

From: Office | Euro Floors London

Sent: 01 July 2020 09:58

To: Perez-Trillo Cristina: H&F <Cristina.Perez-Trillo@lbhf.gov.uk>

Subject: Re: Nuisance in Fulham

See pics attached.

We consent in using the details and pictures from the emails in the hearing papers.

Ciprian

Euro Floors London

On 30/06/2020 16:03, Perez-Trillo Cristina: H&F wrote:

Hi Ciprian,

Thank you for your response. Can you confirm if you would be happy for us to include your emails below in the hearing papers and attach the email correspondence you sent the operator?

Additionally, if you would like to submit a representation in support of the review please send to licensing@lbhf.gov.uk quoting the review application reference number 2020/00478/LAPRR and your business address. Deadline for comments towards this application is the 2nd July.

(We have been made aware of the problems this premises has been causing in recent weeks and we have been working with the Police licensing team to try and bring the licence holder into compliance. Council officers have visited the premises on numerous occasions (with and without the Police) and offered advice to the licence holder but this has not been heeded. A prohibition notice was served under the Coronavirus Business Closure Regulations 2020 on the 15th May but unfortunately the business did not change the way it was operating. The premises appear to be operating with a complete disregard for the law and the licensing objectives. We believe the current operation of the premises is a danger to public safety as the coronavirus business closure regulations 2020 are being completely ignored. Due to the serious and repetitive nature of these offences we submitted a review of the premises licence asking for revocation).

Representation must concern one or more of the following licensing objectives in order to make it valid:

- o The prevention of crime and disorder.**
- o Public safety.**
- o The prevention of public nuisance.**
- o The protection of children from harm.**

Kind regards

Cristina Perez

Licensing Compliance & Enforcement Officer

Licensing

The Environment Department

Hammersmith & Fulham Council

Work: 020 8753 5465

Mobile: 079 9055 6181

cristina.perez-trillo@lbhf.gov.uk

www.lbhf.gov.uk

From: Office | Euro Floors London

Sent: 30 June 2020 15:01

To: Perez-Trillo Cristina: H&F <Cristina.Perez-Trillo@lbhf.gov.uk>

Subject: Re: Nuisance in Fulham

Hello Cristina,

Initially we have allowed Vincenzo (from Jack's) to use our front decking off hours if needed for his customers, as long as him and his customers were following all safety covid procedures and guidelines imposed, and as long as they would enjoy their time silent and not littering on our decking.

Few days have passed and a first complaint came, have discussed it personally with Vincenzo and he agreed to try and educate his customers to keep it within good manners. Vincenzo did a bit of cleaning nevertheless at this stage .

Another few days have passed and a second nuisance complaint came, at which point I have discussed the issue with Vincenzo and made him aware that we DONT ACCEPT ANYMORE any of his customers to use our decking - this must have been somewhere b/w the by the 18th june . Also by the 18th I had put a notice in the front glass regarding NOT ALLOWING ANYONE to use our decking as a drinking establishment/pub - addressed specifically to JAck's customers. On the 18th I have sent Vincenzo @ Jacks an email with a written request about not allowing his customers to gather on our decking.

Since the 2nd complaint that arrived, eventhough I had to police-away people myself to off-the decking, littering still continued on our decking and of course cleaning stopped as well - leaving aside cigarette buns (as I smoke as well), lately i started cleaning off plastic beer cups from Jacks...

Truth be told I am getting tired of policing around Jacks customers, and have been as diplomatic as possible about the matter, both with Vincenzo and his customers, always avoiding causing a scene - and avoiding as much as possible becoming a persona-non-grata in the area.

Of course, things have started to have a minor impact on our business, as people who might want to peek inside whilst passing by have to either squeeze through the mob or are discouraged by the view itself.

All in all this has to stop.

We are willing and can physically drag them off if needs be from now on.

Ciprian

Euro Floors London

On 25/06/2020 17:59, Perez-Trillo Cristina: H&F wrote:

Good Afternoon Ciprian,

Hope you are well. My name is Cristina Perez I am one of the Enforcement Officers for Hammersmith & Fulham Licensing.

We are in receipt of further complaints and photographic evidence (18 June 2020) concerning up to 10 customers from 152 Wandsworth Bridge Road drinking and loitering on your property (decking area).

The premises licence holder/owner previously informed us that he had permission from the neighbouring premises owners for his customers to use this area.

We have submitted a review application following continuous breaches of COVID-19 regulations.

Would you be happy for the Local Authority to include your email and dated 06 June 2020 19:43 (below) in the hearing papers as a means to show that you have spoken to the operator to inform him that the area is not permitted to be used by his customers?

(Your email address will be redacted from the papers).

Kind regards

Cristina Perez

Licensing Compliance & Enforcement Officer

Licensing

The Environment Department

Hammersmith & Fulham Council

Work: 020 8753 5465

Mobile: 079 9055 6181

cristina.perez-trillo@lbhf.gov.uk

www.lbhf.gov.uk

From: Office | Euro Floors London
Sent: 06 June 2020 19:43
To:
Cc: White Lisa: H&F <Lisa.White@lbhf.gov.uk>
Subject: Fwd: Nuisance in Fulham

