

Crown copyright and database rights 2024 OS 100019726

**When does the event start?**

Saturday 27 April 2024

**When does the event end?**

Sunday 28 April 2024

**What time does the event start and end each day?**

Day	Start time	End time
Saturday 27 April 2024	19:00	00:00
Sunday 28 April 2024	00:00	01:00

**Where is the event taking place?**

In a building or venue

**Enter the digits after PREM-LIC\ on the licence. This can be found on your documentation**

**Premise name**

Map Studio Cafe

**Which address is the event at?**

46 Grafton Road  
NW5 3DU  
London

**Will the event use the whole premises, or just part of it?**

Part of the premises

**Do you have a personal licence?**

Yes, issued by Camden

**Complete the licence number**

2272

**Are you an agent applying on behalf of someone else?**

No - I'm applying for myself

**Applicant details**

**First name**

Chris

**Last name**

Townsend

**Applicant details**

**Has the applicant ever changed their name?**

No

**Applicant details**

**What is the applicant's date of birth?**

[REDACTED]

**Where was the applicant born?**

[REDACTED]

**Applicant details**

**What is the applicant's National Insurance number?**

[REDACTED]

**Applicant details**

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Applicant details**

**What is the applicant's phone number?**

[REDACTED]

**What is the applicant's email address?**

[REDACTED]

<b>What type of premises is the event at?</b>	Cafe
<b>What type of event is it?</b>	birthday party with music and pay bar
<b>Will you be selling alcohol?</b>	Yes
<b>Will you be supplying alcohol on behalf of a club?</b>	No
<b>Where will people drink the alcohol you sell or provide?</b>	Only on the premises
<b>Will you be providing regulated entertainment?</b>	Yes
<b>Will you be providing hot food or hot drinks between 11pm and 5am?</b>	Yes
<b>What is the highest number of people who will be at the event at any one time?</b>	60

### **About this form**

<b>Issued by</b>	Camden Town Hall Judd Street London WC1H 9JE
<b>Contact phone</b>	020 7974 4444

**Form reference**

Ref. no. 120410

**Data protection**

No personal information you have given us will be passed on to third parties for commercial purposes. The Council's policy is that all information will be shared among officers and other agencies where the legal framework allows it, if this will help to improve the service you receive and to develop other services. If you do not wish certain information about you to be exchanged within the Council, you can request that this does not happen.

**From:** Lee Perella <>  
**Sent:** Thursday, April 11, 2024 6:34 PM  
**To:** Licensing Representation <>

**Subject:** EH TEN OBJECTION MAP CAFE 46 Grafton Road event 27 28 April 2024

Dear Licensing,

**Map Café 46 Grafton Road NW5 3DU**  
**Objection to TEN application**

**TEN application ref 120410**

**Please note the following attachments (unredacted)**

**TEN 9 FEBRUARY 2024**

**TEN 29 MARCH 2024**

**TEN 27 APRIL 2024**

**Noise Team warning letters x3: 8/11/23, 21/12/23, 15/2/24.**

**Noise Team Enforcement Notice 15/2/24.**

**Licensing Warning letter 30/1/24.**

**ENVIRONMENTAL HEALTH OBJECTION**

**MAP CAFÉ 46 Grafton Road NW5 3DU**

**Objection to TEN application attached**

**PREVENTION OF PUBLIC NUISANCE**

**Event**

**Saturday 27 April 2024 to Sunday 28 April till 01.00hrs attached.**

**Birthday Party with music for 60 persons**

This objection is raised on the basis of prevention of public nuisance.

The applicant has applied for TEN event on the 27 and 28 April 2024 for the extension of hours to host a party to the early hours of the morning 1am.

This objection is raised due to complaints being made about the public nuisance arising from activities at the premises. Issue is reported to be worse when licensed hours extensions are granted. Residents have made videos of their experience from the activities on the premises.

From reading comments on this premises, it appears there as been a change in the way the premises is used and as evolved from a café with an 8am – 6pm use to more of a bar operating into the later hours. Planning Enforcement are also engaged with this premises on the change of use. There are separate planning restrictions on trading times which reflect the previous café time use. There is also a recording studio use which is unrestricted.

The complaints that feature currently are noise disturbance and sleep deprivation arising from:

- No positive and ineffective dispersal of noisy patrons on the highway/ frontage of premises; drinking, shouting and smoking who loiter in the area after leaving the premises.
- Lack of communication with local residents on issues arising after engagement from residents.
- Loud music from the premises heard throughout the street, with concerns raised on sound proofing and siting of speakers.
- Loud patrons drinking and smoking, that use outside space for excessive time periods, rear terrace into the late evening and front of premises.
- Excessive number in the outside area as compared to what is permitted.
- Windows and doors being left open when music is playing whether it be DJ and or live music.
- Close proximity of noise sensitive premises surrounding this licensed premises which makes complaint more likely on the terraced residential street.
- Licence breaches in terms of the time of use of the outside spaces, supply of alcohol after permitted hours. Currently with Licensing Team as a complaint.
- Supply of alcohol without necessarily following the ancillary table meal requirement.

#### **PREMISES RESPONSE RECEIVED BY LICENSING**

1. PA system. Reduce noise on PA at 10.30pm (manually). Turn off at 11pm. Exception during TEN extensions.
2. Soundproofing foam pallets in place. Future provision to seek expert assistance with sound treatment at the venue premises.
3. Neighbours did not consider carrying out their own internal sound proofing when it might be advantageous to do so during their own renovation.
4. Announcement made to request be as quiet as possible when exiting the premises.
5. Added signage to keep noise level down.
6. Complaints are exaggerated or malicious.
7. Community venue with variation on events.
8. Fully functioning kitchen till 10pm
9. Maintain good relations in the area.

#### **COMPLAINT INVESTIGATIONS**

There are live complaints being currently investigated various services.

Peter Agerbly is engaged with the case from the Licensing Team.

Peter Agona is engaged with the premises from the Noise Pollution Team.

Planning Team are also engaged with complaints about the premises and planning breaches and times of and change of use.

