

From: Tang Jeremy xxxxxxxxxxxxxxxxxxxx

Sent: 04 August 2020 09:19

To: Rahman, Pakeezah <Pakeezah.Rahman@Barnet.gov.uk>

Cc: Hammond, Elisabeth <Elisabeth.Hammond@Barnet.gov.uk>

Subject: Missing photo evidence? : Submission of photos and videos for licensing hearing of Cielo Prr (Shisha bar/restaurant) Variation application - Tuesday 4th August 2020 (10.30am)

Dear Rahman,

I just noticed a key photo showing the shisha terrace with children walking pass & living nearby is missing from the meeting pack on

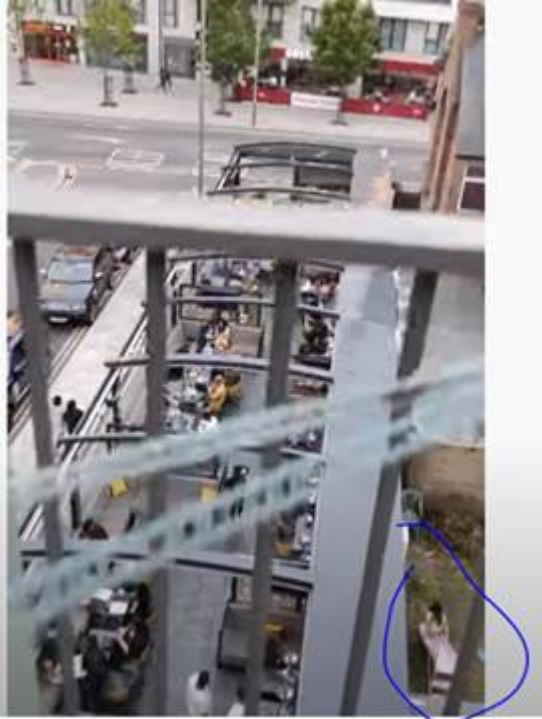
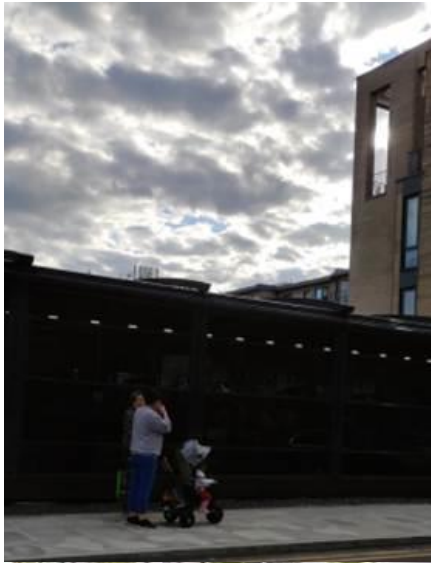
<https://barnet.moderngov.co.uk/documents/g10698/Public%20reports%20pack%2004th-Aug-2020%2010.30%20Licensing%20Sub-Committee.pdf?T=10>

Is it still possible to show this to the committee during the video conference at 1030am?

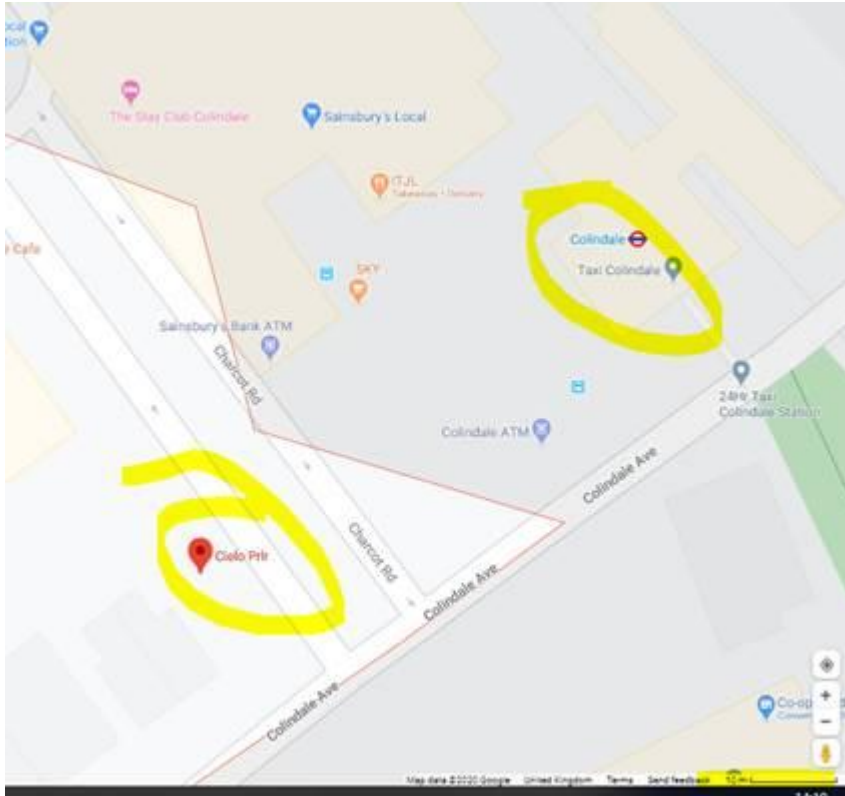
Protection of children from harm

Terrace creating shisha smoke & smell pollution where children walk pass and live (see point 4 further below)

Shisha terrace is 2 min walk from Colindale Tube station and shisha odour is noticeable from tube entrance.



