

From: [REDACTED]

Sent: Tuesday, April 7, 2026 3:41 PM

To: Miller, Justin [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Nisa Nunhead Express, 2 Kirkwood Rd, London SE15 3XX

[REDACTED]

Good afternoon,

I would like to submit the attached documents ahead of the hearing for the premises licence review for Nisa Nunhead Express, 2 Kirkwood Rd, London SE15 3XX.

I wasn't sure which email address to send it to so if you could forward it to the appropriate email address that would be great.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Vapes return conversation



24th November visit

Notice of powers and rights to occupier

To: [redacted] LA ref

Address: 2 Kirkwood Road, SE15 3XX

Date: 24/11/27 Time in: 18:05 Time out

Officer(s): Charlie, Ray

Person seen: [redacted] Position: Owner



Trading Standards Team
Regulatory Services
tradingstandards@southwark.gov.uk
Contact centre - 020 7525 2000

Notice no. 1559

* If you are an employee you should pass this notice to the business owner(s) or the relevant manager or company director etc.

Consumer Rights Act 2015 (Schedule 5 paragraph 23(7), Police & Criminal Evidence Act 1984 (PACE) Code B Code of Practice Powers of Entry (paragraph 7.1) - Section 48 (1)(a) of the Protection of Freedoms Act 2012

Visit conducted Without warrant Under warrant

This notice is issued in accordance with the above legislation and codes. PACE Code B will apply if you are suspected of committing an offence and/or entry is under warrant. It informs you about your rights when an authorised officer who has powers of entry wishes to exercise that power. It also explains officers associated powers and any compensation or complaints procedures.

Reason for visit Routine inspection Enquiry / complaint investigation Campaign / project Revisit
The officer named above is a duly authorised officer and is visiting to check compliance against the legislation enforced by this Service. The officer may be accompanied by such persons, and may take onto the premises such equipment, as the officer thinks necessary. Further information is shown below and overleaf.

Officers powers

Authorised officers have a legal right to enter and inspect business premises when they are open for business or at any reasonable time. They may visit by appointment if appropriate but often will not, as to do so may defeat the purpose of the inspection or not be practicable. You should ask to see an officer's official credentials or identification before allowing them to proceed. It is good practice to do so as criminals do sometimes pose as bogus officials. Powers do vary depending on the legislation but in most cases officers will have powers to:

- enter and inspect all parts of the premises
- observe the operation of the business
- interview staff during the inspection
- seize and retain any food, goods, computers or documents that may be required as evidence
- break open containers or vending machines
- make test purchases, take samples and photographs
- inspect and test any goods, equipment or installations
- seize items that are liable to forfeiture
- require the production and take copies of recordings (including computer records), documents and video recordings associated with the business
- access electronic devices to obtain or access information

Where entry is under a warrant any type of premises may be entered - with reasonable force if necessary.

Powers exercised are contained in statutory instruments enforced by this Service including those listed below

- Consumer Rights Act 2015
- General Product Safety Regulations 2005
- Consumer Protection Act 1987
- Consumer Protection from Unfair Trading Regulations 2008
- Licensing Act 2003
- Business Protection from Misleading Marketing Regulations 2008
- Food Safety Act 1990
- Health & Safety at Work etc. Act 1974
- Tobacco Advertising and Promotion Act 2002
- Product specific safety regulations (insert detail)
- Other (insert detail)

Obstructing a duly authorised officer is an offence punishable by fine and/or imprisonment

Obstruction includes: where a person intentionally obstructs an officer; intentionally failing to comply with instructions by an officer or a requirement imposed; without good reason fails to give an officer assistance or information reasonably required (including opening locked doors or containers); making a reckless statement which is false or misleading; knowingly making a statement which is materially false or misleading.

Consent of landowner or occupier (paragraph 8.6 of the Code*) or PACE Code B

Consent obtained Consent not requested Consent requested but not obtained
This section is to confirm that the occupier has been notified about the purpose of the visit and, for exercising powers of entry and associated powers, what these powers are and how they will be used. *Reasonable effort should also be made to obtain the consent of the landowner or occupier, unless obtaining consent would frustrate the purpose of the visit, for example by causing undue delay. Further information overleaf.

Declaration of landowner or occupier

I confirm receipt of this notice. I understand that I am not obliged to consent and may withdraw consent at any time. I understand if I refuse or withdraw consent officers can still exercise lawful authority to enter and exercise powers. I also understand the consequences or penalty for obstructing officers when exercising their powers. I hereby consent to officers entering the premises for the stated purpose

Name of person signing: [redacted] Signature: [redacted]

Inspections and your rights – Regulators Code and Police and Criminal Evidence Act (PACE) Code B

Southwark Council endeavours to adopt a positive and proactive approach towards ensuring compliance. We have regard to the Regulators' Code, the ARP Code of practice and the Age Restricted Products and Services Framework document. These were issued by the Government and are available via the GOV.UK website. We believe that close partnership between local business and the Council means

- better consumer and business protection
- fair and consistent regulation
- clarity about what is required and by when
- action required is proportionate to the risks identified

Officers are always pleased to help if you need advice on any of the areas we regulate including: fair trading, price marking, product safety, tobacco control, weights and measures and age verification. Business advice on these subjects and more can be found via www.businesscompanion.info. Our enforcement policy, service standards and local advice material can be found on the Council's website.