I have spoken to my colleague Peter Agona who has updated me on the latest events with this premises.

On the 15 February 2024 Mr Agona from the Noise and Pollution Team wrote to the applicant Mr Christian Townsend of MAP Café 46 Grafton Road NW5 3DU. I have attached a copy.

In summary the letter states there were 11 complaints about loud music and raised voices emanating from the premises.

Warning Letters were also sent on the 8<sup>th</sup> November 2023 and 21 December 2023 to give the premises an opportunity to address the concerns.

On the 9 February 2024 at 22.25hrs Camden Noise Response Officers received a call out in relation to a complaint regarding MAP Café. Excessive and unreasonable noise levels amounting to a Statutory Noise Nuisance. Noise officers visited the premises and spoke to Christian Townsend who complied at the time with a reduction in the noise levels. Based on the history of the premises and event witnessed an enforcement notice was served under the Environmental Protection Act 1990 section 80, which related to the playing of amplified music and raised voices on the premises. This was served on the 15 February 2024 on Mr Christian Townend the applicant for this Temporary Event Notice.

#### **FURTHER COMPLAINT**

Prior to the service of the Enforcement Notice an application was made to **for a TEN on the 29 March 2024 till 1am** which is similar to this application being made for the 27 28 April 2024. We have received further public nuisance complaint about the loud nature and noisy dispersal from the event on that Friday Easter weekend.

*The event itself was really loud until around 1am... people loitered outside drinking shouting and smoking.*

#### **CONCLUSION**

I have not included comment on the MAP CAFÉ licence itself but may do so. I do however note that the comments raised on the licence do not adequately condition such party events or that the requirements of said licence and its conditions are being complied with which as led to complaints to different services. Needless to say that premises could carry out measures voluntarily to promote the licensing objectives without need to be conditioned. The allegation in this case is that conditions are already not being met e.g. in relation to use of terraces does negate the confidence given to adding further conditions that would be followed in any case.

From the accounts received from local residents, it does not appear the venue management have demonstrated that they cannot effectively operate without creating an unreasonable disturbance to local residents. The disturbance is caused by raised voices and music noise and ineffective dispersal in the early hours. The extension is seeking to open further into the quiet early hours of the morning until 1am.

**I therefore recommend that the panel refuse the application on the grounds of prevention of public nuisance.**



Regards

Lee Perella  
Pollution EHT  
Place Management  
Supporting Communities  
London Borough of Camden

Web: [camden.gov.uk](http://camden.gov.uk)  
8th floor  
5 Pancras Square  
London N1C 4AG

**When does the event start?**

Friday 9 February 2024

**When does the event end?**

Saturday 10 February 2024

**What time does the event start and end each day?**

Day	Start time	End time
Friday 9 February 2024	19:00	00:00
Saturday 10 February 2024	00:00	01:00

**Where is the event taking place?**

In a building or venue

**Enter the digits after PREM-LIC\ on the licence. This can be found on your documentation****Premise name**

Map Studio Cafe

**Which address is the event at?**46 Grafton Road  
NW5 3DU  
London**Will the event use the whole premises, or just part of it?**

Part of the premises

**Do you have a personal licence?**

Yes, issued by Camden

**Complete the licence number**

2272

**Are you an agent applying on behalf of someone else?**

No - I'm applying for myself

**Applicant details**

**First name**

Chris

**Last name**

Townsend

**Applicant details**

**Has the applicant ever changed their name?**

No

**Applicant details**

**What is the applicant's date of birth?**

[REDACTED]

**Where was the applicant born?**

[REDACTED]

**Applicant details**

**What is the applicant's National Insurance number?**

[REDACTED]

**Applicant details**

[REDACTED]  
[REDACTED]  
[REDACTED]

**Applicant details**

**What is the applicant's phone number?**

[REDACTED]

**What is the applicant's email address?**

[REDACTED]

<b>What type of premises is the event at?</b>	Cafe
<b>What type of event is it?</b>	birthday party with music and pay bar
<b>Will you be selling alcohol?</b>	Yes
<b>Will you be supplying alcohol on behalf of a club?</b>	No
<b>Where will people drink the alcohol you sell or provide?</b>	Only on the premises
<b>Will you be providing regulated entertainment?</b>	Yes
<b>Will you be providing hot food or hot drinks between 11pm and 5am?</b>	Yes
<b>What is the highest number of people who will be at the event at any one time?</b>	50

### **About this form**

<b>Issued by</b>	Camden Town Hall Judd Street London WC1H 9JE
<b>Contact phone</b>	020 7974 4444

**Form reference**

Ref. no. 119140

**Data protection**

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**When does the event start?**

Friday 29 March 2024

**When does the event end?**

Saturday 30 March 2024

**What time does the event start and end each day?**

Day	Start time	End time
Friday 29 March 2024	19:00	00:00
Saturday 30 March 2024	00:00	01:00

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In a building or venue

**Enter the digits after PREM-LIC\ on the licence. This can be found on your documentation****Premise name**

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**Last name**

Townsend

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**Where was the applicant born?**

[REDACTED]

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**What is the applicant's National Insurance number?**

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[REDACTED]  
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**Applicant details**

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[REDACTED]

**What is the applicant's email address?**

[REDACTED]

<b>What type of premises is the event at?</b>	Cafe
<b>What type of event is it?</b>	birthday party with music and pay bar
<b>Will you be selling alcohol?</b>	Yes
<b>Will you be supplying alcohol on behalf of a club?</b>	No
<b>Where will people drink the alcohol you sell or provide?</b>	Only on the premises
<b>Will you be providing regulated entertainment?</b>	Yes
<b>Will you be providing hot food or hot drinks between 11pm and 5am?</b>	Yes
<b>What is the highest number of people who will be at the event at any one time?</b>	60

### **About this form**

<b>Issued by</b>	Camden Town Hall Judd Street London WC1H 9JE
<b>Contact phone</b>	020 7974 4444



**Form reference**

Ref. no. 119377

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**When does the event start?**

