

From: Inman Ian: H&F
Sent: Friday, July 21, 2023 5:02 PM
To: Licensing HF: H&F
Subject: FW: Licensing Act 2003 - Reference: 2023/00895/LAPR

Dear Licensing Team

I am writing to log a formal representation in relation to the attached New Premises Licence application for 'Dough & So Bakery' 140 Uxbridge Road, London W12 8AA.

On behalf of the Environmental Public Protection Team (Nuisance) I wish to object to the application in its entirety, under the licensing objective for the Prevention of Public Nuisance.

On review of the submitted documents, the applicant and his agent have not provided sufficient information regarding the noise impact of this proposal and its subsequent management and control should the application be granted.

I have reviewed the complaint history for this premises which shows complaints relating to noise nuisance (loud music) emanating from the premises have been received by the Noise & Nuisance Team on the following dates:

- **20/07/2022 at 23:52hrs** (noise nuisance from loud music witnessed at 00:18am on 21/07/2022)
- **07/08/2022 at 10:56hrs**
- **16/08/2022 at 22:33hrs**
- **25/10/2022 at 12:36hrs** (noise nuisance from loud music witnessed at 13:35pm on 25/10/2022)
- **31/10/2022 at 08:20hrs**
- **21/11/2022 at 09:00hrs**
- **21/12/2022 at 21:16hrs** (noise nuisance from loud bass music witnessed at 22:19hrs on 21/12/2022)

On three separate occasions, noise nuisance from the playing of loud music from within the premises has been substantiated by noise and nuisance officers.

In response to these incidents, visits were made to the premises on 21/07/2022 and again on 25/10/2022, which also resulted in Mr Ferdousara being written to regarding the second incident on 27/10/2022.

During the incident on 25/10/2022 officers attempted to engage with Mr Ferdousara regarding the music level, but he was unfortunately found to be un-cooperated, dismissive of the disturbance being caused and showed a complete lack of empathy towards residents who were being affected by the noise from his premises.

Therefore, due to my concerns of the likely noise impact of this proposal, a site meeting with myself, the applicant, and Metropolitan Police Licensing Officers was undertaken at the premises on 4th July 2023.

During the meeting Mr Ferdousara was asked about methods of noise control during extended night-time operating hours in areas relating to music noise, human noise

(customers entering, attending, and leaving the premises), vehicular and delivery vehicle noise (Deliveroo, UBER Eats, etc), plant and machinery noise. Unfortunately, Mr Ferdousara was unable to be specific in addressing any areas of concern and appeared to constantly deflect questions when being put to him.

It was therefore agreed that (although in principle) we may support the application with reduced hours, before doing so we would require additional 'detailed' information regarding noise management to be submitted to allay our concerns.

I agreed to email Mr Ferdousara the specific points that I needed addressed, and emails were sent to [REDACTED] on 6th July and 12th July 2023 requesting additional information regarding the following areas of concern:

- Internal and external noise from patrons frequenting the premises (inc shouting, singing, noise breakout etc)
- Entertainment noise (namely singing, background, recorded and live music)
- Vehicle noise from deliveries and collection of goods from the premises
- Plant / machinery / equipment noise
- Structural and airborne noise

To date we have received no response from Mr Ferdousara regarding these issues and we are therefore unable to make an informed decision on this application.

From the information provided, I can therefore only assume that if granted, the premises licence will result in late night disturbance from use of the premises. Our records show that various forms of noise nuisance are likely to take place that will be un-managed or supervised.

I therefore request the application be refused in its entirety in order to prevent public nuisance.

Sincerely

Ian Inman

Specialist Team Leader
Environmental Public Protection (Nuisance)
Resident Services
Hammersmith & Fulham Council

From: Inman Ian: H&F

Sent: 12 July 2023 10:17

To:

Subject: FW: Application for New Premises Licence (Dough & So 140 Uxbridge Road, London W12 8AA).

Importance: High

Dear Mr Ferdousara

I am emailing you again in relation to your current application for a premises licence for the above-mentioned premises (Dough & So 140 Uxbridge Road, London W12 8AA), to which I do not appear to have received a response.

As previously advised, I have a number of concerns relating to the 'potential' impact of noise from the premises on neighbouring residential properties, should your application for a premises licence be granted in its current form.

As you will be aware, officers from the Noise & Nuisance Team have previously visited your premises on several occasions, following complaints of noise arising from the playing of loud music emanating from the premises.

In order to make an informed decision on your application, I will therefore require clarification as to how you will manage the following types of noise that are found to give rise to nuisance complaints at similar types of premises:

- Internal and external noise from patrons frequenting the premises (inc shouting, singing, noise breakout etc)
- Entertainment noise (namely singing, background, recorded and live music)
- Vehicle noise from deliveries and collection of goods from the premises
- Plant / machinery / equipment noise
- Structural and airborne noise

In responding to this request, please ensure you provide detailed and accurate information, based on the specifics of your premises.

Sincerely

Ian Inman

Specialist Noise and Nuisance Officer
Noise and Nuisance
Resident services
Hammersmith & Fulham Council

From: Inman Ian: H&F

Sent: 06 July 2023 13:15

To:

Subject: Application for New Premises Licence (Dough & So 140 Uxbridge Road, London W12 8AA).

Importance: High

Dear Mr Ferdousara

Further to receipt of your new premises licence for the above-mentioned premises (Dough & So 140 Uxbridge Road, London W12 8AA).

Thank you for taking the time to meet with myself and colleagues from the Metropolitan Police on Tuesday 4th July 2023.

As advised at our meeting, I have a number of concerns relating to the likely impact of noise from the premises on neighbouring residential properties, should your application for a premises licence be granted in its current form.

As you will be aware, officers from the Noise & Nuisance Team have previously visited your premises on several occasions, following complaints of noise arising from the playing of loud music emanating from the premises.

In order to make an informed decision on your application, I will therefore require clarification as to how you will manage the following types of noise that are found to give rise to nuisance complaints at similar types of premises:

- Internal and external noise from patrons frequenting the premises (inc shouting, singing, noise breakout etc)
- Entertainment noise (namely singing, background, recorded and live music)
- Vehicle noise from deliveries and collection of goods from the premises
- Plant / machinery / equipment noise
- Structural and airborne noise

In responding to this request, please ensure you provide detailed and accurate information, based on the specifics of your premises.

Sincerely

Ian Inman

Specialist Noise and Nuisance Officer

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