<https://youtu.be/j45OkxTy3M8> (filmed 17 July 2020 noisy and smoke from shisha terrace- newspaper in video shows 14 July 2020)



The venue is about 30 meters from Colindale Tube station entrance, and shisha smell is often apparent when entering/leaving the tube station.

Many thanks

Jeremy

From: Rahman, Pakeezah <Pakeezah.Rahman@Barnet.gov.uk>

Sent: 24 July 2020 16:32

To: Tang Jeremy xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Cc: Hammond, Elisabeth <Elisabeth.Hammond@Barnet.gov.uk>

Subject: RE: Submission of photos and videos for licensing hearing of Cielo Prr (Shisha bar/restaurant) Variation application - Tuesday 4th August 2020 (10.30am)

Noted. Thank you.

Kind regards,

Pakeezah Rahman

Governance Officer (Acting Up) – Governance Service, Assurance

London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

Tel: 020 8359 6452 | Mobile: 07784 290745 | Web: barnet.gov.uk

From: Tang Jeremy xxxxxxxxxxxxxxxxxxxxxxxx
Sent: 24 July 2020 15:52
To: Rahman, Pakeezah <Pakeezah.Rahman@Barnet.gov.uk>
Cc: Hammond, Elisabeth <Elisabeth.Hammond@Barnet.gov.uk>
Subject: RE: Submission of photos and videos for licensing hearing of Cielo Prlr (Shisha bar/restaurant) Variation application - Tuesday 4th August 2020 (10.30am)

Dear Pakeezah,

Thank you for the prompt confirmation. Do feel free to share with all parties.

A neighbour just forwarded me an additional movie that shows in greater detail the chimney smoke problem (point 3: <https://youtu.be/erNsNOqao2c>)

Kind regards,

Jeremy

From: Rahman, Pakeezah <Pakeezah.Rahman@Barnet.gov.uk>
Sent: 24 July 2020 15:05
To: Tang Jeremy xxxxxxxxxxxxxxxxxxxxxxxx
Cc: Hammond, Elisabeth <Elisabeth.Hammond@Barnet.gov.uk>
Subject: RE: Submission of photos and videos for licensing hearing of Cielo Prlr (Shisha bar/restaurant) Variation application - Tuesday 4th August 2020 (10.30am)

Dear Mr Tang,

Thank you for your very clear and detailed email. This will now be sent to our panel and legal for review.

It would also be useful for all interested parties to have this information. As soon as I get clearance, I will blind copy other interested parties into this email for their reference.

Any further details of accessing the MS Teams meeting should be sent to you early next week.

Kind regards,

Pakeezah Rahman

Governance Officer (Acting Up) – Governance Service, Assurance

London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

Tel: 020 8359 6452 | Mobile: 07784 290745 | Web: barnet.gov.uk



Consider the environment. Do you really need to print this email?

From: Tang Jeremy xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Sent: 24 July 2020 14:22

To: Rahman, Pakeezah <Pakeezah.Rahman@Barnet.gov.uk>

Cc: Hammond, Elisabeth <Elisabeth.Hammond@Barnet.gov.uk>

Subject: Submission of photos and videos for licensing hearing of Cielo Prr (Shisha bar/restaurant) Variation application - Tuesday 4th August 2020 (10.30am)

Dear Pakeezah,

I wish to submit following photos, videos and documents for licensing hearing of Cielo Prr Variation application - Tuesday 4th August 2020 (10.30am).

I apologies for the lengthy email in advance but since the opening of this establishment, my right to peaceful enjoyment at my own home in Colindale has been severely infringed.

In summary, I am presenting evidence that will show that the management of Cielo Prr is operating a restaurant/shisha business that contradicts 3 if not all 4 objectives of the licencing act, namely:

<p>Protection of children from harm Terrace creating shisha smoke & smell pollution where children walk pass and live (see point 4 further below) Shisha terrace is 2 min walk from Colindale Tube station and shisha odour is noticeable from tube entrance.</p>
<p>Public nuisance Past infringement of licenced opening & music times (see point 1) Kitchen chimney creating smell and smoke pollution July 2020 (see point 3) Type of patrons not suitable for residential area (smoking, drinking, noisy cars) (see point 6) Management unresponsive and not working with people living nearby (see point 7)</p>
<p>Public safety Building a shisha terrace without building permission (see point 2) Kitchen chimney creating smell and smoke pollution July 2020 and build too close to home windows (see point 3)</p>
<p>Crime and disorder Parking not adequate and encouraging antisocial parking/driving in the area (see point 5) Type of patrons not suitable for residential area (possibly attracting weed trafficking in the area) (see point 6)</p>

Based on this, I will appeal to the committee to revoke the licence of Cielo Prr or at the very least force them to

- Cease selling Shisha smoke
- Cease selling alcohol
- Reduce their opening time to max 9pm
- Cease their licence to offer hot cooked food until the chimney situation is resolved
- Cease ability to play music/TV (both recorded and live) in their terrace area

I support local businesses and welcome the economic benefits they provide. I have no complaints for the nearby Pizza, sandwich, Costa café and Taco Bell. But the way the management has behaved since they opened business indicate to me that they put their own economic greed above the interest of the stakeholders in this area.

As a background:

I live in the flat directly above the licence applicator and I oppose the renewal of Cielo PRLr (a Shisha bar/restaurant) licence application. Since this establishment opened myself and my neighbours have encountered a long list of problems that made life in our own home very uncomfortable.

