

<b><u>Meeting</u></b> <b>Licensing Sub-Committee</b>
<b><u>Date and time</u></b> <b>Monday 28th November, 2022</b> <b>At 10.30 am</b>
<b><u>Venue</u></b> <b>Hendon Town Hall, The Burroughs, London NW4 4BQ</b>

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

Item No	Title of Report	Pages
5	Report of Trading Standards & Licensing Manager - Select Bar & Lounge Ltd, 318 Ballards Lane N12 0EY	3 - 58

Governance Service [governanceservice@barnet.gov.uk](mailto:governanceservice@barnet.gov.uk)

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**COMPLETE  
LICENSING**

# **SELECT BAR AND LOUNGE**



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## **RICHARD BUNCH**

### **CRIME AND DISORDER EXPERT**

Richard joined the police in 1990 and retired in 2016. He retired with the Certificate of service signed by the Commissioner, stating his service had been “Exemplary”. He was Westminster Police Licensing Sergeant working in City Hall with the Westminster Local Authority Licensing Team, Environmental Health and supervised the Westminster Police Licensing Team. He was responsible for crime, disorder, licensing applications and reviews covering 6,500 varied Westminster Borough Licensed premises.



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## **ROBERT SUTHERLAND**

### **ADVOCATE**

Robert is a highly experienced solicitor specialising in all forms of licensing and gambling issues for operators and landlords. His clients include one of the most prestigious concert venues in the country, well-known nightclubs in the West End, gentlemen’s clubs across the country, music festivals including the Secret Garden Party, and sports venues for cricket and football. He has dealt with all aspects of outdoor music festivals including working with safety advisory groups in the planning and setting up of large events such as Gay Pride.

Robert also acts for a number of leading sexual entertainment venue operators, both independent and multi-national brands around the country, and has been actively involved in dealing with local authorities in their determination of sexual entertainment venue policies. Robert is a solicitor advocate and is able to represent clients in the higher courts. During his career he has held roles which have provided him with great insight into and understanding of the court system, including Licensing Justices’ Clerk for North and South Westminster for a number of years. Robert is also a Fellow of the Institute of Licensing.





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**RICHARD VIVIAN**  
**ACOUSTICIAN, BIG SKY ACOUSTICS**

Richard Vivian is founder of Big Sky Acoustics. Established in 2002, Big Sky specialises in entertainment noise control and works closely with licensed premises operators, event organisers and local authorities on the management and control of noise associated with live and pre-recorded music entertainment. The company can provide support for both licensing and planning noise matters including detailed surveys, assessment, noise monitoring and expert witness evidence for applications, appeals, inquiries and hearings.





**COMPLETE  
LICENSING**

# **SELECT BAR AND LOUNGE**

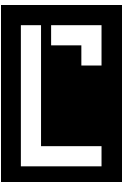
**Crime & Disorder Review**

# 1. PERSONAL INTRODUCTION

- 1.1 I retired from the police service in April 2016 having served in both Sussex and Metropolitan Police Services. On retirement I was issued with a certificate of service detailing that my career had been exemplary.
- 1.2 Throughout my three decades of service, I served in many differing roles in both uniform and detective roles including major crime branches, community policing and on retirement as a substantive sergeant I was responsible for the police licensing team in the City of Westminster. I have also managed several departments as an acting Police Inspector.
- 1.3 I qualified as a divisional and major crime branch detective at the National Criminal Investigation Centre in Maidstone, Kent. Following on from this I qualified as an Advanced Interviewer, Family Liaison Officer, Exhibits Officer, and Disclosure Officer. I have also worked on Divisional Drug Squads, Sussex Police Corporate Development Department, Sussex Police Unsolved Crime Investigations, Metropolitan Police City of Westminster Homeless Unit. I am a qualified Key Decision maker on CPS Charging Standards and worked for two years within the country's busiest custody at Charing Cross Police Station fulfilling this role. Following this I was the Crime Operations Manager for the Oxford Street, Regent Street and Bond Street crime team working from West End Central Police Station. Through this period, I was the co-author of Operation Blizzard which is a Policing initiative used through the busy autumn nights and Christmas period in the West End of London. The initiative was designed to support West End Business Improvement Districts (BIDs) responsible for both night – time and day-time economies within this high-profile area of the City of Westminster. Such was its success with its policing to demand methodology and the subsequent success in driving down crime and disorder, the Mayor of London firmly embedded the operation within the Capitals Policing plan.
- 1.4 My final role within the police was the Licensing Sergeant for the City of Westminster working in partnership with the City of Westminster Licensing Authority. I was responsible for over 6,500 licensed premises across Westminster. This gave me a great deal of knowledge in dealing with and advising on Licensing issues, Crime & Disorder within premises, reviews, and problem solving in with a partnership approach.
- 1.5 Finally, my service within Sussex Police gave me the opportunity to work with Licensed Premises in rural towns, villages and bigger coastline towns and cities.
- 1.6 I have been awarded two commendations for bravery, and a merit for my direct involvement in assisting the Metropolitan Police in recovering a kidnap victim whilst a member of the Major Crime Branch in Sussex Police.



- 1.7 I understand that my duty is to help the Licensing Authority and any court to promote the licensing objectives, in an appropriate and proportionate way by giving independent assistance by way of objective, unbiased opinion on matters with my expertise, both in preparing reports and giving oral evidence. I understand this duty overrides any obligation to the party by whom I am engaged or the person who has paid or liable to pay me. I confirm that I have complied with and continue to comply with that duty.





## 2. BACKGROUND

2.1 I have been instructed by the owner and operator of the licensed premises known as Select Lounge, 318 Ballards Lane, North Finchley, London, N12 0EY. The owner and operator is also the current DPS for the premises. His name is Mr Arben Bardoshi a 29-year-old Albanian National who now has official residency in the United Kingdom.



Image 1 – Map showing location of Select Lounge





Image 2 – Satellite Image of Select Lounge location.

- 2.2 Mr Bardoshi is already had a great deal of success in the business world. He has taken advantage of the company he owns which manufacturers high end building products to completely refurbish the premises at Select Lounge. The refurbishment has amounted to a total of £150,000.00 so as you would imagine the premises albeit it small has been finished to a very high standard.
- 2.3 The premises has been operating in its present guise since the beginning of June 2022.
- 2.4 The business itself has been set up as a high-end Shisha Lounge. This includes a bar and restaurant. The premises accommodates 65 seated customers. They operate with 80 to 100 customers for private events. It generates a very relaxed and chilled environment. The food is very good and is a very important to the atmosphere and the experience of the premises. There is a very mixed cultural and age demographic that takes advantage of all the venue has to offer. All of which creates a very safe, low risk environment and an excellent business model. This is a very positive asset for the local community.
- 2.5 The premises has a General Manager Mr Hafees Ayodeji who has a great deal of experience working throughout the hospitality and events industry in Central London. He is extremely experienced and professional individual. In total the business employs ten people as chefs, waitresses, bar staff and security.
- 2.6 The premises is now looking to extend its operating hours. Currently the premises is closed on Mondays and opens from 6.00pm to midnight Tuesdays, Wednesdays, Thursdays and 6.00pm until 01.00am on Fridays and Saturdays. Sundays are back to 6.00pm to midnight.



- 2.7 The owners and operators have now recognised the fact that customers come out later on the key weekend days of Fridays and Saturday evenings and are now seeking the opportunity to extend the hours around the sale of alcohol until 03.00am, with the premises closing at 03.30am. A summary of the application is presented below.
- 2.8 I have been instructed to complete a report to ensure the owners and operators of the venue will fulfil their obligation to support the licensing objectives.
- The prevention of Crime and Disorder
  - The Prevention of Public Nuisance
  - Public Safety
  - The Protection of Children from Harm.
- 2.9 With any licensed premises there is always potential for crime and disorder and the following offence types have to be considered when operating premises of this nature.
- Offences against the licensing act 2003 (Underage drinking, drunkenness).
  - Public Order Offences (Sections 4, 4A, 5 Public Order Act 1986).
  - Assaults (Sections 18, 20 & 47 OAP Act 1861, Common Assault Section 39 CJ Act 1988).
  - Sexual Offences contrary to the Sexual Offences Act 2003.
  - Theft (Contrary to Sec 1-7 Theft Act 1968) Offenders take advantage of intoxicated victims.
  - Offences against the Misuse of Drugs Act 1971.
  - Criminal Damage Act 1971 (Potential offences to venue, surrounding properties and vehicles).
  - Child Exploitation 2003 Criminal Justice Act.
  - Child Neglect Contrary to Children & Young Persons Act.
  - Anti-Social Behaviour (Noise & nuisance)
  - Possession of offences weapons (Prevention of Crime Act 1953, Serious & Organised Crime Act 2005).
  - Potential terrorist threats and activity.
  - Missing persons.
  - Harassment
  - Bribery & Corruption
  - Littering



### 3. WORKING IN PARTNERSHIP

- 3.1 The successful control of crime and disorder and subsequent investigation should it be required can be best achieved through close partnership working.
- 3.2 Strong professional working relationships between the owners, management, supporting consultants, staff, and security teams and all local stakeholders are key to the successful delivery of the licensing objectives.
- 3.3 The constant share of information and joined up working will deliver the best possible outcome for all. The following will be adopted into the venues managed approach to partnership work and the control of crime and disorder. The owners of the venue welcome the opportunity to work closely with the following organisations and groups:
- Barnet Police Licensing Team.
  - Metropolitan Police Safer Neighbourhood Team (SNT) for the West Finchley Police area.
  - Barnet Borough Council Licensing Authority.
  - Barnet Borough Council Environmental Health.
  - Barnet Community Safety Department.
  - Barnet Council Inspectors
  - London Ambulance Service.
  - London Fire Brigade.
  - Barnet Business Improvement Districts.
  - Local Residents Associations.
  - Pub and Club watch schemes.
  - Local public and private transport operators.
  - Safer Business partnerships.
- 3.4 The above highlight the most prevalent areas that will need careful and focused attention. The management security teams and staff, together with supporting consultants will deliver such focus and professionalism to ensure visitors and the local communities are kept safe. The above-mentioned partnership approach will be key to a successful delivery of reducing and maintaining low levels of crime and disorder and keeping the public safe.



