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## **Licence Representation**

This representation is made by the Pollution Team as a responsible authority under the Licensing Act 2003.

It concerns issues relating to the prevention of public nuisance.

### **Details of this representation.**

This representation is intended to provide additional information to the Licensing Committee about the Pollution Teams recent involvement with Frescho Supermarket 243-245 Lower Addiscombe Croydon CR0 6RD

### **Complaints about noise from the premises:**

Since 04/08/2019 26 noise complaints have been made by 3 nearby residents about the premises.

- Complaint made on the 04/08/2018 about dust nuisance
- Complaint made on the 08/09/2018 about noisy construction works at night.
- Complaint made on the 16/09/2018 about noisy construction works
- Complaint made on the 20/09/2018 about noisy construction works
- Complaint made on the 05/12/2018 about noisy building works
- More complaints made on 11/01/2019 , 18/01/2019, 18/01/2019, 14/02/2019, 20/02/2019, 27/02/2019 and 07/9/2019
- On the 15/05/2019 complaint of an intruder alarm sounding made.
- More complaints received on the 18/06/2019 about early morning deliveries noise.

### **Loud Music complaints;**

- Complaint made on 08/07/2019, 02/09/2019, 28/09/2019 and 13/10/2019
- More complaints made on 17/10/2019 about loud music from the shop so on the same day the visiting officer advised the licensee to consider removing the speakers from the ceiling to reduce the impact to the residents living above the shop.
- More complaints received on 23/2/2020, 05/03/2020, 19/04/2020 and more recently 13/05/2020.

## **Concerns of the Pollution Team**

The pollution team as a responsible authority take the view that due this premises being close to residential dwellings there has to be more mitigation measures to be put in place prevent the nuisance to the nearby residents.

This application sought to request the premises to operate into the night sleeping hours which is past the 23.00 as stipulated.

I object to these times given my concerns and reasons as that the said premises has generated a number of complaints from local residents of which the council has taken a considerable time, efforts and resources to investigate and we do still receive complaints as the current allowable hours stand.

We have had a number of visits, meetings and engagements with the licensee, the local Police, London Fire Brigade, The Councils Anti-Social Behaviour Team, The Ambulance Service and the residents in a cooperative efforts to come up with a solution however, important to note that as of yet we are still receiving complaints.

To allow the premises to increase its operating hours as requested will increase the likelihood of complaints from the affected residents and more enforcement officers' time to investigate them. I did communicate these concerns to the applicant's agent on 31/03/2020 in an attempt to encourage him to reconsider amending the application to reduce the impact as described.

Notwithstanding all the complaints made against the premises the applicant declined and insist on applying to operate past 23.00hours

The pollution team as a responsible Authority is under duty to take proactive regulatory measures to control any noise and nuisance associated with premises license applications and for that reason I ask the Committee to consider the complaints and its anticipated impact on the pollution team's limited resources and the ability to respond to extra complaints from residents and to protect residents from suffering noise nuisance as intended under the Prevention of Public Nuisance licensing objective

My plea is therefore is to request the Committee to restrict the operating hours of this application to 23.00hours in any day in order to protect residents from suffering noise nuisance as intended under the Prevention of Public Nuisance licensing objective

Completed by: Eddie Adjei  
Position: Senior Pollution Enforcement Officer  
Date: 22 May 2020

