

From: [REDACTED]
Sent: Sunday, October 20, 2024 6:32 PM
To: McArthur, Wesley <Wesley.McArthur@southwark.gov.uk>
Cc: Heron, Andrew <Andrew.Heron@southwark.gov.uk>
Subject: Re: Application for a premises licence: 5 Westmoreland Road, Walworth, London, SE17 2X (our ref': 884017) - Loc ID: 198838 - Faraday ward

Dear Wesley

Firstly, apologies for the delayed reply.

Thank you very much for the email. I appreciate your feedback and information shared in your objection.

I would like to say that we care very much for our residential neighbours as thankfully many are our customers also. To build a sustainable business we need their support.

I will try as best I can reply to your points raised, hopefully finding a balance that makes sure you feel comfortable supporting the application whilst also trying to make sure we can still build and maintain a sustainable business in challenging times opposed to the only too obvious empty commercial spaces around our capital city and keeping people employed.

1. That all relevant staff shall be trained in their responsibilities under the Licensing Act 2003, the promotion of the licensing objectives and the terms and conditions of this licence. Records pertaining to such training ('the staff training logs') shall be kept at the premises, shall be updated every 6 months and shall be made immediately available to authorised officers on request. The training logs shall include the trainee's name (in block capitals), the trainer's name (in block capitals), the date(s) of training and a declaration that the training has been received and understood by the trainee. If the staff training logs are a paper hardcopy then the signature of the trainee, the signature of the trainer shall be included.

We would happily train and maintain the team, I will happily work to this.

2. That no members of the public shall be permitted onto the premises at any time.

We do not intend to have customers walking in- we would let them order in the doorway.

3. That no sales of any food or goods shall take place at the premises. The premises shall only be used to facilitate the delivery of food taken via internet or telephone orders. Members of the public shall not be permitted to collect orders of any food or goods from the premises.

Cashless sales/orders would be taken at the site. To not have this provision would dramatically decrease the business's chance of survival.

4. That food or goods shall only be delivered to residential or business addresses. Food or goods shall never be delivered to open spaces, or to 'the street'.

Yes this is also inline with deliveroo etc

5. That any delivery drivers and / or delivery companies that the licensee uses will be instructed as follows: (a) all vehicle engines are turned off when deliveries are being collected from the premises (b) that all delivery drivers behave in a quiet and orderly manner with respect to local residents (c) that delivery drivers do not use vehicle horns to attract the attention of workers at the premises, or otherwise use their vehicle horns unnecessarily when approaching or leaving the premises and (d) that delivery drivers do not engage in unnecessary revving of engines on approaching or leaving the premises and locale. The above must be specified in any contract / written instructions to delivery drivers and / or delivery companies, and evidence of this shall be made available to authorised officers immediately on request.

Yes we can email the companies, make the staff aware and have signage in the window. Thankfully most are now only on electric bikes as traditional transport is too expensive to maintain.

6. That staff shall be trained to arrive at, conduct themselves at the premises at all times, operate the premises and leave the premises in an orderly manner, with particular care taken when staff close the premises at the end of trade on each day. The details of such training, including the printed name(s) of the trainee(s) and the date(s) that the training was given, shall be recorded in the staff training logs at the premises.

Yes agreed, we would expect nothing less from the team.

7. That clearly legible signage shall be prominently displayed where it can easily be seen and read by staff, at all exits from the premises and in any external areas, requesting to the effect that staff leave the premises and locale in a quiet and orderly manner with respect to local residents. Such signage shall be kept free from obstructions at all times.

Yes agreed

8. That an extract ventilation system shall be installed and maintained in full working order at the premises to prevent the odours / fumes or similar from emanating from the premises and causing nuisance of any kind. The ventilation system shall be serviced and cleaned periodically and a log of such servicing / cleaning shall be kept at the premises and be made immediately available to authorised officers on request.

This is in existence, cleaned twice a year, and records kept.

9. (a) That any kitchen extract and / or ventilation systems (user accessible parts) will be cleaned periodically (at least monthly) by staff and / or a person qualified to do so. Details of such cleaning shall be kept in a log that shall be made immediately available to authorised officers on request. (b) That any kitchen extract and / or ventilation systems be inspected at least once annually by a person qualified to do so to ensure that they are in full working order. The details of any such inspections

shall be kept at the premises and be made immediately available for inspection on the request of authorised officers. Any maintenance works to the kitchen extract and / or ventilation identified as required, subsequent to such inspections, shall be undertaken as soon as practicably possible.

These are kept electronically and organised every 6 months by the landlord to support us in having a safe working environment.

10. That staff shall be instructed not to play loud music / entertainment at the premises. The details of such instruction shall be recorded in the staff training logs at the premises.

We have no music playing and do not intend to.

I very much look forward to your response

Very kindest regards