" type="checkbox"/> Visited: No action (CENP) <input type="checkbox"/> Advice given (CEAG) <input type="checkbox"/> Case resolved (CECR) <input type="checkbox"/> Referred elsewhere (CERE) <input type="checkbox"/> Warning given (CEWG) <input type="checkbox"/> S80 served (CENS)	No statutory nuisance proven <input checked="" type="checkbox"/> Not a statutory nuisance (0) OR Statutory nuisance witnessed and <input type="checkbox"/> No action possible (4) <input type="checkbox"/> Ceased, not likely to recur (1) <input type="checkbox"/> Resolved informally (3) <input type="checkbox"/> Referred to other service (2) <input type="checkbox"/> Notice served (5)
	And also, generate a linked worksheet for <input type="checkbox"/> Because:

Standard letter to print  First warning = OOH01

TC 5591.518 v 2.1.3275



Harrow Council  
Out of hours noise  
investigation

548090

Council property	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>
Licensed premises	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>
Officers on duty	AA/OWU	

Call on the night via security OR  Call via Police CAD No. \_\_\_\_\_  
OR  Proactive referral email / note from \_\_\_\_\_  Worksheet No. WS/ \_\_\_\_\_

Problem	Analysis source group No. & source code letter	Analysis noise type
Name: <i>Klassy Junction</i>	Industrial 1	Alarm A
Address: <i>High St Edgware</i>	Commercial / Leisure 2	Barking Dog B
	Domestic 3	Other animal / bird C
	Construction / Demolition 4	PA system D
	Vehicles 5	Fixed machinery E
	Traffic 6	Mobile machinery F
	Miscellaneous 7	People noise G
Phone: _____		Music H
Nature of problem: <i>Proche us it.</i>		Party I
		TV/Radio J
		DIY K
		Other: _____

Complainant / Source	
Name: _____	Date complaint received: <i>15/6/14</i>
Address: _____	Time complaint recorded by OOH team: <i>02:05</i>
	Time of first response by OOH team: _____
	Phone: _____

M3 worksheet outcome	M3 analysis tab outcome
<p>Leave worksheet active and allocate to:</p> <p><input checked="" type="checkbox"/> Existing case officer</p> <p><input checked="" type="checkbox"/> NFC: send diary pack to new case</p> <p>OR, dealt with, so CLOSE worksheet with code:</p> <p><input checked="" type="checkbox"/> Complaint withdrawn (CECW)</p> <p><input checked="" type="checkbox"/> Visited: No action (CENP)</p> <p><input checked="" type="checkbox"/> Advice given (CEAG)</p> <p><input checked="" type="checkbox"/> Case resolved (CECR)</p> <p><input checked="" type="checkbox"/> Referred elsewhere (CERE)</p> <p><input checked="" type="checkbox"/> Warning given (CEWG)</p> <p><input checked="" type="checkbox"/> S80 served (CENS)</p>	<p>No statutory nuisance proven</p> <p><input checked="" type="checkbox"/> Not a statutory nuisance (0)</p> <p>OR</p> <p>Statutory nuisance witnessed and</p> <p><input checked="" type="checkbox"/> No action possible (4)</p> <p><input checked="" type="checkbox"/> Ceased, not likely to recur (1)</p> <p><input checked="" type="checkbox"/> Resolved informally (3)</p> <p><input checked="" type="checkbox"/> Referred to other service (2)</p> <p><input checked="" type="checkbox"/> Notice served (5)</p> <p>And also, generate a linked worksheet for</p> <p><input checked="" type="checkbox"/> <i>Licensing</i></p> <p>Because: _____</p>

Standard letter to print  First warning = OOH01

TC:5591.51 (v2.1) 2/7/5





**Harrow Council  
Out of hours noise  
investigation**

Council property	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Licensed premises	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Officers on duty	AAH/SS	

Call on the night via security OR  Call via Police CAD No.

OR  Proactive referral email / note from

Worksheet No. WS/

Problem	Analysis source group No. & source code letter	Analysis noise type
Name: <i>Classy Junction</i>	Industrial 1	Alarm A
Address: <i>High St Edgware</i>	Commercial / Leisure 2	Barking Dog B
	Domestic 3	Other animal / bird C
	Construction / Demolition 4	PA system D
	Vehicles 5	Fixed machinery E
	Traffic 6	Mobile machinery F
	Miscellaneous 7	People noise G
Phone:		Music H
Nature of problem: <i>Pro-acted visit V. Good music</i>		Party I
		TV/Radio J
		DIY K
		Other:

**Complainant / Source**

Name:	Date complaint received: <i>27/6/14</i>
Address: <i>[Redacted]</i>	Time complaint recorded by OOH team: <i>23:59</i>
	Time of first response by OOH team:
	Phone:

**M3 worksheet outcome**

Leave worksheet active and allocate to:

- Existing case officer
- NFC: send diary pack to new case

OR, dealt with, so CLOSE worksheet with code:

- Complaint withdrawn (CECW)
- Visited: No action (CENP)
- Advice given (CEAG)
- Case resolved (CECR)
- Referred elsewhere (CERE)
- Warning given (CEWG)
- S80 served (CENS)

**M3 analysis tab outcome**

No statutory nuisance proven

Not a statutory nuisance (0)

OR

Statutory nuisance witnessed and

- No action possible (4)
- Ceased, not likely to recur (1)
- Resolved informally (3)
- Referred to other service (2)
- Notice served (5)

And also, generate a linked worksheet for

Because:

Standard letter to print  First warning = OOH01

Appendix D2

Date	Time (24 hr clock)	VTO	CPO	Action taken V=Visited T=Telephoned O=Other C=Complainants premises P=Problem premises	Initials
27/6/14	23.00			Driving past, heard very loud music.	
	23.59	V	P	Still very loud music audible on other side of street. Both doors (windows) open and security standing by doors. Spoke to Vijay Madhappa (owner) they have a DJ Friday & Saturday until 02.00. Talked outside as so loud. Asked if he was aware of a problem and said no. I pointed out that we could hardly hear/speak as loud music. closed doors & much improved. Told to keep closed & with pos. listening. No limit.	

Summary of action	Details
<input type="checkbox"/> Telephoned: no problem / stopped <input type="checkbox"/> No time to visit <input type="checkbox"/> Visited: no problem / stopped <input type="checkbox"/> Visited: reasonable <input type="checkbox"/> Visited: difficult to establish nuisance <input type="checkbox"/> Visited: nuisance if recurrent or for long period <input checked="" type="checkbox"/> Visited: statutory nuisance <input type="checkbox"/> Leaflet given <input type="checkbox"/> Other:	<p>He could not really see problem.</p> <p>Public Nuisance.</p> <p>(likely stat nuisance but need to monitor from property.)</p>

TC-5581.518 v.2.1.3275

0/Template/EP/OOH report of investigation 2008.doc

<b>Property</b>			
Address	Classy Junction, 59 High Street, Edgware, Middlesex, HA8 7DD		
Telephone	Fax	Area	FEDG - Food Team : Edgware

<b>Worksheet</b>			
Source	[REDACTED]		
Name	[REDACTED]		
Address	[REDACTED]		
Home Tel	[REDACTED]		
Fax	[REDACTED]		

Department	EH - Environmental Health	Date Recd	22/07/2014	Time	12:53
Application	CPEH - Complaints - EH	Method	OR - Officer Referral		
Task Group	CN - Noise	Recd By	OO - Obiora Onyechi		
Task	NOHR - Noise Out of Hours Referral	Source Type	R - Referral		

**Details** Could you possibly look into the noise levels regarding the new club "Classy Junction" on high street EDGWARE, every friday and Saturday night the Disco runs with volume at crazy levels, with the main doors wide open.

<b>Message</b>			
Officer	LS - Lois Smith	Target	Actual
Time Taken		First Response	
Next Task		Completed	
Due	Allocated 20/08/2014	Outcome	

<b>References</b>
No references set up.

<b>Complaints</b>			
<b>Subject Details</b>			
Title	Initials	Telephone	
First Name		Fax	
Family Name		Email	
<b>Section</b>			
Offence	Statute		
Purchase Date	Purchase Time		
OFT (Product)	FSA Type		
OFT (Condition)			

<b>Previous Complaints</b> (Last 10 not including this one)						
Reference	Received	Details	Status	Outcome	Officer	
WK/000560630	30/11/2014	Music Pro-active	Comp	CENP	EPT	
WK/000560159	29/11/2014		Recd		LIC	
WK/000560637	28/11/2014	Notifying that premises open again	Comp	CERE	LS	
WK/000556731	13/10/2014		Comp	CEWG	LIC	
WK/000555258	20/09/2014	Loud Music	Comp	CENP	EPT	
WK/000555214	14/09/2014	Loud Music	Comp	CENP	EPT	
WK/000555216	13/09/2014	loud music	Comp	CENP	EPT	
WK/000553561	27/08/2014	Loud Music - Proactive Visit	Comp	CENA	EMF	
WK/000553497	26/08/2014	Monitor Loud Music/Proactive Visit	Comp	CERE	LS	
WK/000553559	24/08/2014	Loud Music - Proactive Visit	Comp	CENP	EPT	

<b>Actions</b>						
Action	Officer	Actual	Target	Time	Value	Number
0000 - Procedure started	EPT	22/07/2014				
ZER - Email received	EPT	22/07/2014				



Comment From: license  
Sent: 20 July 2014 10:44  
To: Emmanuel Mfum  
Subject: FW: Classy Junction bar 59 high Street EDGWARE

Hello,

Could you please look into the noise nuisance complaint below and respond the the complainant directly.

Thanks  
Ash

From: license  
Sent: 20 July 2014 10:43  
Subject: RE: Classy Junction bar 59 high Street EDGWARE

Miss Forde no longer works in the Licensing Department for Harrow Council.