## 4. SUMMARY OF APPLICATION

Opening times 11:00 to 03:30 the following day

Live Music

Sunday to Thursday 11:00 to 00:00

Friday and Saturday 11:00 to 03:00

Provision of Recorded Music

Sunday to Thursday 11:00 to 00:00

Friday and Saturday 11:00 to 03:00

Performance of Dance

Sunday to Thursday 11:00 to 00:00

Friday and Saturday 11:00 to 03:00

Late night refreshments

Every day 11:00 to 03:00

Sale of Alcohol

Sunday to Thursday 11:00 to 00:00

Friday and Saturday 11:00 to 03:00

Proposed Conditions

1) The premises will install and maintain a comprehensive CCTV system covering all parts of the premises as per the minimum requirements of the Metropolitan Police Service. Further:

(a) All entry and exit points will be covered enabling frontal identification of every person entering in any light condition.

(b) The CCTV system will continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises.

(c) All recordings will be stored for a minimum period of 31 days with date and time stamping.

(d) Viewing of recordings will be made available immediately upon request of the Metropolitan Police Service or Responsible Authority Officer throughout the preceding 31-day period, providing the request complies with the Data Protection Act or any other Primary Legislation

(e) All searches will be recorded on the CCTV system

(f) There will be external CCTV (installed and operated) which monitors the



queue.

(g) A staff member from the premises who is conversant with the operation of the CCTV system will be always on the premises when the premises are open. This staff member will be able to provide Metropolitan Police Service or Authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested, providing the request complies with the Data Protection Act or any other Primary Legislation.

(h) The CCTV system will be checked daily to confirm that it is working.

(i) The CCTV system will be maintained bi-annually and details of maintenance will be made available upon request to the council.

(j) The licence holder will always ensure that there is a sufficient supply of portable media (USB sticks, DVDs or similar) to be provided to the Metropolitan Police Service in the event of copy CCTV footage being requested.

(k) The recording equipment and data storage devices will be kept in a secure environment and fitted with security functions (such as passwords) to prevent recordings being tampered with.

(l) The system will be register with the Information Commissions Office.

(m) The system will abide by the Surveillance Camera Code of Practice.

2) When engaged, all SIA licensed door supervisors will:

a) wear their SIA badges.

b) be equipped with closed circuit radios.

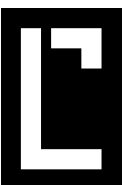
c) be equipped with "body worn video" camera devices that will record both sound and images. All recordings will be stored for a minimum of 31 days with date and time stamping. Viewing of recordings will be made available immediately upon request of the Metropolitan Police Service or Responsible Authority Officer throughout the preceding 31-day period, providing the request complies with the Data Protection Act or any other Primary Legislation; and

d) when stationed outside the premises, wear high visibility jackets or vests.

e) ask customers not to stand around talking in the street outside the premises and ask customers to leave quickly and quietly.

3) There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol.

4) No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.



5) Notices shall be prominently displayed:

- a) at all exits requesting patrons to respect the needs of local residents and leave the area quietly.
- b) all entrances and exits advising customers that CCTV is operating at the premises and will be a minimum size of 200 x 148 mm and clearly legible at all times when the premises conducts licensable activities.
- c) at the entrance and exits stating that the premises has a zero tolerance towards drugs and weapons.
- d) throughout the premises warning of potential criminal activity such as theft that may target customers shall be displayed.
- e) outside the premises indicating the licensable hours and opening hours permitted under the premises licence.
- f) throughout the premises advising customers that the premises operates a Challenge 25 proof of age scheme.

6) A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence or passport.

7) A log shall be kept at the premises, and made available on request to an authorised officer of the Council or the Metropolitan Police Service, which will record the following:

- a) all crimes reported to the venue
- b) all ejections of patrons
- c) any complaints received concerning crime and disorder
- d) any faults in the CCTV system or searching equipment
- e) any refusal of the sale of alcohol
- f) any visit by a relevant authority, Metropolitan Police Service, London Ambulance Service or London Fire Brigade.
- g) any CCTV images seized by Metropolitan Police Service or other relevant authority or supplied by license holder on request, including name of person requesting and name of person supplying
- h) any attempted underage alcohol purchases
- i) any acts of violence or criminal damage
- j) any theft or attempted theft of alcoholic drinks
- k) any attempted underage alcohol purchases



8) The premises licence holder will ensure that all staff are trained commensurate with their roles at the premises including:

- a) The Licensing Act 2003, responsibilities in supporting the four key objectives.
- b) Crime Scene Preservations
- c) Welfare and Vulnerability Engagement (WAVE) training

The premises licence holder will ensure that records of staff training are kept and made available to Responsible Authority Officers on request.

The premises licence holder will ensure that refresher training is provided every 6 months.

9) The premises licence holder shall provide and maintain a dedicated telephone number of the designated premises supervisor for use by any responsible authority or any person who may wish to make a complaint during the operation of the licence. This shall be provided upon request to the Licensing Authority and Metropolitan Police Service.

10) Deliveries of materials necessary for the operation of the business shall be carried out at such time or in such a manner as to prevent nuisance and disturbance to nearby residents.

11) The premises licence holder will devise and maintain the following policies:

a) Dispersal

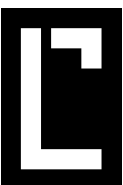
This policy will include but not limited to:

- i. How patrons leaving the premises will be directed away from the premises.
- ii. How patrons will be informed of the services of taxi and private hire operators.
- iii. What staff will be responsible for supervising those leaving the premises and how they will supervise such persons.
- iii. Any 'wind' down periods.
- iv. Methods to prevent re-entry to the premises.
- v. How bottles and glasses will be prevented from being removed from the premises.

b) Security

This policy will include but not limited to:

- i. Clear expectations of staff roles (including the DPS, managers/supervisors and door supervisors).
- ii. Staff training regarding identification of suspicious activity and what action to take.





c) Drugs, this will be a zero-tolerance policy with regard to the use/possession of controlled drugs and psychoactive substances

Including but not limited to:

- i. Dealing with patrons suspected of using drugs on the premises.
- ii. Scrutiny of spaces including toilets or outside areas.
- iii. The handling of items suspected to be illegal drugs or psychoactive substances.
- iv. Steps taken to discourage and disrupt drug use on the premises
- v. Steps to be taken to inform patrons of the premises drug policy/practice.

12) The premises shall operate a last admittance policy for patrons whereby the last patron shall be admitted to the premises 90 minutes before closing time on Friday and Saturday nights.

13) The Designated Premises Supervisor will actively seek to be a member of any active local Pub Watch and attend pub watch meetings on a regular basis.

14) Windows and doors shall be closed at 22:00 when live or recorded music is playing except for the immediate entrance or egress of persons to or from the premises.

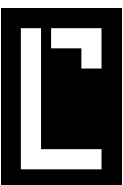
15) No person under 18 years of age shall be allowed admitted to the premises or allowed to remain on the premises after 21:00 except in the company of an adult.

16) After 20:00 no patron temporarily allowed to leave to smoke will be allowed to take any glassware from the premises.

17) Off sales of alcohol will only be available with meals ordered for delivery or takeaway.

18) All sales of alcohol for consumption on the premises will only be available to purchase by persons seated at a table inside the premises and to those inside waiting to be seated at a table.

All licensable activities will be permitted from the start of licensable activities on New Year's eve until the end of licensable activities on New Year's Day.



## 5. PERSONAL VISIT

- 5.1 I conducted a personal visit and review of the premises on Friday 11<sup>th</sup> November 2022. I arrived at the premises at 2015Hrs and remained either in or around the premises until dispersal and towards the end of closure at about 0130Hrs the following morning.
- 5.2 The premises is located at the North end of Ballards Lane N12. It sits in a row of small shops with evenly sized frontages. To the right as you face Select Lounge the shop premise is a small food store and off-licence. To the left is a café typical of the type you would find in a parade of shops in a similar location. This is open from early morning and closes at 6.00pm. Neither business effects the other.
- 5.3 On duty at the venue was Mr Arben Bardoshi (Owner/DPS), the General Manager Mr Hafees Ayodeji, together with two bar staff, two waitresses, three chefs and a single SIA registered door supervisor.
- 5.4 The venue was fairly quiet on my arrival. In total 53 customers entered the premises all evening.
- 5.5 It was clearly evident that no expense has been spared in the refurbishment of the property. Automatic sliding roofs have been fitted to the rear area and the side walls of the same area can also be opened up. This creates an exposed garden area in the better weather. With the roof and walls closed there is no noise emanating from the premises. In the summer the music is softened as not to disturb the neighbouring properties.
- 5.6 The premises has soft lighting, and other floral features creating a very relaxed and chilled atmosphere. The seating is extremely comfortable and adds to the experience and the atmosphere. The entire premises caters for all ages and had a very diverse client base throughout my visit. Large screens project images of wildlife, seascapes and mountainous ranges all contributing to the relaxed atmosphere.
- 5.7 The premises offers good food which is all cooked and prepared on-site. Attentive bar and waitress staff are professional, polite and cater for all the needs of the clients. It was clearly evident that the customers visit the premises to enjoy, the relaxed experience of a Shisha, food, and a relaxed drink. None of the clients were looking for a boisterous night out. The business is looking to attract professional clients to the venue.
- 5.8 There are very positive comments on social media sites with regards to the venue as a whole.
- 5.9 One qualified SIA registered door supervisor was on duty through the evening. This is sufficient on a day-to-day basis. I have discussed with the operators the fact that this should be increased when they have larger events and should the business progress and grow over the weekend a minimum of two SIA staff



will be required to give that blanket of security inside the premises and to ensure a smooth and quite closure and dispersal.

5.10 The music reflects the style and mood of the premises. The DJ was very good at pitching to the client base and towards the end of the evening the music was softened and became light and very chilled. The DJ was very aware of his responsibility to create a softer atmosphere towards the end of the evening. Not that the music was ever too loud. No one danced through the evening and apparently it is rare for people to do so.

5.11 The clients that were in the venue through the evening, drifted away over a period of time and at the end of the evening only a dozen or so people left at closing. There were no issues and never likely to be so with this type of customer base. This is a very low risk venue. The Police, Licensing Authority and all other emergency services can be confident this is and will continue to be a low-risk venue.

5.12 I identified three minor issues that will be addressed immediately by the Select Lounge Team.

- Copy of the premises licence needs to be displayed.
- Challenge 25 Notice to be displayed.
- Notice requesting clients/customers to be respectful as they leave the premises.





Image 3 – Frontage of Select Lounge





Image 4 – Small seating area from front entrance/.