If at the time of conducting an inspection or search you are suspected of committing an offence officers should have regard to the Police and Criminal Evidence Act (PACE) Code B.

Your rights at inspections – further information

- When you are required or advised to do something you have the right on request to a written explanation of what you need to do, by when and why, and whether it is a legal requirement or a recommendation of good practice
- When immediate enforcement action is taken you have the right to a written explanation why this was necessary
- When other enforcement action is taken, or proposed, you have the right to have your point of view heard and for any alternative action (which must be equally effective) to be discussed
- When enforcement action is taken, you have the right to be told of any appeals mechanisms

If you are concerned about the possible implications for your business ask the inspecting officer what happens next.

Seizure of property

- Where property is seized officers should have regard to PACE Code B
- Before items are seized from occupied premises the officer must show the occupier their credentials if reasonably practicable
- The officer will also take reasonable steps to inform the person from whom items have been seized about the seizure and provide a written record of what has been seized
- Items seized will not be retained for longer than three months, unless the goods are reasonably required to be detained for a longer period for a purpose for which they were seized, in which case they will not be detained for longer than required for that purpose. This does not apply to goods seized for testing, that are liable to forfeiture or that are required as evidence
- Appeal rights may exist under the legislation concerned. These generally involve taking action in the Magistrates Court. You should seek independent legal advice if you wish to appeal against any seizure
- Compensation for loss or damage resulting from a seizure of goods may be payable where there has been no infringement or breach of legislation. In the event of dispute such compensation, or right to it, shall be determined by arbitration

- The occupier or representative can be allowed supervised access to items seized to examine or photograph them, or should be provided with a photograph or copy where possible, in either case within a reasonable time following any request and at their own expense
- Such requests may not be granted if there are reasonable grounds for believing this would prejudice the investigation of any offence or criminal proceedings; lead to the commission of an offence by providing access to unlawful material; or compromise the personal safety of security staff and/or the security of storage facilities

Please contact us for any further advice or guidance or e-copies of these codes – contact details are shown overleaf.

- You may access the Code of Practice on Powers of Entry via www.gov.uk/powers-of-entry
- PACE Codes are available for inspection at police stations or can be accessed via the GOV.UK website
- For further information on the Statutory Code of Practice for Regulators please visit the GOV.UK website

If you are unhappy with the inspection then you can complain using the Council's complaints procedure by writing to the head of Regulatory Services at the address below or use our corporate complaints and feedback facility at www.southwark.gov.uk/complaints

(TSNPR v1 4/2019)

Testimonials from local community members:

Statement 1 [REDACTED]



Fwd: comment re: Nunhead Express premises licence review

1 message

tuncay telli [REDACTED]

27 March 2026 at 18:11

----- Forwarded message -----

From: [REDACTED]
Date: Fri, Mar 27, 2026 at 6:02 PM
Subject: comment re: Nunhead Express premises licence review
[REDACTED]

To whom it may concern,

I've lived in Nunhead since late 2021 and have been visiting Nisa / Nunhead Express regularly (most days) throughout that time. I chat with Tuncay Telli often, and it's clear to me that he is an exceptionally conscientious and hardworking small business owner, providing an essential local service (a much better variety of products than the local supermarkets) and employing a tight knit team.

I was horrified to hear that there are proceedings under way which have a risk of him losing his licence. I've spoken to him about some of the allegations and frankly it seems like someone at the council has a grudge against him and/or the business. As mentioned I visit the shop very often and I have never seen anything to suggest that there is anything suspicious going on - I understand the allegations include:

* lack of health warnings on beverage cans. It seems absurd to expect a proprietor with tens of thousands of items in stock to be checking every single item, when he is buying in good faith from legitimate suppliers and has documentation to back that up.

* "illicit" / "contraband" tobacco - I have certainly never seen anything to suggest there is untaxed tobacco being sold in this shop. I do on occasion buy tobacco and as I know Tuncay well and we talk often, I am the kind of person he might offer suspiciously cheap tobacco to if he was trying to sell it. I can categorically state, and will do so in any circumstances required, that this has never happened. I simply don't believe that there is any illicit trade happening at this shop. It sounds like some of the officials inspecting this have found the shop proprietor's personal tobacco, which was not on sale and in fact in a back office not visible from the public area of the shop, and have seized this "contraband" to pad a flimsy case, and potentially remove a man's livelihood.

I would be happy to provide more information if necessary but I hope it is clear that I consider these allegations ridiculous and would strongly object to any attempt to strip this man of his livelihood on the basis that he is some kind of criminal.