I have checked the premises licence for Classy Junction and they are authorised to open to the public and for licensable activities until 02:00 hours on a Friday, Saturday and Sunday morning.

I am aware that whilst this premises was known as Monique Bar, there were problems. We need to keep in mind that when the premises changed hands, the new owners must be treated independently and therefore, when they applied for a premises licence, the licence was granted in April 2014 after a consultation as required by the Licensing Act 2003. During the consultation period, the authority did not receive any representations either for or against the licence being granted. In the absence of any representations, the Authority had no option but to grant the Licence.

Your concerns about the noise nuisance will be passed on to our Environmental Protection Team for them to look into.

Regards

Ash Waghela  
Licensing Officer  
Environment & Enterprise  
Tel: 020 8736 6257  
Email: licensing@harrow.gov.uk

From: [REDACTED]  
Sent: 19 July 2014 23:50  
To: license  
Subject: Classy Junction bar 59 high Street EDGWARE

TO: Bernadette Forde  
FROM: [REDACTED]

Hi Bernadette,

Could you possibly look into the noise levels regarding the new club "Classy Junction" on high street EDGWARE every Friday and Saturday night the Disco runs with volume at crazy levels, with the main doors wide open.

the venue has shiny floors and noise just bounces around.

Given the history you've had with this address, how come a licence was granted?

I've spoken to community officers at Edgware and they have also recieved complaints of fighting in the street and noise levels. We can live with it up to 11pm ( i'm a musician in a rock band so familiar with noise!) but at 2am its just crazy.

the venue doors open straight onto dance floor- even to close these would help.

Regards

[REDACTED]

ZES - Email sent

AW2

07/08/2014 13:29

Comment

From: license  
Sent: 07 August 2014 13:29  
To: john [REDACTED]  
Subject: FW: Classy Junction bar 59 high Street EDGWARE

Dear [REDACTED]

I have visited the premises last Friday and did find the music very loud, I spoke to one of the directors of the company that is listed as the licensee and he did admit that as the music is loud, he will ask the DJ to turn it down.

If you suffer from noise nuisance this weekend, please see the link below which gives information on how you can report it.

[http://www.harrow.gov.uk/info/200075/sustainability\\_and\\_pollution/24/noise](http://www.harrow.gov.uk/info/200075/sustainability_and_pollution/24/noise)

I have noticed that we do not have your postal address allocated to this complaint on our system. Please could you provide this as it would help us in determining how far the noise is travelling away from the premises.

I would need to check with the Environmental Protection Department but it may be possible to install a noise monitoring device on a temporary basis to enable us to monitor the level of noise that you are suffering from. Please let me know if you will be interested in this and I will make further enquiries.

Regards

Ash Waghela  
Licensing Officer  
Environment and Enterprise  
Direct Tel: 020 8736 6257  
licensing@harrow.gov.uk

From: license  
Sent: 20 July 2014 10:43  
To: [REDACTED]  
Subject: RE: Classy Junction bar 59 high Street EDGWARE

Dear [REDACTED]

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Environment & Enterprise  
Tel: 020 8736 6257  
Email: licensing@harrow.gov.uk

From: [REDACTED]  
Sent: 19 July 2014 23:50  
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Subject: Classy Junction bar 59 high Street EDGWARE

TO: Bernadette Forde  
FROM: [REDACTED]

Hi Bernadette,

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Regards [REDACTED]

9003 - WP Document	AW2	07/08/2014 14:23
Comment Warning Itr Licensing visit		
ZER - Email received	AW2	08/08/2014 09:24



Comment

From: [REDACTED]  
Sent: 08 August 2014 08:18  
To: license  
Subject: RE: Classy Junction bar 59 high Street EDGWARE

Hi Ash,

Many thanks for that, like i say they only have to shut the door around eleven o'clock, and that takes the edge of the music played until 2 ( tho a few occasions they've gone way past 2 in the morn)

Postal address

[REDACTED]

[REDACTED]

---

From: licensing@harrow.gov.uk  
To: [REDACTED]  
Subject: FW: Classy Junction bar 59 high Street EDGWARE  
Date: Thu, 7 Aug 2014 12:28:54 +0000  
Dear [REDACTED]

I have visited the premises last Friday and did find the music very loud, I spoke to one of the directors of the company that is listed as the licensee and he did admit that as the music is loud, he will ask the DJ to turn it down.

If you suffer from noise nuisance this weekend, please see the link below which gives information on how you can report it.

[http://www.harrow.gov.uk/info/200075/sustainability\\_and\\_pollution/24/noise](http://www.harrow.gov.uk/info/200075/sustainability_and_pollution/24/noise)

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Regards

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Subject: RE: Classy Junction bar 59 high Street EDGWARE

Dear [REDACTED]

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Regards

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Licensing Officer  
Environment & Enterprise  
Tel: 020 8736 6257  
Email: licensing@harrow.gov.uk

From: [REDACTED]  
Sent: 19 July 2014 23:50  
To: license  
Subject: Classy Junction bar 59 high Street EDGWARE

TO: Bernadette Forde  
FROM: [REDACTED]

Hi Bernadette,  
Could you possibly look into the noise levels regarding the new club "Classy Junction" on high street EDGWARE every friday and Saturday night the Disco runs with volume at crazy levels, with the main doors wide open.  
the venue has shiny floors and noise just bounces around.

Given the history you've had with this address, how come a licence was granted?  
I've spoken to community officers at Edgware and they have also received complaints of fighting in the street and noise levels. We can live with it up to 11pm ( i'm a musician in a rock band so familiar with noise!) but at 2am its just crazy.  
the venue doors open straight onto dance floor- even to close these would help.

Regards [REDACTED]

\*\*\*\*\*  
Mail FROM London Borough of Harrow:  
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The information contained in this message and any attachments is confidential and is intended for receipt by the above named addressee(s) only. If you have otherwise encountered this message please notify its originator via +44(0)20 8863 5611 at LONDON BOROUGH OF HARROW. The unauthorised use, disclosure, copying or alteration of this message is strictly forbidden. The views expressed within this message are those of the individual sender and not necessarily those of Harrow Council.

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**London Borough of Harrow monitors all electronic mail it receives for Policy compliance and to protect its systems including anti-spam and anti-virus measures.**

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**All traffic may be subject to recording and/or monitoring in accordance with relevant legislation.**

\*\*\*\*\*

0100 - Worksheet reallocated EMF 20/08/2014 12:50

Comment Passed from officer: EPT - Env Protection Team (CSS) to officer: LS - Lois Smith

LS

9006 - E-Mail

LS

22/08/2014

Comment From: Lois Smith

Sent: 22 August 2014 18:50

To: Maher Khan; Satnam Sahota; Alex Hauck

Cc: Ash Waghela

Subject: Classy Junction 59 High Street, Edgware - OON service 22/23 August 2014

Hi Guys

Please see email trail below. I got this when I was on my first day of annual leave.

No tel number for the complainant (have I missed it ?)

If you get a chance could you visit this one later on ?

I wondered if this could be resolved quickly - i.e. visit / ascertain from outside complainants address that a potential problem / ask them to close the doors (look at license) / see if this makes a difference.

I can follow up with contacting complainant / looking at license / noise diary sheets / further monitoring etc

Thank you very much

Lois

---

From: [REDACTED]  
Sent: 06 August 2014 08:16  
To: license  
Subject: RE: Classy Junction bar 59 high Street EDGWARE

Hi Ash,

Many thanks for that, like i say they only have to shut the door around eleven o'clock, and that takes the edge of the music played until 2 ( tho a few occasions they've gone way past 2 in the morn)

Postal address

[REDACTED]

[REDACTED]

---

From: licensing@harrow.gov.uk  
To: [REDACTED]  
Subject: FW: Classy Junction bar 59 high Street EDGWARE  
Date: Thu, 7 Aug 2014 12:28:54 +0000  
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Dear [REDACTED]

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Email: licensing@harrow.gov.uk

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Sent: 19 July 2014 23:50  
To: license  
Subject: Classy Junction bar 59 high Street EDGWARE

TO: Bernadette Forde  
FROM: [REDACTED]

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the venue doors open straight onto dance floor- even to close these would help.

Regards [REDACTED]

\*\*\*\*\*

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\*\*\*\*\*

9006 - E-Mail LS 11/09/2014

Comment [REDACTED]

Email to complainant - not been able to copy over - ref I will visit this weekend / attached noise pack / request is it still a problem ?

9006 - E-Mail LS 07/10/2014

Comment From: Lois Smith  
Sent: 07 October 2014 02:18  
To: [REDACTED]  
Subject: Re: Classy Junction complaint ref noise

Dear Madam

Thank you for getting in touch.

I hadn't heard back from your partner on my original email.

Please continue to record but to get our Noise team down to listen and take action your need to ring them 0208 863 5611 when the noise is on and then they will attend. They start at 930pm Friday and Sat nights. Failing that I will come down in my time (note I am out at present !) That is not a problem or will fit listening device. I will see the patrons myself and if persist - notice from me + look to review license.

See if you can link up with the team this weekend else I will attend.

Look forward to hearing from you / I will receive a record if the team attends.

Thank you

Mrs L Smith

From: [REDACTED]  
Sent: Monday, October 06, 2014 09:52 AM  
To: Lois Smith  
Cc: [REDACTED]  
Subject: RE: Classy Junction complaint ref noise

Hello Lois,

Thank you for your email. I am [REDACTED] other half [REDACTED]

The noise nuisance from Classy Junction continues to be a problem, more especially on a Friday and Saturday night between the hours of 10pm and 2am. The nuisance consists of loud music and noise from people congregated outside in the seating area at the front of the premises. There are often drunk and disorderly disturbances, this weekend being no exception, with a violent confrontation which resulted in the security staff having to restrain a man on the ground until police arrived.

