

Dear Andrew,

I have gone through the issues raised by Ms Madeline Moxham who apparently resides across the road.

It is evident that she has stated some issues that does not reflect the behaviour of most of the clients visiting the premises apart from the period of extreme heat when it was advised by the Government for Health and Safety reasons, and in order to adhere to the guidelines covering Social Distancing, especially in this period of the pandemic, that bars and restaurants should encourage customers to utilise the pavement as long as they leave enough walking and manoeuvring space for pedestrians.

Our Business caters more for the take away clients who visit regularly and due to social distancing, they are allowed to wait patiently forming a queue from the front door through the side of the building, some of them are friends and they chat while waiting for their purchases, we do our best in advising them to keep the chatting down, as we have not only put signages but have stewards who will help pass on this message whenever needs be.

The premises adhere strictly to both its opening and closing hours, and as it is a restaurant, we take personal pride and collective responsibility in maintaining clean and healthy surroundings. This is our daily final task and before locking up each night, the place and local surrounding is cleaned and cleared by myself and staff. If there are food littering or bottles around, any littering definitely does not come from our business.

This is a public highway and is used by late night pedestrians etc going about well after midnight after our business has closed down and cleaned up.

Finally, the issue of extreme noise has come as a shock due to the fact that we have not had any visit from the Council's Noise Team more so, when Ms Moxham has highlighted several references, indicating noise that drowns her TV and citing times that clearly cannot be our responsibility as we definitely adhere to the closing times stipulated by our contract. The business cannot be held to noise that passers-by caused after we have closed and left the area.

As a family and community-oriented person, I am dedicated to maintaining good relationship to the neighbours around the vicinity of the business. In this regard, we have put in place stringent processes and guidelines that will be observed and monitored by the staff in ensuring that the following are adhered to and observed during the business hours.

1. The pedestrian walkway will be clear and walk friendly for the public to use daily.
2. The music and TV volumes will meet the noise controlling regulations at all times
3. We will continue to address customers not to linger or shout in and around the business.
4. The business reserves the right to meet the expectations covering the rules and guidelines stipulated by the contract as well as maintain a healthy and friendly community interaction that will help

bond the community of Southwark generally and Southampton way in particular.

Finally, on behalf of the staff and customers of the business, I unreservedly tender my sincere apology for any unforeseen inconvenience caused, assuring all that this will be addressed accordingly.

Regards,

Alex Koroma

Proprietor

