

**Re: New Premises Licence - Ten Restaurant (Formerly Punto)**

Cllr Michael Markham <MMarkham@hillington.gov.uk>

Sat 1/22/2022 9:16 AM

To: Mark McDermott <mmcdermott@hillington.gov.uk>; Cllr Douglas Mills <DMills@Hillingdon.Gov.UK>; Cllr Susan O'Brien <SO'Brien@hillington.gov.uk>

I object to the proposed closing times - 11.30 pm on weekdays and 1.00 am over the weekends - on the grounds of preventing public nuisance to local residents living near to the restaurant.

Regards

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**From:** Mark McDermott <mmcdermott@hillington.gov.uk>

**Sent:** Friday, January 21, 2022 5:31:20 PM

**To:** Cllr Michael Markham <MMarkham@hillington.gov.uk>; Cllr Douglas Mills <DMills@Hillingdon.Gov.UK>; Cllr Susan O'Brien <SO'Brien@hillington.gov.uk>

**Subject:** New Premises Licence - Ten Restaurant (Formerly Punto)

**Consultation email**

Dear Cllrs,

As consultees to the licensing process, please be advised that this department has received an application for a new premises licence for the following premises located in your ward.

**Ten Restaurant (Formerly Punto)**  
**10 Victoria Road**  
**Ruislip Manor**  
**HA4 0AA**

The application can be found on the council website, and I have attached a copy here.

**Please note the premises was formerly known as Punto and I have attached a copy of the existing licence for your information.**

The consultation period will end on **18<sup>th</sup> February 2022** and any relevant representations to this application must be received by this date. We are unable to accept any representations received after this date or any representations that are not relevant.

Relevant representations need to relate to the one or more of the four licensing objectives, which are:

- Crime and disorder
- Prevention of children from harm
- Public safety
- Prevention of public nuisance.

Information on how to make a relevant representation can also be found on the council website. Alternatively, you may contact the Regulatory Services team for advice on 01895 277433.

Please be advised that it is not a statutory requirement to include residents in the licensing consultation process, so you may wish to draw this application to the attention of, any residents associations or individual residents, in the vicinity of the premises.

License Services  
Civic Centre  
Uxbridge  
UB10 1UW

10<sup>th</sup> February 2022

Dear whomever it may concern,

I am writing in response to the Licensing Act 2003 notification (*refer to Appendix I*) which has been displayed by Mr B Mani at 10 Victoria Rd, Ruislip Manor HA4 0AA and would like to formally object to such license being granted for these premises, due to the prior and ongoing statutory nuisance which is being caused to myself, neighbours and our dwellings.

Pursuant to the Environmental Protection Act 1990 and Noise Act 1996, I would like to bring to your attention the recent occasions which noise from the aforementioned premises has been to such levels, that I have had no option but to log with the Environmental Health Office under the following references:

- 08/01/2022 – Ref 37741 – Loud Live Music
- 14/01/2022 – Ref 37845 – Loud Live Music
- 22/01/2022 – Ref 38045 – Loud Live Music

Furthermore and prior to calling the Environmental Office on 8<sup>th</sup> January 2022, I spoke personally with the management of the restaurant asking them to please lower the volume of the music, but this was duly ignored (*refer to Appendix II*). The following weekend on the 14<sup>th</sup> January 2022 due to the persistent nuisance again being caused I called directly to the Environmental Office who instructed the on duty Environmental Officers to call at my home and observed the noise levels being transmitted into my premises. Following their visit, the Officers then visited the neighbouring restaurant and informed the management to reduce the volume of the music due to the levels being too high and vibration being felt inside my dwelling.

Lastly, I would like to add that I have owned my property for over 25 years without issue. But due to my age, health and most notably since the restaurant has changed occupancy and been allowed to introduce live music. I have had numerous conversations with the current management and landlord regarding noise levels and the effects it has had on my personal space, sleeping arrangements and general well-being. In light of this, the current management guaranteed that the premises had been fully sound proofed during the latest refurbishment and I would have no further issues, which as highlighted above has not been the case. My main concern now after reviewing the terms of the permit, is the timings proposed and the lack of sound proofing installed means I would not be able to enjoy the tranquility of my home, especially on weekends when it is proposed to last until the early hours of the morning.