We wrote to the manager of the business several weeks ago to politely request that they keep the double doors closed in an effort to keep the noise to a minimum. This was complied with for the first few nights, however the double doors are now kept open.

We cannot keep a window open at night as the noise level is just too much and I have now had to resort to wearing ear plugs to try and sleep!

I understand they are licenced until 2am and they do comply with the licencing laws, but it's the unacceptable noise that is generated up until 2am that is unacceptable. Patrons are often still gathered outside the premises until 3am before they disperse. We now just accept that we will have disturbed sleep at weekends.

We are also going through a similar problem with a bar directly underneath us call Melody, which is being handled by Barnet Council's Noise Nuisance Officers.

I'm sure you can appreciate, the cocktail of noise that we have to endure from these two premises is making life pretty miserable.

We will continue to monitor the noise levels from Classy Junction and fill in the attached Noise Disturbance Record as requested. Meanwhile, If your officers are able to attend on either a Friday or Saturday night it would be very much appreciated.

Thank you for your assistance.



From: Lois.Smith@harrow.gov.uk  
To: [Redacted]  
Subject: Classy Junction complaint ref noise  
Date: Thu, 11 Sep 2014 16:10:59 +0000  
Dear Sir

I have now been given your complaint to follow up.

As you know a visit has been made by the Licencing Section and also I requested recently our Out of Hours Noise Team to visit - however since there was only one officer working that night - they did not approach and speak to the licensee.

I propose:

1. Please see attached our noise pack - with noise diary sheets for you to fill in / information about our noise team to call out on Friday and Saturday nights.
2. I will contact the premises during the day.
3. I am willing to attend on either this Friday or Saturday night.

Can you let me know if the premises is still a problem.

Many thanks

Mrs L Smith  
Environmental Health Officer  
Environmental Protection Team  
0208 736 6238

\*\*\*\*\*  
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\*\*\*\*\*

ZLS - Letter Sent LS 10/10/2014  
Comment To Directors to company - licensee and DPS (3 in total) - as per conversation with Ash (Lic Officer)

Possible late night visit therefore next weekend with Ash.

V - Visit LS 22/11/2014



Comment Licensing visit 9006 - E-Mail	LS	24/11/2014
--	----	------------

Comment EMAIL TRAIL

From: [REDACTED]  
Sent: 24 November 2014 11:07  
To: Lois Smith  
Subject: RE: Classy Junction complaint ref noise

Mt personal email is;  
[REDACTED]

Many thanks  
[REDACTED]

From: Lois.Smith@harrow.gov.uk [mailto:Lois.Smith@harrow.gov.uk]  
Sent: 24 November 2014 11:05  
To: [REDACTED]  
Subject: Re: Classy Junction complaint ref noise

Thanks - and if you have a personal email as well.

Mrs L Smith

From: [REDACTED]  
Sent: Monday, November 24, 2014 08:52 AM  
To: Lois Smith  
Subject: RE: Classy Junction complaint ref noise

Hello Lois,

I'm sorry I didn't reply to your email of Saturday. This is my work email so didn't see it until this morning.  
Yes, we noticed that Classy Junction closed early on Saturday night. We will let you know if it re-opens.

Thank you for keeping us updated, we are both very grateful.

If you need to get in touch, my mobile No is;  
[REDACTED]

Kind regards  
[REDACTED]

From: Lois.Smith@harrow.gov.uk [mailto:Lois.Smith@harrow.gov.uk]  
Sent: 23 November 2014 10:55  
To: [REDACTED]  
Cc: Emmanuel.Mfum@harrow.gov.uk  
Subject: Re: Classy Junction complaint ref noise

Dear Madam

Results of inspection last night by myself and Police Licensing Officer: due to some non-compliances with License, Classy Junction was closed by Police Licensing Officer (until put right).

Told that they want to change premises to a day "coffee shop" - but not putting much credence on that.

Organising to meet elusive owners next week.

Please let me know if it re-opens, if you can.

Thanks

Mrs L Smith

From: Lois Smith  
Sent: Saturday, November 22, 2014 09:51 PM  
To: [REDACTED]  
Subject: Re: Classy Junction complaint ref noise

Dear Madam

Sorry for the delay in contacting you but everything is very busy !

Are you around tonight since Police Licensing officer and myself are visiting Classy Junction and I wondered if I could visit you ?

I am meeting the officer at 1030.

If so could you let me know your address ?

Thanks

Mrs L. Smith  
[REDACTED]

From: [REDACTED]  
Sent: Monday, November 17, 2014 09:30 AM  
To: Lois Smith  
Subject: RE: Classy Junction complaint ref noise

Hello Lois,

Just to let you know, Classy Junction behaved impeccably at the weekend. Virtually no noise from them. Probably the best night's sleep we've had on a Friday & Saturday night since they opened!

I'm not sure if you mean you will visit us during the day or Classy Junction? If you mean us, both my partner & I work full time so won't be available I'm afraid.  
If you mean Classy Junction, they no longer open during the week. They now only open on a Friday & Saturday night. They ceased weekday trading about three weeks ago.

Kind regards  
[REDACTED]

From: Lois.Smith@harrow.gov.uk [mailto:Lois.Smith@harrow.gov.uk]  
Sent: 16 November 2014 10:50  
To: [REDACTED]  
Subject: Re: Classy Junction complaint ref noise

Dear Madam

So sorry not to come back to you as yet - I spent my time this weekend with the Licensing Officer at one particular premise in Harrow (that we had to deal with before yours) and track works - Classy Junction is next on our list. Due to delay - I will endeavour to visit this week during the day (they already have written correspondence from me) and also book the recorder in.

Many thanks

Mrs L Smith

From: Lois Smith  
Sent: Tuesday, November 11, 2014 02:28 PM  
To: [REDACTED]  
Subject: Re: Classy Junction complaint ref noise

Will come back to you then with:

Date for machine  
+  
Visit time for Sat (managers like us to go out in pairs at night).

Thanks

Mrs L Smith

From: [REDACTED]  
Sent: Tuesday, November 11, 2014 02:22 PM  
To: Lois Smith  
Subject: RE: Classy Junction complaint ref noise

Hello Lois,

Yes, we should be around.

Many thanks

[REDACTED]  
From: Lois.Smith@harrow.gov.uk [mailto:Lois.Smith@harrow.gov.uk]  
Sent: 11 November 2014 14:21  
To: [REDACTED]  
Subject: Re: Classy Junction complaint ref noise

Dear Madam

Thank you for your email.

When I am in office tomorrow - I will send you some dates for the recording machine and get that installed for you.

I am in close contact with Licensing Team in relation to general conduct of the club.

I also need to organise coming to your property late Saturday night to hear it myself - are you around this weekend ?

Thanks

Mrs L Smith

From: [REDACTED]  
Sent: Monday, November 10, 2014 11:18 AM  
To: Lois Smith  
Subject: RE: Classy Junction complaint ref noise

Hello Lois,

Just to give you an update on the noise levels at Classy Junction.

On Friday night/early hours of Saturday morning the volume was cranked up after 1am as per

previous weeks. At 2 am, the front doors were closed and locked, but the volume continued. The patrons were ushered from the front of the premises to the back area behind the iron gate at the side of the building, where customers had access to the club via a side door.

At 2.30 am the music was still being played at volume so I went over to complain. I asked for the manager but didn't get past the two security guys who were in front of the side entrance. I asked them if they could please shut the music off as they are only licenced until 2am. They were polite and apologetic and assured me the music would stop, which it did after about 10 minutes.

Saturday night was acceptable.

I didn't call the out of hours team as this was after 1am when the team are off duty.

Many thanks

[REDACTED]

From: Lois.Smith@harrow.gov.uk [mailto:Lois.Smith@harrow.gov.uk]  
Sent: 23 October 2014 02:42  
To: [REDACTED]  
Subject: Re: Classy Junction complaint ref noise

Dear Madam

Thank you for your email.

If no joy with the Out of Hours Team this weekend - I'll install a recording device into your property.

Please keep me posted.

Thank you

Mrs L Smith

From: [REDACTED]  
Sent: Wednesday, October 22, 2014 01:00 PM  
To: Lois Smith  
Subject: RE: Classy Junction complaint ref noise

Hello Lois,

Thank you for your email.

I called your officers on Friday 10th October at around 11pm when the noise started to become a nuisance. They arrived shortly afterwards but by then the club had closed the doors and the volume was at an acceptable level. At around 1am the volume increased and went on until 2.30 am. Unusual for them as they are generally pretty good at shutting it down at 2.

Last weekend was the same - acceptable up until 1am then the volume went up and carried on till around 2.30.

I do wonder if the club are clued up on the time that the officers go off duty. We considered calling, but knew that the officers finish at 1am.

We will monitor his weekend and let you know. We have also been keeping a written log of the dates and times.

Many thanks

[REDACTED]

From: Lois.Smith@harrow.gov.uk [mailto:Lois.Smith@harrow.gov.uk]  
Sent: 22 October 2014 12:10  
To: [REDACTED]  
Subject: FW: Classy Junction complaint ref noise

Dear Madam

Do you have any update for me ?

Many thanks

Mrs L Smith

From: Lois Smith  
Sent: 07 October 2014 02:18  
To: [REDACTED]  
Subject: Re: Classy Junction complaint ref noise

Dear Madam

Thank you for getting in touch.

I hadn't heard back from your partner on my original email.

Please continue to record but to get our Noise team down to listen and take action your need to ring them 0208 863 5611 when the noise is on and then they will attend. They start at 930pm Friday and Sat nights. Failing that I will come down in my time (note I am out at present !) That is not a problem or will fit listening device. I will see the patrons myself and if persist - notice from me + look to review license.

See if you can link up with the team this weekend else I will attend.