Hello,

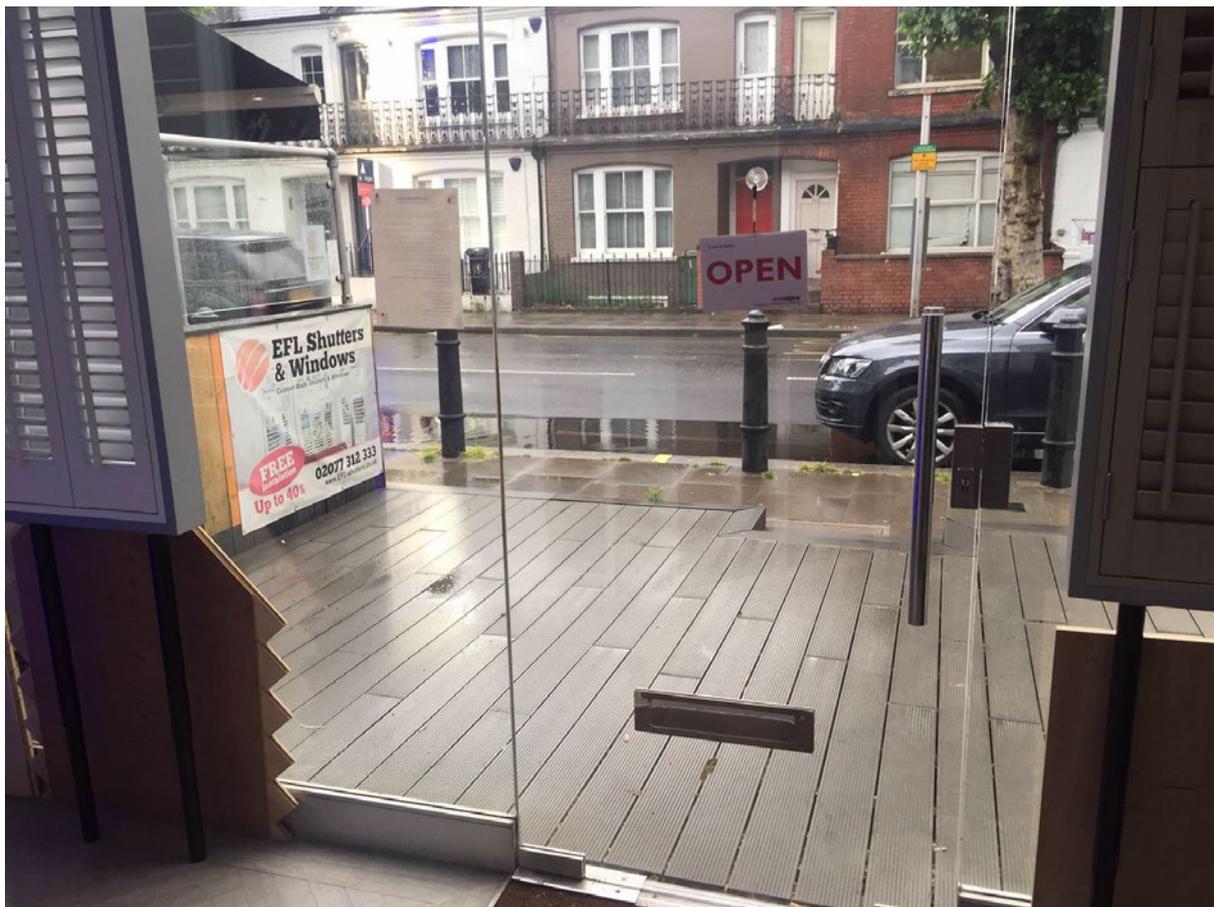
Just got to our store. Managed to speak with Vincent from Jack's about this matter. Our decking / shopfront is clear now.

As we're still closed to the public, we only pop in from time to time at the shop and we cannot monitor things more closely.

We have made ourselves very clear with our neighbour that our decking is not a pub/bar.

Should this happen again we apologise in advance but it is something we cannot control more closely.

Ciprian
Euro Floors London



Sent from my iPhone

Begin forwarded message:

From: Office | Euro Floors London
Date: 6 June 2020 at 19:10:50 BST
To:
Subject: Re: Nuisance in Fulham

Hello [REDACTED],

Thank you for informing us.

Tried Jack's coffee shop online listed no. yet calls don't go through.

I'll do a trip down at our shop now and clear the area; at least in front of our store.

Ciprian

On 06/06/2020 18:58, [REDACTED] wrote:

To the owners of EuroFloorsLondon,
We wanted to let you know that your Fulham showroom has become a drinking establishment thanks to Jack's at 152 Wandsworth Bridge Road. They are not allowed to stand in front of Jack's so they are bringing chairs and drinking all afternoon in front of EuroFloors. I suspect they like your lovely deck. Jack's licence is currently up for review due to noise and nuisance. If you would like to comment on this possible nuisance to your business, you can do so up until July 1st when they will close the review. Here is the link:
<https://public-access.lbhf.gov.uk/online-applications/licencingApplicationDetails.do?activeTab=summary&keyVal=QBE7L4BI19100>

Or, you can email the case officer and Councillor directly at:

lisa.white@lbhf.gov.uk (case officer handling the review)

Matt.Uberoi@lbhf.gov.uk (local Councillor)

Kind regards

[REDACTED]







Re: complaints - Sent - offic... X

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From [redacted]

Subject: **re: complaints**

To: vincenzo@jacks.london

Reply Forward Archive Junk Delete More

18/06/2020, 19:24

Vincenzo,

I keep getting complaints for nuisance because of your customers, please have your clients off our front decking at Euro Floor

Please tend to your clients so we don't have to chase them away every time.

This is getting out of hand unfortunately now.

Ciprian

Euro Floors London

Today Pane

09:55

01/07/2020