Saturday 27 April 2024

**When does the event end?**

Sunday 28 April 2024

**What time does the event start and end each day?**

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Sunday 28 April 2024	00:00	01:00

**Where is the event taking place?**

In a building or venue

**Enter the digits after PREM-LIC\ on the licence. This can be found on your documentation**

**Premise name**

Map Studio Cafe

**Which address is the event at?**

46 Grafton Road  
NW5 3DU  
London

**Will the event use the whole premises, or just part of it?**

Part of the premises

**Do you have a personal licence?**

Yes, issued by Camden

**Complete the licence number**

2272

**Are you an agent applying on behalf of someone else?**

No - I'm applying for myself

**Applicant details**

**First name**

Chris

**Last name**

Townsend

**Applicant details**

**Has the applicant ever changed their name?**

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**Applicant details**

**What is the applicant's date of birth?**

[REDACTED]

**Where was the applicant born?**

[REDACTED]

**Applicant details**

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**Applicant details**

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[REDACTED]  
[REDACTED]

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**What is the applicant's email address?**

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<b>What type of event is it?</b>	birthday party with music and pay bar
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<b>What is the highest number of people who will be at the event at any one time?</b>	60

### **About this form**

<b>Issued by</b>	Camden Town Hall Judd Street London WC1H 9JE
<b>Contact phone</b>	020 7974 4444

**Form reference**

Ref. no. 120410

**Data protection**

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**Date:** 15 February 2024  
**Our Reference:** NT/315347  
**Email Address:** [REDACTED]  
**Telephone Number:** [REDACTED]  
**Contact:** Case Officer



**Supporting Communities**  
**Environmental Health Team**  
London Borough of Camden  
5 PS, 8<sup>th</sup> Floor  
Town Hall  
Judd Street  
London  
WC1H 9JE

*Please quote our reference in any correspondence*

Mr Christian Townsend  
Map Café

[www.camden.gov.uk/noise](http://www.camden.gov.uk/noise)

46 Grafton Road  
London  
NW5 3DU

Dear Sir

### **Environmental Protection Act 1990 Section 80 – Statutory Noise Nuisance from loud music**

I refer to the enclosed Abatement Notice that has been served on you under the above legislation.

This notice has been served on you following receipt of complaints regarding noise nuisance due to loud music and raised voices from your property. On Friday 9<sup>th</sup> February 2024 at 22:25 hours, Camden response officers visited a complainant's property and witnessed a **statutory nuisance** caused by loud music and loud conversations being emitted from your property at excessive and unreasonable levels.

The officers visited the premises at 22:50 hrs that night and spoke to you. They asked for a reduction in the noise level, and you complied.

This department has received Eleven (11) complaints of loud music and raised voices emanating from your premises at unreasonable and excessive levels since September 2023. Correspondence in the form of letter were sent to you 8th November 2023 and on 21st December 2023 regarding the complaints and to give you the opportunity to address concerns. I am therefore of the opinion that the nuisance witnessed on 9th February 2024 at 22:25 hours is likely to reoccur.

As the **person responsible for the nuisance**, you should note that the notice requires you to:

**“At all times control the levels of amplified music and raised voices emitted from the premises so as not to cause nuisance to the occupiers of neighbouring dwellings”.**

This in effect means that you should, from today's date, control noise levels to a suitable level so that your neighbours are no longer disturbed.

If you fail to comply with the notice, it is likely to result in prosecution, leading to an unlimited fine plus costs. In addition, if further complaints are received, council officers can seize hi-fi or other equipment and apply for it to be forfeited.

This Department operates a response service, which is able to provide a rapid response to complaints of noise and other nuisances. I therefore trust that this service will not receive further complaints of excessive behaviour or unreasonable activities from or associated with your premises.

Should you wish to discuss the contents of this letter, or the conditions of the notice please contact me on [REDACTED] or email.

Yours sincerely,

Peter Agona  
Noise & Pollution Officer  
Supporting Communities  
London Borough of Camden

Web: [camden.gov.uk](http://camden.gov.uk)

5 Pancras Square  
London N1C 4AG

## THE LONDON BOROUGH OF CAMDEN

**ENVIRONMENTAL PROTECTION ACT 1990, SECTION 80  
ABATEMENT NOTICE IN RESPECT OF STATUTORY NUISANCE**

To: Paul Christian Townsend (Director)  
Map Cafe  
46 Grafton Road  
London,  
NW5 3DU

NT:315347/1

**TAKE NOTICE THAT** – under the provisions of the Environmental Protection Act 1990, the LONDON BOROUGH OF CAMDEN ("the Council") being satisfied of the (existence) (likely ~~(occurrence)~~ (recurrence)) of noise amounting to a statutory nuisance under section [79(1)(g)] of that Act at:

**MAP CAFE, 46 GRAFTON ROAD, LONDON NW5 3DU**

(within the district of the said Council) arising from: **the playing of amplified music and raised voices on the premises.**

**HEREBY REQUIRE YOU**, as the ~~(person responsible for the said nuisance)~~ (owner) and or (occupier) of the premises from which the noise is or would be emitted) ~~(the person whose name the vehicle is for the time being registered)~~ (the driver of the vehicle) or ~~(the operator of machinery or equipment)~~, ~~(forthwith)~~ from the service of this notice, to abate the same and thereafter neither to cause, permit nor otherwise allow its recurrence.

**ENFORCEMENT OF THIS NOTICE - IF** without reasonable excuse you contravene or fail to comply with any requirement of this notice you will be guilty of an offence under section 80(4) of the Environmental Protection Act 1990 and on summary conviction will be liable to an unlimited fine, together with a further fine of an amount equal to one-tenth of the greater of £5,000 or level 4 on the standard scale, for each day on which the offence continues after conviction. A person who commits an offence on industrial, trade or business premises will be liable on summary conviction to an unlimited fine.

The Council may also take proceedings in the High Court for securing the abatement, prohibition or restriction of the nuisance. Further, if you fail to execute all or any of the works in accordance with this notice, the Council may execute the works and recover from you the necessary expenditure incurred.