[REDACTED]

Testimonials from local community members:

Statement 1 [REDACTED]



Fwd: comment re: Nunhead Express premises licence review

1 message

tuncay telli [REDACTED]

27 March 2026 at 18:11

----- Forwarded message -----

From: [REDACTED]
Date: Fri, Mar 27, 2026 at 6:02 PM
Subject: comment re: Nunhead Express premises licence review
[REDACTED]

To whom it may concern,

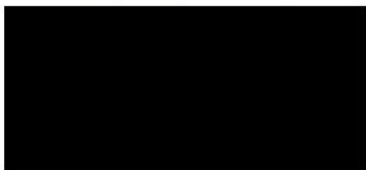
I've lived in Nunhead since late 2021 and have been visiting Nisa / Nunhead Express regularly (most days) throughout that time. I chat with Tuncay Telli often, and it's clear to me that he is an exceptionally conscientious and hardworking small business owner, providing an essential local service (a much better variety of products than the local supermarkets) and employing a tight knit team.

I was horrified to hear that there are proceedings under way which have a risk of him losing his licence. I've spoken to him about some of the allegations and frankly it seems like someone at the council has a grudge against him and/or the business. As mentioned I visit the shop very often and I have never seen anything to suggest that there is anything suspicious going on - I understand the allegations include:

* lack of health warnings on beverage cans. It seems absurd to expect a proprietor with tens of thousands of items in stock to be checking every single item, when he is buying in good faith from legitimate suppliers and has documentation to back that up.

* "illicit" / "contraband" tobacco - I have certainly never seen anything to suggest there is untaxed tobacco being sold in this shop. I do on occasion buy tobacco and as I know Tuncay well and we talk often, I am the kind of person he might offer suspiciously cheap tobacco to if he was trying to sell it. I can categorically state, and will do so in any circumstances required, that this has never happened. I simply don't believe that there is any illicit trade happening at this shop. It sounds like some of the officials inspecting this have found the shop proprietor's personal tobacco, which was not on sale and in fact in a back office not visible from the public area of the shop, and have seized this "contraband" to pad a flimsy case, and potentially remove a man's livelihood.

I would be happy to provide more information if necessary but I hope it is clear that I consider these allegations ridiculous and would strongly object to any attempt to strip this man of his livelihood on the basis that he is some kind of criminal.



Statement 2 ■

To whom it may concern,

I am writing in support of Nisa / Nunhead Express and its proprietor, Mr Tuncay Telli.

I have lived in Nunhead since March 2016 and have been a regular customer of the shop throughout that time, visiting most days. Over the years I have come to know Mr Telli and his staff through frequent contact, and I have consistently found him to be hardworking, conscientious, and committed to serving the local community.

This shop is an important part of the area. It provides a wide range of products that are genuinely useful to local residents, including food, household items, and a selection of health-related products such as basic vitamins and minerals. I personally buy many natural health and food items there, and on occasion, when I have needed something specific, Mr Telli has even been willing to order it in like Dutch apple spraed and pinecone extract.

I also wish to highlight that the shop plays a positive role in the community. From what I have observed, efforts are made to avoid waste, including donating food items before they go off, and the business has also been involved in helping vulnerable people locally. This has made a real difference in the area and reflects positively on the character of the business.

On a personal level, the shop has also shown kindness and flexibility to my family. There have been occasions when I or my family did not have sufficient funds available at the till, and we were allowed to return and pay later. That kind of trust and consideration is rare and has been genuinely helpful.

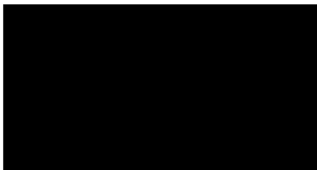
As someone who has used the shop regularly over a long period of time, including late in the evening after work shifts, I can honestly say that I have never personally seen anything that would suggest irresponsible or improper conduct in relation to alcohol sales. I have children, including a 16-year-old son, and I have never known staff to act inappropriately in relation to age-restricted items. In fact, my experience has been the opposite: staff have always appeared professional and careful in their conduct.

I have also never personally seen anything to suggest illicit or suspicious sales activity at the premises. I appreciate that concerns may have been raised, but based on my own direct and repeated experience as a customer, I have not observed conduct that would cause me concern.

In my view, this is a responsible local business run by someone who works hard, supports the community, and provides an important service to local residents. For those reasons, I would be very concerned if action were taken that might remove his licence and, with it, his livelihood.

I hope my observations are helpful. I would be willing to provide further information if required.

Yours faithfully,

A solid black rectangular redaction box covering the signature area.

Statement 3 [REDACTED]

To: Licensing Authority

Subject: Representation in Support of Premises Licence – Nunhead Express Ltd

Dear Sir/Madam,

I write to make a formal representation in support of the premises licence currently under review in respect of Nunhead Express Ltd.

