



GRAND UNION

Grand Union
153 Upper Street
Islington
London
N1 1RA
10TH June 2010

Dear Resident

Having read the objections that have been raised which relates to the extension of Grand Union Camberwell's license, I would first of all like to introduce our team and explain how as a company we would tackle any grievances you may have towards the extension. If at anytime you wish to contact us with any related issues please feel free to do so, we would like to offer a full working relationship towards the residents of Camberwell Grove and the surrounding areas,

Meet the team -:

Robert Jackson (General Manager) - 07732 542503
Katherine Verkruysse (Operations Assistant) - 07933 412510
Luke Jenkins (Operations Manager) - 07515 567026
Adam Saword (Operations Director and Owner) - 07779 601347

Prevention of Crime and Disorder, Noise prevention and the safety of children within the community -

Grand Union at weekends will provide fully trained SIA security from 22:00pm they will internally look after our guests but will give a full service to the community outside the venue once customers have departed. As a company all related crime issues will be reported to the police within the community, and full CCTV provided. Our security team will do random bag searches for customers entering the venue and to prevent noise escaping we would like to propose that all outside drinking would cease at 22:00pm with tables and seating being removed. After 22:00pm we will operate a 10-person maximum of anyone wanting to smoke and at no time will customers be allowed to take drinks outside after this time. We have also provided throughout the venue "This is a residential area posters". The sound system within the unit will have a limiter placed on it to prevent any excess loud music escaping the building and causing a nuisance for the residents. All rubbish from the unit will be taken outside and placed in bins before 20:00pm

Grand Union and the team will provide for all guests a reputable licensed taxi service within the community (Lomond taxis - 02077030000) and once the guest has requested a taxi we

will keep them inside the building and our security team will personally escort them to the vehicle. To prevent large amounts of customers leaving at once we will control the flow of people onto Camberwell Grove and the surrounding areas through our management team and security guidelines. The management team on site will make sure that all doors and windows that allow any escaping noise be closed by 20:00pm, the management and team will also do outside and surrounding area checks to see if any noise is escaping after 22:00pm and will then reduce accordingly.

As A company we take the issue of safety of children and underage drinking as top priority, and we have provided around the building government lined "Challenge 21" Posters, all patrons looking under the age of 21 will be challenged and asked for ID, and the only ID that will be accepted is a full photograph ID with holographic picture (passport) from 19:00pm Grand Union Camberwell will operate a NO children allowed policy (under 18) within the bar area.

Below I have placed a time line of events that we will provide and be used as our operating guideline on a daily basis for Grand Union Camberwell

TIME	PROCEDURE
11:00AM -	THE UNIT OPENS
11:30AM -	ALL RUBBISH TO BE IN BINS PROVIDED
19:00PM -	NO UNDER 18S TO BE IN THE BAR AREA
20:00PM -	ALL WINDOWS AND DOORS TO BE CLOSED
21:45PM -	ALL OUTSIDE SEATING TO BE REMOVED
22:00PM -	SIA SECURITY TO BE PROVIDED
22:00PM -	ALL OUTSIDE DRINKING TO CEASE
22:00PM -	10 PERSON MAX OUTSIDE SMOKING CLOSING - SECURITY
	NOT TO LEAVE UNTIL ALL PATRONS HAVE DISPERSED

The Grand Union team wishes to have a long standing relationship within the community and will at all times offer it's services as a local hub for the growing families and residents around the area.

Kind Regards
Adam Saword

Operations Director