**APPEALS AGAINST THE NOTICE OR ITS REQUIREMENTS** - There is a right of appeal against this notice; any appeal should be lodged at the Magistrates Court within 21 days of service of this notice upon you. An abstract from the appeals regulations is printed overleaf.

**THIS** is a notice to which paragraph (2) of Regulation 3 of the Statutory Nuisance (Appeals) Regulations 1995 applies. In consequence, this notice **SHALL NOT** be suspended in the event of an appeal until the appeal has been abandoned or decided by the Court, as, in the opinion of the Council

(a) the nuisance to which the abatement notice relates-


(i) ~~is injurious to health, or~~

(ii) ~~is likely to be of a limited duration such that suspension of the notice would render it of no practical effect, or~~

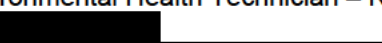


(b) the expenditure which would be incurred by any person in the carrying out of works in compliance with the abatement notice before any appeal has been decided would not be disproportionate to the public benefit to be expected in that period from such compliance.

Dated: 15<sup>th</sup> February 2024

Signed:   
purpose)

(the Officer appointed for this

NAME: Peter Agona  
Environmental Health Technician – Noise and Pollution Team  
Tel. 

Any communications regarding this notice should be addressed to:

Noise and Pollution Team,  
London Borough of Camden, 5PS, 8<sup>th</sup> Floor, London N1C 4AG.

**Date:** 30<sup>th</sup> January 2024  
**Direct Phone Number:** 020 7974 5507  
**Contact:** Peter Agbley  
**E-mail:** [REDACTED]  
**Our Ref:** SR318966



**Regulatory Services  
 Environmental Health, Business  
 and Consumer Service**

**Trading Standard**  
 London Borough of Camden  
 Town Hall Judd St  
 London WC1H 9JE

Tel: 020 7974 4444 (switchboard)  
 Fax: 020 7974 6955 / 6940  
 Textphone: 020 7974 6866  
 DX: 2106 Euston

[www.camden.gov.uk](http://www.camden.gov.uk)

The Owner/The Manager  
 Map Music Ltd  
 46 Grafton Road  
 London  
 NW5 3DU

Dear Sir/Madam,

**Licensing Act 2003 - Promotion of the Licensing Objectives  
 Environmental Protection Act 1990, Section 80  
 Re: Map Music Ltd, 46 Grafton Road, London, NW5 3DU (PREM-LIC\3394)**

We have recently received a complaint about public nuisance cause by the above premises. The complainant is concerned with the music noise emanating from your premises and it is also alleged you are operating or providing licensable activities beyond your permitted hours.

The details of the complaint states:

- **Loud amplified music events:** MAP have an event space where they play amplified music 7 days a week often finishing past their licensed hours. We understand this is a change from a few years ago when they acted as a community venue: playing movies, hosting community discussions, chess clubs as well as live music a few nights a week.
- These rooms have no professional soundproofing. They cause a very loud bass to reverberate through our house most afternoons and into the evening. When we first moved-in a manager said they were going to sound-proof the building, but it's never happened.
- **Roof terrace:** They have a roof terrace, which according to their licence should be empty from 8pm, however people are drinking and shouting until the venue closes. The terrace doors are often kept open when music is playing. The noise from the terrace can be heard throughout our house and in the street. This also causes an issue for our neighbours
- **Leaving loudly / congregating in the street:** When people leave the venue they often congregate outside our house and in the street. This regularly wakes us up after 11pm. According to their licence there are not meant to be more than 4 people outside of the premises after 8pm. This is something that other neighbours have complained about to licensing and noise teams, however nothing seems to have changed. I have attached a recent email thread between a neighbour and licensing with a complaint about this very issue.

- **Drunk patrons:** This exacerbates the noise nuisance from all areas. Alcohol is served until close 7 days a week and without food meaning that people are often loud and drunk. According to their licence, alcohol should only ever be served with a substantial meal by table-service, and no later than 6pm on Sun-Wed.

You do have a responsibility in ensuring the promotions all four of the licensing objectives, which are:

1. The Prevention of Crime and Disorder,
2. The Prevention of Public Nuisance,
3. Ensuring Public Safety
4. The Protection of Children from Harm

In addition to your responsibility's in promotion of the licensing objectives, the Environmental Protection Act 1990 makes provision for certain types of nuisance, and says that the Council must investigate the complaint. As a first step I am writing to you to inform you that we have received a complaint, and to ask you to take action to prevent further noise disturbance.

I will also like to remind of the conditions of your premises licence, particularly the below conditions -

- *Condition 23 - Prominent, legible notices shall be displayed at exit points requesting people to respect the needs of local residents and to leave the area and premises quietly.*
- *Condition 29. The provision of alcohol shall be ancillary to the provision of a substantial meal by waiter/waitress service*
- *Condition 30. No seating on the terrace shall be permitted after 20:00 hours.*
- *Condition 31. No drinking shall be permitted outside on the terrace after 20:00 hours.*
- *Condition 32. No more than 4 patrons shall be permitted to smoke outside the premises after 20:00 hours.*

I will be working closely with the Environmental Health Team in this matter. If it is established that the noise is a legal nuisance, they will be obliged to serve an abatement notice under Section 80 of the Environmental Protection Act 1990. **Failure to comply with an abatement notice is an offence, and can lead to prosecution, and/or seizure of your noise making equipment. For your information the maximum penalty applicable to this offence is a fine not exceeding £20,000 for commercial premises.**

As a matter of best practice, I would recommend that you carry out a risk assessment to cover all activity being carried on at your premises and taking into account the promotion of the licensing objectives.

I will be investigating this matter further to determine if there are valid grounds for

complaint. Part of this investigation is likely to include making objective observations on how this issue is being managed, and I may also wish to speak to staff to raise awareness of any problems observed.

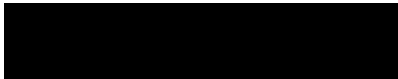
I will keep you updated with this investigation and inform you if I find that there are valid grounds for complaint. The Environmental Health Team or other responsible authorities may choose to conduct their own investigation or take additional action where necessary.