I hope the enclosed information clearly outlines my concerns and opposition to the award, but if required, I would be prepared to attend in person any hearings to discuss the matter further.

Yours sincerely,

Marian Mills

**Appendix I:**

## London Borough of Hillingdon LICENSING ACT 2003

Date 21 / 1 / 2022

Notice is given that (insert full names of the applicant):

B. Mani .....

has applied to the London Borough of Hillingdon for a Premises Licence for (Insert details e.g. Sale of Alcohol, Late night refreshment etc)

Provision of live music indoors – Friday and Saturday 21.00 - 01.00

Provision of recorded music indoors – Monday, Tuesday, Wednesday, Thursday, Sunday 12.00 - 23.30, Friday and Saturday 12.00 – 01.00

Provision of late night refreshment indoors – Monday, Tuesday, Wednesday, Thursday, Sunday 12.00 - 23.30, Friday and Saturday 12.00 – 01.00

Supply of alcohol indoors – Monday, Tuesday, Wednesday, Thursday, Sunday 12.00 - 23.30, Friday and Saturday 12.00 – 01.00

Supply of alcohol outdoors – Mondays to Sundays 12.00 - 22.00

Opening Hours - Monday, Tuesday, Wednesday, Thursday, Sunday 12.00 – 00.00, Friday and Saturday 12.00 – 01.30

For the following premises (insert name and address of premises in CAPITAL letters):  
Ten Restaurant, 10 Victoria Road, Ruislip HA4 0AA

**Note:** It is an offence to knowingly or recklessly make a false statement in connection with an application with a maximum fine on conviction of £5,000

Details of the application can be viewed on the council's website [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk) or by contacting the Council on 01895 277433.

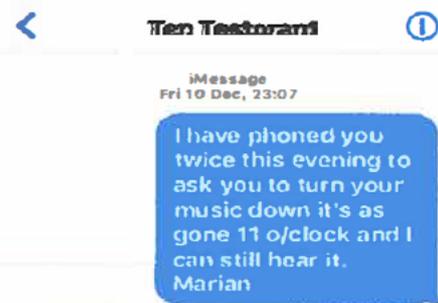
Anyone wishing to make representations in respect of the application must notify the Licensing Service, Civic Centre, Uxbridge, UB8 1UW in writing by (18/02/2022)

**Note:** Copies of representations are sent to the applicant and the original letters are kept on file, which is open to scrutiny by members of the public, press and/or the broadcasting media. Persons making representations in respect of the grant of a provisional statement must be prepared to attend in person at a hearing before a committee of the Council.

This notice must be completed and, on the same day on which the application is made, must be exhibited on a conspicuous part of the premises where it can easily be seen and read by persons in the street. The notice must be kept exhibited for not less than 28 days.



## Appendix II:

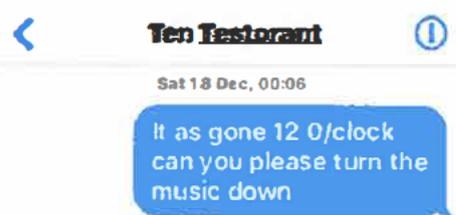
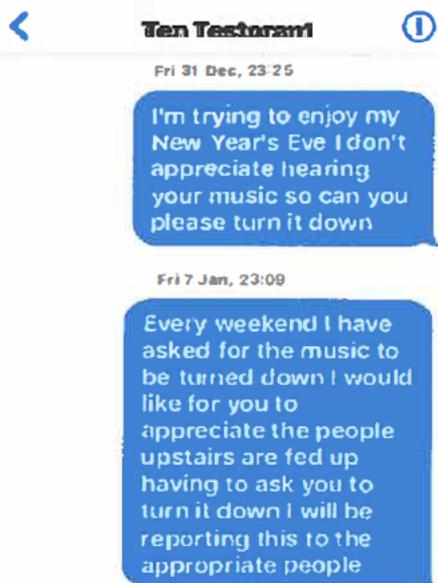