Look forward to hearing from you / I will receive a record if the team attends.

Thank you

Mrs L Smith

From: [REDACTED]  
Sent: Monday, October 06, 2014 09:52 AM  
To: Lois Smith  
Cc: [REDACTED]  
Subject: RE: Classy Junction complaint ref noise

Hello Lois,

Thank you for your email. I am [REDACTED] other half [REDACTED]

The noise nuisance from Classy Junction continues to be a problem, more especially on a Friday and Saturday night between the hours of 10pm and 2am. The nuisance consists of loud music and noise from people congregated outside in the seating area at the front of the premises. There are often drunk and disorderly disturbances, this weekend being no exception, with a violent confrontation which resulted in the security staff having to restrain a man on the ground until police arrived.

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Thank you for your assistance.



---

From: Lois.Smith@harrow.gov.uk  
To: [Redacted]  
Subject: Classy Junction complaint ref noise  
Date: Thu, 11 Sep 2014 16:10:59 +0000  
Dear Sir

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1. Please see attached our noise pack - with noise diary sheets for you to fill in / information about our noise team to call out on Friday and Saturday nights.
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Can you let me know if the premises is still a problem.

Many thanks

Mrs L Smith  
Environmental Health Officer  
Environmental Protection Team  
[Redacted]

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\*\*\*\*\*

V - Visit	LS	29/11/2014
Comment Licensing visit.		
ZFN - File Note Only	LS	07/01/2015
Comment Rep put into Licensing Panel.		

**User Defined Codes**

Language

**Remarks**

No remarks found.

**Related Addresses**

Address	Telephone	Type
No related addresses found.		

**User Defined Addresses**

No User Defined Addresses found.

**User Defined Text**

No User Defined Text found.

Environment and Enterprise  
Corporate Director – Caroline Bruce

Mr Vijay Madhaparia &  
Mr Alket Mamutaj  
Classy Junction  
59 High Street  
Edgware  
Middlesex  
HA8 7DD

Dear Sirs

**Licensing Act 2003 & Health Act 2006**  
**Classy Junction, 59 High Street, Edgware, Middlesex, HA8 7DD**

An inspection was carried out at the above premises on 1 August 2014.

During the visit, it was found that you are allowing persons to smoke in the doorway that is situated at the side entrance of the premises. Please note that this is in contravention of the Health Act 2006 and The Smoke-free (Premises and Enforcement) Regulations 2006. Please see the copy of the Smoke-free regulations attached to this letter.

It is the duty of any person who controls or is concerned in the management of smoke-free premises to cause a person smoking there to stop smoking. A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding a level on the standard scale specified in the regulations made by the Secretary of State.

The authority has also received a complaint with reference to excessive noise emanating from your premises in the late hours of a Saturday. During the visit the noise was found to be very loud and the director of the company that is the licensee who was present at the time of the visit agreed that the volume of the music was excessive and asked the DJ to lower the volume.

May I remind you of condition 6 of annex 2 of your premises licence which refers to the control of noise so as not to give rise to public nuisance.

Continued overleaf.....

## Appendix D2

It is essential that you adhere to all the above requirements under the Licensing Act 2003 and the Health Act 2006 including their associated regulations as prescribed. Failure to do so may mean that action will be taken against you.

Yours sincerely

Ash Waghela  
Licensing Officer  
Environment and Enterprise  
Tel:020 8736 6257  
Email: [licensing@harrow.gov.uk](mailto:licensing@harrow.gov.uk)

**Property**

Address **Classy Junction, 59 High Street, Edgware, Middlesex, HA8 7DD**  
 Telephone Fax Area **FEDG - Food Team : Edgware**

**Worksheet**

Source			
Name	michela cogan		
Address			
Home Tel	Work Tel	Mobile	
Fax	Email		
Department	EH - Environmental Health	Date Recd	25/07/2014 Time 14:38
Application	CPEH - Complaints - EH	Method	T - Telephone
Task Group	CL - Licensing	Recd By	MCC - Michela Cogan
Task	LE - Licensing Enquiries	Source Type	PUB - Public
Details	Please feedback regarding smoking shelter, owner says he has not heard anything official about the smoking shelter..think he wants something in writing. Smokiing taking place beside doorway/fire door. Area is a fire exit route and a right of way. Advised		
Message			
Officer	LIC - Licensing Team (CSS)	Target	Actual
Time Taken	First Response	01/08/2014	07/08/2014
Next Task	Completed		07/08/2014
Due	Allocated	25/07/2014	Outcome
			CEAG - Advice Given

**References**

No references set up.

**Complaints****Subject Details**

Title	Initials	Telephone
First Name		Fax
Family Name		Email

**Section**

Offence	Statute
Purchase Date	Purchase Time
OFT (Product)	FSA Type
OFT (Condition)	

**Previous Complaints** (Last 10 not including this one)

Reference	Received	Details	Status	Outcome	Officer
WK/000560630	30/11/2014	Music Pro-active	Comp	CENP	EPT
WK/000560159	29/11/2014		Recd		LIC
WK/000560637	28/11/2014	Notifying that premises open again	Comp	CERE	LS
WK/000556731	13/10/2014		Comp	CEWG	LIC
WK/000555258	20/09/2014	Loud Music	Comp	CENP	EPT
WK/000555214	14/09/2014	Loud Music	Comp	CENP	EPT
WK/000555216	13/09/2014	loud music	Comp	CENP	EPT
WK/000553561	27/08/2014	Loud Music - Proactive Visit	Comp	CENA	EMF
WK/000553497	26/08/2014	Monitor Loud Music/Proactive Visit	Comp	CERE	LS
WK/000553559	24/08/2014	Loud Music - Proactive Visit	Comp	CENP	EPT

Actions						
Action	Officer	Actual	Target	Time	Value	Number
0000 - Procedure started	LIC	25/07/2014				
ZFN - File Note Only	PC1	29/07/2014 07:40	08/08/2014 14:38			
Comment This premises was visited by myself and AW the owner was not present but the bar manager was informed that the area in question was not suitable for a smoking area. On a previous visit when the premises were being re decorated and both the owners were present they asked our advice on this shelter and were told then that it would not comply with the requirements of the Health Act 2006.						
L67 - PL Activity Check	AW2	01/08/2014 00:30				
Comment Visit with Amit Kandelia. Loud music can be clearly heard from outside the premises. People smoking at the side of the premises where the owners have been warned before smoking must not take place. No smoking signs not displayed in this area. Have informed the director that no smoking to take place in this area and this is covered under the smoke free regulations 2006 and health act 2006. He has also been told to ensure that he complies with the noise condition. Upon the visit the director agreed that the music was a bit loud and that he will have it turned down.						
9004 - File Attachment	AW2	07/08/2014 14:28				
Comment Warning Letter						

User Defined Codes
Language

Remarks
does not comply legally less than 50% clear , 1

Related Addresses		
Address	Telephone	Type
No related addresses found.		

User Defined Addresses
No User Defined Addresses found.

User Defined Text
No User Defined Text found.

Appendix D2

<b>Harrow Council</b> <b>Out of hours noise investigation</b> 552558		Council property		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
		Licensed premises		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
		Officers on duty		All	
Call on the night via security <input type="checkbox"/>		OR	Call via Police CAD No _____ <input type="checkbox"/>		
OR proactive referral email / note from <u>Ad</u> <input checked="" type="checkbox"/>		Worksheet No WS/ _____		<input type="checkbox"/>	
<b>Problem:</b>		<b>Analysis source group No &amp; source code letter</b> (don't forget the letter code!)		<b>Analysis noise type</b>	
Name: <u>Klassy Junction</u>		Industrial	1	Alarm	A
Address: <u>59 High St Edgware</u>		Commercial / Leisure	<u>2</u>	Barking dog	B
		Domestic	3	Other animal/bird	C
Phone: _____		Construction/demolition	4	PA system	E
		Vehicles	5	Fixed machinery	F
		Traffic	6	Mobile machinery	G
		Miscellaneous	7	People noise	H
Nature of problem:				Music	<u>I</u>
<u>Here - pro-ocate visit</u>				Party	J
				TV / radio	K
				DIY	R
				Other	
<b>Complainant / Source:</b>					
Name:		Date complaint received:		<u>8/8/14</u>	
Address:		Time complaint rec'd by OOH team:		<u>23.30</u>	
		Time of first response by OOH team:			
Phone: _____					
<b>M3 worksheet outcome</b>			<b>M3 analysis tab outcome</b>		
Leave worksheet active and allocate to: <input type="checkbox"/> Existing case officer _____ <input type="checkbox"/> NFC: send diary pack to new case  OR, dealt with, so CLOSE worksheet with code: <input type="checkbox"/> Complaint withdrawn (CECW) <input checked="" type="checkbox"/> Visited: No action (CENP) <input checked="" type="checkbox"/> Advice given (CEAG) <input type="checkbox"/> Case resolved (CECR) <input type="checkbox"/> Referred elsewhere (CERE) <input type="checkbox"/> Warning given (CEWG) <input type="checkbox"/> S80 served (CENS)			No statutory nuisance proven <input checked="" type="checkbox"/> Not a statutory nuisance (0) OR Statutory nuisance witnessed and <input type="checkbox"/> No action possible (4) <input type="checkbox"/> Ceased, not likely to recur (1) <input type="checkbox"/> Resolved informally (3) <input type="checkbox"/> Referred to other service (2) <input type="checkbox"/> Notice served (5)		
			And also, generate a linked worksheet for <input type="checkbox"/> _____ Because:		
<b>Standard letter to print:</b>		<input type="checkbox"/> First warning =OOH01		<i>(other options to be added in future)</i>	

