

**Further comments in support of Rep 1 on the agenda report.**

Can you also pass on, if relevant to licensing, that residents have just realised there is a door that leads from the main ground floor unit (proposed to be used as a late lounge area) that opens direct on to the alleyway opposite two of the doors to residential units.

The alleyway is not locked as it is used by number of residents, delivery people and tradespeople. This could result in patrons avoiding the weapons detector at main entrance and gaining access from the side entry. It also leaves the alleyway vulnerable to be used to hide weapons, hide illegal substances and to double up as an al fresco urinal

This page is intentionally left blank

**Further comments in support of Rep 1 with 6 audio files and 4 photos attached.**

The amended opening times have no relevance to the submitted objections for this license application.

The public nuisance caused by gatherings of drinkers in the back yard of 19 High Street from 16:00 - 20:00 during 2018 -2019 will be much worse for the surrounding residential homes if this license is approved.

This application not only duplicates the previous use of the back yard area for gatherings of drinkers/smokers but it will make the noise situation far greater than anything residents experienced in 2019. There is no sound proofing and the small yard is surrounded by residential properties - some within 3M of the unit. Sound travels further late at night and the local acoustics add to its impact.

The constant noise of the incorrectly fitted commercial kitchen flue, extractor fan and additional extractor flue that have been positioned within 5M of to the neighbouring properties will add to the noise pollution and misery this license will bring to the many residential units that surround it.

Bear in mind we all need our sleep to function properly. The surrounding homes contain residents who are key workers, residents who work shifts, there are children, babies, young parents and vulnerable elderly residents of the care home. All those lives will be severely impacted were this license approved in a unit that is wholly unsuitable for the proposed purpose.

I have attached a number of recordings made around midnight for the committee to listen to. They show that this part of the high street, that backs onto residential properties, is silent after 9pm. The noise disturbance this license will unleash will result in a public nuisance and impact negatively on peoples' health and well being and must be refused to protect the public from harm.

Can you also please send the attached images of the narrow alleyway that leads to a number of residential units. The 2nd image shows the flats at the rear of the alleyway and beyond the blue car the boundary of the Suffolk Road properties. The acoustics from the alleyway increase the volume of sound over a wide area - hence the previous issues we all had with noise pollution from 19 High Street.

The unit is wholly unsuitable for the proposed function and operating schedule. A new usage, surrounded by residential homes, that requires random weapons checks for future patrons and a safe box for confiscated weapons is also wholly unsuitable for such a small unit, that shares boundaries with so many homes.

This page is intentionally left blank

Further comments in support of Rep 6.

Dear All,

After reading the amended schedule statement regarding opening hours and use of the alley way I must still continue with my objection.

I would like the Committee to consider my additional reasons for my continued objection. These are my concerns:

Late hours openings are of great concern as there are strong possibilities of patrons, their friends and associates congregating in and around the area which will inevitably lead to excessive loudness from conversations and general behaviour which will be fuelled with alcohol and possible drug usage.

#### SECURITY CONCERN

There is the alley way along the side of the premises that has a door which can be used to enter directly into the lounge area. This entrance could be used to smuggle weapons and drugs into the premises bypassing the metal detector situated at the front entrance. Also, illegal items can be passed to anyone through the gate who is in the alleyway.

There is a strong risk that patrons and associates will loiter around the frontage causing obstructions of the pavement making it unsafe for pedestrians to proceed safely. An occurrence like this could cause a pedestrian to step into the very busy road. There will also be people who will be alighting from buses at the bus stop which is very close to the 19 High Street front entrance.

I feel that the Police have been overly generous in agreeing to the latest amendments regarding times of use. The times of use of the premises are still very much anti-social which will be even more so during the weekends and Bank Holidays.

The local residents already experience people using Suffolk Road's accesses to urinate and defecate around the same area because of the severe lack of toilet facilities. I am sure that the proposed toilet facilities on the premises at 19 High Street will not be adequate for purpose.

This proposal will harm the character of the South Norwood Conservation Area and impede the future growth of the regeneration of South Norwood.

#### FAMILIES:.

The area around the premises of 19 High Street has numerous families with children of various ages including babies and infants. Looking after children can be very exhausting at the best of times for parents. Noises and disturbances can affect the quality of sleep and this is not beneficial for their mental and physical well being.