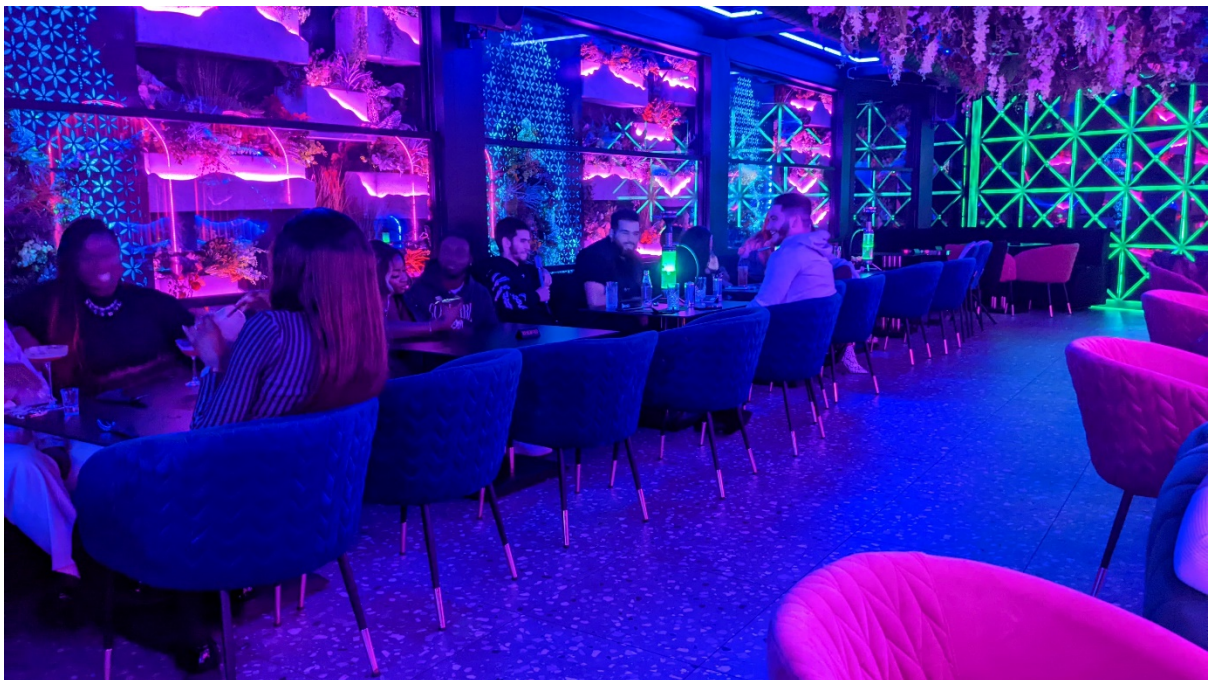


Image 5 – Lower lounge area (Extension)

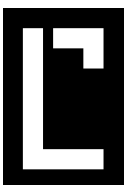




Image 6 – Atmospheric screen (Lower Lounge)

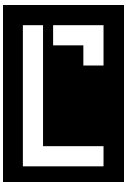
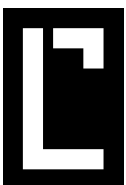




Image 7 – Toilet and washrooms



## 6. REPRESENTATIONS

- 6.1 There have been 11 representations made from nearby residents with regard to this application and the later licence being applied for. The majority of which have been made from residents in Rosemont Avenue.
- 6.2 There have been two representations from what appears to be the owners and operators of the café called "Tuck-In" next-door to Select Lounge. One states he lives in the premises above the café and the other at 302 Ballards Lane. This is at the junction of Rosemont Avenue and the entrance to his property is into Rosemont Avenue itself. This location is at least 100meters from the venue. I find it difficult to believe he is disturbed at any level from the customers of Select Lounge.
- 6.3 The representations from the residents of Rosemont Avenue, appear to be very much focused on the fact that there is noise and nuisance coming from the venue that is causing a public nuisance. There appears to be a perception that the customers of Select Lounge are actually committing crime and disorder, or likely to cause crime and disorder. There is no evidence to support this as I will identify later in this document. The majority of the comments are very much a personal perception, based on presumption and assumption.
- 6.4 The potential for there not being any likelihood of crime and disorder being committed in the area as a result of Select Lounge having a later licence is borne out by the fact that neither the local Police team, Police Licensing team or any other responsible authority have made an official representation against this application.
- 6.5 With regard to the perceived noise and public nuisance I can confirm there is no music noise emanating to the front of the premises. There is a considerable distance from the rear lounge to the front of the premises. The majority of noise in the area comes from road traffic from the extremely busy Ballards Lane. Buses, commercial vehicles, high powered sports cars all create a constant level of noise into the small hours. I requested that the music in the venue be turned to its loudest for a noticeably brief period of time. I can confirm that no noise emanates to the front of the property. You could just hear the music at this elevated level standing against the rear wall of the newly constructed lounge area. When at its normal levels you could not hear the music.
- 6.6 I note that Mr [REDACTED] has made a detailed representation with regard to noise, nuisance and anti-social behaviour at the venue. I cannot comment on the noise levels through the summer months at the venue when the garden and extension area roof is open. I can comment to the fact that the roof is closed at 11.00pm each evening. I can also comment to the fact that once the roof is closed and the music turned up to a level not normally played at the premises the noise levels are more than acceptable and of a low level.
- 6.7 The Shisha pipes smoked within the premises are all with scented tobaccos that most certainly do not generate any unpleasant smells. The smoke is all cooled through the water contained within the Hookah and an ice chilled mouthpiece. I spent the majority of the evening in the premises and at no time was this an unpleasant experience. I went to the rear of the premises where the air conditioning units and extraction fans are located. No unpleasant smells were emanating from this area which is adjacent to Mr [REDACTED] property.
- 6.8 The rear fire escape door was closed throughout the evening to ensure the noise levels are kept to a minimum.
- 6.9 The extension area that form the lower lounge has been custom built to ensure the entire area is sound proofed and gives the best quality insulation when fully closed.





- 6.10 Again, I would suggest that no official complaints have been made with regard to noise as there would have been some form of representation from the noise team at Barnet council.
- 6.11 The disturbance caused outside of the premises was caused by a father and son who I believe operate the "Tuck-In" café. They took it upon themselves to offer threats and violence towards the operator and staff shortly after they opened. They have issue due to the fact they perceive Select Lounge will have a negative effect on their business. I do not believe this will be the case as both businesses operate at opposite ends of the day.



## 7. CRIME & DISORDER

- 7.1 As I do with every report of this nature, I investigate the crime and disorder figures in the immediate area. This gives me the opportunity to consider whether a licensed premises of this nature will have and negative affect on the local area and emergency services. It also gives me an accurate picture of the impact a premises is having on a particular area.
- 7.2 I have researched the West Finchley Police area since the period the Select Lounge has been operating. These figures have been obtained from the Police UK website, which contains accurate and verifiable information with regard to crimes and disorder in a particular area. These figures are compiled from crime reporting submissions from the Metropolitan Police and I have to presume they are accurate. The figures are only ratified and confirmed to the end of September 2022.
- 7.3 You will note that I have produced images that detail crime figures in the area. The total figures are taken from the entire West Finchley Police area which is detailed in **Image 10** below. The total figures for past twelve months to the past three years show a constant level of offending in the area. There have been obvious reductions through covid lock-down periods. There has been no obvious spike in crime numbers since the opening of Select Lounge.
- 7.4 The crime types are very consistent with those recorded across the capital. You will note anti-social behaviour and violence and sexual offences are at the top of the list. This will be the case in any like Police area in the Metropolitan Police area and ever area across the country. There is nothing unusual in the numbers that have been recorded.
- 7.5 There have been comments in relation to drugs or the potential of in the area. You will note that drug offences in the area are very low so unlikely to have an affect on the residents around the Select Lounge.
- 7.6 I have produced Crime Hot Spot maps for the area around Select Lounge since the premises opened. These are shown at **Images 16,17,18 and 19**. As you will see there are crimes recorded in Rosemont Avenue but not in the location of Select Lounge. You will also not that no crimes have been identified at the Select Lounge premises itself. Without making a full FOI request I am unable to determine the timings of the offences recorded and they may well have taken place when Select Lounge was not operating.
- 7.7 There is nothing to suggest at any level that this venue is a crime generator, at high risk in any way to the point it will have a negative impact on the emergency services, local authority, or residents. Again, I will repeat the fact there have been no representations from any police team responsible for this area.



7.8 During my visit the anti-social behaviour and noise from The Elephant Public House was much more of an issue than the Select Lounge will ever be. Noisy clients and music outside of the premises and then a fight between two groups at the end of the venues trading hours. This resulted in two Police response vehicles attending the location.