My name is [REDACTED] and I have been employed as a Shop Supervisor at the above premises since August 2022. I am also a sponsored employee under the UK immigration system, and my continued lawful residence and employment in the United Kingdom is directly dependent upon my role within this business.

Throughout my employment, I have undertaken my duties with diligence, integrity, and a clear understanding of licensing objectives, including the prevention of crime and disorder, public safety, and the protection of children from harm. I have consistently ensured that the premises operates in compliance with all applicable laws and licence conditions.

I respectfully wish to bring to the Authority's attention the significant personal impact that any adverse decision regarding the premises licence may have. In particular, any revocation or substantial restriction of the licence could result in the loss of my employment. This, in turn, would directly affect my immigration status, and it could affect my visa and my future as well.

I therefore humbly request that the Licensing Authority take into account not only the commercial considerations but also the serious consequences for employees such as myself, who rely on the lawful operation of the business for their livelihood and stability.

I confirm my ongoing commitment to upholding all licensing requirements and to supporting the premises in maintaining full compliance going forward under the direction of Mr. Tuncay Telli.

Thank you for your time and careful consideration of this representation.

Yours faithfully,

[REDACTED]

Statement 2 ■

To whom it may concern,

I am writing in support of Nisa / Nunhead Express and its proprietor, Mr Tuncay Telli.

I have lived in Nunhead since March 2016 and have been a regular customer of the shop throughout that time, visiting most days. Over the years I have come to know Mr Telli and his staff through frequent contact, and I have consistently found him to be hardworking, conscientious, and committed to serving the local community.

This shop is an important part of the area. It provides a wide range of products that are genuinely useful to local residents, including food, household items, and a selection of health-related products such as basic vitamins and minerals. I personally buy many natural health and food items there, and on occasion, when I have needed something specific, Mr Telli has even been willing to order it in like Dutch apple spraed and pinecone extract.

I also wish to highlight that the shop plays a positive role in the community. From what I have observed, efforts are made to avoid waste, including donating food items before they go off, and the business has also been involved in helping vulnerable people locally. This has made a real difference in the area and reflects positively on the character of the business.

On a personal level, the shop has also shown kindness and flexibility to my family. There have been occasions when I or my family did not have sufficient funds available at the till, and we were allowed to return and pay later. That kind of trust and consideration is rare and has been genuinely helpful.

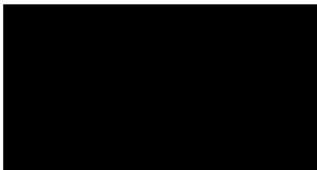
As someone who has used the shop regularly over a long period of time, including late in the evening after work shifts, I can honestly say that I have never personally seen anything that would suggest irresponsible or improper conduct in relation to alcohol sales. I have children, including a 16-year-old son, and I have never known staff to act inappropriately in relation to age-restricted items. In fact, my experience has been the opposite: staff have always appeared professional and careful in their conduct.

I have also never personally seen anything to suggest illicit or suspicious sales activity at the premises. I appreciate that concerns may have been raised, but based on my own direct and repeated experience as a customer, I have not observed conduct that would cause me concern.

In my view, this is a responsible local business run by someone who works hard, supports the community, and provides an important service to local residents. For those reasons, I would be very concerned if action were taken that might remove his licence and, with it, his livelihood.

I hope my observations are helpful. I would be willing to provide further information if required.

Yours faithfully,

A solid black rectangular redaction box covering the signature area.

Statement 3 [REDACTED]

To: Licensing Authority

Subject: Representation in Support of Premises Licence – Nunhead Express Ltd

Dear Sir/Madam,

I write to make a formal representation in support of the premises licence currently under review in respect of Nunhead Express Ltd.

My name is [REDACTED] and I have been employed as a Shop Supervisor at the above premises since August 2022. I am also a sponsored employee under the UK immigration system, and my continued lawful residence and employment in the United Kingdom is directly dependent upon my role within this business.

Throughout my employment, I have undertaken my duties with diligence, integrity, and a clear understanding of licensing objectives, including the prevention of crime and disorder, public safety, and the protection of children from harm. I have consistently ensured that the premises operates in compliance with all applicable laws and licence conditions.

I respectfully wish to bring to the Authority's attention the significant personal impact that any adverse decision regarding the premises licence may have. In particular, any revocation or substantial restriction of the licence could result in the loss of my employment. This, in turn, would directly affect my immigration status, and it could affect my visa and my future as well.

I therefore humbly request that the Licensing Authority take into account not only the commercial considerations but also the serious consequences for employees such as myself, who rely on the lawful operation of the business for their livelihood and stability.

I confirm my ongoing commitment to upholding all licensing requirements and to supporting the premises in maintaining full compliance going forward under the direction of Mr. Tuncay Telli.

Thank you for your time and careful consideration of this representation.

Yours faithfully,

[REDACTED]

Tuncay Hearing

1.20 June 2025

Marlboro Touch in office for Tuncay personal use in office (not for sale). It was on a shelf in the office, not in anyway hidden. £5 label was not the premises' label.