**Yes now in 5 min is gone be down thanks**

Sat 11 Dec, 23:50

Can you please turn your music down it is getting on to 12 o'clock

**Yes now in 5 min Latem call them**



**I will call them now**

**And they will put down**

They have not turned the music down I think your license only allow your music till 12/ o'clock

**They will because I call them thanks**

**I'm sorry for loud music, I'm currently looking into placing a sound insulation on the ceiling to block the music from being heard. I am in talk with a company who deals with this kind of issue and they will come in the next couple of weeks to sort this out.**

In the mean time can they turn it down

Delivered

**Yes I'm gone tell them now**

License Services  
 Civic Centre  
 Uxbridge  
 UB10 1UW

11 February 2022

Dear Sir,

I am writing in response to the Licensing Act 2003 notification which has been displayed by Mr B Mani at 10 Victoria Road, Ruislip Manor HA4 0AA and would like to formally object to such license being granted for these premises, due to the prior and ongoing statutory nuisance which is being caused to myself, neighbours and our dwellings. I write in support of Marion Mills' recent objection and would like to raise the several noise complaints that I have submitted in reference to loud music being played at late hours by businesses underneath our dwellings. These have been submitted pursuant to the Environmental Protection Act 1990 and Noise Act 1996.

The sort of loud, bass-heavy music being played by these establishments is particularly disturbing: not only can we hear the music, but the bass notes reverberate through the building, causing a particularly upsetting noise disturbance for those living above. We cannot take any particular actions to mitigate the effect, and neither should we be forced to: we have a right to a pleasant home life without this sort of disturbance. Ms Mills rightly refers to the greater number of establishments playing loud music late at night which have appeared locally over the last few years and I would like to ask the License Services department to consider the quality of life for the large number of people who live over commercial premises in this area.

As Ms Mills has outlined in her complaint, her personal complaints and the establishment's proposed response have not resulted in noise reduction, so I would also object to the granting of the license based on what appears to be prior failure from the establishment to conduct their business with consideration to local residents.

I hope this clearly outlines my concerns, opposition to the award and support of Ms Mills' opposition to the award, but if required, I would be prepared to attend in person any hearings to discuss the matter further.

Yours sincerely

Tanya Jones

To: Licensing Services,  
Civic Centre,  
Uxbridge.  
UB10 1UW  
Re: License notification for Ten Restaurant

To whom it may concern,

We are writing in response to the Licensing Act 2003 notification which has been displayed by Mr B. Mani in relation to Ten Restaurant, 10 Victoria Rd, Ruislip. As residents who live close to these premises, we formally object to the extended opening hours which have been applied for, due to existing issues with noise and anti-social behaviour.

There are currently several establishments within close proximity that are licensed to be closed no later than 12am (but often do not abide by this) and there are ongoing issues in terms of anti-social behaviour, fighting, under-age drinking, drugs, noise nuisance, urination in outdoor spaces and litter, and we are in no doubt these problems will escalate should this license application be successful. When these issues have affected us, we have reported and logged them with Hillingdon Council, and they are negatively impacting our ability to sleep and enjoy being in our own home, and at times we have felt unsafe. Just last night, several Police Officers attended an incident at the Jamaican Lounge, and were there until midnight. This included Police Officers questioning people in the car park behind the Jamaican Lounge, an area we and our neighbours have to walk through to get to our home, and also searching around the walkways outside our flats. Incidents like this have been going on for many months (we only moved here in October 2020, in lockdown), and despite our numerous complaints, the situation is the same.

It is worth noting that Ten share the back yard/car parking area with the Jamaican Lounge, Wetherspoons, and another soon-to-be opened restaurant, and extended hours, will, in all probability, allow these issues to escalate further should businesses in the area be allowed to trade later. Residents on our block have also expressed issues with Fizz across the road as well as concerns with Ten and the previous business in that space, Punto.

