

Licensing Service Standards

Our service standards for responding to enquiries and complaints are indicated within the text below. However we would like to ask you to consider using one of the links below as there is a possibility that the specific information you may require might be provided within one of the subject areas.

If your query relates to any of the following, please select the hyperlink which will direct you to the information you may require:

- [Licensed premises information](#): Information on activities, times, current premises licence and licence holder information.
- [Freedom of Information requests](#): More specific information on a range of matters.
- [Licence application forms](#): New/Grant, Variation and Personal licence application forms.
- [Current licence applications](#): To view those still going through consultation.
- [Premises licence annual fee](#): Licence costs and how to pay
- [Licensing Sub-Committee meetings](#): Browse agendas and minutes.

Annual renewal fees – For payments please follow the instructions at the back of your invoice. If you have any queries and would like to discuss your invoices/fees please send an email to FSS_AR@lambeth.gov.uk or call 020 7926 0111.

If your query does not relate to any of the above our response times are as follows:

General enquiries - We aim to respond fully within **10 working days** e.g. to order an official copy of your premises licence and/or additional advice on our application forms.

Premises complaints - We aim to respond within **5 working days**.

N.B. Should the premises have numerous records of licensing breaches you may want to request for a [Review](#). Please follow the link for guidance on this process.

Appointment requests - We aim to respond fully within **5 working days**. e.g. to discuss arrears or perhaps to collect an official copy of your premises licence.