2.10 July 2025 1130 vapes 5 pouches of hand rolled tobacco and 21 packets of cigarettes

On desk in office for personal use. Open packets on the shelf in the office, not displayed nor concealed.

The vapes were not on display and were stacked against the office wall to be returned. The office is located through a store room before reaching the office, there no customers would be allowed in that part of the premises nor could they see the vapes. They were also labelled "RETURN"

Some vapes were left behind and Mr. Telli called 11th July to request the officers collect remaining vapes. Calls were made:

11/07/2025 after 2pm

12/07/2025 11:00 am

13/07/2025 4:00pm

4.10 July 2025

Snap bag of cannabis in staff room, 2 snap bags of hashish in till priced at £20 (in office) Personal use.

4.100 large cannisters of nitrous oxide (laughing gas)

Mr. Telli runs a catering supply service and) bought for whipped cream for EMA catering who rejected the stock due to the brand. (Invoices attached) purchased from wow party. He was visited by Ashok and Wasim who represented the company at the time. Mr. Telli had contacted the seller of the cannisters to return the stock but they had not yet returned his deposit, which he was awaiting for to return. He has 60 units equating to 10 boxes(all sealed) of small cannisters and 1 large cylinder which was the sample opened to show to EMA catering. Invoices can be provided.

Client examples:

Neri coffee

Bian coffee

All with bar codes and entered into the system.

5.Mary Gold and Jaykumar Patel where not personal licence holders – 2 training in licensing, training record book was seen – breach of “a personal licence holder shall be present on the premises whenever alcohol is available for sale”

6. Credit for purchasing goods offered – no credit is given for alcohol, credit is only given for essential goods.

Mr.Telli is very strict on not giving credit for alcohol because it is not an essential item, this applies to cigarettes also not being an essential item and therefore credit not being allowed.

7. 14 July 2025 Labubu counterfeit toys x100 on display at £6.00 each 96 dolls surrendered voluntarily.

Three of the dolls were given to his own children. Mr.Telli was not aware they were counterfeit, once informed he voluntarily surrendered all his stock.

Purchase was made after a representative visited the shop and provided a sample which all sold.

The visit on the 14th was at the behest of Mr.Telli to collect the remaining vapes.

8. Perla beer (7.1% ABV) not labelled in English no details of person responsible for food. Advised regarding this.

9. Issued written warning on 03 December 2025 concerning illicit tobacco, non-compliant vapes and counterfeit toys.

10. 12 December 2025 test purchase for illicit tobacco told “sorry boss, all gone” denies knowledge of cigarettes – unclear what was asked for, when busy staff will often tell customers stock is “all gone”

11. 12 December 2025 inspection conducted found Perla (7.1% ABV) and Zubr (6% ABV) labels not in English no details of person responsible for food. Failure to have a copy of premises licence available at the premises. These products made it through borders without appropriate labels. (not seized)

The premises licence was stuck to the wall, when Mr. Telli tried to remove it to show to the officer, his hand was swatted away and the officer tore a part of the licence off.

12. Lack of regard of the licensing objective, the prevention of crime and disorder.

Mr. Telli has been proactive in contacting the officers to collect and non-compliant or stock, and has been enacted any advice from the officers.

Staff have been re-trained in regards to age restricted sales, challenge 25, use of the refusal logs and supplier verification. He has introduced stricter stock-checking and record keeping on his system before and has now been further revised upon advice from the authorities. Mr. Telli is actively involved in trying to resolve conflicts in the community to avoid escalation into violence or crime. Many members of the community have written and offered support of this (please see attached testimonials from other members of the community)

Mr. Telli has collected a number of signatures to support him from the local community.

November 24/11/25

Officer conducted visit and said they would send an email or letter regarding the Perla beer, to see the invoices which were produced on the day but no letter or email was sent.

During the previous visit Mr.Telli offered to provide invoices but officer said would send letter. This review is the first time he has heard back from them since.

After inspection in July, any stock found to be non-compliant were no longer ordered or supplied, staff were informed not to order or accept deliveries of non-compliant orders.

Mr. Telli retains all evidence of purchases and invoices which can be supplied up request. Most transactions are done online by bank transfer – any cash purchases are clearly indicated on the invoice.

Mr. Tuncay Telli statement:

Since the incident in July 2025, and December I have reviewed and strengthened all compliance procedures within the business. Staff have been retrained on age-restricted sales, Challenge 25, refusal logs, and supplier verification. I have introduced stricter stock-checking and record-keeping on my system before and now more strict procedures, including regular internal audits, to ensure full compliance with licensing conditions. These measures are now part of the daily operation of the premises and are actively monitored by management.

This shows learning + prevention, which can really help.

