

Service request: Case sheet

Lambeth

Received: 19th March 2015 18:04 by E-Mail		15/03058/LICPRM
Receiving officer: Mr John Sylvester	Allocated to: Mrs Pamela Riley	Service request type: Complaint relating to alcohol, entertainment or LNR (premises)

Customer details

Name of customer: Bernard Conmy	Address of customer: ..
Contact details: EMAIL bconmy@lambeth.gov.uk	
Type of customer: Trading Standards - Internal	
Acknowledgement letter sent:	

Subject details

<p>Subject of service request: Retail 24 41 Streatham Hill London SW2 4TP</p>	<p>Details of enquiry/complaint: On Thursday 29th January 2015 Lambeth Trading Standards, Lambeth Community Safety, UK Border Agency and the Streatham Police Safer Neighbourhood Team in an Intelligence led Operation visited Licensed Premises to check compliance, conditions, stock, and that staff having the right to work in the UK.</p> <p>At about 3.30pm we entered Retail 24, 41 Streatham Hill, London SW2 4TP, a medium sized off licence, tobacconist and grocery shop. It is owned and run by Mr and Mrs AKTAR, Mr Rashid Aktar is the Designated Premises Supervisor. The alcohol licence summary was displayed. There was no refusals book, although generally not required by law is seen as good practise if used in a timely fashion to note instances of refused service because of age, no ID, or drunkenness. Therefore there is tangible evidence of checks and refused service. Mrs Aktar said she did have a register but couldn't find it.</p> <p>The alcohol stock was checked and satisfactory.</p> <p>The shop sold high strength and single cans of Carlsberg Special brew, Skol Super, Tenants Special, and Kestrel Super all 9% abv, K Cider 8.4% abv, and plastic bottles of cider. Community Safety spoke to Mr and Mrs Rashid regarding the local street drinking and associated anti social behaviour that were fuelled by high strength alcohol.</p> <p>Other than those issues it was a satisfactory inspection.</p>
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Officer's observations and actions

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Rochester, Naomi

From: vicki baker [REDACTED]
Sent: 13 July 2013 15:58
To: Licensing
Subject: Complaint about shop Retail 24

Dear Sirs,

I am the owner of and resident at [REDACTED] Streatham Hill, SW2 4TP, and [REDACTED] Retail 24, a 24 hour shop selling alcohol and other goods, which is at 41 Streatham Hill.

I am dealing with a serious and longstanding problem involving street drinkers who congregate either side of my front gate ([REDACTED]) and drink, fight and shout, using my garden to vomit, urinate and defecate in, and who leave huge amounts of debris such as cans, wrappers, bottles etc. in my front garden, as well as criminally damaging its paving stones etc.

I have used 101 to contact local police about this and am receiving their help, and have also written to the Street Care Team asking them to please reinstate the rubbish bin that used to be located close to [REDACTED] the shop but which has for some unfathomable reason been moved.

I have spoken to the shopowners and street drinkers in question to politely ask them respectively to supply a bin outside, or to dispose of their rubbish properly. I have had no positive response and no change in the situation.

I have two young children and live here alone and am feeling more and more vulnerable and also disgusted by having to clear up rubbish and human waste on a horribly regular basis.

I would like to know if there is anything you can do to help as our quality of life is being seriously affected by this and I am also afraid that there is the potential for an accident or an attack on one of us by one of these people.

I await hearing from you.

Yours faithfully

Vicki Baker

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Prem 385

Retail 24.

Jones, Esther F

From: Jones, Esther F
Sent: 25 July 2013 07:46
To: [REDACTED]
Subject: FW: Retail 24, 41 Streatham Hill, SW2 4TP

Sorry put an r in the initial email.

Esther Jones

From: Jones, Esther F
Sent: 25 July 2013 07:36
To: [REDACTED]
Cc: Anderson, Eugenia, Sylvester, John,
Subject: Retail 24, 41 Streatham Hill, SW2 4TP

Dear Ms Baker

I am sorry to hear that the presence of the above licensed premises is the source of concern from a safety and hygiene point. I will layout below the ways I am going to attempt to resolve the issues:-

From a licensing perspective, I will write to the premises licence holder and advise them of the need to ensure they do not sell alcoholic drinks to drunk persons or people buying on their behalf and especially to street drinkers.

I have copied Ms Anderson from community safety into this email as they have a programme of working with shop owners to reduce the sale of alcohol to street drinkers.

I have also copied Mr John Sylvester of Street-care into this email as he may be able to see if the shop owner has adequate commercial refuse receptacle to cope with the volume his business is generating.

I have not copied the police into this as you stated they are already aware of the situation and are helping.

As a resident who appears to be affected by the activities of this licensed premises, you as an empowered under the provisions of the Licensing Act to apply for the review of the premises licence you should be able to do this under the licensing objective the Prevention of Public Nuisance, stating all that you have had to gone through. If you wish to follow this line of action, I am more than happy to assist and it doesn't cost you anything to do except the cost of the postal stamp to send the application to the premises licence holder. The application is also available on line, but please let me know as soon as you decide on that action.

If there is anything else I can help you with please let me know.

With regards,

Mrs Esther F. Jones
Licensing Officer
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Housing, Regeneration & Environment
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