The Councils Statement of Licensing Policy has some example conditions in Appendix 7 that you may like to refer to and implement some of these, or similar, as voluntary measures where appropriate.

**If you are not able to prevent or suitably limit problems directly related to your premises and licensable activity to resolve this complaint, then further action may be taken. This could be Responsible Authorities, such as the Environmental Health Team, or local residents applying to the Licensing Authority to review the Premises Licence. If the licence is reviewed, then conditions can be imposed, the times can be amended, or as a last resort the licence can be suspended or revoked.**

If you need any further information or advice on this matter then please do not hesitate to contact me as detailed above.

Yours sincerely

A solid black rectangular box used to redact the signature of Peter Agbley.

**Peter Agbley  
Licensing Officer**



**Date:** 8 November 2023  
**Our reference:** 315347  
**Email:** [REDACTED]

**Noise and Pollution Team**  
Public Protection  
London Borough of Camden  
Town Hall  
Judd Street  
London  
WC1H 9JE  
Phone: 020 7974 4444  
camden.gov.uk

Chris Townsend  
Map Cafe  
46 Grafton Road  
London  
NW5 3DU

Dear Sir

**Alleged nuisance at: Map Café, 46 Grafton Road London NW5 3DU**  
**Environmental Protection Act 1990**  
**Licensing Act 2003**

We have received a complaint at 21:20hrs on 03/11/2023 alleging that noise from your premises was amounting to a nuisance. The Council has a statutory duty to investigate such complaints.

Officers visited the area at 23:12hrs and heard noise from playing loud music that had potential to constitute to a Statutory Nuisance. The officers visited your premises and discussed the issue with you.

**Environmental Protection Act 1990**

This legislation requires you to use the “best practicable means” (BPM) to counteract the effects of nuisance. You must take to take appropriate action to prevent further noise nuisance. This includes measures such as:

- Technical improvements
- Appropriate management procedures
- Reasonable hours of operation

Please contact me to let me know of any action you take or if you wish to discuss the issue.

If the Council receive further complaints and is satisfied of the existence or likely recurrence of a statutory nuisance, we will be under a duty to serve an abatement notice

under the Environmental Protection Act 1990. Breaches of the abatement notice may result in legal proceedings.

### **Licensing Act 2003**

This department may also instigate action under the Licensing Act 2003 to review a premises licence in cases of persistent public nuisance. As the Licence Holder/Designated Premises you must ensure that the premises operate in accordance with the promotion of the Licensing Objectives, which are:

1. The Prevention of Public Nuisance
2. The Prevention of Crime and Disorder
3. Ensuring Public Safety
4. The Protection of Children from Harm

If you have any queries, please do not hesitate to contact this office to discuss the matter.

Yours sincerely,

**Peter Agona**

Noise and Pollution Team  
Public protection  
London Borough of Camden



**Date:** 21 December 2023  
**Our reference:** 315347  
**Email:** [REDACTED]

**Noise and Pollution Team**  
Public Protection  
London Borough of Camden  
Town Hall  
Judd Street  
London  
WC1H 9JE  
Phone: 020 7974 4444  
camden.gov.uk

Chris Townend  
Map Café  
46 Grafton Road  
London  
NW5 3DU

Dear Sir,

**Alleged nuisance at: Map Café, 46 Grafton Road London NW5 3DU**  
**Environmental Protection Act 1990**  
**Licensing Act 2003**

We have received a complaint at 20:40 hrs on 14 December 2023 alleging that noise from your premises was amounting to a nuisance. The Council has a statutory duty to investigate such complaints.

Officers visited the area at 21:30 hrs and heard noise from loud bass music that constitutes to a Statutory Nuisance. The officers visited your premises at 21:52 hrs and discussed the issue with manager Alex Avram.

**Environmental Protection Act 1990**

This legislation requires you to use the “best practicable means” (BPM) to counteract the effects of nuisance. You must take to take appropriate action to prevent further noise nuisance. This includes measures such as:

- Technical improvements
- Appropriate management procedures
- Reasonable hours of operation

Please contact me to let me know of any action you take or if you wish to discuss the issue.

If the Council receive further complaints and is satisfied of the existence or likely recurrence of a statutory nuisance, we will be under a duty to serve an abatement notice under the Environmental Protection Act 1990. Breaches of the abatement notice may result in legal proceedings.

### **Licensing Act 2003**

This department may also instigate action under the Licensing Act 2003 to review a premises licence in cases of persistent public nuisance. As the Licence Holder/Designated Premises you must ensure that the premises operate in accordance with the promotion of the Licensing Objectives, which are:

1. The Prevention of Public Nuisance
2. The Prevention of Crime and Disorder
3. Ensuring Public Safety
4. The Protection of Children from Harm

If you have any queries, please do not hesitate to contact this office to discuss the matter.

Yours sincerely,

**Peter Agona**

Noise and Pollution Team  
Public protection  
London Borough of Camden



**Date:** 15 February 2024  
**Our Reference:** NT/315347  
**Email Address:** [REDACTED]  
**Telephone Number:** [REDACTED]  
**Contact:** Case Officer



**Supporting Communities**  
**Environmental Health Team**  
London Borough of Camden  
5 PS, 8<sup>th</sup> Floor  
Town Hall  
Judd Street  
London  
WC1H 9JE

*Please quote our reference in any correspondence*

Mr Christian Townsend  
Map Café

[www.camden.gov.uk/noise](http://www.camden.gov.uk/noise)

46 Grafton Road  
London  
NW5 3DU

Dear Sir

### **Environmental Protection Act 1990 Section 80 – Statutory Noise Nuisance from loud music**

I refer to the enclosed Abatement Notice that has been served on you under the above legislation.

This notice has been served on you following receipt of complaints regarding noise nuisance due to loud music and raised voices from your property. On Friday 9<sup>th</sup> February 2024 at 22:25 hours, Camden response officers visited a complainant's property and witnessed a **statutory nuisance** caused by loud music and loud conversations being emitted from your property at excessive and unreasonable levels.