Image 8 – The Elephant Ballards Lane





Image 9 – Police attending fight/disturbance @ The Elephant

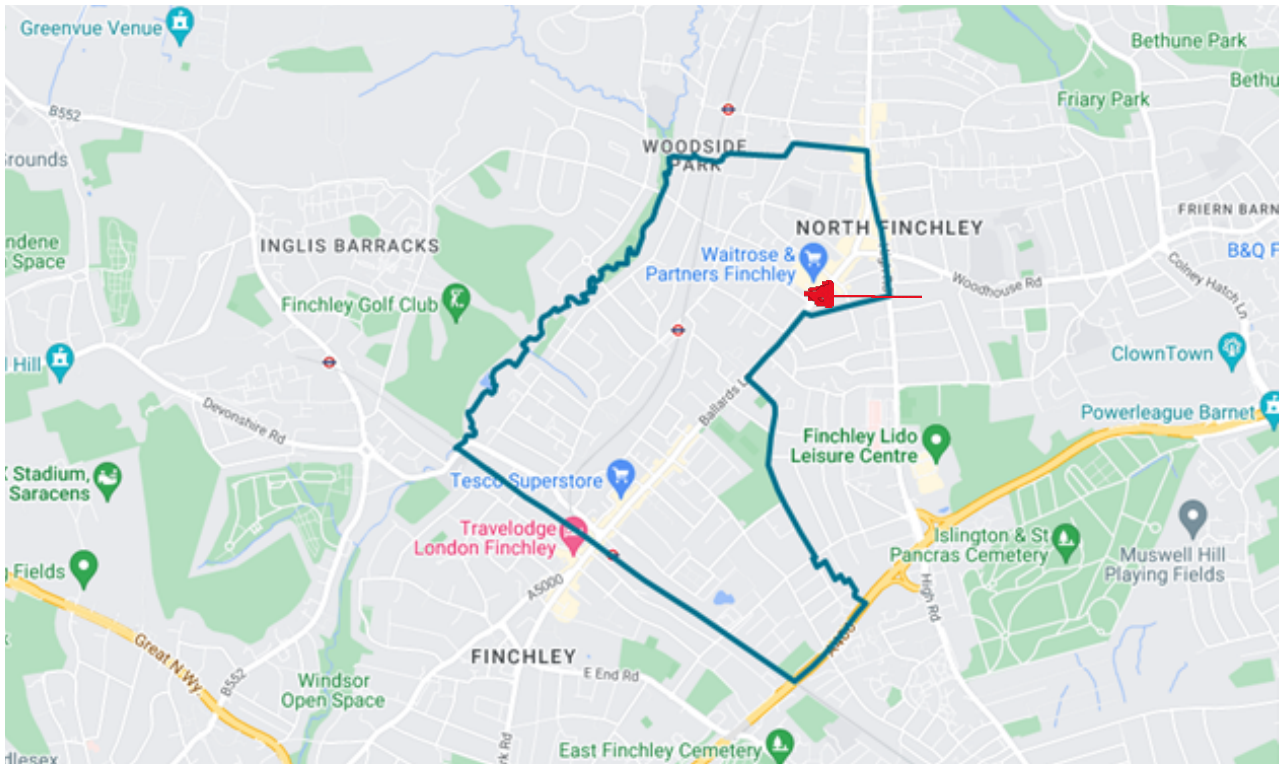


## 8. CONCLUSION

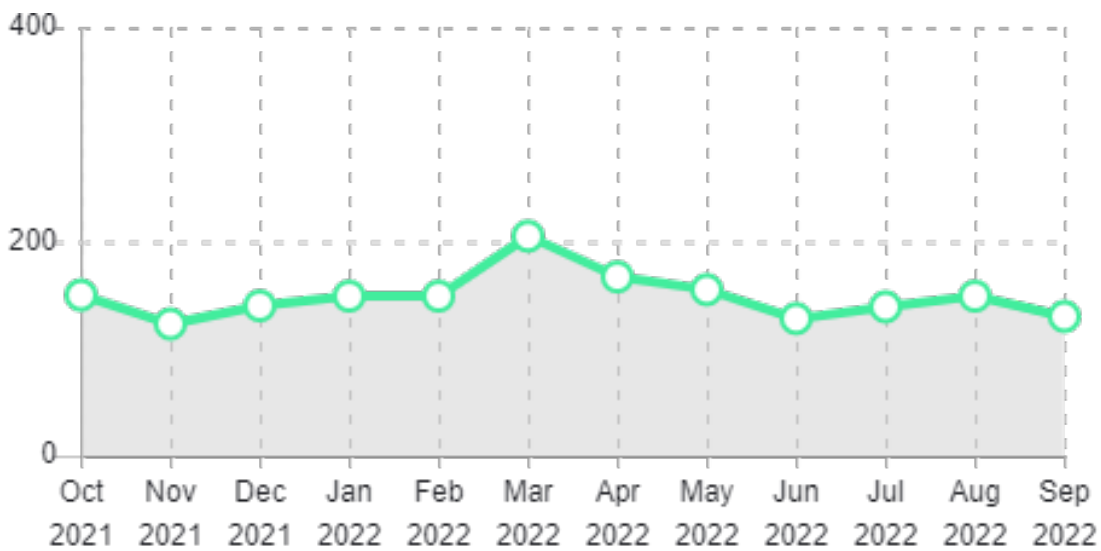
8.1 The business has been operating for a few months now without issue. The Licensing Committee can be confident that the venue will operate to the highest levels and support the licensing objectives for the following reasons.

- The venue has operated for the past few months without issue. It has a dedicated and hardworking team behind it.
- The Select Lounge owners and operators have sought the assistance of a professional team of licensing consultants to assist in the operation and support the licensing objectives.
- The business enhances the local area.
- It brings a welcome support to the local economy.
- It employs local individuals.
- The business has invested heavily to upgrade a tired premises which has enhanced the local area.
- The venue can be considered a low-risk venue with regard to crime and disorder.
- This is supported by the fact that no representations have been made by the local police teams and Local Authority.
- The desired customer base and general genre of the venue will support the low -risk identification of the premises.
- The owners and operators recognise and understand the importance of fulfilling the licensing Objectives.
- Local residents can be confident the desired customer base at this venue are unlikely
- The Licensing Authority can be confident this premises will operate to the highest levels and the Licensing Objectives fulfilled.

