

## Appendix D

### Applicant's letter to those persons who made representations

Dear

My name is **REDACTED**, and I am opening a small coffee shop/restaurant at 5 Hove Street. As you are aware we have applied for a premises licence to offer a small selection of organic and natural wines and cocktail drinks and I believe that you have lodged a representation with the licensing authority against the application.

At this point may I apologise for contacting you directly, but I thought as we will be neighbours with or without the premises licence being granted it was worth introducing myself and explaining why we have applied for this licence and how we plan to operate.

We will operate as a small restaurant and our business will be food lead, mainly focusing on serving food, coffee and soft drinks. To this end we have agreed that alcohol will be limited to table service only and no vertical drinking. We have agreed an extensive suite of conditions with the police and perhaps more importantly to anyone who is concerned about public nuisance, Environmental Health. These conditions put in place strict controls as to how our business can operate and I think it is worth highlighting that if the licence is not granted, we will still open and trade but will not have to adhere to so many restrictions.

I have included the conditions which we have agreed with the police and environmental health authorities for your information so you can see the regulations we will put in place should our licence be granted.

I fully appreciate that as residents you would obviously be concerned at a new licensed premises opening in the building, but I would love an opportunity to discuss your concerns and hopefully allay your fears regarding my planned business. To this end I would like to invite you to either contact me on **REDACTED**

I very much look forward to hearing from you and hope that in future we will soon become your favourite place to grab a coffee!

#### **a) General – all four licensing objectives (b, c, d and e) (please read guidance note 10)**

All staff shall be suitably trained for their job function for the premises. The training shall be written into a programme ongoing and under constant review and shall be made available to a relevant responsible authority when called upon.

No vertical drinking shall take place at the premises.

All alcohol and food sales shall be by table service only

## **b) The prevention of crime and disorder**

A CCTV system shall be installed to cover all entry and exit points enabling frontal identification of every person entering in any light condition.

The CCTV system shall continually record whilst the premises is open for licensable activities. It shall operate during all times when customers remain on the premises.

All recordings shall be stored for a minimum period of 31 days with correct date and time stamping and shall be made available immediately upon the request of Police or an authorised officer of the council throughout the preceding 31 day period.

The CCTV system shall be updated and maintained according to police recommendations.

A staff member from the premises who is conversant with the operation of the CCTV system, shall be on the premises at all times when the premises are open to the public. This staff member must be able to show a Police or authorised council officer recent data or footage with the absolute minimum of delay when requested.

CCTV shall be downloaded on request by the Police or authorised officer of the council.

Appropriate signage advising customers of CCTV being in operation, shall be prominently displayed in the premises.

A documented check of the CCTV shall be completed weekly to ensure all cameras remain operational and the 31 days storage for recordings is being maintained.

A premises daily register shall be kept at the premises. This register shall be maintained and kept for a rolling period of 12 months.

The register shall record all incidents which may have occurred which are relevant to the supply of alcohol and the promotion of the licensing objectives. Such incidents shall include, but not be limited to, complaints made to the premises alleging nuisance or anti-social behaviour by persons attending or leaving the premises and all refusals to sell alcohol.

The register shall be readily available for inspection by an authorised person upon reasonable request.

Super-strength lagers, beers and/or ciders, i.e. those with an ABV of 6.5% or higher, shall not be sold at the premises.

### **c) Public safety**

All exit routes and public areas shall be kept unobstructed, shall have non-slippery and even surfaces, shall be free of trip hazards and shall be clearly signed.

The premises licence holder shall ensure that a suitable fire risk assessment and emergency plan is in place at all times.

Regular checks and maintenance shall be carried out on all equipment, electrical installations, emergency lighting and fire alarms and equipment to ensure their continued safe operation. A written record of these checks shall be kept and made available to an authorised officer of the licensing authority.

Empty glasses and bottles shall be removed from public areas quickly and efficiently.

An adequate and appropriate supply of first aid equipment and materials shall be available on the premises.

### **d) The prevention of public nuisance**

Arrangements shall be put in place to ensure that waste collection contractors do not collect refuse between 19:00 and 07:00.

No person shall be allowed to leave the licensed area whilst in the possession of any drinking vessel or open glass bottle, whether empty or containing any beverage.

The premises licence holder shall ensure that any patrons drinking and/or smoking outside the premises do so in an orderly manner and ensure that there is no public nuisance.

Signage requesting customers to be respectful of others when entering or leaving the premises shall be installed in a prominent position by the premises' exit.

#### **e) The protection of children from harm**

The Licensee to adopt a "Challenge 25" policy where all customers who appear to be under the age of 25 and attempt to purchase alcohol or other age-restricted products are asked for proof of their age. The Licensee to prominently display notices advising customers of the "Challenge 25" policy. The following proofs of age are the only ones to be accepted:

- Proof of age cards bearing the "Pass" hologram symbol
- UK Photo Driving licence
- Passport
- A Military ID Card

Notices advertising that the premises operates a "Challenge 25" scheme shall be displayed in a clear and prominent position at the premises entrance.

All occasions when persons have been refused service shall be recorded in the premises daily register.

The register will contain details of time and date, description of the attempting purchaser, description of the age restricted products they attempted to purchase, reason why the sale was refused and the name/signature of the sales person refusing the sale.

Documented delegation of authorisations to sell alcohol shall be maintained at the premises and shall be available on request by an authorised officer of the Licensing Authority or a constable.

A prominent clear notice shall be displayed at the point of entry to the premises advising customers that they may be asked to produce evidence of their age if seeking to purchase alcohol.

If you have any questions, please feel free to contact myself directly on REDACTED

Kind Regards

**REDACTED**