Vapes return conversation



24th November visit

Notice of powers and rights to occupier

To: Tunçay Telli LA ref
Address: 2 Kirkwood Road, SE15 3XX
Date: 24/11/27 Time in: 18:05 Time out:
Officer(s): Charlie, Ray
Person seen: Tunçay Telli Position: Owner



Trading Standards Team
Regulatory Services
tradingstandards@southwark.gov.uk
Contact centre - 020 7525 2000

Notice no. 1559

Consumer Rights Act 2015 (Schedule 5 paragraph 23(7)), Police & Criminal Evidence Act 1984 (PACE) Code B
Code of Practice Powers of Entry (paragraph 7.1) - Section 48(1)(a) of the Protection of Freedoms Act 2012

Visit conducted Without warrant Under warrant

This notice is issued in accordance with the above legislation and codes. PACE Code B will apply if you are suspected of committing an offence and/or entry is under warrant.

It informs you about your rights when an authorised officer who has powers of entry wishes to exercise that power. It also explains officers associated powers and any compensation or complaints procedures.

Reason for visit Routine inspection Enquiry / complaint investigation Campaign / project Revisit

The officer named above is a duly authorised officer and is visiting to check compliance against the legislation enforced by this Service. The officer may be accompanied by such persons, and may take onto the premises such equipment, as the officer thinks necessary. Further information is shown below and overleaf.

Officers powers

Authorised officers have a legal right to enter and inspect business premises when they are open for business or at any reasonable time. They may visit by appointment if appropriate but often will not, as to do so may defeat the purpose of the inspection or not be practicable. You should ask to see an officer's official credentials or identification before allowing them to proceed. It is good practice to do so as criminals do sometimes pose as bogus officials.

Powers do vary depending on the legislation but in most cases officers will have powers to:

- enter and inspect all parts of the premises
- observe the operation of the business
- interview staff during the inspection
- seize and retain any food, goods, computers or documents that may be required as evidence
- break open containers or vending machines
- make test purchases, take samples and photographs
- inspect and test any goods, equipment or installations
- seize items that are liable to forfeiture
- require the production and take copies of recordings (including computer records), documents and video recordings associated with the business
- access electronic devices to obtain or access information

Where entry is under a warrant any type of premises may be entered - with reasonable force if necessary.

Powers exercised are contained in statutory instruments enforced by this Service including those listed below

Consumer Rights Act 2015 <input type="checkbox"/>	General Product Safety Regulations 2005 <input checked="" type="checkbox"/>	Consumer Protection Act 1987 <input checked="" type="checkbox"/>
Consumer Protection from Unfair Trading Regulations 2008 <input checked="" type="checkbox"/>	Licensing Act 2003 <input type="checkbox"/>	
Business Protection from Misleading Marketing Regulations 2008 <input type="checkbox"/>	Food Safety Act 1990 <input type="checkbox"/>	
Health & Safety at Work etc. Act 1974 <input checked="" type="checkbox"/>	Tobacco Advertising and Promotion Act 2002 <input type="checkbox"/>	
Product specific safety regulations <input checked="" type="checkbox"/> (insert detail)	Other <input type="checkbox"/> (insert detail)	

Obstructing a duly authorised officer is an offence punishable by fine and/or imprisonment

Obstruction includes: where a person intentionally obstructs an officer; intentionally failing to comply with instructions by an officer or a requirement imposed; without good reason fails to give an officer assistance or information reasonably required (including opening locked doors or containers); making a reckless statement which is false or misleading; knowingly making a statement which is materially false or misleading.

Consent of landowner or occupier (paragraph 8.6 of the Code*) or PACE Code B

Consent obtained Consent not requested Consent requested but not obtained

This section is to confirm that the occupier has been notified about the purpose of the visit and, for exercising powers of entry and associated powers, what these powers are and how they will be used.

*Reasonable effort should also be made to obtain the consent of the landowner or occupier, unless obtaining consent would frustrate the purpose of the visit, for example by causing undue delay. Further information overleaf.

Declaration of landowner or occupier

I confirm receipt of this notice. I understand that I am not obliged to consent and may withdraw consent at any time. I understand if I refuse or withdraw consent officers can still exercise lawful authority to enter and exercise powers. I also understand the consequences or penalty for obstructing officers when exercising their powers.

I hereby consent to officers entering the premises for the stated purpose

Name of person signing: TUNÇAY TELLI Sig: [Redacted]

Inspections and your rights – Regulators Code and Police and Criminal Evidence Act (PACE) Code B

Southwark Council endeavours to adopt a positive and proactive approach towards ensuring compliance. We have regard to the Regulators' Code, the ARP Code of practice and the Age Restricted Products and Services Framework document. These were issued by the Government and are available via the GOV.UK website. We believe that close partnership between local business and the Council means

- better consumer and business protection
- fair and consistent regulation
- clarity about what is required and by when
- action required is proportionate to the risks identified

Officers are always pleased to help if you need advice on any of the areas we regulate including: fair trading, price marking, product safety, tobacco control, weights and measures and age verification. Business advice on these subjects and more can be found via www.businesscompanion.info. Our enforcement policy, service standards and local advice material can be found on the Council's website.