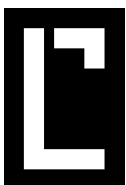


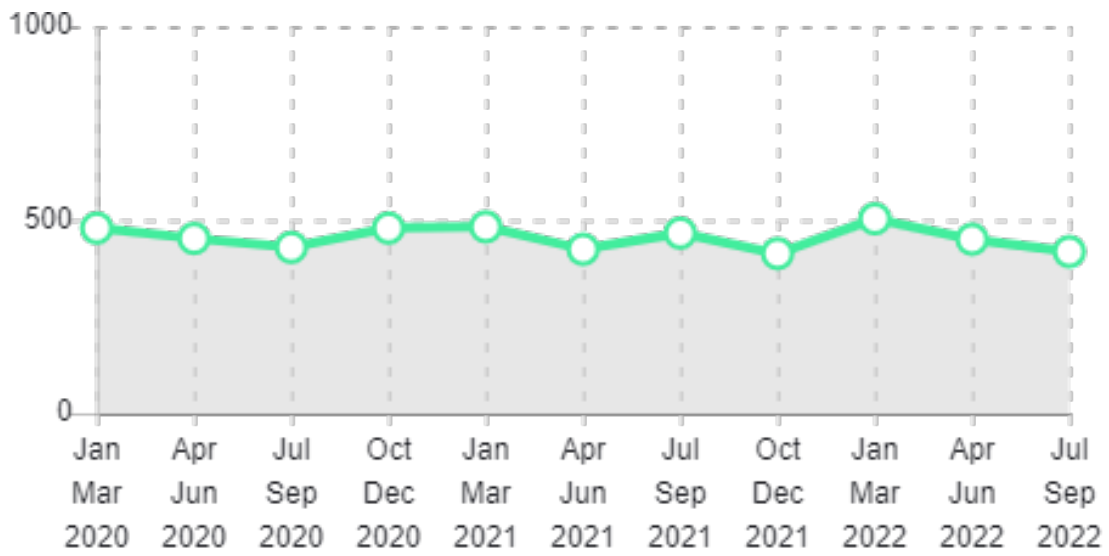


**Image 10 - West Finchley MPS Police area (Location of Select Lounge)**

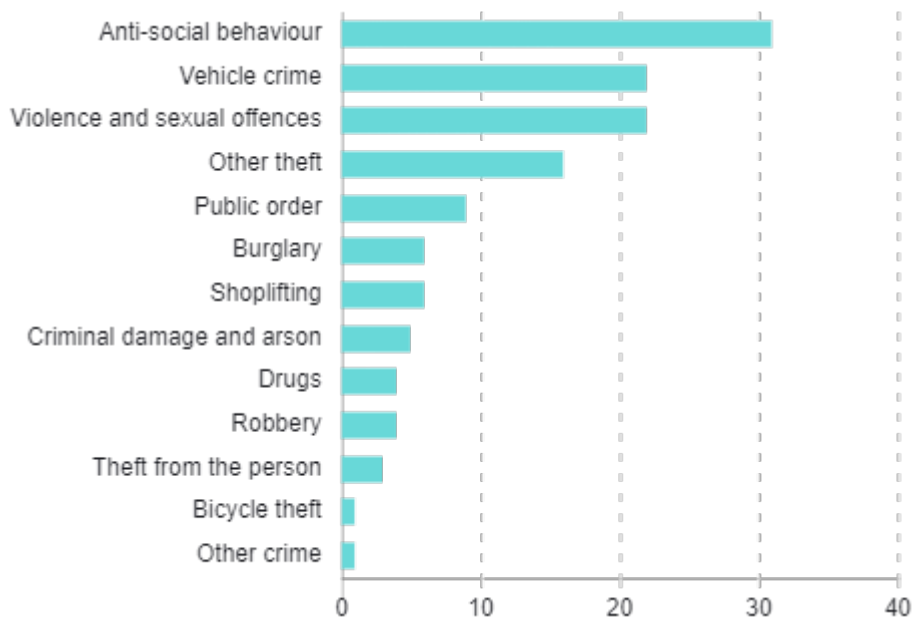


**Image 11 - Recorded crime figures West Finchley (12 Months)**





**Image 12 – Crime Figures West Finchley Police area last 3 years**



**Image 13 – Crimes by type West Finchley Police area – September 2022**



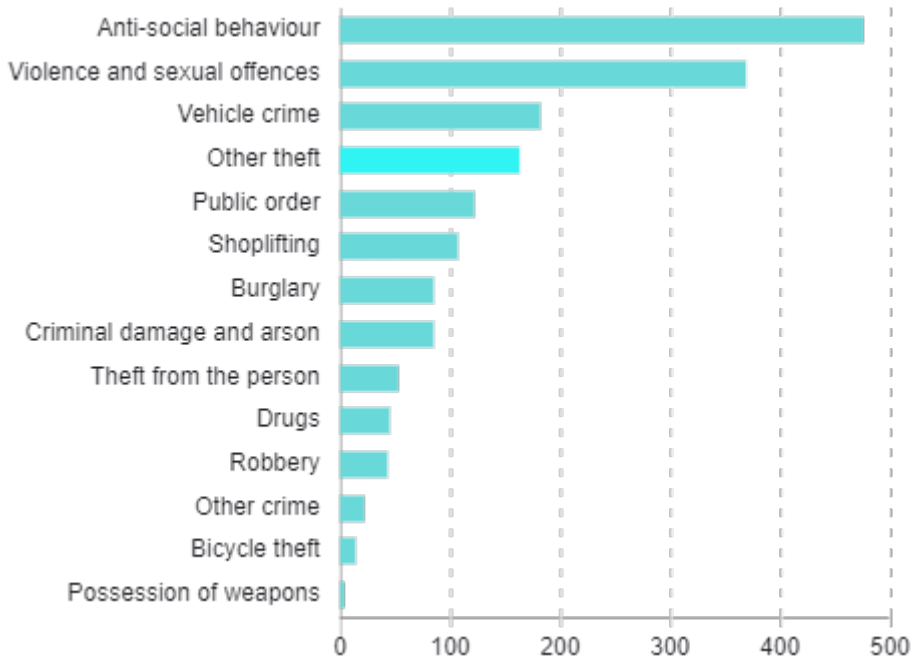


Image 14 - Crimes by type West Finchley Police area - Latest 12 months

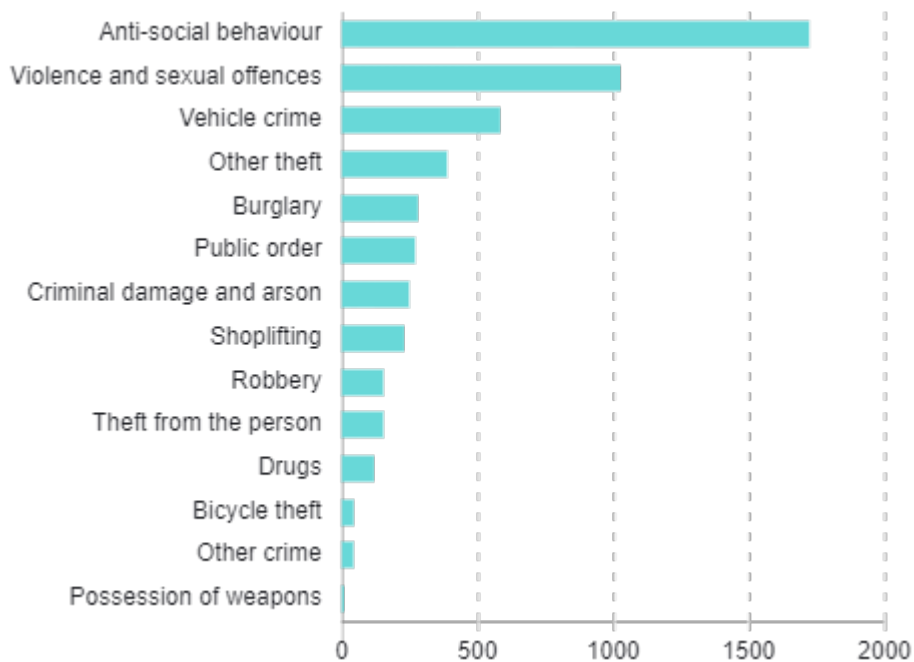


Image 15 - Crimes by type West Finchley Police area - Last 3 years.





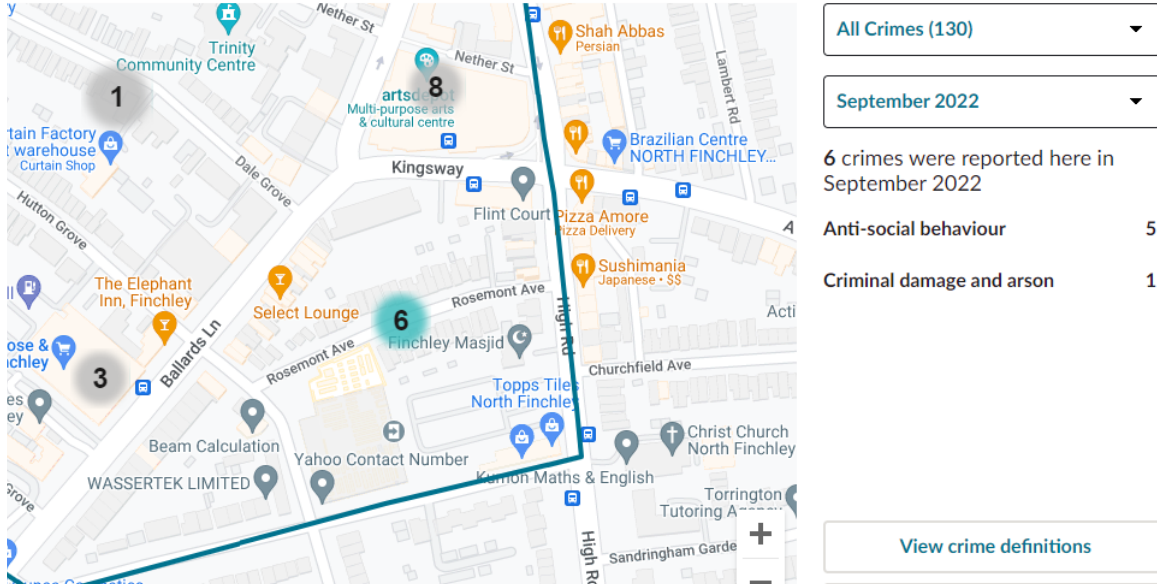


Image 16 – Crime Hot Spot Ballard's Lane ( September 2022)

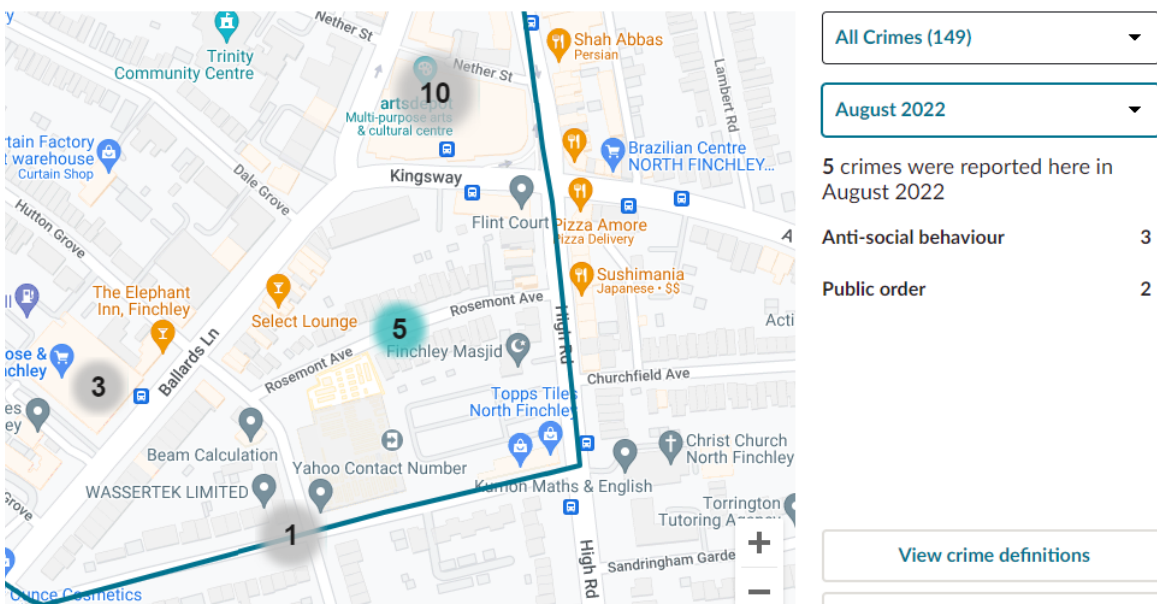


Image 17 – Crime Hotspot Ballard's Lane – August 2022



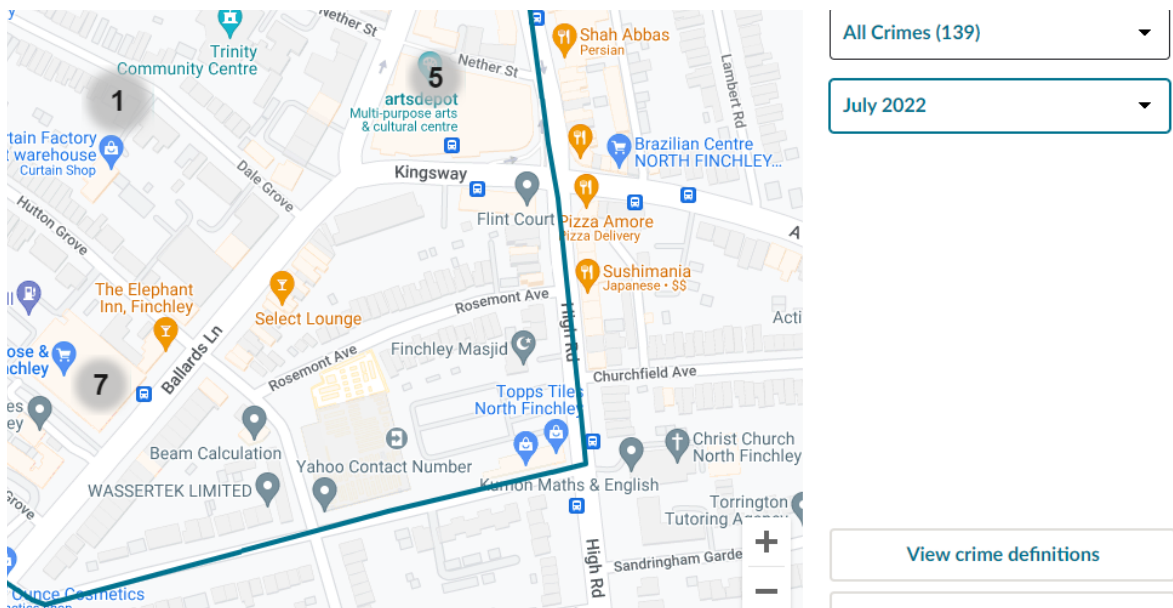


Image 18 – Crime Hotspot Ballards Lane – July 2022

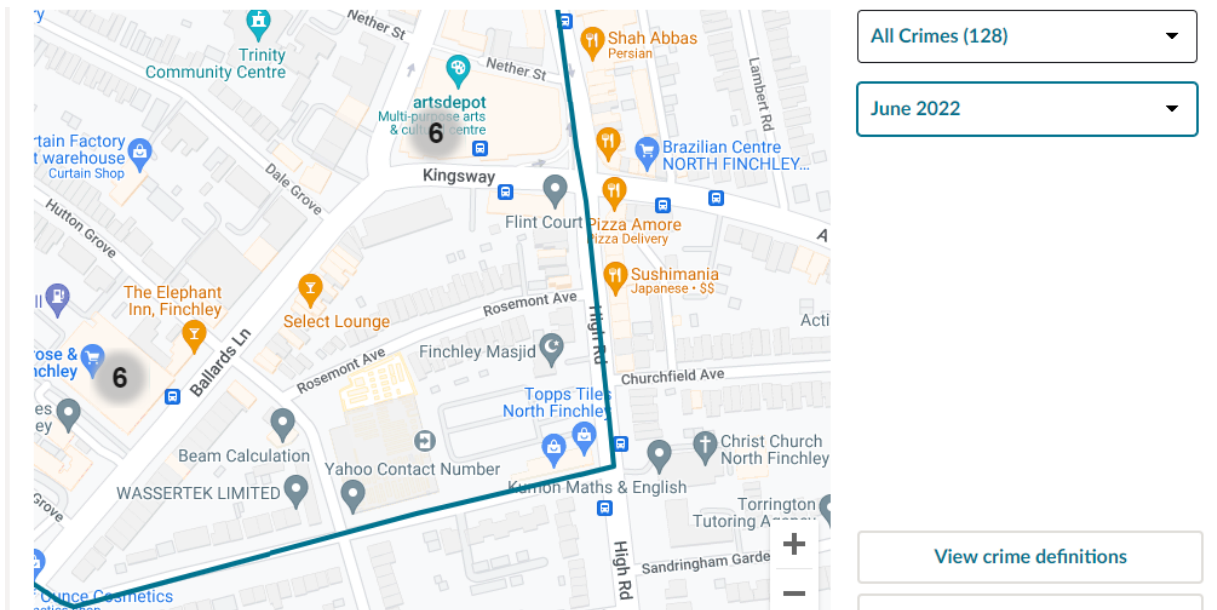


Image 19 – Crime Hot Spot Ballards Lane – June 2022.





