

**Enforcement Action Carried out Under the Licensing Act 2003
01 October 2021 – 31 December 2021**

Total Number of Inspections	55
Number of Warning Letters	4
Number of Premises advised	48
Number of simple cautions	0
Number of suspension notices	7 (all on closed premises)
Licence lapsed*	1
'Dead' Suspensions**	0
'Live' Suspensions***	0
Under determination	0

*Licences are deemed lapsed in circumstances where the licence holder no longer exists e.g. a company has gone into liquidation.

**A 'dead' suspension is where the premises is closed but there is no evidence to suggest that the licence holder is still in existence. If the licence holder returns to the premises the outstanding fee will have to be paid in order for the licence to be resurrected.

***A 'Live' suspension is where the premises is still trading and can now no longer carry on licensable activities until the licence fee has been paid.

Number of complaints received between
01/10/2021 and 31/12/2021

Total number of complaints: 42

<u>Details</u>	<u>Time</u>	<u>Date</u>	<u>Outcome</u>	<u>Ward</u>
Be At One, 28 King William Street, London, EC4R 9AT				
Bottling out noise in early hours of morning	17:14	24/10/2021	Resolved informally	Candlewick
Noise from emptying bottles and loud conversations from staff members	21:31	28/11/2021	Case still in progress	Candlewick
Cococure, Retail Unit, 5 Minories, London, EC3N 1BJ				
Noise From Co Co Cure Loud Music And People	02:31	12/11/2021	Case still in progress	Tower
DoubleTree by Hilton, 7 Pepys Street, London, EC3N 4AF				
Loud People Sitting Outside On Hotel Tables	01:30	08/10/2021	Case still in progress	Tower
Editors Tap, Ground Floor Retail Unit, 5-11 Fetter Lane, London, EC4A 1BR				
Loud music complaint to ooh seo	23:50	11/12/2021	Resolved informally	Castle Baynard
Five Guys, Retail Unit, 186-190 Bishopsgate, London, EC2M 4NR				
LOUD NOISE COMING FROM FIVE GUYS RESTAURANT - BISHOPSGATE	00:32	08/12/2021	Resolved informally	Bishopsgate
Noise From Doors Banging At Five Guys Bishopsgate	00:47	23/11/2021	Resolved informally	Bishopsgate
Noise From Hammering Downstairs At Five Guys Bishopsgate	00:59	03/12/2021	Ceased not likely to	Bishopsgate

<u>Details</u>	<u>Time</u>	<u>Date</u>	<u>Outcome</u>	<u>Ward</u>
Noise From Cafe Underneath	01:07	27/10/2021	Resolved informally	Bishopsgate
Noise From Cafe Underneath (Fiveguys) Bishopsgate	01:23	22/10/2021	Case still in progress	Bishopsgate
Woken Up From Noise From Five Guys Underneath They Are Dropping Things	01:41	26/11/2021	Resolved informally	Bishopsgate
Banging From Five Guys Downstairs	02:23	06/12/2021	Resolved informally	Bishopsgate
Noise From Fiveboys Downstairs	02:24	23/10/2021	Resolved informally	Bishopsgate
Noise From Doors Banging Five Guys Bishopsgate	02:32	25/11/2021	Resolved informally	Bishopsgate
Humming noise from Five Guys Bishopsgate	02:36	17/12/2021	Case still in progress	Bishopsgate
noise from aircon unit and lights still left on	03:00	05/12/2021	Resolved informally	Bishopsgate
noise from extractor fan	03:03	16/12/2021	Case still in progress	Bishopsgate
Noise From Doors Banging And Chairs Scraping (Cleaners)	03:08	10/11/2021	Resolved informally	Bishopsgate
Turbine noise from restaurant below complainants property. Passed to SEO PNC @ 07:10	07:08	10/12/2021	Resolved informally	Bishopsgate
Noise complaint from resident about Five Guys, complainant reporting excessive noise travelling up to flat through the night - Please see Actions for Full Report	10:37	25/10/2021	Case still in progress	Bishopsgate