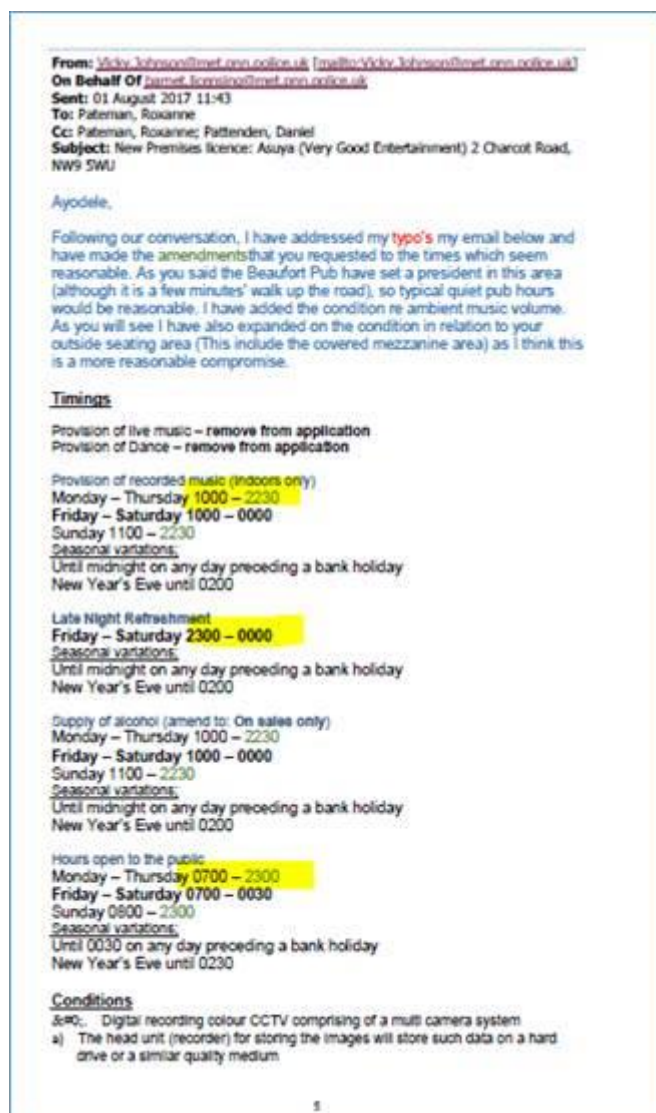
1) Past infringement of licencing opening & music times

Back in 2019, the venue regularly ignored its own licensing opening times & music guidance.

The current license register of Barnet Council for this venue states that music is only licensed to 2230 on Sundays.

Source:

<https://barnet.moderngov.co.uk/documents/s41982/agenda.pdf>

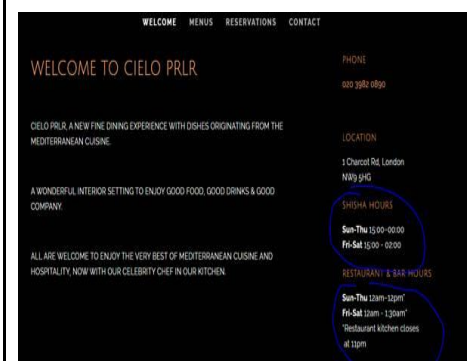


Yet, the shisha's bar own Twitter/Instagram account used to advertise live DJ music until 2am (note the license only lists recorded music)



Also own

website: <https://www.cieloprtr.co.uk/>



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Please review video evidences (all about 25 seconds long) of loud music in our residential flats:

Videos with BBC time stamps on TV and noise coming from Cielo Prr "outdoor" terrace:

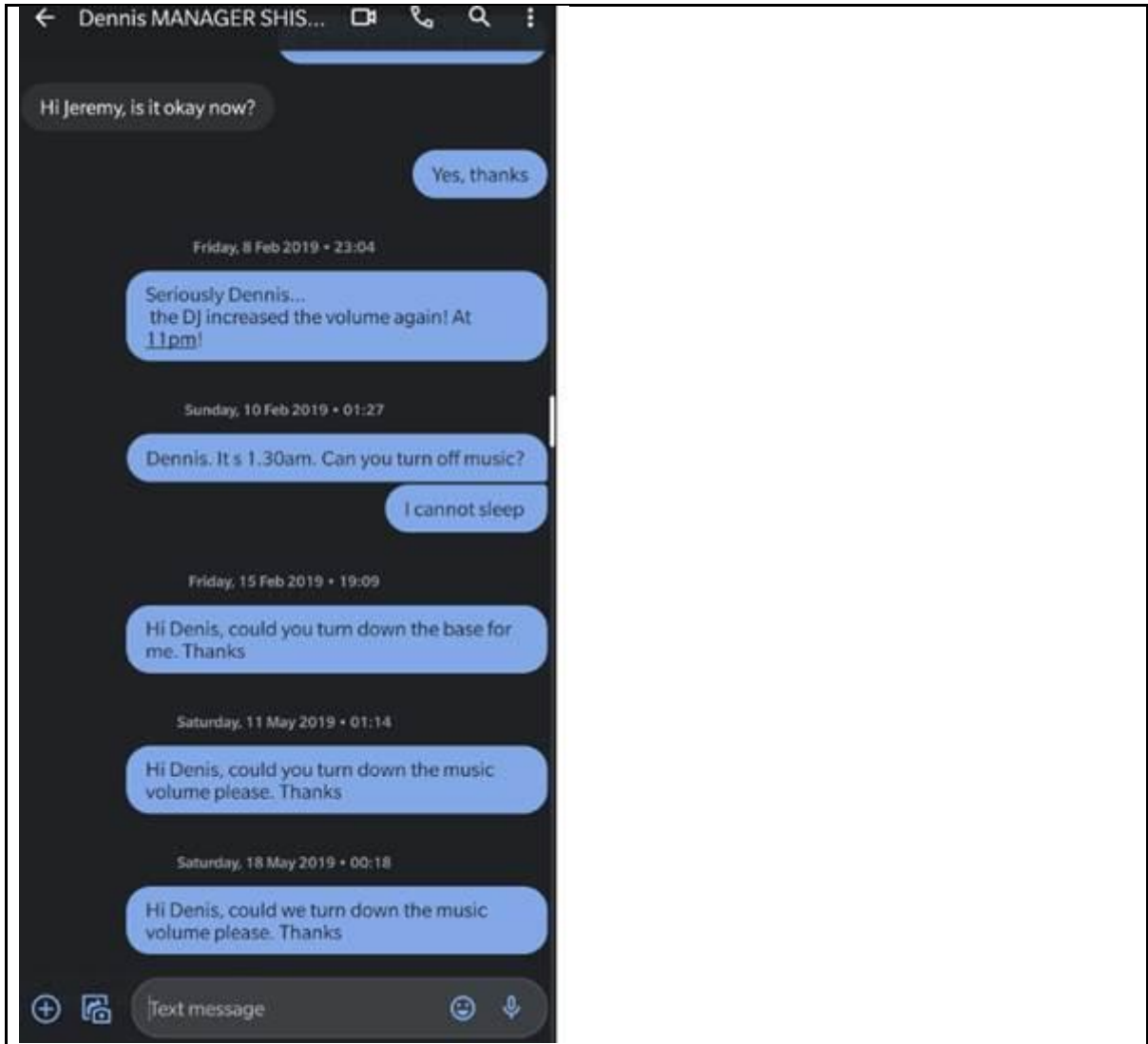
16 Feb 19 at 0030 <https://youtu.be/Xi7vL9zQMN8>