Appendix D2

Date	Time (24 hr clock)	V T O	C P O	Action taken		Initials
				V=Visited C=Complainants' premises	T=Telephoned O=Other P=Problem premises	
2/8/14	23-30	V	P	From across road could just hear boss beat. heard like outside doors closed & inner doors open. Paving with rain & a lot of traffic noise.		AK

Summary of action	Details
<input type="checkbox"/> Telephoned: no problem / stopped <input type="checkbox"/> No time to visit <input type="checkbox"/> Visited: no problem / stopped <input checked="" type="checkbox"/> Visited: reasonable <input type="checkbox"/> Visited: difficult to establish nuisance <input type="checkbox"/> Visited: nuisance if recurrent or for long period <input type="checkbox"/> Visited: statutory nuisance <input type="checkbox"/> Leaflet given <input type="checkbox"/> Other:	



Appendix D2

Harrow Council <b>552598</b> <b>Out of hours noise investigation</b>		Council property		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
		Licensed premises		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
		Officers on duty		<i>Alt</i>	
Call on the night via security <input type="checkbox"/>		OR	Call via Police CAD No _____		<input type="checkbox"/>
OR proactive referral email / note from <i>Aw</i>		<input checked="" type="checkbox"/>	Worksheet No WS/ _____		<input type="checkbox"/>
<b>Problem:</b>	<b>Analysis source group No &amp; source code letter</b> <small>(don't forget the letter code!)</small>	<b>Analysis noise type</b>			
Name: <i>Klassy Junction</i>	Industrial 1	Alarm	A		
Address: <i>59 High St</i>	Commercial / Leisure 2	Barking dog	B		
	Domestic 3	Other animal/bird	C		
Phone: <i>Edgware</i>	Construction/demolition 4	PA system	E		
	Vehicles 5	Fixed machinery	F		
	Traffic 6	Mobile machinery	G		
Nature of problem: <i>loud stereo - Pro-odine visit</i>	Miscellaneous 7	People noise	H		
		Music	I		
		Party	J		
		TV / radio	K		
		DIY	R		
<b>Complainant / Source:</b>					
Name:		Date complaint received: <i>9/8/14</i>			
Address:		Time complaint rec'd by OOH team: <i>23.48</i>			
		Time of first response by OOH team:			
Phone:					
<b>M3 worksheet outcome</b>			<b>M3 analysis tab outcome</b>		
Leave worksheet active and allocate to: <input type="checkbox"/> Existing case officer _____ <input type="checkbox"/> NFC: send diary pack to new case  OR, dealt with, so CLOSE worksheet with code: <input type="checkbox"/> Complaint withdrawn (CECW) <input checked="" type="checkbox"/> Visited: No action (CENP) <input type="checkbox"/> Advice given (CEAG) <input type="checkbox"/> Case resolved (CECR) <input type="checkbox"/> Referred elsewhere (CERE) <input type="checkbox"/> Warning given (CEWG) <input type="checkbox"/> S80 served (CENS)			No statutory nuisance proven <input checked="" type="checkbox"/> Not a statutory nuisance (0) OR Statutory nuisance witnessed and <input type="checkbox"/> No action possible (4) <input type="checkbox"/> Ceased, not likely to recur (1) <input type="checkbox"/> Resolved informally (3) <input type="checkbox"/> Referred to other service (2) <input type="checkbox"/> Notice served (5)		
			And also, generate a linked worksheet for <input checked="" type="checkbox"/> <i>Aw</i> Because:		
<b>Standard letter to print:</b>		<input type="checkbox"/> First warning =OOH01 <span style="float: right;"><small>(other options to be added in future)</small></span>			

Appendix D2

Date	Time (24 hr clock)	V T O	C P O	Action taken		Initials
				V=Visited C=Complainants' premises	T=Telephoned O=Other P=Problem premises	
	23-47	V	P	<p>Across road could hear music each time door opened and rest of the time not too bad. looked like just o/s doors shut.</p> <p>Music also audible from Masses Arms and Melody Bar and Restaurant - 70 High St, Edgware.</p>		AP
	00-55	V	P	<p>Closed.</p> <p>Music audible from Melody Bar &amp; Restaurant.</p>		
<b>Summary of action</b>				<b>Details</b>		
<input type="checkbox"/> Telephoned: no problem / stopped <input type="checkbox"/> No time to visit <input type="checkbox"/> Visited: no problem / stopped <input checked="" type="checkbox"/> Visited: reasonable <input type="checkbox"/> Visited: difficult to establish nuisance <input type="checkbox"/> Visited: nuisance if recurrent or for long period <input type="checkbox"/> Visited: statutory nuisance <input type="checkbox"/> Leaflet given <input type="checkbox"/> Other:						

**Harrow Council  
Out of hours noise  
investigation**

553457

Council property	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Licensed premises	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Officers on duty	MNLK.	

Call on the night via security OR  Call via Police CAD No.  
OR  Proactive referral email / note from Lois Smith  Worksheet No. WS/

Problem	Analysis source group No. & source code letter	Analysis noise type
Name: <u>CLASSY JUNCTION</u>	Industrial 1	Alarm A
Address: <u>HIGH STREET EDGWARE</u>	<u>Commercial / Leisure</u> 2 <u>2</u>	Barking Dog B
	Domestic 3	Other animal / bird C
	Construction / Demolition 4	PA system D
	Vehicles 5	Fixed machinery E
	Traffic 6	Mobile machinery F
Phone:	Miscellaneous 7	People noise G
Nature of problem: <u>Monitor Loud Music / Proactive visit</u>		<u>Music</u> H
		Party I
		TV/Radio J
		DIY K
		Other:

Complainant / Source	
Name:	Date complaint received: <u>23/8/2014.</u>
Address:	Time complaint received by OOH team: <u>1.55</u>
	Time of first response by OOH team:
	Phone:

M3 worksheet outcome	M3 analysis tab outcome
<p>Leave worksheet active and allocate to:</p> <p><input checked="" type="checkbox"/> Existing case officer <u>LOIS SMITH</u></p> <p><input checked="" type="checkbox"/> NFC: send diary pack to new case</p> <p>OR, dealt with, so CLOSE worksheet with code:</p> <p><input checked="" type="checkbox"/> Complaint withdrawn (CECW)</p> <p><input checked="" type="checkbox"/> Visited: No action (CENP)</p> <p><input checked="" type="checkbox"/> Advice given (CEAG)</p> <p><input checked="" type="checkbox"/> Case resolved (CECR)</p> <p><input checked="" type="checkbox"/> Referred elsewhere (CERE)</p> <p><input checked="" type="checkbox"/> Warning given (CEWG)</p> <p><input checked="" type="checkbox"/> S80 served (CENS)</p>	<p>No statutory nuisance proven</p> <p><input checked="" type="checkbox"/> Not a statutory nuisance (0)</p> <p>OR</p> <p>Statutory nuisance witnessed and</p> <p><input checked="" type="checkbox"/> No action possible (4)</p> <p><input type="checkbox"/> Ceased, not likely to recur (1)</p> <p><input type="checkbox"/> Resolved informally (3)</p> <p><input type="checkbox"/> Referred to other service (2)</p> <p><input type="checkbox"/> Notice served (5)</p> <p>And also, generate a linked worksheet for</p> <p><input checked="" type="checkbox"/> <u>LICENSING.</u></p> <p>Because: <u>Loud music emitting from the premises. No security staff at the door.</u></p>

Standard letter to print  First warning = OOH01

TC-5591.51B v.2.1.3275



**Property**

Address **Classy Junction, 59 High Street, Edgware, Middlesex, HA8 7DD**  
 Telephone Fax Area **FEDG - Food Team : Edgware**

**Worksheet**

## Source

Name **anon**Address **Anon, Anon**

Home Tel

Work Tel

Mobile

Fax

Email

Department **EH - Environmental Health** Date Recd **23/08/2014** Time **01:55**Application **CPEH - Complaints - EH** Method **T - Telephone**Task Group **CN - Noise** Recd By **SAK - Samina Khan**Task **NO - Noise (Received by OOH team)** Source Type **PUB - Public**Details **Monitor Loud Music/Proactive Visit**Message **see 550982**Officer **LS - Lois Smith**

Target

Actual

Time Taken

First Response **23/08/2014 01:55** **23/08/2014 01:55**

Next Task

Completed **08/01/2015** **08/01/2015**

Due

Allocated **26/08/2014**Outcome **CERE - Referred elsewhere****References**

No references set up.

**Complaints**

## Subject Details

Title	Initials	Telephone
First Name		Fax
Family Name		Email

## Section

Offence Statute

Purchase Date Purchase Time

OFT (Product)

FSA Type

OFT (Condition)

**Previous Complaints**

(Last 10 not including this one)

Reference	Received	Details	Status	Outcome	Officer
WK/000560630	30/11/2014	Music Pro-active	Comp	CENP	EPT
WK/000560159	29/11/2014		Recd		LIC
WK/000560637	28/11/2014	Notifying that premises open again	Comp	CERE	LS
WK/000556731	13/10/2014		Comp	CEWG	LIC
WK/000555258	20/09/2014	Loud Music	Comp	CENP	EPT
WK/000555214	14/09/2014	Loud Music	Comp	CENP	EPT
WK/000555216	13/09/2014	loud music	Comp	CENP	EPT
WK/000553561	27/08/2014	Loud Music - Proactive Visit	Comp	CENA	EMF
WK/000553497	26/08/2014	Monitor Loud Music/Proactive Visit	Comp	CERE	LS
WK/000553559	24/08/2014	Loud Music - Proactive Visit	Comp	CENP	EPT

**Actions**

Action	Officer	Actual	Target	Time	Value	Number
0000 - Procedure started	SAK	26/08/2014				
9004 - File Attachment	SAK	26/08/2014				
9006 - E-Mail	LS	26/08/2014				

Comment Actually 22nd sent :-

**From:** Lois Smith  
**Sent:** 22 August 2014 18:50  
**To:** Maher Khan; Satnam Sahota; Alex Hauck  
**Cc:** Ash Waghela  
**Subject:** Classy Junction 59 High Street, Edgware - OON service 22/23 August 2014

Hi Guys

Please see email trail below. I got this when I was on my first day of annual leave.