If at the time of conducting an inspection or search you are suspected of committing an offence officers should have regard to the Police and Criminal Evidence Act (PACE) Code B.

Your rights at inspections – further information

- When you are required or advised to do something you have the right on request to a written explanation of what you need to do, by when and why, and whether it is a legal requirement or a recommendation of good practice
- When immediate enforcement action is taken you have the right to a written explanation why this was necessary
- When other enforcement action is taken, or proposed, you have the right to have your point of view heard and for any alternative action (which must be equally effective) to be discussed
- When enforcement action is taken, you have the right to be told of any appeals mechanisms

If you are concerned about the possible implications for your business ask the inspecting officer what happens next.

Seizure of property

- Where property is seized officers should have regard to PACE Code B
- Before items are seized from occupied premises the officer must show the occupier their credentials if reasonably practicable
- The officer will also take reasonable steps to inform the person from whom items have been seized about the seizure and provide a written record of what has been seized
- Items seized will not be retained for longer than three months, unless the goods are reasonably required to be detained for a longer period for a purpose for which they were seized, in which case they will not be detained for longer than required for that purpose. This does not apply to goods seized for testing, that are liable to forfeiture or that are required as evidence
- Appeal rights may exist under the legislation concerned. These generally involve taking action in the Magistrates Court. You should seek independent legal advice if you wish to appeal against any seizure
- Compensation for loss or damage resulting from a seizure of goods may be payable where there has been no infringement or breach of legislation. In the event of dispute such compensation, or right to it, shall be determined by arbitration

- The occupier or representative can be allowed supervised access to items seized to examine or photograph them, or should be provided with a photograph or copy where possible, in either case within a reasonable time following any request and at their own expense
- Such requests may not be granted if there are reasonable grounds for believing this would prejudice the investigation of any offence or criminal proceedings; lead to the commission of an offence by providing access to unlawful material; or compromise the personal safety of security staff and/or the security of storage facilities

Please contact us for any further advice or guidance or e-copies of these codes – contact details are shown overleaf.

- You may access the Code of Practice on Powers of Entry via www.gov.uk/powers-of-entry
- PACE Codes are available for inspection at police stations or can be accessed via the GOV.UK website
- For further information on the Statutory Code of Practice for Regulators please visit the GOV.UK website

If you are unhappy with the inspection then you can complain using the Council's complaints procedure by writing to the head of Regulatory Services at the address below or use our corporate complaints and feedback facility at www.southwark.gov.uk/complaints

(TSNPR v1 4/2019)

Testimonials from local community members:

Statement 1 [REDACTED]



Fwd: comment re: Nunhead Express premises licence review

1 message

27 March 2026 at 18:11

To whom it may concern,

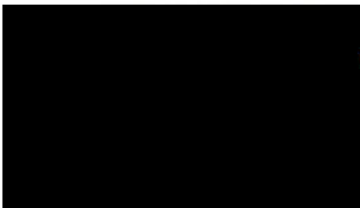
I've lived in Nunhead since late 2021 and have been visiting Nisa / Nunhead Express regularly (most days) throughout that time. I chat with Tuncay Telli often, and it's clear to me that he is an exceptionally conscientious and hardworking small business owner, providing an essential local service (a much better variety of products than the local supermarkets) and employing a tight knit team.

I was horrified to hear that there are proceedings under way which have a risk of him losing his licence. I've spoken to him about some of the allegations and frankly it seems like someone at the council has a grudge against him and/or the business. As mentioned I visit the shop very often and I have never seen anything to suggest that there is anything suspicious going on - I understand the allegations include:

* lack of health warnings on beverage cans. It seems absurd to expect a proprietor with tens of thousands of items in stock to be checking every single item, when he is buying in good faith from legitimate suppliers and has documentation to back that up.

* "illicit" / "contraband" tobacco - I have certainly never seen anything to suggest there is untaxed tobacco being sold in this shop. I do on occasion buy tobacco and as I know Tuncay well and we talk often, I am the kind of person he might offer suspiciously cheap tobacco to if he was trying to sell it. I can categorically state, and will do so in any circumstances required, that this has never happened. I simply don't believe that there is any illicit trade happening at this shop. It sounds like some of the officials inspecting this have found the shop proprietor's personal tobacco, which was not on sale and in fact in a back office not visible from the public area of the shop, and have seized this "contraband" to pad a flimsy case, and potentially remove a man's livelihood.

I would be happy to provide more information if necessary but I hope it is clear that I consider these allegations ridiculous and would strongly object to any attempt to strip this man of his livelihood on the basis that he is some kind of criminal.



Statement 2 ■

To whom it may concern,

I am writing in support of Nisa / Nunhead Express and its proprietor, Mr Tuncay Telli.

I have lived in Nunhead since March 2016 and have been a regular customer of the shop throughout that time, visiting most days. Over the years I have come to know Mr Telli and his staff through frequent contact, and I have consistently found him to be hardworking, conscientious, and committed to serving the local community.