In addition, by agreeing to allow Ten to serve alcohol and play music later, it will also set a dangerous precedent ~~precedent~~ for the other businesses close by to apply to extend their licenses. Wetherspoons does have a license until 1am on weekends; notably they do not play music which is one benefit, but their trading hours already cause disruption and there is certainly no appetite for other businesses to follow suit and assist in dragging the area into the gutter.

Many thanks for taking the opportunity to read our views and hope these concerns are taken as seriously as they intended. We have people of varying ages and families including young children who reside in this block and feel it would be inappropriate to extend the license hours for businesses in the area.

Regards.

Dr Emma Flack & Mr Benjamin Raywood

Head of Licensing Dept.  
London Borough of Hillingdon  
Civic Centre, High Street  
UXBRIDGE  
Middx UB8 1UW

Dear Sir/Madam

**PREMISES LICENCE APPLICATION @ TEN RESTAURANT, 10 VICTORIA ROAD, RUISLIP HA4 0AA – APPLICANT – B MANI**

I understand from the application above B Mani has applied for the:-

- Provision of live music indoors – Friday and Saturday 21.00-01.00
- Provision of recorded music indoors on Monday, Tuesday, Wednesday, Thursday, Sunday 12.00-23.00, Friday and Saturday 12.00 – 01.00
- Provision of late refreshment indoors – Monday, Tuesday, Wednesday, Thursday, Sunday 12.00-23.30, Friday and Saturday 12.00 – 01.00.
- Supply of alcohol indoors – Monday, Tuesday, Wednesday, Thursday, Sunday 12.00-23.30, Friday and Saturday 12.00-01.00.
- Supply of alcohol outdoors – Mondays to Sundays 12.00-22.00
- Opening hours Monday, Tuesday, Wednesday, Thursday, Sunday 12.00-00.00, Friday and Saturday 12.30-01.30

**As you can see from my address I have lived just around the corner for 30+ years and have had numerous problems over the last 10 years with the restaurant below me. I feel that yet another restaurant requesting all of these provisions (with such extended hours) will only exaggerate the problems with noise, anti-social behaviour in the car park, drug taking and similar. I recently had the ASBO team visit me at midnight and they fully agreed with my objections. This is a residential area**

**I own my flat and want to be able to sit out on my balcony during the day/evenings during the warmer months without being bothered by the actions of other restaurants or people. I am too embarrassed to invite people around to enjoy my hospitality. I strongly object to this application and look forward to hearing from you, with a positive response, in due course.**

**Yours faithfully Mrs S Townsend**

Licence Services  
Civic Centre  
Uxbridge  
UB8 1UW

17th February 2022

Ref: B Mani

To whom it may concern:

I am one of 10 properties that resides above the business No 10 to whom are applying for a Licence for:

- Sale of Alcohol
- Late night refreshments
- Provision of live music indoors
- Provision of recorded music indoors

I'm all in favour for businesses developing and growing because I do believe it can be positive for the community. However, how we have been treated over the past 2 years by No 10 who are applying for this licence has been **shocking and poor with no consideration.**

When building work was being carried out by laborious and current employees, the building work would commence before 8am and long after the hours of 6pm during week days and Saturdays, and would continue to cause a disturbance throughout the non-working day on a Sunday.

No 10 still continue to **park multiple vehicles blocking residents' vehicles** within Victoria / Pembroke Road car park, which belongs to the residents of Victoria / Pembroke Road.

**On a few occasions I have also been affected by this by one of the managers/ employees parking his vehicle blocking my vehicle over night until the early hours of the morning (from midnight to 9am) with no numbers displayed on his vehicle for me to contact him.**

This escalated to me contacting the out of hours team at Hillingdon council and Law enforcement to only be told there was nothing that could be done.