No tel number for the complainant (have I missed it ?)

If you get a chance could you visit this one later on ?

I wondered if this could be resolved quickly - i.e. visit / ascertain from outside complainants address that a potential problem / ask them to close the doors (look at license) / see if this makes a difference.

I can follow up with contacting complainant / looking at license / noise diary sheets / further monitoring etc

Thank you very much

Lois

---

**From:** [REDACTED]  
**Sent:** 08 August 2014 08:18  
**To:** license  
**Subject:** RE: Classy Junction bar 59 high Street EDGWARE

Hi Ash,

Many thanks for that, like i say they only have to shut the door around eleven o'clock, and that takes the edge of the music played until 2 ( tho a few occasions they've gone way past 2 in the morn)

[REDACTED]

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**From:** [licensing@harrow.gov.uk](mailto:licensing@harrow.gov.uk)  
**To:** [REDACTED]  
**Subject:** FW: Classy Junction bar 59 high Street EDGWARE  
**Date:** Thu, 7 Aug 2014 12:28:54 +0000  
**Dear** [REDACTED]

I have visited the premises last Friday and did find the music very loud, I spoke to one of the directors of the company that is listed as the licensee and he did admit that as the music is loud, he will ask the DJ to turn it down.

If you suffer from noise nuisance this weekend, please see the link below which gives information on how you can report it.

[http://www.harrow.gov.uk/info/200075/sustainability\\_and\\_pollution/24/noise](http://www.harrow.gov.uk/info/200075/sustainability_and_pollution/24/noise)

I have noticed that we do not have your postal address allocated to this complaint on our system.

Please could you provide this as it would help us in determining how far the noise is travelling away from the premises.

I would need to check with the Environmental Protection Department but it may be possible to install a noise monitoring device on a temporary basis to enable us to monitor the level of noise that you are suffering from. Please let me know if you will be interested in this and I will make further enquiries.

Regards

Ash Waghela  
Licensing Officer  
Environment and Enterprise  
Direct Tel: 020 8736 6257  
licensing@harrow.gov.uk

From: license  
Sent: 20 July 2014 10:43  
To: [REDACTED]  
Subject: RE: Classy Junction bar 59 high Street EDGWARE

Dear [REDACTED]

Miss Forde no longer works in the Licensing Department for Harrow Council.

I have checked the premises licence for Classy Junction and they are authorised to open to the public and for licensable activities until 02:00 hours on a Friday, Saturday and Sunday morning.

I am aware that whilst this premises was known as Monique Bar, there were problems. We need to keep in mind that when the premises changed hands, the new owners must be treated independently and therefore, when they applied for a premises licence, the licence was granted in April 2014 after a consultation as required by the Licensing Act 2003. During the consultation period, the authority did not receive any representations either for or against the licence being granted. In the absence of any representations, the Authority had no option but to grant the Licence.

Your concerns about the noise nuisance will be passed on to our Environmental Protection Team for them to look into.

Regards

Ash Waghela  
Licensing Officer  
Environment & Enterprise  
Tel: 020 8736 6257  
Email: licensing@harrow.gov.uk

From: [REDACTED]  
Sent: 19 July 2014 23:50  
To: license  
Subject: Classy Junction bar 59 high Street EDGWARE

TO: Bernadette Forde



FROM: [REDACTED]

Hi Bernadette,

Could you possibly look into the noise levels regarding the new club "Classy Junction" on high street EDGWARE every friday and Saturday night the Disco runs with volume at crazy levels, with the main doors wide open. the venue has shiny floors and noise just bounces around.

Given the history you've had with this address, how come a licence was granted? I've spoken to community officers at Edgware and they have also recieved complaints of fighting in the street and noise levels. We can live with it up to 11pm ( i'm a musician in a rock band so familiar with noise!) but at 2am its just crazy. the venue doors open straight onto dance floor- even to close these would help.

Regards [REDACTED]

\*\*\*\*\*

Mail FROM London Borough of Harrow:

Unencrypted electronic mail is not secure and may not be authentic, in whole or in part. You are advised to check directly with the sender before acting upon any e-mail received.

The information contained in this message and any attachments is confidential and is intended for receipt by the above named addressee(s) only. If you have otherwise encountered this message please notify its originator via +44(0)20 8863 5611 at LONDON BOROUGH OF HARROW. The unauthorised use, disclosure, copying or alteration of this message is strictly forbidden. The views expressed within this message are those of the individual sender and not necessarily those of Harrow Council.

Mail TO London Borough of Harrow:

London Borough of Harrow monitors all electronic mail it receives for Policy compliance and to protect its systems including anti-spam and anti-virus measures.

Electronic mail does not guarantee delivery, nor notification of non-delivery. It is suggested you contact your intended recipient(s) by other means should confirmation of receipt be important.

All traffic may be subject to recording and/or monitoring in accordance with relevant legislation.

\*\*\*\*\*

0100 - Worksheet reallocated SAK 26/08/2014 11:26

Comment Passed from officer: EPT - Env Protection Team (CSS) to officer: LS - Lois Smith

**User Defined Codes**

Language

**Remarks**

No remarks found.

**Related Addresses**

Address	Telephone	Type
No related addresses found.		

**User Defined Addresses**

No User Defined Addresses found.

**User Defined Text**

No User Defined Text found.

Harrow Council  
Out of hours noise  
investigation

55-3559

Council property	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Licensed premises	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Officers on duty	All	

Call on the night via security OR  Call via Police CAD No. \_\_\_\_\_  
OR  Proactive referral email / note from LS  Worksheet No. WS/ \_\_\_\_\_

Problem	Analysis source group No. & source code letter	Analysis noise type
Name: <u>Classy Junction</u>	Industrial 1	Alarm A
Address: <u>High St</u>	Commercial / Leisure 2	Barking Dog B
	Domestic 3	Other animal / bird C
<u>Edgware</u>	Construction / Demolition 4	PA system D
	Vehicles 5	Fixed machinery E
Phone: _____	Traffic 6	Mobile machinery F
	Miscellaneous 7	People noise G

Nature of problem: \_\_\_\_\_  
loud music - pro-oh-wit.  
 Music H   
 Party I  
 TV/Radio J  
 DIY K  
 Other: \_\_\_\_\_

**Complainant / Source**  
 Name: \_\_\_\_\_ Date complaint received: 24/8/14  
 Address: \_\_\_\_\_ Time complaint recorded by OOH team: 01:35  
 Time of first response by OOH team: \_\_\_\_\_  
 Phone: \_\_\_\_\_

<p><b>M3 worksheet outcome</b></p> <p>Leave worksheet active and allocate to:</p> <p><input checked="" type="checkbox"/> Existing case officer</p> <p><input checked="" type="checkbox"/> NFC: send diary pack to new case</p> <p>OR, dealt with, so CLOSE worksheet with code:</p> <p><input type="checkbox"/> Complaint withdrawn (CECW)</p> <p><input checked="" type="checkbox"/> Visited: No action (CENP)</p> <p><input checked="" type="checkbox"/> Advice given (CEAG)</p> <p><input checked="" type="checkbox"/> Case resolved (CECR)</p> <p><input checked="" type="checkbox"/> Referred elsewhere (CERE)</p> <p><input checked="" type="checkbox"/> Warning given (CEWG)</p> <p><input checked="" type="checkbox"/> S80 served (CENS)</p>	<p><b>M3 analysis tab outcome</b></p> <p>No statutory nuisance proven</p> <p><input checked="" type="checkbox"/> Not a statutory nuisance (0)</p> <p>OR</p> <p>Statutory nuisance witnessed and</p> <p><input checked="" type="checkbox"/> No action possible (4)</p> <p><input type="checkbox"/> Ceased, not likely to recur (1)</p> <p><input checked="" type="checkbox"/> Resolved informally (3)</p> <p><input checked="" type="checkbox"/> Referred to other service (2)</p> <p><input checked="" type="checkbox"/> Notice served (5)</p> <p>And also, generate a linked worksheet for</p> <p><input checked="" type="checkbox"/> <u>LICENSING</u></p> <p>Because: _____</p>
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Standard letter to print  First warning = OOH01

TC-5591.518 v2.1.32/5

Appendix D2

Date	Time (24 hr clock)	VTO	CPO	Action taken			Initials
				V=Visited	T=Telephoned	O=Other	
24/8/14	01:35	V	P				
	01:52						
<p>Sat 01/5 NO 72 on opposite side of road. Outer doors open &amp; no door supervisors externally. Music audible from where monitoring and when door opens to let someone out, very loud. Doors opening every few minutes. Door supervisors appeared &amp; disappeared and eventually outer doors closed &amp; locked. Taxi towed up &amp; let in side shattered door by door supervisor. 4 people towed up in taxi but could not get in. With outer doors shut sat. People still inside music audible but at much lower level. left 01:55 hrs.</p>							

Summary of action	Details
<input checked="" type="checkbox"/> Telephoned: no problem / stopped <input checked="" type="checkbox"/> No time to visit <input checked="" type="checkbox"/> Visited: no problem / stopped <input checked="" type="checkbox"/> Visited: reasonable <input checked="" type="checkbox"/> Visited: difficult to establish nuisance <input checked="" type="checkbox"/> Visited: nuisance if recurrent or for long period <input checked="" type="checkbox"/> Visited: statutory nuisance <input checked="" type="checkbox"/> Leaflet given <input checked="" type="checkbox"/> Other:	<p>likely stat nuisance Public nuisance.</p>

