



6 August 2019  
Our ref: 5478231

Thank you for your request received on 18 July 2019, for the following information:

**Please see below my request for information regarding my clients premises, The Joiners Arms, 51 Ballards Lane, Finchley, London, N3 1XP.**

**You will see that we have requested any complaints made against the premises regarding noise or anti-social behaviour in the previous 2 years.**

**We are making this request under the Freedom of Information Act and I would be grateful if you could kindly provide that information to me.**

**You may recall we were in correspondence regarding my clients premises, The Joiners, and in particular, an application that we will be progressing for some later hours.**

**As part of that, my clients are of course keen to understand whether there are any concerns.**

**You have previously advised me that noise complaints have been received regarding The Joiners and I would be grateful if you could kindly provide me with a breakdown of the dates, times and concerns, so that my clients can carry out the appropriate investigation.**

**I would be grateful if you could kindly go back to the history from the previous 2 years in respect of any complaints.**

**Please note, we are making this request under the Freedom of Information Act.**

**I look forward to hearing from you and if you have any queries, please do contact me.**

We have processed this request under the Environmental Information Regulations 2004.

## **Response**

The council holds the information requested and the answers to your questions are below

On 2<sup>nd</sup> April 2017 at 21:50pm a call was received from complainant regarding loud music causing nuisance. A letter was sent to the pub manager on 3<sup>rd</sup> April 2017.

On 5<sup>th</sup> May 2018 resident was disturbed by loud music and people shouting from beer garden.

A noise complaint was received from a resident on 11<sup>th</sup> May 2018 regarding loud music and people shouting. On 14<sup>th</sup> May 2018 a letter was sent to the manager of the Joiners Arms.

On 23<sup>rd</sup> May 2018 complaint received from loud music and people shouting in the garden until 2am during Friday and Saturday nights.

On 26<sup>th</sup> of May 2018 at 03:01am complaint received regarding loud music causing nuisance. A letter was sent to pub manager on 1<sup>st</sup> of June 2018.

A further complaint of loud music and people shouting from beer garden received on 9<sup>th</sup> of June 2018 at 01:27am.

On 10<sup>th</sup> of June 2018 at 01:56am a noise complaint received about excessively loud music and DJ announcement causing nuisance.

On 16<sup>th</sup> June 2018 at 01:15am complaint of loud music and shouting from beer garden was received.

On 20<sup>th</sup> of June 2018 licensing officer and I had a meeting with the license holder to address complaints and issues with the premises.

On 9<sup>th</sup> July 2018 at 00:43am, officers from out of hours service witnessed loud music audible on street level causing nuisance, they visited the pub and addressed the issue with the licence holder.

On 21<sup>st</sup> December 2018, a complaint received regarding loud music at 01:15am.

On 26<sup>th</sup> May 2019 residents made complaint regarding music blaring, customers singing and DJ announcement causing nuisance. A letter was sent to pub manager on 1<sup>st</sup> May 2019.

On 28<sup>th</sup> June 2019, a complaint received regarding loud amplified music and singing on karaoke nights causing nuisance.

A visit was made on 8<sup>th</sup> July 2019 to the pub and the manger confirmed that they have stopped the karaoke nights the week when we received complaint.

## **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

## **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

## **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.