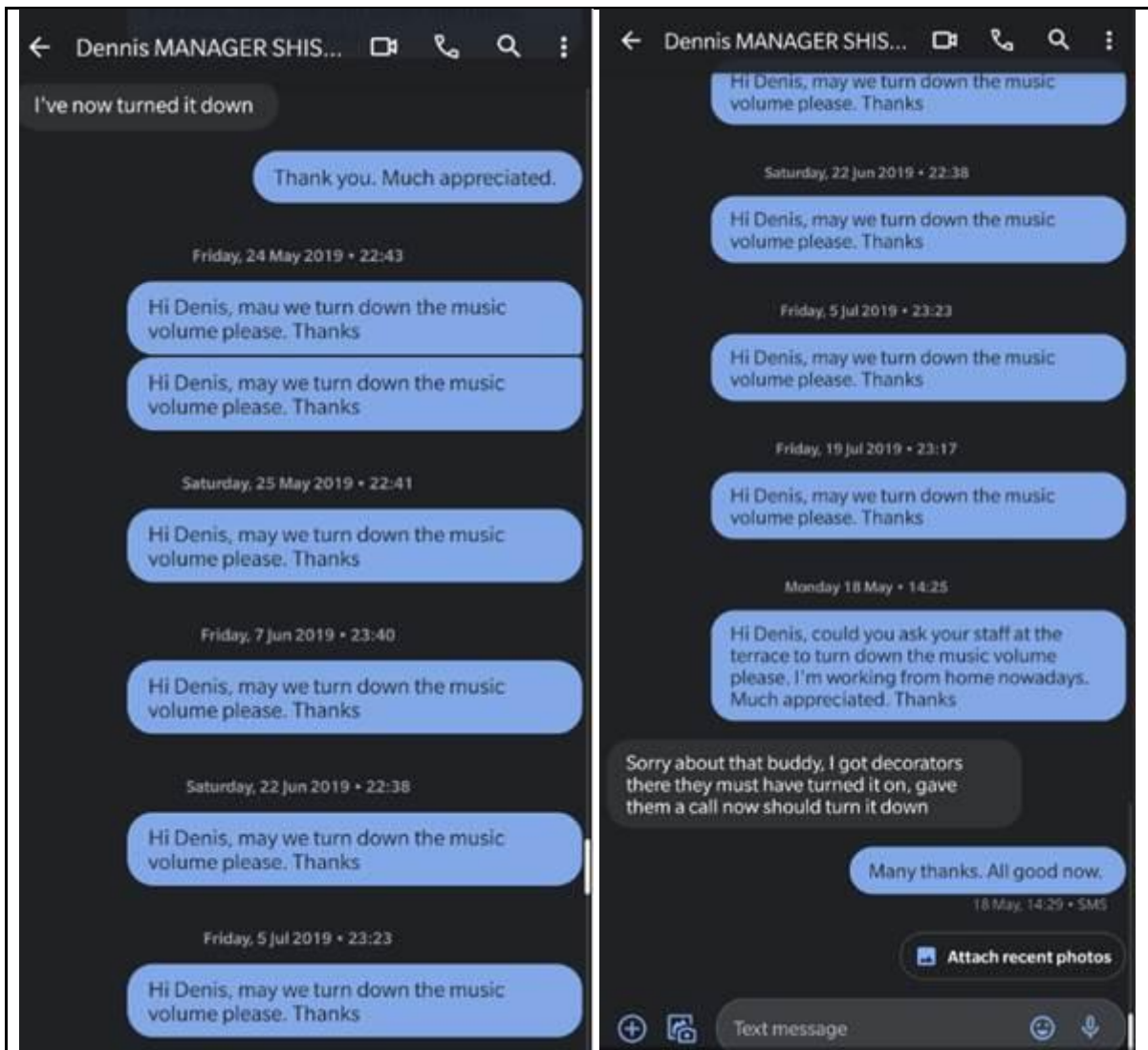
17 Mar 19 at 1am <https://youtu.be/hPfZXHAD9aE>

29 Mar 19 9pm <https://youtu.be/DOrpBSPQIB0>

Admittedly noise pollution has improved, but this may have to do with a council noise recording device being installed and the current licence renewal hearing.

