Klachten

Wat is het onderwerp van uw klacht?	**Overig**
Waar gaat uw klacht over?	**Horeca- of evenementvergunning**
Om welk stadsdeel gaat het?	**Oost**
Hoe wilt u uw naam en adres invullen?	**Ik ga inloggen met DigiD.**

Uw contactgegevens

Voornamen	5.1, 2, e
Achternaam	5.1, 2, e
Straat, huisnummer en huisnummertoevoeging:	5.1, 2, e 5.1, 2, e
Postcode en plaats:	5.1, 2, e **Amsterdam**
E-mail	5.1, 2, e **@gmail.com**
Telefoonnummer (niet verplicht)	5.1, 2, e
Mogen wij uw gegevens gebruiken voor onderzoek naar klanttevredenheid?	**Nee, ik geef de gemeente Amsterdam geen toestemming.**

Gegevens klacht

Wanneer is de klacht ontstaan? (niet verplicht)	**Noise complaints, taking up public space from pavement and using it for dedicated smoking area**
Wat is de locatie waar de klacht ontstaan is?	**30 HS, Ruyschstraat 1091CC**
Wat is de klacht?	**This place meant to be a cafe and turned out to be a bar - music venue. They also placed a few chairs outside the walkway where people sit and smoking also having their drinks with them well after 10pm. Yesterday (officially based on Google they closed at 10:30) but people were loud, smoking and having fun until 1am in the morning. This is not the first time. Neighbours living in 30-1 also had numerous conversations with the owners but we are going nowhere. It is not pleasant to have 20 people talking loudly and smoking below our windows, being disturbed by loud music and taken up the public walkway which is already narrow and due to ongoing roadworks the other side of the street cannot be used to park bikes, it's crowded most of the time. The Wanakam cafe doesn't seem to have their premises listed on the horeca database, but I'm convinced they don't have licence to operate a terrace or/and serve drinks there. Also, I so find it unacceptable that they use the walkway as their designated smoking area in a highly developed residential area where there is no space and we have a**

	lot of noise and other pollution already due to cars, trams etc. I would like the council to regulate the opening hours of this establishment, they should not have longer opening hours than the next door Italian restaurant. During the conversion / renovation project of the premises, they did not follow the guidance issued by the council for hours of building works, we faced lated night (beyond midnight) and Sunday building works to begin with - and we are reaching the point when it's enough.
Wat zou u zelf een goede oplossing voor uw klacht vinden? (niet verplicht)	**Regulating opening hours, stop them providing outside seating area as there is not space for a terrace, stop them using our walkways as designated smoking area, as we cannot even keep the windows open**