#### THE AREA:

The area has a long standing care home at the top of Suffolk Road. There is also an Academy opposite Suffolk Road in Cumberlow Avenue. Pupils who attend the Academy are at an age whereby some of them could be easily influenced. The area generally consist of well behaved residents, obviously there are a few examples but these amount to a very small minority.

A license for 19 High Street will negatively affect residents and lower the quality of life for them. The applicant has shown in the Operating Schedule no respect or consideration for the residents in the immediate and surrounding areas of South Norwood.

#### CONCLUSION:

Over the past years I/We have seen some improvements as in the regeneration of South Norwood. This is good to see.

This application if it is approved will be instrumental in blighting the ongoing work which has and is being undertaken to make South Norwood an up and coming area to reside and be proud of.

Thank you for the representation received on behalf of the Premise Licence Application for Banana Island Lounge, 19 High Street, London, SE25 6EZ.

Banana Island Lounge is a well-furnished premise offering a luxurious and relaxed ambience for its patrons. The business objective is to provide premium Afro-Caribbean and European cuisine, lounging and bar services.

It is important we clarify the nature of business, unlike the previous occupants, they never had a premises license and to be honest, as a business owner on the High street, I was not pleased with the way the previous occupants operated and we should not be compared with this people. The aim is to provide a refined lounging experience to the public and our mission is to offer a friendly warm, sophisticated social experience and welcoming atmosphere.

Although we are new management to the premises, our vast experience and knowledge in the lounging service is extensive. Currently we manage the restaurant directly opposite the premises (*Banana Island Bar and Restaurant*) and have had hosted one-off events in the past. We have applied for Temporary Event Notification T.E.N in the past till late time 03:00am without any complain from the neighbours and you can confirm from the police regarding this. This has prompted us to apply till that late 3:00am.

At these events we have adhered to all guidelines ensuring we have taken into consideration noise, safety, cleanliness and safety. We have yet to receive any complaints from our neighbours or the public.

All outdoor areas surrounded the premises will be out of bounds and forbidden by patrons. Patrons would be prohibited from leaving the premises with any alcoholic beverages for the safety of both our staff and the general public.

There will be no live or recorded music heard outside the premises. The music sound system used to entertain our patrons is positioned within the premises and we have ensured the premises is 100% soundproof. We have gone to extreme lengths to eliminate possible noise disturbance.

Patrons attending the premises are to be kept within the maximum capacity of 110 and is not to be exceeded under any circumstance. Seating 50 patrons in the restaurant area, 50 on couches/bar stools and the remaining 10 allocated to members of staff.

Regular training will be provided to members of staff, security and management to ensure business is operated accordingly, adhering to all official requirements and operative guidelines.

The alley way situated adjacent to the premises is prohibited by our patrons and can only be used in exceptional circumstances i.e. an emergency situation requiring fire emergency services or any other emergency exit to safety.

The commercial kitchen we have in the premises is newly fitted and has carefully been installed paying specific attention to the ceiling tiles selected to absorb noise and designed to take into consideration air pollution. A Pest Control contract will be signed with a reputable pest control company with monthly checks to ensure the business is environmentally friendly at all times.

Our premise is located on the high street which unfortunately has no designated parking space therefore where patrons choose to park their vehicle is at their own digression however, we will always advise alternative parking options making sure resident parking spaces are

avoided at all times. Patrons will be reminded that parking illegally or obstructing residential property puts them at risk of receiving a fine or worse.

We have looked closely into the Drugs and Weapon 'Amnesty Boxes'. As you know the premises is located on a busy high street and we do see various types of passers-by. Walk-ins are allowed entry subject to a search by our SIA security. SIA Licenced security doormen is used to manage all patrons to maintain peace and order. In the event of such incidents we have a system in place where we, seize any drugs or weapons, place items in a secured safety box, make a report and hand over items to the police. In the past we have managed a situation in the premises opposite (*Banana Island Restaurant*) and have dealt with a case where this process executed, the police were called to the incident and were impressed with how swiftly it was managed.

There is signage placed around the premises guiding patrons to policies in place for their own safety. Bar staff, security and management will make reference to these policies when engaging with patrons as and when necessary for their own peace of mind.

We have taken the liberty of meeting with our local Police Service and they have provided us with the Proposed Conditions attached. All objectives have been discussed and we are confident we can adhere to every point made.