**This resulted in me missing a few appointments that morning which had a catastrophic outcome with a few vulnerable children and families I work with through the Children's care service with Hillingdon Council, Aylesbury Council, which then had the knock-on effect for me to arrive at an alternative provision in Slough (Haybrook College) to facilitate and run a CSE (Child Sex, Exploitation) and County Lines workshop based at the College which is also supported through Slough Borough Council.**

There was no remorse or even reasoning with the individual for this to never happen again. Which it did!!

**I am now forced to park my vehicle outside from my allocated parking bay which is stipulated within my lease agreement.**

This now brings me onto the **Waste Mismanagement** which continues to be left outside within the car park areas, and up the stairs at the back of the doors for No 10.

There was no regard for us residents when work was being carried out by No 10 placing a skip within the car park area over a period of approximately 7 to 10 (**possibly even longer**), months taking 3 to 4 parking bays.

It would have been nice if No 10 to of informed us residence and local businesses that this was going to take place, and for the length of time the skip was going to be placed within the car park area. This caused huge problems and implications for all local businesses and residents at Victoria / Pembroke Road.

The waste attracted vermin, e.g. rats, foxes and pigeons which then led to foxes making their way up to the Flat's **leaving excrements** within our front gardens and doorsteps.

There is no care, consideration or respect displayed to any of the residents, or local businesses from No 10s management team. A few conversations have taken place, but no action was followed through.

A few of the employees will greet us when we're walking by saying "Hi, how are you doing". (which is friendly)

establishment intoxicated causing a disturbance by making noise, possibly followed with anti-social behaviour.

**No 10 have demonstrated over the years that there is no care or consideration for their neighbours through how they have conducted themselves in the past and present:**

Based on observation I believe No 10 have no experience in:

a) managing an establishment like this in the past

b) do not have the qualified employees / staff to be able to manage any anti-social behaviour that comes with a late licence within the establishment, and then when the customers/ clients leave the No 10 environment. (I'm guessing there will be security)

Based on their failure to demonstrate a positive working relationship with the local businesses and residents, I believe this is going to cause a huge problem going forward in the community, as and when issues arise and escalate. There is no diplomacy, tact respect or even basic communication skills that demonstrates to me and the residents and local businesses that they will be able to manage and address these issues professionally and promptly by safeguarding all civilians, and residents.

Unfortunately, I have to appeal against this application as I can envisage all of the above not happening based on how us residents have been treated over the past years by No 10. It's a shame really because I was looking forward to spending some time within their establishment.

Yours sincerely, Resident 2a Victoria Road

Vehicles blocking + Parked on  
Yellow Box Appendix 3f



Back of No 10



Vehicle belonging to  
No 10 blocking  
Their other vehicles



Cause by  
foxes  
Rats  
Pigeons  
etc...



WASTE

License Service  
Civic Centre  
Uxbridge  
UB8 1UW

Dear Sir/s

I am writing regarding the application for a premises licence licensing Act 2003.  
The application has been applied for by Mr Bajram Mani (date - received 21/01/2022)

Building name: No 10 Restaurant  
Address: 10 Victoria Road, Ruislip Manor, HA4 0AA.

We object for the license to be granted, because in Ruislip Manor there is already within close proximity 6 licenced bars that are all currently active serving alcohol some up to 11pm, and other into the early hours of the morning:

Rajdoot Tandoori  
Jamaican Lounge  
Manor Bar  
Hennessy  
Fizz  
JJ Moons

There are still outstanding issues raised regarding noise pollution, antisocial behaviours disorder that has not been resolved.

Please see below the current opening and closing hours of these establishments.