COMPLETE  
LICENSING



# SELECT BAR AND LOUNGE

## Acousticians Report

17<sup>th</sup> November 2022

Mr James Hoffelner  
Complete Licensing Limited  
11 Forest Drive  
Woodford Green  
Essex  
IG8 9NG

Our ref: 22111099

Dear James

**Re: Select Lounge, 318 Ballards Lane, North Finchley, London, N12 0EY**

Further to my examination of the sound system specification and configuration I can confirm that there is a set, and locked, gain structure and a limiter to control the maximum operating level.

The sound system in the lounge is based on distributed loudspeakers controlled by a Monitor Audio IA150-8C installation amplifier. This is a relatively low power amplifier (designed for home hi-fi use) that has built-in DSP providing gain control, EQ and limiting functions which are set and locked in software. Screenshots of the software configuration are shown in Figure 1.

The loudspeakers are Monitor Audio Silver 50 7G which are a high-quality 2-way passive loudspeaker designed for home cinema systems. These are low power (100W) and have limited low frequency extension (frequency response is specified as -6dB @ 47Hz).

This is therefore a low power, but high quality, sound system and continued use at high sound levels would result in reliability issues. It is very different from a professional sound system which would have the potential to operate continuously at higher sound pressure levels and would also have additional bass loudspeakers providing extended low frequency response.

The sound system is operated at very low levels when the rear lounge roof is retracted, and when the roof and doors are closed noise is fully contained by the building envelope. The DJ creates a lounge-style music playlist and operates a wind-down policy towards the end of the evening playing softer chill-out music. This is not a premises with a dancefloor or where dancing regularly occurs but a relaxed restaurant and lounge catering to a wide age-range.

In conclusion, amplified music at the premises is effectively controlled and the relatively low power sound system has a limiter that is set in software and therefore tamperproof. The licensing objective of the prevention of public nuisance is therefore promoted by this method for the control of noise from amplified music.

Yours sincerely



Richard Vivian BEng(Hons) MIET MIOA MIOL  
Director, Big Sky Acoustics Ltd

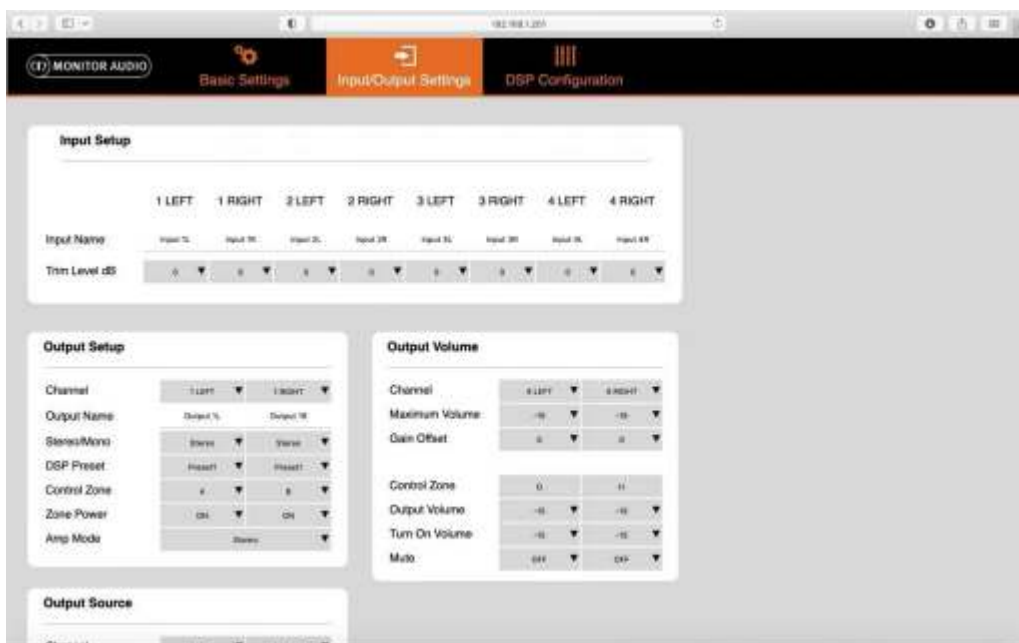


Figure 1: Limiter configuration and gain structure configuration screenshots from installation amplifier software

## Specifications

Model:	IA150-2	IA60-12	IA200-2C	IA150-8C	IA800-2C	
Connect* IP control	N/A	N/A	Yes	Yes	Yes	
Channel Number	2 (One Stereo Pair)	12 (6 Stereo Pairs)	2 (One Stereo Pair)	8 (4 Stereo Pairs)	2 (One Stereo Pair)	
Power (Watt/ Channel)	4 Ohms	150W	60W	200W	150W	800W
	8 Ohms	100W	45W	150W	140W	500W
	Bridge (8 Ohms)	320W (1CH)	100W (6CH)	470W (1CH)	300W (4CH)	2000W (1CH)
	70V	N/A	N/A	N/A	N/A	800W (2CH)
Input Impedance	20K Ohms					
Output Impedance (Loop RCA)	600 Ohms					
Input Sensitivity	100mV/1W - 1000mV Full power	100mV/1W - 700mV Full power	100mV/1Watt - 1230mV Full power	100mV/1Watt - 1140mV Full power	100mV/1Watt - 2200mV Full power	
Maximum Input Voltage (RMS)	2.9V					
Signal to Noise (SN:R)	-100dB (20Hz - 20kHz)					
Frequency Response (-3dB)	5Hz - 50kHz					
Total Harmonic Distortion (THD + N@1 kHz)	0.03% @ 1W					
Rack Height	1U	2U	1U	2U		
Dimensions - No Feet (H x W x D)	42.4 x 438 x 427mm 1 11/16 x 17 1/4 x 16 13/16"	86.8 x 438 x 427mm 3 7/16 x 17 1/4 x 16 13/16"	42.4 x 438 x 427mm 1 11/16 x 17 1/4 x 16 13/16"	86.8 x 438 x 438mm 3 7/16 x 17 1/4 x 16 13/16"		
Dimensions - With Feet (H x W x D)	52.8 x 438 x 427mm 2 1/16 x 17 1/4 x 16 13/16"	97.2 x 438 x 427mm 3 13/16 x 17 1/4 x 16 13/16"	52.8 x 438 x 427mm 2 1/16 x 17 1/4 x 16 13/16"	97.2 x 438 x 438mm 3 13/16 x 17 1/4 x 16 13/16"		
Width Including Rack Brackets	482mm 19"					
Weight	5.29 Kg (11lb 10oz)	7.34 Kg (16lb 2oz)	5.3 Kg (11lb 10oz)	7.45 Kg (16lb 6oz)	9.2 Kg (20lb 4oz)	
IP Communication	N/A	N/A	TCP/IP (RJ-45 10/100 Base T)			
Mains Operating Voltage	100-120V@ 60Hz, 220-240V@50Hz					
Fuse Rating	5A (T5AL - 250VAC)	10A (T10AL - 250VAC)	5A (T5AL - 250VAC)	10A (T10AL - 250VAC)	100-120VAC: T15AL/250V AC 220-240VAC: T10AL/250V AC	
Standby Power Consumption	<0.5W (green mode)					
Networked Standby Power Consumption	N/A		<2W			

Figure 2: Amplifier specifications (IA150-8C)