TC:5581.818.v2.1.3275

Harrow Council  
**Out of hours noise investigation**

555216

Council property	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>
Licensed premises	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>
Officers on duty	All	

Call on the night via security OR  Call via Police CAD No. \_\_\_\_\_  
 OR  Proactive referral email / note from LS  Worksheet No. WS/ \_\_\_\_\_

Problem	Analysis source group No. & source code letter	Analysis noise type
Name: <u>Classy Junction</u>	Industrial 1	Alarm A
Address: <u>High St</u> <u>Edgware</u>	Commercial / Leisure 2	Barking Dog B
	Domestic 3	Other animal / bird C
	Construction / Demolition 4	PA system D
	Vehicles 5	Fixed machinery E
	Traffic 6	Mobile machinery F
	Miscellaneous 7	People noise G

Nature of problem: \_\_\_\_\_  
loud music

Other: \_\_\_\_\_

**Complainant / Source**

Name: \_\_\_\_\_ Date complaint received: 13/9/14  
 Address: \_\_\_\_\_ Time complaint recorded by OOH team: 01:15  
 Time of first response by OOH team: \_\_\_\_\_  
 Phone: \_\_\_\_\_

<p><b>M3 worksheet outcome</b></p> <p>Leave worksheet active and allocate to:</p> <p><input checked="" type="checkbox"/> Existing case officer</p> <p><input checked="" type="checkbox"/> NFC: send diary pack to new case</p> <p>OR, dealt with, so CLOSE worksheet with code:</p> <p><input checked="" type="checkbox"/> Complaint withdrawn (CECW)</p> <p><input checked="" type="checkbox"/> Visited: No action (CENP)</p> <p><input checked="" type="checkbox"/> Advice given (CEAG)</p> <p><input checked="" type="checkbox"/> Case resolved (CECR)</p> <p><input checked="" type="checkbox"/> Referred elsewhere (CERE)</p> <p><input checked="" type="checkbox"/> Warning given (CEWG)</p> <p><input checked="" type="checkbox"/> S80 served (GENS)</p>	<p><b>M3 analysis table outcome</b></p> <p>No statutory nuisance proven</p> <p><input checked="" type="checkbox"/> Not a statutory nuisance (0)</p> <p>OR</p> <p>Statutory nuisance witnessed and</p> <p><input checked="" type="checkbox"/> No action possible (4)</p> <p><input checked="" type="checkbox"/> Ceased, not likely to recur (1)</p> <p><input checked="" type="checkbox"/> Resolved informally (3)</p> <p><input checked="" type="checkbox"/> Referred to other service (2)</p> <p><input checked="" type="checkbox"/> Notice served (5)</p> <p>And also, generate a linked worksheet for</p> <p><input checked="" type="checkbox"/> _____</p> <p>Because: _____</p>
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Standard letter to inform  First warning = OOH01

TC-5591.510.v2.1.3275



Appendix D2

Date	Time of visit	VTO	CFO	Action taken <small>V=Visited T=Telephoned O=Other C=Complaints P=Problems</small> <small>Prerequisites Problem premises</small>	Initials
12/9/14	20:15	J	P	Paled up opposite side of road. Planning available, especially when doors open. Could not stay due to party issues.	HA

Summary of action	Details
<input checked="" type="checkbox"/> Telephoned: no problem / stopped <input checked="" type="checkbox"/> No time to visit <input checked="" type="checkbox"/> Visited: no problem / stopped <input checked="" type="checkbox"/> Visited: reasonable <input checked="" type="checkbox"/> Visited: difficult to establish nuisance <input checked="" type="checkbox"/> Visited: nuisance if recurrent or for long period <input checked="" type="checkbox"/> Visited: statutory nuisance <input checked="" type="checkbox"/> Leaflet given <input checked="" type="checkbox"/> Other:	Public nuisance. No access to premises for Stat nuisance.

Q:\Template\EP\OOH report of Investigation 2008.doc

TC-5591-518-V.2.1-3275

Harrow Council  
Out of hours noise  
investigation

555214

Council property	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>
Licensed premises	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>
Officers on duty	All	

Call on the night via security OR  Call via Police CAD No. \_\_\_\_\_  
 OR  Proactive referral email / note from \_\_\_\_\_  Worksheet No. WS/ \_\_\_\_\_

Problem	Analysis source group No. & source code letter	Analysis noise type
Name: <u>Clonsy Junction</u>	Industrial 1	Alarm A
Address: <u>High St - Edgware</u>	Commercial / Leisure 2	Barking Dog B
	Domestic 3	Other animal / bird C
	Construction / Demolition 4	PA system D
	Vehicles 5	Fixed machinery E
	Traffic 6	Mobile machinery F
	Miscellaneous 7	People noise G

Phone: \_\_\_\_\_

Nature of problem: road noise

Other: \_\_\_\_\_

**Complainant/Source**

Name: \_\_\_\_\_ Date complaint received: 14/9/14

Address: \_\_\_\_\_ Time complaint recorded by OOH team: 00:05

Time of first response by OOH team: \_\_\_\_\_

Phone: \_\_\_\_\_

<p><b>MS worksheet outcome</b></p> <p>Leave worksheet active and allocate to:</p> <p><input checked="" type="checkbox"/> Existing case officer</p> <p><input checked="" type="checkbox"/> NFC: send diary pack to new case</p> <p>OR, dealt with, so CLOSE worksheet with code:</p> <p><input checked="" type="checkbox"/> Complaint withdrawn (CECW)</p> <p><input checked="" type="checkbox"/> Visited: No action (CENP)</p> <p><input checked="" type="checkbox"/> Advice given (CEAG)</p> <p><input checked="" type="checkbox"/> Case resolved (CECR)</p> <p><input checked="" type="checkbox"/> Referred elsewhere (CERE)</p> <p><input checked="" type="checkbox"/> Warning given (CEWG)</p> <p><input checked="" type="checkbox"/> S80 served (CENS)</p>	<p><b>MS analysis tab outcome</b></p> <p>No statutory nuisance proven</p> <p><input checked="" type="checkbox"/> Not a statutory nuisance (0)</p> <p>OR</p> <p>Statutory nuisance witnessed and</p> <p><input checked="" type="checkbox"/> No action possible (4)</p> <p><input checked="" type="checkbox"/> Ceased, not likely to recur (1)</p> <p><input checked="" type="checkbox"/> Resolved informally (3)</p> <p><input checked="" type="checkbox"/> Referred to other service (2)</p> <p><input checked="" type="checkbox"/> Notice served (5)</p> <p>And also, generate a linked worksheet for</p> <p><input checked="" type="checkbox"/> _____</p> <p>Because: _____</p>
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Standard letter to print:  First warning = OOH01

0:\Template\EP\OOH report of investigation 2008.doc

TC-5691.518.v2.1.2075

Appendix D2

Date	Time of visit	VTO	EPD	Visited ( ) Reasonable ( ) Other ( ) Complaint ( ) no problem ( ) Problem premises	Action taken	Initials
14/9/14	00.05	J	P		<p>Patrol outside complaints e his windows appeared open as at least at 1st floor level 10-15 people outside. There clearly audible on very loud when door opened. Only one set closed. Door opened regularly every few minutes even seconds. (Flat above Expresso Cafe NO7)</p> <p>Door left open and loud noise audible. Doors shut after a while but again regularly opened.</p> <p>More likely to be audible in flats opposite</p> <p>left site &amp; still going</p>	
	00.11					
	00.30					

Summary of action	Details
<input checked="" type="checkbox"/> Telephoned: no problem / stopped <input checked="" type="checkbox"/> No time to visit <input checked="" type="checkbox"/> Visited: no problem / stopped <input checked="" type="checkbox"/> Visited: reasonable <input checked="" type="checkbox"/> Visited: difficult to establish nuisance <input checked="" type="checkbox"/> Visited: nuisance if recurrent or for long period <input checked="" type="checkbox"/> Visited: statutory nuisance <input checked="" type="checkbox"/> Leaflet given <input checked="" type="checkbox"/> Other:	<p>Public nuisance.</p> <p>likely stat nuisance of cold witness</p>

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TC:5591518 v.2.1.3275



Harrow Council  
**Out of hours noise  
 investigation**

555258

Council property	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>
Licensed premises	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>
Officers on duty	AH	

Call on the night via security OR  Call via Police CAD No. \_\_\_\_\_  
 OR  Proactive referral email / note from LS  Worksheet No. WS/ \_\_\_\_\_

Problem	Analysis source group No. & source code letter	Analysis noise type
Name: <u>Classy Junction</u>	Industrial 1	Alarm A
Address: <u>High St Edgware</u>	Commercial / Leisure 2	Barking Dog B
	Domestic 3	Other animal / bird C
	Construction / Demolition 4	PA system D
	Vehicles 5	Fixed machinery E
	Traffic 6	Mobile machinery F
	Miscellaneous 7	People noise G
Phone: _____		Music H
Nature of problem:  <u>loud music</u>		Party I
		TV/Radio J
		DIY K
		Other: _____
		_____

Complainant / Source	
Name: _____	Date complaint received: <u>20/9/14</u>
Address: _____	Time complaint recorded by OOH team: <u>00.40</u>
	Time of first response by OOH team: _____
	Phone: _____