Note – while the management sometimes would respond, most of the time I was simply ignored. Barnet Council noise nuisance teams were regularly contacted.





Some screenshots of my regular sms messaging to Cielo P1r regarding noise complaint. As you can see, often manager does not even reply.

2) Building a shisha terrace without building permission

Now (Blue circle is the balcony of my home)

Excerpt of the findings of Barnet building permission department

Source: <https://publicaccess.barnet.gov.uk/online-applications/applicationDetails.do?activeTab=contacts&keyVal=PUH>



REFUSAL OF PLANNING PERMISSION

TAKE NOTICE that the Barnet London Borough Council, in exercise of its powers as Local Planning Authority under the above Act, hereby:

REFUSES PLANNING PERMISSION for:

Erection of single storey building to be used as a shisha lounge (RETROSPECTIVE APPLICATION)

At: 1 Charcot Road, London, NW9 5HG,

as referred to in your application and shown on the accompanying plan(s):
For the following reason(s):

- 1 The proposed retention of the single storey building, by virtue of its scale, siting, poorly considered design and materials, is an excessively prominent feature within the streetscene and out of keeping with the established character of the area, being detrimental to the character and visual amenities of the locality, contrary to design and character guidance within the NPPF, Policy DM01 of Barnet's Development Management Policies DPD (2012) and Policy CS5 of Barnet's Core Strategy (2012).
- 2 The proposed retention of the single storey building used as a shisha lounge, by reason of its siting and close proximity to nearby residential dwellings would be detrimental to the acoustic amenities of the occupiers of these properties. The submitted information is not considered to be sufficient to demonstrate that these impacts are acceptable or can be sufficiently mitigated. The proposal is therefore found to be contrary to Councils policies CS5 of the Local Plan Core Strategy (Adopted 2012), and policies DM01, DM02 and DM04 of the Local Plan Development Management Policies DPD (Adopted 2012).

The Shisha terrace of Cielo PRLR was built in late 2018 without building permission and consultation of the neighbours. A retrospective application was submitted but was rejected gathering over 200 objections. The application is under appeal but the restaurant is still offering its shisha services in apparent disregard of social distancing guidance.

Retrospective Planning Application 19/3858/FUL submitted by the Shisha bar premise at Cielo PRLR 1Charcot Road, NW9 5WU. Please [click for link](#)

Yet, this venue is still operating its shisha business from an unlawfully build terrace...

3) Kitchen chimney creating smell and smoke pollution July 2020

About 3 weeks ago, Cielo Prr reopened their restaurant and terrace as the UK government relaxed the lockdown guidance. As I am following social distancing rules, I stay most days at home and it became apparent that the kitchen chimney of Cielo Prr is far too close to windows and balconies of nearby flats. I can regularly smell smoke and kitchen bbq smell.



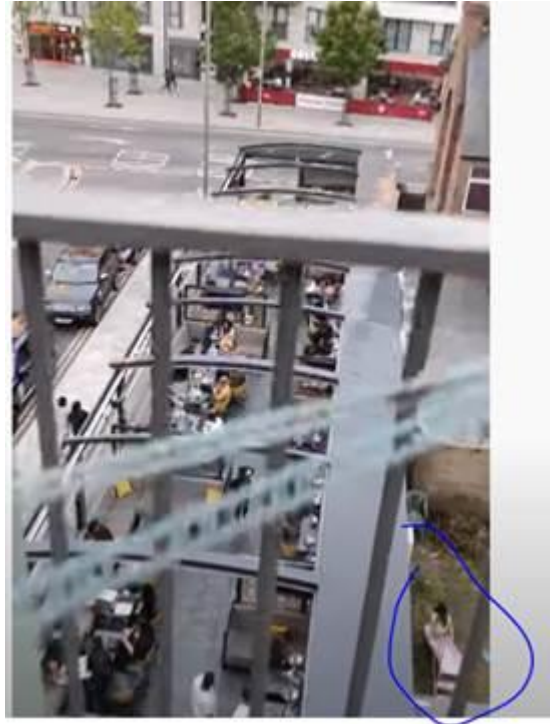
Video of smoking restaurant chimney near residential flats

<https://youtu.be/D3w1rHKQ8lo> (Newspaper states 17 July but video was taken 21 July 2020)