## Specifications

	Silver 50	Silver 100	Silver 200	Silver 300	Silver 500	Silver C250	Silver FX	Silver AMS
<b>System Format</b>	2 - way	2 - way	2 <sup>1/2</sup> way	3 - way	3-way	3 - way	2 - way Dipole/ Bipole	2 - way
<b>Frequency Response, In-Room (-6dB)</b>	47Hz - 35kHz	35Hz - 35kHz	34 Hz - 35kHz	31Hz - 35kHz	27Hz - 35kHz	65Hz - 35kHz	81 Hz - 35kHz	76 Hz - 35kHz
<b>Sensitivity (2.83v @ 1m)</b>	86dB	87.5dB	87.5dB	87.5dB	89.5dB	88.5dB	87.5dB	87dB
<b>Nominal Impedance</b>	8 Ohms	8 Ohms	8 Ohms	8 Ohms	8 Ohms	8 Ohms	8 Ohms	8 Ohms
<b>Minimum Impedance</b>	3.9 Ohms @ 250 Hz	4.8 Ohm @ 170Hz	5.0 Ohms @ 240Hz	4.0 Ohms @ 160Hz	4.1 Ohms @ 150Hz	3.9 Ohms @ 170Hz	4.1 Ohms @ 240Hz	4.0 Ohms @ 230Hz
<b>Maximum SPL (single, free-field)</b>	104dB	106dB	108dB	110dB	111dB	110dB	104dB	102 dB
<b>Power Handling</b>	100W	120W	150W	200W	250W	200W	85W	60W
<b>Recommended Amp Requirements</b>	40-100W	40-120W	60-150W	80 - 200W	80 - 250W	80 - 200W	30 - 85W	30 - 60W
<b>Crossover Frequency</b>	2.6kHz	2.3kHz	2.7kHz	LF: 750Hz M/F/ H/F: 2.8kHz	LF: 800Hz M/F/ H/F: 2.7kHz	LF: 650Hz M/F/ H/F: 3.3kHz	2kHz	2kHz
<b>Port Tuning Frequency</b>	58Hz	42Hz	48Hz	40Hz	36Hz	N/A	N/A	N/A
<b>Bass Alignment</b>	Bass reflex, HiVe II port system	Bass reflex, HiVe II port system	Bass reflex Dual HiVe II port system	Bass reflex Dual HiVe II port system	Bass reflex Dual HiVe II port system	Sealed cabinet	Sealed cabinet	Sealed cabinet
<b>Drive Unit Complement</b>	1 x 5 <sup>1/4"</sup> C-CAM RST II mid-bass driver 1 x 1" (25 mm) C-CAM Gold Dome tweeter with UD Waveguide II	1 x 8" C-CAM RST II mid-bass driver 1 x 1" (25 mm) C-CAM Gold Dome tweeter with UD Waveguide II	2 x 5 <sup>1/4"</sup> C-CAM RST II mid-bass driver 1 x 1" (25 mm) C-CAM Gold Dome tweeter with UD Waveguide II	2 x 6" C-CAM RST II bass driver 1 x 3" C-CAM RST II mid-range driver 1 x 1" (25 mm) C-CAM Gold Dome tweeter with UD Waveguide II	2 x 8" C-CAM RST II bass driver 1 x 3" C-CAM RST II mid-range driver 1 x 1" (25 mm) C-CAM Gold Dome tweeter with UD Waveguide II	2 x 5 <sup>1/4"</sup> C-CAM RST II bass driver 1 x 3" C-CAM RST II mid-range driver 1 x 1" (25 mm) C-CAM Gold Dome tweeter with UD Waveguide II	1 x 6" C-CAM RST II mid-bass driver 2 x 1" (25 mm) C-CAM Gold Dome tweeter with UD Waveguide II	1 x 5 <sup>1/4"</sup> C-CAM RST II mid-bass driver 1 x 1" (25 mm) C-CAM Gold Dome tweeter with optimised Waveguide*
<b>External Dimensions including Grille and Terminals (H x W x D)</b>	282 x 165 x 272 mm 11 <sup>1/8</sup> x 6 <sup>5/8</sup> x 10 <sup>3/4</sup> "	375 x 230 x 332 mm 14 <sup>3/4</sup> x 9 <sup>1/8</sup> x 13 <sup>1/4</sup> "	885 x 165 x 272 mm 33 <sup>3/4</sup> x 6 <sup>5/8</sup> x 10 <sup>3/4</sup> "	1000 x 185 x 332 mm 39 <sup>3/8</sup> x 7 <sup>1/4</sup> x 13 <sup>1/4</sup> "	1050 x 230 x 332 mm 41 <sup>3/8</sup> x 9 <sup>1/8</sup> x 13 <sup>1/4</sup> "	206 x 481 x 272 mm 8 <sup>1/8</sup> x 18 <sup>7/8</sup> x 10 <sup>3/4</sup> "	250 x 312 x 147 mm 9 <sup>7/8</sup> x 13 <sup>3/4</sup> x 5 <sup>7/8</sup> "	185 x 165 x 333 mm 7 <sup>3/8</sup> x 7 <sup>1/8</sup> x 12 <sup>3/4</sup> "
<b>External Dimensions including Outrigger Feet and Spikes (H x W x D)</b>	N/A	N/A	930 x 254 x 329 mm 36 <sup>5/8</sup> x 10 x 12 <sup>3/4</sup> "	1045 x 274 x 389 mm 41 <sup>1/4</sup> x 10 <sup>3/4</sup> x 15 <sup>1/4</sup> "	1095 x 319 x 389 mm 43 <sup>1/4</sup> x 12 <sup>3/8</sup> x 15 <sup>1/4</sup> "	N/A	N/A	N/A
<b>Product Weight</b>	5.6 kg 12 lb 6 oz	8.4 kg 20 lb 12 oz	13.7 kg 30 lb 3 oz	19.3 kg 42 lb 9 oz	22.5 kg 49 lb 9 oz	10.6 kg 23 lb 6 oz	4.5 kg 9 lb 15 oz	4.0 kg 8 lb 12 oz

\*waveguide optimised to comply with Dolby Atmos directivity targets.  
Monitor Audio reserves the right to alter specifications without notice.

Manufactured under license from Dolby Laboratories.  
Dolby, Dolby Atmos, and the double-D symbol are trademarks of Dolby Laboratories.

**Figure 3: Loudspeaker specifications (Silver 50)**





**COMPLETE  
LICENSING**

# **SELECT BAR AND LOUNGE**

Letters of support

employee support

To Whom This May Concern,

I am a social media manager of Select Lounge at 318 Ballards Lane, London, N12 0EY and I am wishing to express my full support for the pending decision to extend the licence and closing time.

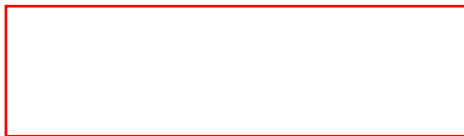
The Select Lounge is not a business that endangers children. Its staff members are trained to ask every person for their IDs in order to prevent minors from entering the establishment.

Those who refuse to provide these IDs are then asked to leave the establishment. The security team of the Select Lounge also tries to prevent conflicts between customers, as well as fights between them once they leave the building. It does this by extinguishing any potential criminal activity and maintaining a safe environment for all.

Due to my employment at Select Lounge, I am able to provide for myself and my living.

Anyone who enters this establishment will find it to be warm and welcoming. The security personnel specifically help spread this message by welcoming people and treating them kindly, even to those who only pass by it. It does everything in its power to prevent any public disturbance and poses no concern to the safety of the general public. In support of the licensing being extended.

Best Regards,



Costumer.

I'm a Costumer and I live near the select lounge, and this has become our favourite spot to go with family and friends.

The hospitality and service have been incredible. The staffs are so welcoming and the managers are there when need of anything for any concerns. The decor and architecture have been well thought out, and the sound is kept at a minimum as they didn't want to disturb any neighbours as I asked to increase the sound, which shows me they really consider eh community around.

There is security every time I been select, and from my experience driving by the past, there is security always when select is open. The security is welcoming but checks our ID, making sure no one under the age of 18 is allowed.

The clientele that goes into select, that I've come across are more sophisticated and well-dressed. This show helps to create a better environment for us inside but also outside for the neighbours.



## Letter of Support

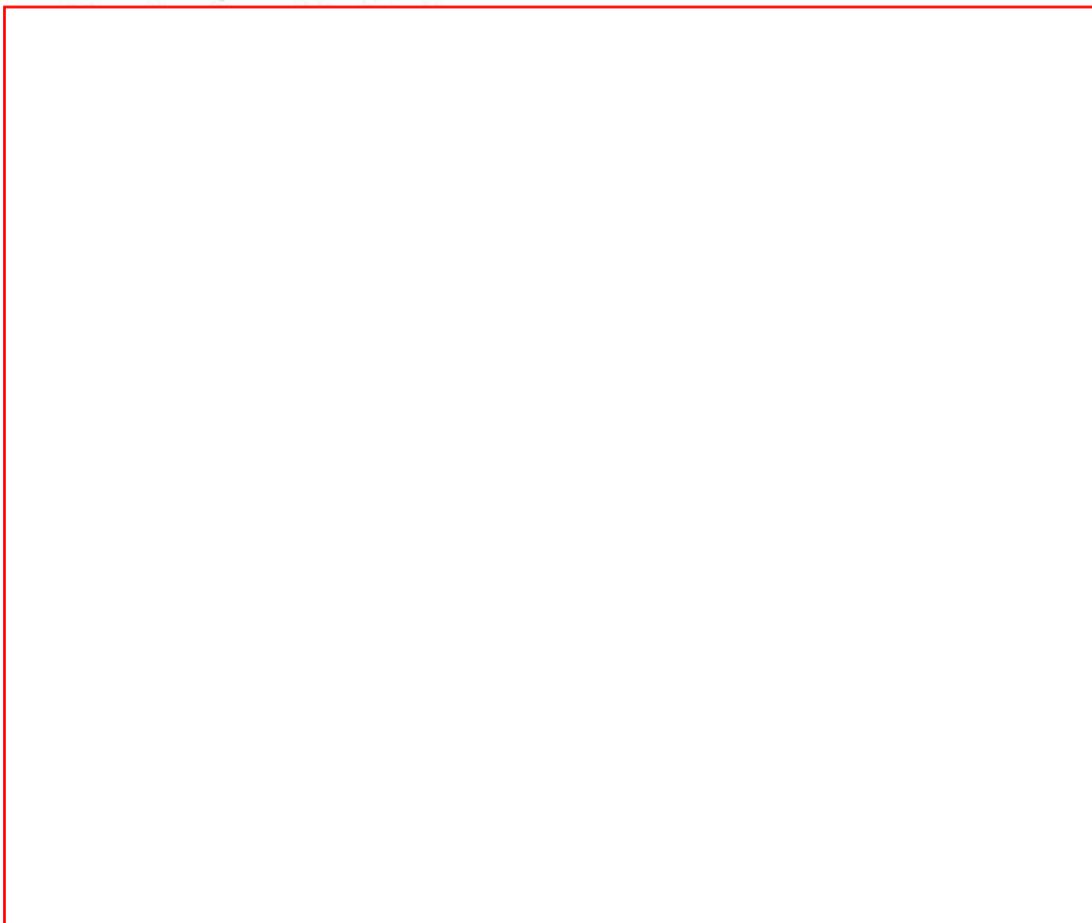
To whomever this may concern,

I am an employee of Select Lounge at 318 Ballards Lane, London, N12 0EY and I am wishing to extend my full support for the pending decision to extend the license and closing time.

Select Lounge poses no possible threat to children, there is a security team employed that questions every single person for some type of identification with a picture in order to not serve any minors. Those who are unable to provide this are turned away at the door. This security team also completely deters any possible criminal activity by extinguishing any possible fights or disagreements between not only patrons but also once they have left the building and are within the area to maintain the peace and safety and also to reduce the risk of bothering the public.

As an employee at Select Lounge, this establishment provides me with my livelihood that allows me to pay my rent and other expenses. This establishment is nothing but hospitable and congenial to anyone that passes its doors. Even to those who just walk by it; the security team especially helps convey this message by greeting people and giving them obliging treatment. It poses no threat whatsoever public safety and does whatever it can to forestall any public nuisance.

Best Regards,



# Letter of Support

I am the current General manager of Select Lounge and I am writing this letter in support of our current license extension application.

I would like to start this statement highlighting the benefit of “Select Lounge” to the local community; I believe it has been an amazing addition to the surrounding area as there is nothing of similar standard locally to it.

Select lounge is under my management and I personally take a passionate role/approach to health & safety alongside combating anti-social behaviour (if any), we have measures in place such as security guards who are fully qualified SIA badge holders with the relevant training and also make sure that we ensure a safe environment for all our customers at all times without compromise.