<u>Details</u>	<u>Time</u>	<u>Date</u>	<u>Outcome</u>	<u>Ward</u>
Noise from turbine in 5 Guys Restaurant- below complainants property. Passed to SEO KH @ 18:11	18:09	22/12/2021	Case still in progress	Bishopsgate
Noise from banging coming from restuarant below the complainants property- all day. Passed to SEO KH @ 19:16	19:11	26/11/2021	Resolved informally	Bishopsgate
LOUD NOISE COMING FROM FIVE GUYS RESTAURANT - BISHOPSGATE	22:21	03/11/2021	Resolved informally	Bishopsgate
noise from dragging rubish from shop	22:23	12/11/2021	Resolved informally	Bishopsgate
Noise From Cafe Fiveguys Bishopsgate Chairs Doors	22:42	28/10/2021	Resolved informally	Bishopsgate
Noise from chairs being draged across floor	22:43	31/10/2021	Resolved informally	Bishopsgate
Noise From Five Guys Downstairs	22:51	01/11/2021	Resolved informally	Bishopsgate
Banging From Downstairs At Five Guys	23:09	20/12/2021	Case still in progress	Bishopsgate
LOUD NOISE COMING FROM THE MOVING OF FURNITURE - FIVE GUYS RESTAURANT	23:22	08/12/2021	Resolved informally	Bishopsgate
noise from shop underneath Five Guys Scraping And Doors Banging	23:23	28/11/2021	Case still in progress	Bishopsgate
Noise From Five Guys Bishopsgate Scraping And Banging	23:24	29/11/2021	Resolved informally	Bishopsgate

Leonardo, 8-14 Cooper's Row, London, EC3N 2BQ

<u>Details</u>	<u>Time</u>	<u>Date</u>	<u>Outcome</u>	<u>Ward</u>
Loud Opera Music Coming From Trinity Square Area Ongoing Now	22:18	11/11/2021	Case still in progress	Tower
Patch Bar, 58-62 Carter Lane, London, EC4V 5EA				
Noise (Music and shouting) coming from a bar near complainants address. Passed to SEO KS @ 01:33	01:31	19/12/2021	Resolved informally	Farringdon Within
Pham Sushi, 5 Moor Lane, London				
Noise from party at Pham Sushi, Moor Lane. Passed to SEO KS @ 23:35	23:33	18/12/2021	Ceased not likely to	Cripplegate
Sfoglia Bologna, 3 Middlesex Street, London, E1 7AA				
Elizabeth Jones is a resident of Tower Hamlets and was referred to us by Tower Hamlets, her address is Flat 11 Brunswick House, E1 7PR. She has called to complain about loud music coming from 3 Middlesex Street, the premises is playing	16:10	03/12/2021	Resolved informally	Portsoken
Slug and Lettuce, St Clare House, 30-33 Minories, London, EC3N 1DD				
LOUD NOISE COMING FROM THE SLUG & LETTUCE PUB - MINORIES	01:11	10/12/2021	Case still in progress	Tower
The M Bar, Ground Floor, 48-51 Leadenhall Market, London, EC3V 1LT				
Loud music being played outside	10:10	04/11/2021	Resolved informally	Langbourn
The Old Tea Warehouse, The Old Tea Warehouse Public House, 4-8 Creechurch Lane, London, EC3A 5AY				
Ms Hillbourne called regarding chanting and shouting from the Old Tea Warehouse. Her partner has spoken with the manager who indicated that they have a licence and can allow people to talk loudly until 11pm.	19:15	18/11/2021	Case still in progress	Aldgate
The Otherist, 111 Old Broad Street, London, EC2N 1AP				
Party noise disturbing resident	01:32	12/12/2021	Resolved informally	Broad Street
The Refinery, 12 Great New Street, London, EC4A 3BN				
Loud Music from the Bar name Refinery 12 New Street Square. Broke developer rule 9pm Curfew Customer states.	15:20	12/11/2021	Resolved informally	Castle Baynard

<u>Details</u>	<u>Time</u>	<u>Date</u>	<u>Outcome</u>	<u>Ward</u>
The Trinity Bell, Cree House, 20 Creechurch Lane, London, EC3A 5AY				
Noise from TENS event on weekend	15:19	18/10/2021	Resolved informally	Aldgate
Ye Olde Watling, Ye Olde Watling Public House, 29 Watling Street, London, EC4M 9BR				
Noise from a Pub causing disturbance for a resident - Please see Actions for Full	08:03	29/10/2021	Resolved informally	Cordwainer