The officers visited the premises at 22:50 hrs that night and spoke to you. They asked for a reduction in the noise level, and you complied.

This department has received Eleven (11) complaints of loud music and raised voices emanating from your premises at unreasonable and excessive levels since September 2023. Correspondence in the form of letter were sent to you 8th November 2023 and on 21st December 2023 regarding the complaints and to give you the opportunity to address concerns. I am therefore of the opinion that the nuisance witnessed on 9th February 2024 at 22:25 hours is likely to reoccur.

As the **person responsible for the nuisance**, you should note that the notice requires you to:

**“At all times control the levels of amplified music and raised voices emitted from the premises so as not to cause nuisance to the occupiers of neighbouring dwellings”.**

This in effect means that you should, from today's date, control noise levels to a suitable level so that your neighbours are no longer disturbed.

If you fail to comply with the notice, it is likely to result in prosecution, leading to an unlimited fine plus costs. In addition, if further complaints are received, council officers can seize hi-fi or other equipment and apply for it to be forfeited.

This Department operates a response service, which is able to provide a rapid response to complaints of noise and other nuisances. I therefore trust that this service will not receive further complaints of excessive behaviour or unreasonable activities from or associated with your premises.

Should you wish to discuss the contents of this letter, or the conditions of the notice please contact me on [REDACTED] or email.

Yours sincerely,

Peter Agona  
Noise & Pollution Officer  
Supporting Communities  
London Borough of Camden

Web: [camden.gov.uk](http://camden.gov.uk)

5 Pancras Square  
London N1C 4AG



London Borough of Camden, Town Hall, Judd Street,  
London, WC1H 9JE

### Premises Licence

London Borough of Camden Licensing Authority

#### Premises licence number

PREM-LIC\3394

#### Part 1 – Premises details

#### Postal address of premises, or if none, ordnance survey map reference or description

Map Music Ltd  
46 GRAFTON ROAD  
LONDON  
NW5 3DU

Telephone number 020 7916 0544

#### Where the licence is time limited the dates

N/A

#### Licensable activities authorised by the licence

(a) Plays:	Yes
(b) Films:	Yes
(e) Live Music:	Yes
(f) Recorded Music:	Yes
(g) Performance of Dance:	Yes
(h) Similar to (e), (f) or (g):	Yes
(i) Facilities for Making Music:	Yes
(j) Facilities for Dancing:	Yes
Late Night Refreshments:	Yes
Retail of Alcohol:	Yes

#### The times the licence authorises the carrying out of licensable activities

(a) Plays:	
Sunday to Wednesday:	11:00 to 18:00
Thursday to Saturday	11:00 to 23:00



<p>(b) Films:</p> <p>Sunday to Wednesday: Thursday to Saturday</p>	<p>11:00 to 18:00 11:00 to 23:00</p>
<p>(e) Live Music:</p> <p>Sunday to Wednesday: Thursday to Saturday</p>	<p>11:00 to 18:00 11:00 to 23:00</p> <p><b>Non standard timings for the supply of alcohol;</b> Christmas Eve, New Years Eve, Valentines' Day and 20 days prior to Christmas Day and until New Years Eve: Monday to Sunday: 11:00 to 23:00</p>
<p>(f) Recorded Music:</p> <p>Sunday to Wednesday: Thursday to Saturday</p>	<p>11:00 to 18:00 11:00 to 23:00</p> <p><b>Non standard timings for the supply of alcohol;</b> Christmas Eve, New Years Eve, Valentines' Day and 20 days prior to Christmas Day and until New Years Eve: Monday to Sunday: 11:00 to 23:00</p>
<p>(g) Performances of Dance</p> <p>Sunday to Wednesday: Thursday to Saturday</p>	<p>11:00 to 18:00 11:00 to 23:00</p> <p><b>Non standard timings for the supply of alcohol;</b> Christmas Eve, New Years Eve, Valentines' Day and 20 days prior to Christmas Day and until New Years Eve: Monday to Sunday: 11:00 to 23:00</p>
<p>(h) Similar to (e), (f) or (g):</p> <p>Sunday to Wednesday: Thursday to Saturday</p>	<p>11:00 to 18:00 11:00 to 23:00</p> <p><b>Non standard timings for the supply of alcohol;</b> Christmas Eve, New Years Eve, Valentines' Day and 20 days prior to Christmas Day and until New Years Eve:</p>



	Monday to Sunday: 11:00 to 23:00
(i) Facilities for Making Music:	
Sunday to Wednesday:	11:00 to 18:00
Thursday to Saturday	11:00 to 23:00
(j) Facilities for Dancing:	
Sunday to Wednesday:	11:00 to 18:00
Thursday to Saturday	11:00 to 23:00
	<b>Non standard timings for the supply of alcohol;</b> Christmas Eve, New Years Eve, Valentines' Day and 20 days prior to Christmas Day and until New Years Eve: Monday to Sunday: 11:00 to 23:00
Retail of Alcohol	
Sunday to Wednesday:	11:00 to 18:00
Thursday to Saturday	11:00 to 23:00
	<b>Non standard timings for the supply of alcohol;</b> Christmas Eve, New Years Eve, Valentines' Day and 20 days prior to Christmas Day and until New Years Eve: Monday to Sunday: 11:00 to 23:00

**The opening hours of the premises**

Monday to Sunday: 11:00 - 23:30

**Non standard opening hours**

Christmas Eve, New Years Eve, Valentines' Day and 20 days prior to Christmas Day and until New Years Eve:

Monday to Sunday: 11:00 to 23:00

**Where the licence authorises supplies of alcohol whether these are on and/or off supplies**

On the Premises



**Name, (registered) address, telephone number and e-mail (where relevant) of holder of premises licence**

Map Music Ltd  
46 Grafton Road  
Kentish Town  
London  
NW5 3DU

**Registered number of holder, for example company number, charity number (where applicable)**

03334667

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol**

Mr Paul Christian Townsend

[REDACTED]

[REDACTED]

[REDACTED]

**Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises the supply of alcohol**

[REDACTED]