This shop is an important part of the area. It provides a wide range of products that are genuinely useful to local residents, including food, household items, and a selection of health-related products such as basic vitamins and minerals. I personally buy many natural health and food items there, and on occasion, when I have needed something specific, Mr Telli has even been willing to order it in like Dutch apple spraed and pinecone extract.

I also wish to highlight that the shop plays a positive role in the community. From what I have observed, efforts are made to avoid waste, including donating food items before they go off, and the business has also been involved in helping vulnerable people locally. This has made a real difference in the area and reflects positively on the character of the business.

On a personal level, the shop has also shown kindness and flexibility to my family. There have been occasions when I or my family did not have sufficient funds available at the till, and we were allowed to return and pay later. That kind of trust and consideration is rare and has been genuinely helpful.

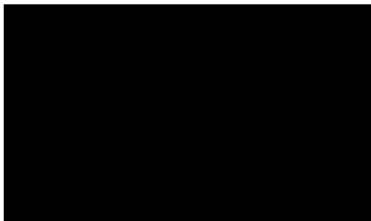
As someone who has used the shop regularly over a long period of time, including late in the evening after work shifts, I can honestly say that I have never personally seen anything that would suggest irresponsible or improper conduct in relation to alcohol sales. I have children, including a 16-year-old son, and I have never known staff to act inappropriately in relation to age-restricted items. In fact, my experience has been the opposite: staff have always appeared professional and careful in their conduct.

I have also never personally seen anything to suggest illicit or suspicious sales activity at the premises. I appreciate that concerns may have been raised, but based on my own direct and repeated experience as a customer, I have not observed conduct that would cause me concern.

In my view, this is a responsible local business run by someone who works hard, supports the community, and provides an important service to local residents. For those reasons, I would be very concerned if action were taken that might remove his licence and, with it, his livelihood.

I hope my observations are helpful. I would be willing to provide further information if required.

Yours faithfully,



Statement 3 [REDACTED]

To: Licensing Authority

Subject: Representation in Support of Premises Licence – Nunhead Express Ltd

Dear Sir/Madam,

I write to make a formal representation in support of the premises licence currently under review in respect of Nunhead Express Ltd.

My name is [REDACTED] and I have been employed as a Shop Supervisor at the above premises since August 2022. I am also a sponsored employee under the UK immigration system, and my continued lawful residence and employment in the United Kingdom is directly dependent upon my role within this business.

Throughout my employment, I have undertaken my duties with diligence, integrity, and a clear understanding of licensing objectives, including the prevention of crime and disorder, public safety, and the protection of children from harm. I have consistently ensured that the premises operates in compliance with all applicable laws and licence conditions.

I respectfully wish to bring to the Authority's attention the significant personal impact that any adverse decision regarding the premises licence may have. In particular, any revocation or substantial restriction of the licence could result in the loss of my employment. This, in turn, would directly affect my immigration status, and it could affect my visa and my future as well.

I therefore humbly request that the Licensing Authority take into account not only the commercial considerations but also the serious consequences for employees such as myself, who rely on the lawful operation of the business for their livelihood and stability.

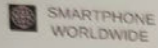
I confirm my ongoing commitment to upholding all licensing requirements and to supporting the premises in maintaining full compliance going forward under the direction of Mr. Tuncay Telli.

Thank you for your time and careful consideration of this representation.

Yours faithfully,

[REDACTED]

R-2326



INVOICE

2004

SMART PHONE WORLDWIDE LT
CHARLES HOUSE,
UNIT F1a,
082-480,
UNITED KINGDOM,
VAT REGISTRATION: GB382642190

Date: Dec 21, 2014
Payment Terms: DUE ON RECEIPT
Balance Due: £5,460.00

Bill To:
NUNHEAD EXPRESS LTD
2 KIRKWOOD ROAD,
LONDON,
ENGLAND,
SE15 3XX,
UNITED KINGDOM.

Item	Quantity	Rate	Amount
BM600 Prefilled Pod Kit	25	£22.00	£550.00
Crystal Bar Prefilled pod Kit	35	£21.00	£735.00
Elf Bar Prefilled Pod Kit	40	£21.00	£840.00
Elf Bar Prefilled Pod Kit	15	£25.00	£375.00
lvq 2400 Prefilled Pod Kit	30	£13.00	£390.00
Crystal Bar Pods	05	£200.00	£1000.00
Viga Gold Honey	05	£132.00	£660.00
Kamagra Jelly			

Subtotal: £4,550.00
Tax (20%): £910.00
Total: £5,460.00

*Bank Payment
transferred*

Terms:
ACCOUNT DETAILS:
ACCOUNT HOLDER: SMARTPHONE WORLD WIDE LTD
ACCOUNT NUMBER: 53838617
SORT CODE: 20-00-00
REFERENCE: 0192-00008