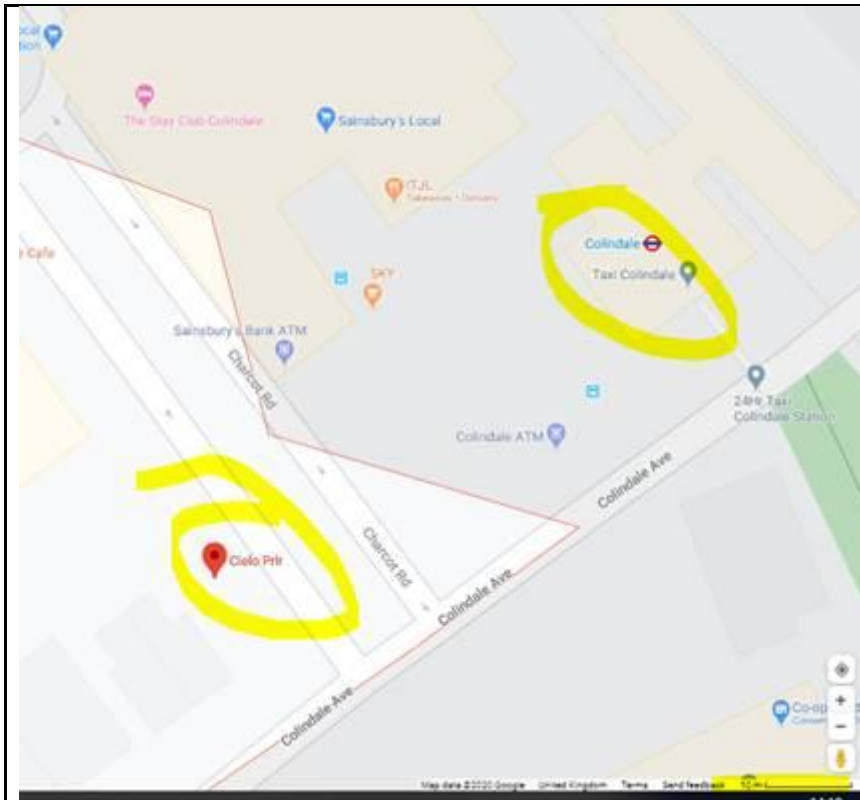
Speaking to the management has only returned denial claiming that the smoke came from neighbours garden & that the BBQ smoke cannot be from them as they do not do BBG (Cielo Prr's menu lists steaks and meat however)

Barnet pollution team (Charlene.Burrows@barnet.gov.uk) has been contacted, but please take this as further proof that the management of this restaurant has no regard for the wellbeing of its neighbours.

4) Terrace creating shisha smoke & smell pollution where children walk pass and live



<https://youtu.be/j45OkxTy3M8> (filmed 17 July 2020 noisy and smoke from shisha terrace-newspaper in video shows 14 July 2020)



The venue is about 30 meters from Colindale Tube station entrance, and shisha smell is often apparent when entering/leaving the tube station.

Families with children walking pass and living nearby must endure the shisha smell (Smoking terrace is at the main T junction into the Colindale Pulse residency and opposite Colindale Tube station) clearly contradicting the Protect Children from Harm Directive

Also I note that social distance of 1m+ does not seem to be kept by Cielo Prr management.

5) Parking not adequate and encouraging antisocial parking/driving in the area

There is no adequate parking for the patrons of Cielo Prr. The congestion around the vital T junction of the Pulse residency often causes honking noise. In addition, patrons often arrive at Cielo Prr with loud music and motor noise, lingering around the area until they find a parking spot.



Taken: Fri 16 Aug 2019 2300, traffic chaos caused by shisha bar <https://youtu.be/qt1SJPYRTJk>
This problem still occurs regularly right in front of my window and balcony.

6) Type of patrons not suitable for residential area (smoking, drinking, noisy cars)

Cielo Prr market itself as an upmarket Shisha/Restaurant opening late upto 2am during weekends in a predominantly residential area. This type of marketing attracts an audience that creates noise, making a bad impression of the area when patrons smoke outside the entrance & females in revealing outfits (eg hen & stag parties that involves heavy alcohol consumption and noisy music). The opening times of this establishment should be limited. Anecdotal evidence also suggest an increase in weed drug trafficking in the area.

Please see some images from Twitter/Instagram/Facebook



Facebook

Saraswati Dance - Last night at Cielo PRLR shisha in... | Facebook

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Related images [See more](#)

London Around 106 Cielo PRLR Restaurant...
Cielo PRLR Gallery - Cielo PRLR
CIELO PRLR - Hookah Lounge - London...