**Signed on behalf of the Director, Culture and Environment Directorate**

**Date Licence Granted: 03/11/2011 APP\PREMISES-NEW\001061**



## Annex 1 - Mandatory conditions

1. The supply of alcohol is prohibited at a time when there is no designated premises supervisor in respect of the premises.
2. The supply of alcohol is prohibited at a time when the designated premises supervisor does not hold a personal licence or his/her licence is suspended.
3. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
4. Where a premises licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, the licence must include a condition that each such individual must
  - (a) be authorised to carry out that activity by a licence granted under the Private Security Industry Act 2001; or
  - (b) be entitled to carry out that activity by virtue of section 4 of that Act.
5. But nothing in subsection (4) requires such a condition to be imposed -
  - (a) in respect of premises within paragraph 8(3)(a) of Schedule 2 to the Private Security Industry Act 2001 (c. 12) (premises with premises licences authorising plays or films), or
  - (b) in respect of premises in relation to -
    - (i) any occasion mentioned in paragraph 8(3)(b) or (c) of that Schedule (premises being used exclusively by club with club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), or
    - (ii) any occasion within paragraph 8(3)(d) of that Schedule (occasions prescribed by regulations under that Act).
6. For the purposes of this section
  - (a) "security activity" means an activity to which paragraph 2(1)(a) of that Schedule applies[ and which is licensable conduct for the purposes of that Act (see section 3(2) of that Act)], and
  - (b) paragraph 8(5) of that Schedule (interpretation of references to an occasion) applies as it applies in relation to paragraph 8 of that Schedule.
7. (1) The responsible person shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
 

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the



premises in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less;

(d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on

(i) the outcome of a race, competition or other event or process, or

(ii) the likelihood of anything occurring or not occurring;

(e) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.

8. The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
9. The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.
10. (a) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.  
(b) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the





policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.

11. The responsible person shall ensure that:
  - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures:
    - (i) beer or cider: 1/2 pint;
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml; and
  - (b) customers are made aware of the availability of these measures.

## **Annex 2 - Conditions consistent with the Operating Schedule**

12. All staff shall be fully trained to understand and support the licensing objectives.
13. CCTV shall be installed covering the entrance and other strategic areas of the premises to show frontal identification of every person entering in any light conditions.
14. The CCTV shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 1 month with date and time stampings.
15. CCTV recordings shall be made available immediately upon the request of the Police or authorised officer throughout the preceding 1 month period.
16. There shall be in house training of all staff to recognise and deal with crime and disorder and to work in a close relationship with the Police.
17. An incident book shall be maintained to record full details of incidents of crime and disorder. This shall be kept on the premises at all times and available for inspection by officers of the Licensing Authority and Police.
18. The Licence holder or people authorised by him will check the premises on a regular basis to ensure that there are no risks to patrons and that all safety precautions are in place.
19. All safety certificates and inspection reports will be kept on site and made available for inspection by officers of the relevant statutory bodies.
20. A duty manager shall be on duty to control public safety and assist with evacuation due to fire or emergencies.
21. Policies shall be in place to assist disabled guests or those needing assistance to evacuate the premises if required.



22. The premises shall have emergency lighting, clearly displayed fire exits, fire smoke detectors, fire alarms and fire extinguishers as clearly shown on the plan of the premises.
23. Prominent, legible notices shall be displayed at exit points requesting people to respect the needs of local residents and to leave the area and premises quietly.
24. Staff shall be trained to deal with any issues relating to public nuisance and shall work closely with the Police and other agencies such as Environmental Health department and with the local residents association.
25. An extraction fan shall be installed in the kitchen to reduce kitchen smells to a minimum.
26. A proof of age scheme (Challenge 25) shall operate at the premises where the only acceptable forms of identification are recognised photographic identification such as cards bearing the PASS logo, driving licences and passports.
27. If age restricted films are shown, full ID checks will be made.
28. An incident book shall be maintained to record full details of any occurrences of refused alcohol sales or refusal of admittance to age restricted films. This will be kept on the premises at all times and available for inspection by officers of the Licensing Authority and Police.

**Annex 3 - Conditions attached after a hearing by the licensing authority  
03/11/2011**

29. The provision of alcohol shall be ancillary to the provision of a substantial meal by waiter/waitress service.
30. No seating on the terrace shall be permitted after 20:00 hours.
31. No drinking shall be permitted outside on the terrace after 20:00 hours.
32. No more than 4 patrons shall be permitted to smoke outside the premises after 20:00 hours.

**Annex 4 - Plans**



**Premises Licence Summary**  
London Borough of Camden Licensing Authority

**Premises licence number**  
PREM-LIC\3394

**Part 1 – Premises details**

**Postal address of premises, or if none, ordnance survey map reference or description**

Map Music Ltd  
46 GRAFTON ROAD  
LONDON  
NW5 3DU

**Telephone number** | 0207 916 0544

**Where the licence is time limited the dates**

N/A

**Licensable activities authorised by the licence**

(a) Plays:	Yes
(b) Films:	Yes
(e) Live Music:	Yes
(f) Recorded Music:	Yes
(g) Performance of Dance:	Yes
(h) similar to (e), (f) or (g):	Yes
(i) Facilities for making Music	Yes
(j) Facilities for Dancing	
Late Night Refreshments:	Yes
Retail of Alcohol:	Yes

**The times the licence authorises the carrying out of licensable activities**

(a) Plays: Sunday to Wednesday: Thursday to Saturday	11:00 - 23:00
(b) Films: Sunday to Wednesday: Thursday to Saturday	11:00 - 23:00