I believe that granting us the extension of this license not only helps all employees maintain the ability to continue to feed their families but also allows us to continue bonding with our local community through being open longer and to install a new form of lounging experience. The extra hours also allow us to be able to also grow as a business giving the current times we are in and believe this extension is a vital necessity to allow true growth.

Best regards,



## Letter of Support

To Whom This May Concern,

I am a employee of Select Lounge at 318 Ballards Lane, London, N12 0EY and I am wishing to express my full support for the pending decision to extend the licence and closing time.

We operate with a security team who are extremely diligent, preventing clientele from entering the premises if they happen to be too intoxicated, or below the age of 18 for example. The team work very hard maintaining a high level of safety for both patrons aswell as other staff members not only within the building but in the surrounding outside space too.

The management team maintain a very high standard for the customer base. Ensuring everyone is well looked after, without allowing any customer to get overly intoxicated, ensuring that when a patron leaves the premises they will be safe and leaving in a nice quiet manner.

Best regards,



# Letter of Support

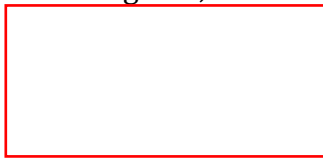
To whomever this may concern

I am an employee of Select Lounge at 318 Ballards Lane, London, N12 0EY and I am wishing to express my full support for the pending decision to extend the licence and closing time.

Select lounge has a security team to prevent crime/public nuisance & keep the public safe. ID must be shown on the door, only those 18+ are allowed entry.

I support the pending decision to extend the licence and closing time, as Select is a great environment for adults to enjoy. As an employee my experience at Select Lounge is giving me new skills for the hospitality industry, while providing my enough money for rent and bills.

Best Regards,



## Letter of Support

To Whom This May Concern,

I am a local resident of Select Lounge at 318 Ballards Lane, London, N12 0EY and I am wishing to express my full support for the pending decision to extend the licence and closing time.

1. The prevention of crime disorder:  
Being a local resident of Select Lounge, I attend the premises fairly often – I like to call it my 'safe place' because not only are the front security staff top tier in their field, they are always asking for my ID anytime I arrive despite seeing my face regularly. The working staff inside have always maintained a professional, welcoming and friendly attitude to anybody who enters their premises. You can tell the staff are well trained and provide excellent customer service. I do not see Select Lounge failing to protect the public in their establishment.
2. The prevention of public nuisance:  
Again, being of local residency of Select Lounge, living in a small community area, I have never heard or encountered any conversation where Select Lounge has been a cause of any public nuisance. Select Lounge is a very relaxed environment which I thoroughly enjoy being a part of.
3. The protection of children from harm:  
Due to the nature of business there is an age restriction in place to enter the premises I do not believe this to be applicable to Select Lounge.
4. Public safety: As mentioned above, Select Lounge is my 'safe place' as I am sure it is anybody else's, Select Lounge is a welcoming friendly business who I hope to thrive and succeed. I would love to see more chains of lounges open in the future.



Name

Date 16.11.2022

-

## Letter of Support

To Whom This May Concern,

I am a regular customer of **Select Lounge** at 318 Ballards Lane, London, N12 0EY and I am wishing to express my full support for the pending decision to extend the licence and closing time.

I have no reason to doubt the safety towards customers or children. Select lounge provides a security team in which I feel protected - the security team have become a necessity to guard and protect the lounge, staff, customers and surrounding by-passers from any harm. I am aware that Select Lounge are very cautious of unforeseen threats and risks the future might hold, and I am confident that they offer a preventive approach to reassure us that there are no possible threats to its customers, and children in particular. Not once have I felt unsafe, or come across any public nuisance during or after the closing time. Select lounge is very much regulated with polite staff and security members which encourages its customers to stay respectful.

The premises are secure and protected with the patrolling of the security team, the security guard at the door which is strict with the ID and the use of security cameras around the premises. This fosters a sense of safety and security for myself as a regular customer – it makes me feel that the safer the lounge is and is known to be, the more people will feel they are not at risk when enjoying their night out.

There is also lighting on the road which the lounge is located, allowing me to feel safe throughout the night, along with the use of the security team and cameras - this also acts as a deterrent and prevention to any harm.

Not only the above points, I also believe with the extension of the licence and closing time – this will keep customers inside the premises where it is safe, and less reason to be roaming the roads to continue their night – which is beneficial to keeping everyone safe.

Name:

Date : 14/11/2022

LOCAL FOOD CENTRE  
Ballards Ln, London N12 0EY

Dear Sir or Madam,

I'm literally next door of a Select Lounge, Corner Shop Small Shop.

I want to support the Select Lounge with their extension of their new license because of the way how they operate everything it's professional way and I haven't seen any issues so far on this premises, so I wish to be granted because they're really really professional team.

I've been there with my family as well, the team is so professional service is so great also they have great food we need places like this on north finchley.

Everything is secure they have security all the time their customers are high class :)

Best Regards



To whom it may concern.

This is a letter of support for the extension to the license for Select Lounge, located at 318 Ballards Lane, N12 0EY.

From the time when renovations started to the opening and ever since, I have never had a single issue with the team or patrons of Select Lounge.

The Staff are always very friendly, pleasant and neighbourly and have gone out of their way to acclimate into the area including the amazing way in which they treat their patrons and the level of respect shown to their neighbours including myself has gone above and beyond and are always very respectful of noise levels.

On their first night they offered me to come by and have been gracious and professional hosts every single time I've visited.

Their Door security staff are very professional and handle their patrons with respect while maintaining a safe environment. Everyone is ID on the door, including myself who attends regularly and the interior and bar staff are extremely professional and welcoming to any and all who come to the premises. Both the security and the interior staff provide a calm and safe environment for both patrons, staff and the local neighbours.

To this day I cannot recall a single incident that has caused any disruption to either myself or my fellow neighbours. They are very conscious of their noise levels, never getting too loud and keeping control on the level into the later hours.

As a local resident  I offer my full support to the extensions for Select Lounge.

Regards

Signed and dated 16/11/22

---



16.11.22

Dear Sir or Madam,

This is a letter to advise that we are happy with the operation running of Select Lounge. The premises borders our work space, we hear very little to no noise pollution through our time in the office as we are film editors, sometimes we stay so late in our office 11pm 12 am we never have any noise issue or disturbing us. Their operation is so professional and I've been there many times as I am next door neighbour.

Ben and the team are always polite and respectful when we interact with them.

If you need an over the phone statement feel free to call me on

Kind Regards,

## Letter of Support

To whom this may concern,

I am an employee at Select Lounge which is located at 318 Ballards Lane, London N12 0EY. I have been a regular staff member for many months now and I am very happy with the location, management and the team that i work with.

I can't express enough how important it is that Select Lounge is granted the full license to sell alcohol. The shisha bar lounge is located in a friendly and safe environment that has a professional security team at the main entrance that follow the health and safety policy and that make sure every customer entering is over the age restriction and ID must be shown at entrance. The team are all fully trained in customer service and are aware of the consequences and precautions of the UK law and act of legislation on alcohol drinking limits in current year 2022. I believe that the license for alcohol will allow the staff to do more hours so that they can receive a higher income which they will be able to pay their rents, commute to work and other expenses. Customers will then be able to enjoy their night at a table seated with alcohol being served, rather than going to a club which often can cause problems.

Select Lounge takes health and safety very seriously and we are a team that serves customer satisfaction and entertainment. Everyone is welcomed to our Lounge were you will be treated with excellent customer service from our first point of security to our waiters, bar tenders and hosts through out your night. This licence will enable customers and locals to enjoy a night out and relieve stress with supervision as we all know the UK can be very stressful at times.

Best Regards,



## Costumer

- Being a local Costumer / resident, it is paramount that the venue is safe to walk by and live near. I have noticed that select lounge always have security at the door which eases any concern. The security are also very communicative with the local residents and this further shows me that the venue are striving for the prevention of crime and disorder.
- The owner has also informed me that the venue has been proofed for sound, and have recently installed air conditioning which removes the requirement for completely open rooms. This prevents the music from causing any issues. The venue also reduce music after 10PM and this has been noticed by myself.
- The security visibly checks identification before allowing customers inside the venue. This prevents any children from being harmed. The security also create a barrier for customers to be separated from the pedestrians on the road which allows for safe passing.

Regards





**Letter of Support – Select Lounge**

Dear Sir/Madam,

As a customer of Select Lounge at 318 Ballards Lane, London, N12 0EY I am writing this letter to express my full support of the extension of license and closing time.

Select Lounge provides community members with a safe space to socialise in an orderly manner and enhances integration of the local community members. As a customer of the establishment, I have been able to experience, impeccable service, and great atmosphere on every visit. I have personally recommended Select Lounge to peers based on the reasons already listed.

By extending the licence and closing time not only will Select Lounge be able to continue to bring people together creating a heightened sense of community but also continue to be an asset to society. Management of the establishment have demonstrated how passionate and dedicated they are in providing a high quality, enjoyable and most importantly a safe environment every night at Select Lounge.

Select Lounge has been built with exquisite expertise and this is evident through the aesthetics and cleanliness of the establishment. The unique quality experience provided by Select Lounge and safety precautions in place for visitors and general public is a testament to the entrepreneurial skills and high-level business acumen of management/owners.

Considering reasons listed above, once again I would like to offer my full support of extension of license and closing time.

Kind regards,



Letter of Support

To whom this may concern,

My name is  living in Mill Hill, north west London. I am a regular customer of Select Lounge, located at 318 Ballards Lane, London N12 0EY. I am writing in support of Select Lounge's application for a full license to serve alcoholic beverages.

Since visiting Select Lounge for the first time, I have been extremely impressed by their professionalism, approach to safety and commitment to providing an excellent experience for every customer that visits them. I have made acquaintances with their staff at all levels, from the waitresses and barmen, to security and even the venue owners.

Whenever I go to Select Lounge, staff and management are keen to ensure they adhere to local restrictions at all times, and will often let us know that the music in the venue must be kept low, so as not to disturb neighbors. I can see this is a business which is genuinely committed to maintaining the excellent reputation it is building in the local community

The opening of Select Lounge has been a welcome development in the area. I recently celebrated my birthday at Select Lounge. On the day, myself and my friends found the venue to be well-run, safe and excellently staffed.

As young people who enjoy the opportunity to socialize and relax after work and on the weekends, it has been great to have a new lounge that has a license to serve alcohol, so close to our homes. It would be even better if Select Lounge's license were to be given full license status so they can continue to provide an excellent experience to visitors, and to run their business in a way that is viable and will allow them to continue operating for the foreseeable future.

Kind regards