Home / United Kingdom / England / London / Restaurants / Cielo PRLR

CIELO PRLR

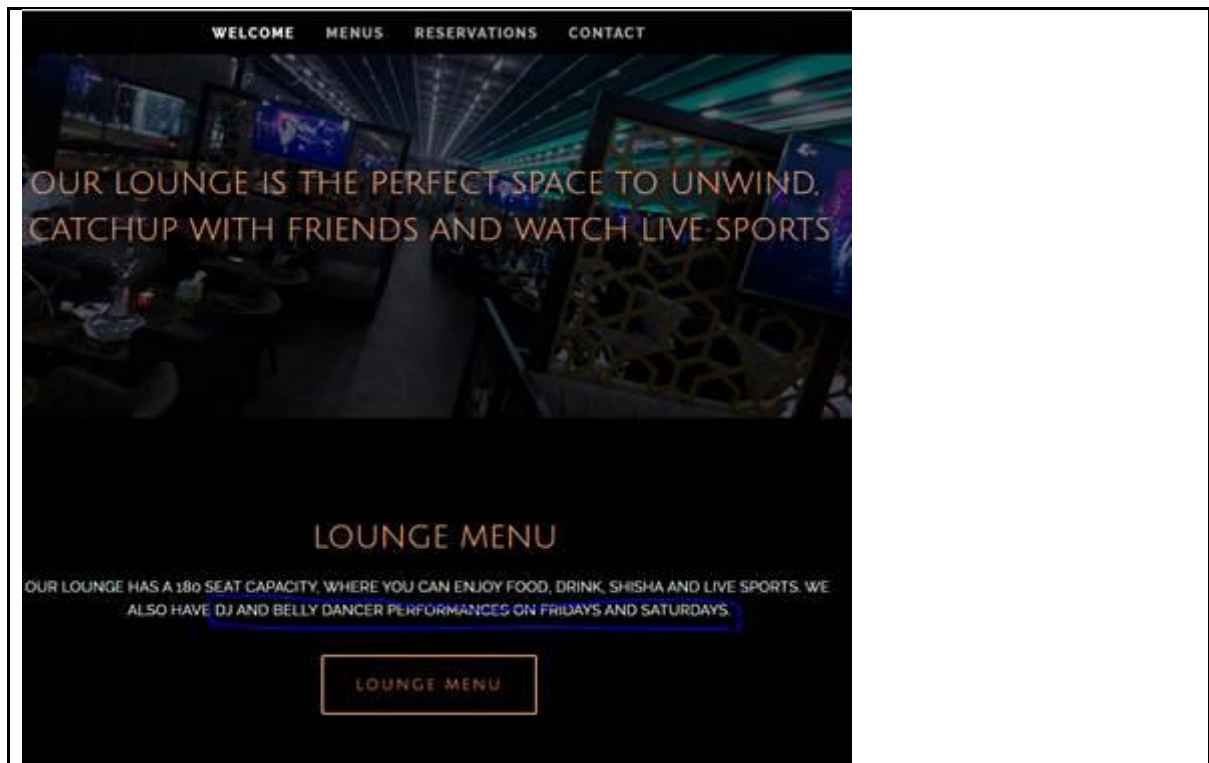
ABOUT CIELO PRLR

CIELO is Italian for sky. Our talented team of chefs and founders... had a vision to bring a new type of dining experience to London. The fusion of flavours from their dishes and cocktails are perfectly celebrated within a contemporary interior setting. All are welcome to enjoy the very best of Turkish and Italian cuisine and hospitality.

Please be aware that we do not take any parties larger than 12 guests on Friday and Saturday evening. Give us a call or email us directly at info@cielopr.com

NOTE WE DON'T TAKE BOOKINGS FOR THE SHISHA LOUNGE.





7) Management unresponsive and not working with people living nearby

Here are some comments from neighbours that voices their objections against the managers of Cielo Prr

Details **Comments (24)** Constraints Documents (27) Related Cases (1) Map

Make a Comment **Public Comments (24)** Consultee Comments (0)

Total Consulted: 444 Comments Received: 24 Objections: 24 Supporting: 0

[View all comments](#)

Sort by **Added** Direction **Descending** Results per page **10** [Go](#)

1 2 3 [Next](#)

Showing 1-10 of 24 [Collapse All](#) [Expand All](#)

Mr Dragos Despa [REDACTED]

Comment submitted date: Fri 26 Jul 2019

Loud music past 12am, illegal parking in the few resident parking spaces, noticed a lot of illegal activities related to drugs.

Ms Lauren Ng [REDACTED]

(Objects)

Comment submitted date: Thu 25 Jul 2019

The shisha bar owned by the same people is already disruptive, blocking roads, people drinking till the early hours, honking outside the venue, rowdy behaviour and being loud and causing a nuisance. This will further add to the disruption at Colindale. The cars already zoom into the road up to the venue without checking for pedestrians which is a real risk given that so many people have to cross the area to get to the public tube station. I don't feel safe walking past already.

Mr Tuhin Roy [REDACTED]

(Objects)

Comment submitted date: Thu 25 Jul 2019

Increased Noise pollution, disruption during night peaceful hours. Excessive traffic who pose a threat to passers by as they are rough driving

Dr John Moore [REDACTED]

(Objects)

Comment submitted date: Thu 25 Jul 2019

Dear Sirs,

I strongly oppose the extension and planning application.

The vapour from the Shisha is a health hazard to the general public who lives nearby and walks past the venue.

The owners blatantly misrepresent their case in their licensing application form, ignoring opening times, alcohol and music restrictions.

Mr Adrian Lensiak [REDACTED]

(Objects)

Comment submitted date: Thu 25 Jul 2019

I am lucky enough to not be living direct opposite The Shisha lounge. I might not be able to put it words better than others have already done, but the seemingly pleasant and quite area has turned into shady, loud and smelly area, mainly "thanks" to the Shisha lounge. Have you not thought about the fact, that majority of the Colindale residents WOULD NOT be the customers and it will attract people who are not residents to the area. That means cars are parked everywhere and in odd places such roundabouts and bends.

I can only feel sorry for the people leaving directly above, opposite or next to the lounge, even more so if they have bought. I would have certainly moved out by now.

As soon I found out what was being erected there, I smelt trouble. I believe no one appreciates alcohol, weed smell and loud music if its force upon them.

This need to be sorted and the lounge closed.

Miss Cecilia Budurea [REDACTED]

(Objects)

Mr P Chu [REDACTED] (Objects)

Comment submitted date: Fri 16 Aug 2019

1. Non-compliant structure: For a shisha lounge, this structure has failed the 50% rule on "smokefree premises" as per Chp 4 of the published guidance for council regulatory officers "Implementation of smokefree legislation in England".

2. Character: This is a new and dense residential area with lots of young families and shift workers living locally. This shisha lounge does not fit with the character of the area, and its open structure means noise generated by loud music and patrons cannot be contained within.

3. Potential breach of use of land: Item 91 of Title Register AGL321357 describes the land on which the shisha lounge has been constructed on as "amenity land". A shisha lounge is not an amenity facility.

4. False declaration in Section 10 of the application form: A number of trees at the back of 145 Colindale Avenue were removed as part of the process.

5. False declaration in Section 18 of the application form: It is fully staffed.

6. False declaration in Section 19 of the application form: Their New Premises Licence states the opening hours for Sunday-Thursday 11am to 12 midnight; Friday-Saturday 11am to 2am.