**Rajdoot Tandoori**  
59 Windmill Hill,

Monday-Thursday 17:30 hrs - 22:30 hrs  
Friday-Saturday 17:30 hrs - 23:00 hrs  
Sunday 17:30 hrs -22:00 hrs

**Jamaican Lounge**  
108-110 Pembroke Road,

Monday- closed  
Tuesday-Sunday 12:00 hrs – 23:00 hrs

**Manor Bar**

68 Victoria Road

Monday-Thursday 12:00 hrs -24:00 hrs

Friday-Saturday 11:00 hrs - 01:00 hrs

Sunday 12:00 hrs - 22.30 hrs

**Hennessy**

36 Victoria Road

Monday - Thursday 11:00 hrs- 23:00 hrs

Friday-Saturday 11:00 hrs- 01:00 hrs

Sunday 12:00 hrs - 24:00 hrs

**Fizz Bar**

7 Victoria Road,

Monday – Friday 16:00 hrs – 23:00 hrs

**JJ Moons pub**

12 Victoria Road,

Monday-Thursday 08:00 hrs – 23:00 hrs

Friday – Saturday 08:00 hrs – 01:00 hrs

Sunday 08:00 hrs – 23:00 hrs

By having a 7<sup>th</sup> Restaurant/ Bar within close proximity, it will again affect the balance of the environment of different types of business changing the ambiance to a club district. This will affect the community again by increasing the levels of antisocial behaviours.

Closing times of the above licence venues, the latest being 01:00 hrs on Fridays and Saturdays, however No. 10 Restaurant are wishing to extend their closing times to 01:30 hrs which will be setting a precedent for all of the other venues to follow suit.

(Christmas, Boxing Day and New year eve additional 2 hours for license. 03:00 hrs) Applying to play music from 12:00 hrs - 03:00 hrs

The time No. 10 Restaurant propose to stop selling alcohol will be at 01:00 hrs will also coincide with JJ Moon Pub which is located next door, which closes at 01:00 hrs which will mean customers vacating two licensed environments at the same time with reference to Statement of Licensing Policy, The Licensing Act 2003 Section 10.3 they will be in close proximity to the establishment pub JJ Moons.

The question we raise is:

1. What procedures do they have in place to ensure their own customers do not engage in any activities involving criminality, along with any antisocial behaviour whilst in their premises, and then within the vicinity of their premises? If not addressed it will increase anti-social disorder behaviours.
2. What procedures are currently in place to dispel and calm crowd / groups exiting the building apart from just verbalising to all customers to be quiet?
3. Will there be security outside of the front door entrance to control the customers and to prevent anti - social behaviours?
4. On 25<sup>th</sup>, 26<sup>th</sup> 31<sup>st</sup> December what time will the venue close?

The reason why it is a cause of our concern as we are only just 3 premises away, during Friday night early hours of Saturday morning, intoxicated people, are leaving some of these premises with beer bottles, wine and beer glasses. We arrive at our premises having to clear and clean up broken smashed glass. Urine, vomit and sometimes **faeces**. (Urine is also left in beer glasses)

**On section 15 of 21 Mr Mani has applied for the sale of alcohol be for consumption both, which means based on the application "If the sale of alcohol is for consumption on the premises and away from the premises select both" which will dramatically increase the above problems and affect the local community in a negative way.**

With reference to Statement of Licensing Policy, The Licensing Act section 10.10, at present we feel the premises is **poorly managed**.

Please see enclosed pictures which shows the fire exit is blocked, with a build-up of rubbish which is a regular occurrence, gas cannisters are being left on top of the roof which is not following safe storage procedures.

Their rubbish bins are constantly overflowing which is bringing a high level of rodents to the area which cannot be curtailed.

The above is a contravention to the:

- Regulatory Reform (Fire Safety) order 2005
- The Clean Neighbourhoods and Environmental Act 2005

We are an established business who have been located here for over 18 years and have observed the local community develop beautifully with a variety of business that understand the importance of business growth and development. However, if the licence is granted, it needs to be managed and organised with **Mr Bajram Mani and the management team to take accountability for what needs to be implemented to ensure the safety with all Policies, Health and Safety Checks revised as and when required to do so.**

**Our local community needs to remain safe for Children, Teenagers, Young Families, Adults, physically impaired, and Senior citizens.**

Yours Faithfully

Mrs Mills

Yana Hair Sanctuary