<p>(e) Live Music</p> <p>Sunday to Wednesday: Thursday to Saturday</p>	<p>11:00 - 23:00</p> <p><b>Seasonal Variations:</b> For 20 days prior to Christmas day and New Years Eve inclusive: 11:00 - 24:00</p> <p><b>Non standard timings:</b> Christmas Eve and New Years Eve: 11:00 - 01:00 Valentines Day: 11:00 - 24:00</p>
<p>(f) Recorded Music</p> <p>Sunday to Wednesday: Thursday to Saturday</p>	<p>11:00 - 23:00</p> <p><b>Seasonal Variations:</b> For 20 days prior to Christmas day and New Years Eve inclusive: 11:00 - 24:00</p> <p><b>Non standard timings:</b> Christmas Eve and New Years Eve: 11:00 - 01:00 Valentines Day: 11:00 - 24:00</p>
<p>(g) Performance of Dance:</p> <p>Sunday to Wednesday: Thursday to Saturday</p>	<p>11:00 - 23:00</p> <p><b>Seasonal Variations:</b> For 20 days prior to Christmas day and New Years Eve inclusive: 11:00 - 24:00</p> <p><b>Non standard timings:</b> Christmas Eve and New Years Eve: 11:00 - 01:00 Valentines Day: 11:00 - 24:00</p>
<p>(h) Similar to (e), (f) or (g):</p> <p>Sunday to Wednesday: Thursday to Saturday</p>	<p>11:00 - 23:00</p> <p><b>Seasonal Variations:</b> For 20 days prior to Christmas day and New years Eve inclusive: 11:00 - 24:00</p> <p><b>Non standard timings:</b> Christmas Eve and New Years Eve: 11:00 - 01:00 Valentines Day: 11:00 - 24:00</p>



<p>(i) Facilities for Making Music</p> <p>Sunday to Wednesday: Thursday to Saturday</p>	<p>11:00 - 23:00</p>
<p>(j) Facilities for Dancing:</p> <p>Sunday to Wednesday: Thursday to Saturday</p>	<p>11:00 - 23:00</p> <p><b>Seasonal Variations:</b> For 20 days prior to Christmas day and New years Eve inclusive: 11:00 - 24:00</p> <p><b>Non standard timings:</b> Christmas Eve and New Years Eve: 11:00 - 01:00 Valentines Day: 11:00 - 24:00</p>
<p>Late Night Refreshments:</p>	<p><b>Seasonal Variations:</b> For 20 days prior to Christmas day and New Years Eve inclusive: 23:00 - 24:00</p> <p><b>Non standard timings:</b> Christmas Eve and New Years Eve: 23:00 - 01:00 Valentines Day: 23:00 - 24:00</p>
<p>Retail of Alcohol:</p> <p>Sunday to Wednesday: Thursday to Saturday:</p>	<p>11:00 - 18:00 11:00 - 23:00</p> <p><b>Non standard timings for the supply of alcohol;</b> Christmas Eve, New Years Eve, Valentines' Day and 20 days prior to Christmas Day and until New Years Eve: Monday to Sunday: 11:00 to 23:00</p>

**The opening hours of the premises**

Monday to Sunday: 11:00 - 23:30

**Non standard opening hours**



Christmas Eve, New Years Eve, Valentines' Day and 20 days prior to Christmas Day and until New Years Eve:  
Monday to Sunday: 11:00 to 23:00

**Where the licence authorises supplies of alcohol whether these are on and/or off supplies**

ON the premises

## Part 2

**Name, (registered) address of holder of premises licence**

Map Music Ltd  
46 Grafton Road  
Kentish Town  
London  
NW5 3DU

**Registered number of holder, for example company number, charity number (where applicable)**

03334667

**Name of designated premises supervisor where the premises licence authorises the supply of alcohol**

Mr Paul Christian Townsend

**State whether access to the premises by children is restricted or prohibited**

N/A

## **Section 1: Background comments of the Head of Legal Services**

- 1.1 Members should only address those matters that have formed the subject matter of the objection notice. Matters that arise that are not the subject of the objection notice fall outside the function that the Panel is exercising when it holds a hearing
- 1.2 Members must determine, having regard for the evidence, whether not giving a counter notice will impact adversely on crime and disorder licensing objective.
- 1.3 In accordance with the provisions of Part 3 of Schedule 5 of the Act, where a Licensing Authority gives a counter notice, the premises user may appeal against the decision, to a magistrate's court within 21 days of being notified of the decision.
- 1.4 Similarly, the Police may appeal against a decision not to give the premises user a counter notice. Any such appeal must be made to a magistrates court within 21 days of being notified of the decision.
- 1.5 The Human Rights Act 1998 incorporates the key articles of the European Convention on Human Rights into domestic law. Decisions on licensing matters are actions of a public authority and must be compatible with Convention rights. Consequently Members of the Panel must be aware of the rights contained in the Convention (particularly those set out below) when making licensing decisions.

(a) Article 6: Right to a fair trial

In the determination of his civil rights and obligations, everyone is entitled to a fair and public hearing within a reasonable time by an independent and impartial tribunal established by law.

(b) Article 8: Right to respect for private and family life

Everyone has a right to respect for his or her private life, his home and correspondence.

(c) Article 1 of the First Protocol: Protection of property

Every natural or legal person is entitled to the peaceful enjoyment of his possessions, including a licence. No one shall be deprived of his possessions except in the public interest and subject to the conditions provided for by law and by the general principles of international law.

(d) Article 10: Freedom of Expression

Everyone has the right to freedom of expression. This right shall include freedom to hold opinions and to receive and impart information and ideas without interference by public authority and regardless of frontiers. This Article shall not prevent States from requiring the licensing of broadcasting, television or cinema enterprises.

The exercise of these freedoms since it carries with it duties and responsibilities may be subject to such formalities, conditions, restrictions or penalties as are prescribed by law and are necessary in a democratic society, in the interests of national security, territorial integrity or public safety, for the prevention of disorder or crime, for the protection of health and morals, for the protection of the reputation or rights of others, for preventing the disclosure of information received in confidence, or for maintaining the authority and impartiality of the judiciary.

(e) Article 14: Prohibition of discrimination

The enjoyment of the rights and freedoms set forth in this Convention shall be secured without discrimination on any ground such as sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth, or other status.

## **Section 2: Financial Comments**

- 2.1 Following consideration there are no financial implications concerning this application. The Director of Finance has been consulted in the preparation of this report and has no further comments to add.