M3 worksheet outcome	M3 analysis outcome
<b>Leave worksheet active and allocate to:</b> <input checked="" type="checkbox"/> Existing case officer <input checked="" type="checkbox"/> NFC: send diary pack to new case <b>OR, dealt with, so CLOSE worksheet with code:</b> <input checked="" type="checkbox"/> Complaint withdrawn (CECW) <input checked="" type="checkbox"/> Visited: No action (CENP) <input checked="" type="checkbox"/> Advice given (CEAG) <input checked="" type="checkbox"/> Case resolved (CECR) <input checked="" type="checkbox"/> Referred elsewhere (CERE) <input checked="" type="checkbox"/> Warning given (CEWG) <input checked="" type="checkbox"/> S80 served (CENS)	<b>No statutory nuisance proven</b> <input checked="" type="checkbox"/> Not a statutory nuisance (0) <b>OR</b> <b>Statutory nuisance witnessed and</b> <input checked="" type="checkbox"/> No action possible (4) <input checked="" type="checkbox"/> Ceased, not likely to recur (1) <input checked="" type="checkbox"/> Resolved informally (3) <input checked="" type="checkbox"/> Referred to other service (2) <input checked="" type="checkbox"/> Notice served (5)
	<b>And also, generate a linked worksheet for</b> <input checked="" type="checkbox"/> <b>Because:</b> _____

Standard letter to print  First warning = OOH01

TC:5591.516.v2.1.3275



Appendix D2

Date	Time (24 hr clock)	VTO	BPO	Action taken V=Visited T=Telephoned O=Other C=Complaints premises P=Problem premises	Initials
20/9/14	00-40	J	P	Saf outside [redacted] Limited parking. Doors open as drone posted parked up re music clearly audible, then closed by door supervisors. Doors open every now & again to let people in & out as music audible. Need to access NO [redacted] 100	

Summary of action	Details
<input checked="" type="checkbox"/> Telephoned: no problem / stopped <input checked="" type="checkbox"/> No time to visit <input checked="" type="checkbox"/> Visited: no problem / stopped <input checked="" type="checkbox"/> Visited: reasonable <input checked="" type="checkbox"/> Visited: difficult to establish nuisance <input checked="" type="checkbox"/> Visited: nuisance if recurrent or for long period <input checked="" type="checkbox"/> Visited: statutory nuisance <input checked="" type="checkbox"/> Leaflet given <input checked="" type="checkbox"/> Other:	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

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TC:5591.518/v2.1.2075

<b>Property</b>		
Address	Classy Junction, 59 High Street, Edgware, Middlesex, HA8 7DD	
Telephone	Fax	Area FEDG - Food Team : Edgware

<b>Worksheet</b>			
Source			
Name	Amit Kandelia		
Address	Central Depot, Forward Drive, Harrow, Middlesex, HA3 8NT		
Home Tel	Work Tel	Mobile	
Fax	Email		
Department	EH - Environmental Health	Date Recd	13/10/2014 Time 12:00
Application	CPEH - Complaints - EH	Method	IP - In person
Task Group	CL - Licensing	Recd By	AAK - Amit Kandelia
Task	LV - Licensing Compliance Visit	Source Type	EMP - Employee

<b>Details</b>			
Message			
Officer	LIC - Licensing Team (CSS)	Target	Actual
Time Taken		First Response	13/10/2014 13/10/2014
Next Task		Completed	13/10/2014 13/10/2014
Due	Allocated 13/10/2014	Outcome	CEWG - Warning given

<b>References</b>	
No references set up.	

<b>Complaints</b>		
Subject Details		
Title	Initials	Telephone
First Name		Fax
Family Name		Email
Section		
Offence	Statute	
Purchase Date	Purchase Time	
OFT (Product)	FSA Type	
OFT (Condition)		

<b>Previous Complaints</b> (Last 10 not including this one)					
Reference	Received	Details	Status	Outcome	Officer
WK/000560630	30/11/2014	Music Pro-active	Comp	CENP	EPT
WK/000560159	29/11/2014		Recd		LIC
WK/000560637	28/11/2014	Notifying that premises open again	Comp	CERE	LS
WK/000555258	20/09/2014	Loud Music	Comp	CENP	EPT
WK/000555214	14/09/2014	Loud Music	Comp	CENP	EPT
WK/000555216	13/09/2014	loud music	Comp	CENP	EPT
WK/000553561	27/08/2014	Loud Music - Proactive Visit	Comp	CENA	EMF
WK/000553497	26/08/2014	Monitor Loud Music/Proactive Visit	Comp	CERE	LS
WK/000553559	24/08/2014	Loud Music - Proactive Visit	Comp	CENP	EPT
WK/000553457	23/08/2014	Monitor Loud Music/Proactive Visit	Comp	CERE	LS

**Actions**

Action	Officer	Actual	Target	Time	Value	Number
0000 - Procedure started	LIC	13/10/2014				
L67 - PL Activity Check	AAK	13/10/2014 00:30	13/10/2014			
Comment Visited on 10/10/14						

Parked our car opposite the road and the music could be heard from this point.

When entered the venue the music level was very loud and we were asked to wait inside until the security guard went and found the owner. Our concerns were that the music could still be heard across the road even with the doors closed.

We saw the security guard going through the side door (outside) so we followed him and the owner was standing with a group of people. There was an ash tray on the right hand side which was under the covered area and also a number of cigarette butts on the floor.

We reminded the owner that no smoking was permitted in this area which he said he knew and stated that nobody smoked there but could not explain why the ash tray was there.

Explained that the noise level was too high and that he was ignoring previous warnings about this issue. He asked the security guard to get the music turned down at this point but when we were leaving the venue we could still hear the music from outside.

**User Defined Codes**

Language

**Remarks**

No remarks found.

**Related Addresses**

Address	Telephone	Type
No related addresses found.		

**User Defined Addresses**

No User Defined Addresses found.

**User Defined Text**

No User Defined Text found.

<b>Property</b>		
Address	Classy Junction, 59 High Street, Edgware, Middlesex, HA8 7DD	
Telephone	Fax	Area FEDG - Food Team : Edgware

<b>Worksheet</b>		
Source		
Name	A Waghela	
Address	Harrow Council, Unit 1, Central Depot, Forward Drive, Harrow, Middlesex, HA3 8NT	
Home Tel	Work Tel	Mobile
Fax	Email	

Department	EH - Environmental Health	Date Recd	29/11/2014	Time	12:58
Application	CPEH - Complaints - EH	Method	IP - In person		
Task Group	CL - Licensing	Recd By	AW2 - Ash Waghela		
Task	LV - Licensing Compliance Visit	Source Type	EMP - Employee		

<b>Details</b>			
Message	Licensing Visit - Breaches found		
Officer	LIC - Licensing Team (CSS)	Target	Actual
Time Taken	First Response		
Next Task	Completed		
Due	Allocated	30/11/2014	Outcome

<b>References</b>
No references set up.

<b>Complaints</b>		
Subject Details		
Title	Initials	Telephone
First Name		Fax
Family Name		Email
Section		
Offence	Statute	
Purchase Date	Purchase Time	
OFT (Product)	FSA Type	
OFT (Condition)		

<b>Previous Complaints</b> (Last 10 not including this one)					
Reference	Received	Details	Status	Outcome	Officer
WK/000560630	30/11/2014	Music Pro-active	Comp	CENP	EPT
WK/000560637	28/11/2014	Notifying that premises open again	Comp	CERE	LS
WK/000556731	13/10/2014		Comp	CEWG	LIC
WK/000555258	20/09/2014	Loud Music	Comp	CENP	EPT
WK/000555214	14/09/2014	Loud Music	Comp	CENP	EPT
WK/000555216	13/09/2014	loud music	Comp	CENP	EPT
WK/000553561	27/08/2014	Loud Music - Proactive Visit	Comp	CENA	EMF
WK/000553497	26/08/2014	Monitor Loud Music/Proactive Visit	Comp	CERE	LS
WK/000553559	24/08/2014	Loud Music - Proactive Visit	Comp	CENP	EPT
WK/000553457	23/08/2014	Monitor Loud Music/Proactive Visit	Comp	CERE	LS

### Actions

Action	Officer	Actual	Target	Time	Value	Number
0000 - Procedure started	LIC	29/11/2014				
L67 - PL Activity Check	AW2	29/11/2014 01:09				

Comment 01:09 - Visit with Lois Smith.

Went to the side entrance where the fire exit is. People sitting on the seats smoking in an area where smoking is not permitted. The music is very loud and is clearly audible from the outside near this fire exit with the fire exit door closed.

01:11 - 5 men standing in this area smoking.

01:12 - Door man came into the area and asked people to stop smoking in this area. One man said "cam out here last week and i was told it was ok to smoke out here"

01:15 - Door man locked the side gate and the fire exit door. After the door man left, Lois check the fire exit door to see if it can be opened and it was locked.

01:28 - Moved to the front of the premises. Music still loud enough to be heard even with both doors closed.

Standing outside Classy junction, cannot hear anything from the Melody which is opposite the road.

Have been advised that person in charge tonight is [REDACTED] Raj Kaur Singh is not at the premises.

01:37 -

Have seen the kitchen. Its very small, there is a cooker there but it is still brand new and never been used. Asked [REDACTED] if they serve food and he said that they never serve any food unless there is a private party and the food has been ordered from outside.

Confirmed that the CCTV is now working. Mr [REDACTED] advised that two police officers came in earlier in the evening to check that status of the CCTV. I asked Mr [REDACTED] that if i asked him to provide me with a copy of the CCTV whether he could do so, he replied that yes he could put it on a flash drive for me.

01:48 - Still serving alcohol at the bar (terminal hour - 01:30)

01:50 - [REDACTED] has taken some money and gone to the bar, Alcohol was still being served.

01:54 Asked [REDACTED] what time they stop serving alcohol and he said in two minutes time. After a couple of minutes, he came back and said they stopped serving alcohol 10 minutes ago.

02:00 (terminal hour for hours open to public) - people still on the premises - music is off and people are leaving, however, a lot of people still on the forecourt (approx 30 people)

02:03 - Left premises

### User Defined Codes

Language

### Remarks

No remarks found.

### Related Addresses

Address

Telephone

Type

No related addresses found.

### User Defined Addresses

No User Defined Addresses found.

**User Defined Text**

**No User Defined Text found.**