We do understand that the previous use of the premises was violated and not kept within the licencing objectives however we are a reputable brand that prides ourselves on our ethics and values. Banana Island works hard to maintain our professionalism and integrity. With our extensive experience in the hospitality sector, we understand what it means to work closely with the community. A great deal of time and work has gone into the transformation of the premises taking the public and community into consideration every step of the way (*please find images attached*). We aim to continue to work closely with both members of the public and licencing authorities at all times to deliver an excellent service and remain a valued part of the community.

We appreciate your consideration in the approval of this application.

Thanking You In Advance

SUNDAY AJAYI

Management.

Banana Island Lounge.



**Proposed Conditions for Banana Island Lounge, 19 High Street, South Norwood, London.**

1. Staff shall be given training by the DPS in relation to Licensing Act 2003, conflict management and the protection of children from harm. Refresher training shall be given every 6 months and records shall be kept at the premises and made available for inspection by the police or authorised official from the local authority
2. All staff shall undertake, yearly, Welfare and Vulnerability Training and in addition to Counter Terrorism Training ACTE.
3. The venue must provide its own written policy in relation to searching, drugs, weapons and theft. Signage shall be displayed at the entrance of the premises and in toilets explaining a zero tolerance to drugs
4. A CCTV system shall be installed at the premises covering the entrance, the external area and all internal areas. A head and shoulders image to identification standard shall be captured of every person entering the premises. Images shall be kept for 31 days and supplied to the police or local authority on request.
5. The premises shall have a written dispersal policy.
6. Staff will assist customers by providing a license taxi number or have a license taxi called to the venue if so required.
7. Ensure that a comprehensive incident register is maintained, at the premises. The DPS shall ensure that details of incidents shall be added to the register within 24hrs of any incident. CCTV images of any incident will be recorded and kept at the premises along with a copy of the incident report and written reports from all members of staff involved

The following details shall be recorded: -

Date of the incident

Time of the incident

Location of the incident

Persons concerned

Summary of incident

Identification of any Emergency Services Personnel who attended

8. No alcohol or glass ware shall be permitted to leave the premises.
9. Any Promoted events held at the premises must be risk assessed; this risk assessment should be written and available to Police upon request.
10. All promoted events must have a written risk assessment (RA), this must include SIA numbers and search regime for the event. This RA must be

submitted to Croydon Police Licensing Team 14 days before the event takes place

11. The premises must ensure that an identification scanning device, capable of recording and checking details of identity documents is in use at the entrance of the premises from 2100 hours every Friday, Saturday, Christmas Eve, New Year's Eve, bank holidays and Sundays before a bank holiday from 21:00hrs until the premises closes. Every person regardless of age shall have valid and in date photo ID scanned. All photo ID must bear a resemblance to the person who enters the premises so that they can be easily identifiable on the head and shoulders on entry camera.
12. A minimum of two SIA door supervisors shall be deployed at the venue every Friday, Saturday, Christmas Eve, New Year's Eve, bank holidays and Sundays before a bank holiday from 21:00hrs until the premises closes
13. On days when Crystal Palace Football Club are playing at home a minimum of 1 door supervisor shall be deployed at the venue before the match, throughout the match and a suitable time after finishes.
14. Ensure that when Crystal Palace football club are playing at Selhurst Park, plastic/polycarbonate glasses shall be used and all bottles decanted from 3 hours before the start of the game until 3 hours after the finish of the game.
15. When door staff are used at the premises ensure that records are kept at the premises, of the following details of any door-supervisor employed at the premises:

- Name and date of birth
- Full 16 digit SIA badge number
- Dates and times employed
- Signature of the door-supervisor

These records shall be made available, in useable form, to the Metropolitan Police or authorised officers of the Security Industry Authority upon request.

16. A challenge 25 policy shall be in operation at the premises with operate signage on display throughout the premises.
17. Ensure that no members of the public are admitted to the premises after 0100hrs save for the re-admission of customers who have left the premises temporarily to smoke.

18. Ensure that a refusal book or electronic system to record all refusals of sales of alcohol shall be maintained on the premises and made available to the police and local authority officers upon reasonable request.
19. No customers shall congregate in the side/service alleyway which runs adjacent to the premises to either smoke or drink. This area must remain clear at all times.

This page is intentionally left blank