



Guide to services

Are you concerned about the way a licensed premises is operating near your home or business?

Do you think they may be breaking the terms and conditions of their licence?

The Licensing Act 2003 allows local residents or businesses to call for a licence to be reviewed. The review is carried out by local councillors on the Licensing Sub Committee. Calling for a review of a licence is generally the last stage in trying to resolve problems with the premises.

You are likely to get a quicker result by making a complaint. See the guide on 'How to make a complaint about a licensed premises'.

A licensing enforcement officer will investigate your complaint, work with the premises and, where relevant, liaise with other relevant services to put things right. Your complaint may be a first step towards a review application, for example the Police or the Noise Pollution Service can call for a review if issues are unresolved. You can then write in support of that application, rather than calling for a review yourself.

What can the Council do?

We will follow the review procedure as set out in the Licensing Act 2003.

Firstly we will check your application to make sure it is complete and appropriate. Applications are likely to be rejected if they are 'frivolous' meaning not serious, 'vexatious' meaning an argument between residents / businesses or 'repetitious' meaning that there has already been a review of the same premises licence for similar reasons in the last twelve months. To support your case for a review, you should provide evidence to show the issues are ongoing and have not improved over time, rather than a one-off problem.

We will display a review application notice outside the premises for 28 days. This is to let people know a review has been requested and how they can have their say on it. Their views will also be considered by the Licensing Sub Committee.

We will set a date for the review to go to the Licensing Sub Committee usually within eight weeks of receiving your application.

How to apply for a review

You have to be an 'Interested Party' which means you live or have a business near the premises or are representing the neighbouring residents or businesses. The reason for the review must be based on one or more of the licensing objectives in the Licensing Act 2003:

- prevention of crime and disorder
- public safety
- prevention of public nuisance
- protection of children from harm

You must complete a review application form; this is available online or by contacting us. The form will help you include all the relevant information. Please follow the instructions carefully or we may not be able to accept your application.

Collect as much evidence as possible over time, such as a diary, photographs, correspondence, results of any previous complaints you made to the Council or the Police and the outcome, police reports, crime statistics or other data.

Get the support of your neighbours or other businesses in the area, ideally with written accounts of their experiences and concerns. You may even want to raise a petition.

You may also want to contact your ward councillors about your concerns.

Finally, tell us what action you want from the review and why.

Send a copy of your form and any supporting documents to us, the licence holder and the responsible authorities such as the Police on the same day.

What happens next?

Your application for a review will usually go to the Licensing Sub Committee for decision. You can speak at the hearing in support of your application. We will confirm the date of the committee at least ten days in advance.

You will be sent a copy of all comments made on your application. These comments, a copy of your application form and any information submitted by the licence holder will be included in the committee report. Councillors on the Licensing Sub Committee will use the report and what is said at the hearing to decide what action to take.

A licence holder has the right of appeal against any decision. We may contact you to see if you would be prepared to attend Magistrates Court as a witness for the Council if the case goes to court.

Where can I find out more information about a licence?

You can search the public licensing register on our website at www.hackney.gov.uk/licences-public-register, or call Hackney Licensing Service and we will check for you.



How to contact us

Call **020 8356 2431** Monday to Friday 9am to 5pm
020 8356 4455 for our Noise Prevention Service at weekends
Email **licensing@hackney.gov.uk**
Web **www.hackney.gov.uk/licensing**
Write **Licensing, Hackney Service Centre, 1 Hillman Street, London E8 1DY**



Lets us know how we're doing, especially if we get it wrong so we can put it right

Call **020 8356 3000**
Email **info@hackney.gov.uk** or **complaints@hackney.gov.uk**
Web **www.hackney.gov.uk/feedback** or **www.hackney.gov.uk/complaints**