7. Dubious declaration in Section 21 of the application form: LPGs are used for the heater lamps at the entrance to the structure.

8. Noise: There are three blocks of 120+ flats sit next / opposite to this structure. There have been numerous occasions and complaints regarding sports TV programmes / loud music played within this structure, well past into the small hours with or without the roof closed. Patrons congregating outside the structure make loud noise / have arguments at night and into the small hours.

9. Transport: Since the opening of the shisha lounge, the venue has attracted a lot of "outside traffic" causing delays to emergency service vehicles gaining access to the NHS Blood Bank which is located at the end of Charcot Road, and TFL bus route 125.

Source: <https://publicaccess.barnet.gov.uk/online-applications/applicationDetails.do?activeTab=summary&keyVal=PUHG00IJH500>

Kind regards,

Jeremy Tang

From: Hammond, Elisabeth <Elisabeth.Hammond@Barnet.gov.uk>

Sent: 22 July 2020 08:58

To: Tang Jeremy xxxxxxxxxxxxxxxxxxxxxxx

Cc: Rahman, Pakeezah <Pakeezah.Rahman@Barnet.gov.uk>

Subject: RE: Cielo Prlr Variation application - Tuesday 4th August 2020 (10.30am)

Hi Jeremy

I have heard back from Governance regarding the footage you want to show at the hearing. If you could please send it to Pakeezah.Rahman@Barnet.gov.uk

Regards

Elisabeth Hammond
Licensing Officer
Commercial Premises
London Borough of Barnet
8th Floor
2 Bristol Avenue
Colindale

London
NW9 4EW
0208 359 5639



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Coronavirus (COVID-19): Latest information and advice

For information about how we are working to support our residents, communities and businesses, and the latest advice about council services visit: barnet.gov.uk/covid19

If you, a family member, friend, or close member of your community are in need of urgent help that is **not medical related**, call us on **0808 281 3210** or use our [webform](#).



From: Tang Jeremy xxxxxxxxxxxxxxxxxxxxxx

Sent: 20 July 2020 10:45

To: Hammond, Elisabeth <Elisabeth.Hammond@Barnet.gov.uk>

Subject: RE: Cielo Prlr Variation application - Tuesday 4th August 2020 (10.30am)

Dear Elisabeth,

Thank you for your email.

I will be attending the virtual hearing. 2 questions:

- a) Where can I find the latest licensing objectives and guidelines by which this hearing is guided by? Last time I checked these were as follows but unsure if these still apply.
 - **Crime and disorder**
 - **Public safety**
 - **Public nuisance**
 - **Protection of children from harm**

- b) If I wish to submit photo and video evidence that this venue has been breaching some/all of the guidelines (if these apply) above. What are the steps? The videos are currently around 20 sec long and uploaded on youtube which show smell/noise/parking congestion issues caused by the venue.

Kind regards,

Jeremy

From: Hammond, Elisabeth <Elisabeth.Hammond@Barnet.gov.uk>

Sent: 20 July 2020 10:26

To: Tang Jeremy xxxxxxxxxxxxxxxxxxxxxx
Subject: RE: Cielo Prr Variation application

CAUTION: This email originated from outside the organisation.

Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Mr Tang

Re: Variation Application, Cielo Prr, 1 Charcot Road London NW9 5HG

HEARING: Tuesday 4th August 2020

I am writing to advise you that this application, to which objections have been lodged, will be heard by a Licensing Sub-Committee on Tuesday 4th August 2020 (10.30am) via a virtual meeting. Details of how to join the meeting are set out below. This Committee will comprise of 3 councillors.

[Join Microsoft Teams Meeting](#)

[+44 20 3321 5256](#) United Kingdom, London (Toll)

Conference ID: 544 822 097#

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

The papers for the hearing are available on the Council's website and can be accessed via the following link:

<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=189&MId=10698&Ver=4>

Please note that adjournments will not generally be agreed.

I shall be grateful if you will let me know as soon as possible if you will be attending this meeting.

Regards

Elisabeth Hammond
Licensing Officer
Commercial Premises
London Borough of Barnet
8th Floor
2 Bristol Avenue
Colindale
London
NW9 4EW
0208 359 5639



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From: Hammond, Elisabeth
Sent: 08 July 2020 12:53
To: xxxxxxxxxxxxxxxxxxxxxxxxx
Subject: Cielo Prlr Variation application

Dear Mr Tang

I am writing to advise you that a Licensing Sub-Committee is being arranged to hear the above application, to which relevant representations have been lodged. The Licensing Sub-Committee must meet within twenty working days of the last date for representations, as is stated in the Licensing Act 2003. In this case the application must be heard by 4th August 2020.

You will be written to again when a date for the hearing has been confirmed. The papers and a document outlining the meeting procedure, which will be before the sub-committee, will be available to you before the hearing date.

You are asked to please note that due to COVID-19 and in keeping with government guidance, this hearing will be held as a 'Virtual' meeting. Details on how you can access and take part in the virtual meeting will follow once the hearing date has been confirmed.

If you have any additional information you wish to provide for the hearing, please make sure this is submitted to us at least 5 working days before the hearing so that there is ample time to circulate to all parties.

Regards

Elisabeth Hammond
Licensing Officer
Commercial Premises
London Borough of Barnet
8th Floor
2 Bristol Avenue
Colindale
London
NW9 4EW
0208 359 5639



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**STAY
ALERT** 

**CONTROL
THE VIRUS**

 **SAVE
LIVES**