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Chaiwala,
132 Uxbridge Road
London
W12 8AA

18/07/2022

Premises Licence Application for Late Night Refreshment

Dear residents,

I am writing on behalf of Square Guys Ltd the proprietor of the above premises, and applicant for the licence. Firstly, thank you for taking the time to write as it assists my client greatly in a number of ways, such as establishing relationships with residents and reaching out to explain the business in a more personable manner than an application permits. Furthermore, whilst my client researches an area prior to purchasing a venue there are always going to be issues prevalent with residents that we will not be aware of – it's important we know those issues, do not add to them and if possible, reduce them.

Square Guys Ltd have been operating a similar premises in Kingsbury with the same licensable hours as this application sought, for over a year now. The location is similar, a busy shopping area, traffic 24/7 and residents above and around the premises.

The applicant has an excellent relationship with his immediate neighbours and responds personally to any issues raised. To date, no such issues have been raised and there have been no complaints whatsoever to the running of the business. This is something the applicant wishes to continue at this new store in Shepherd's Bush. The Chaiwala is a café/restaurant serving Indian street food and specially

brewed teas, it is far removed from many of the standard fast food delivery chains, the management and applicants strive to deliver a difference.

I have attached at the foot of this letter the proposed operating schedule that accompanies the application, I appreciate that you may have only seen the legal notice in the shop window or in the local paper. Hopefully this will allay some of your fears. If the application is granted, this offering of conditions to accompany the licence will become part and parcel of the day at Chaiiwala. These conditions whilst not exhaustive, are put together to try and cover off any issues that the area may suffer and gives assurances that the premises will have to abide by these 'rules' if the licence is granted. That won't just be during licensable hours, the venue will ensure that all of these conditions are adhered to at all times, a benefit to a premises being licensed.

Issues raised

Parking restrictions are extensive in the area to the front and rear of the premises, this has been noted. There is very little window for any person, non-resident to park their vehicles without fee. The applicant seeks to encourage delivery rather than collection so as to mitigate any issues of customer parking.

Noise pollution from outside seating after 11pm – you will be pleased to know that there is no outside seating arrangement at this Chaiiwala at any time.

With regard to the impact of transport and parking and any evaluations to be undertaken by the local council, I'm afraid we cannot comment.

When a premises licence application is submitted, the application, floor plan and details are forwarded to all of the responsible authorities. The Police, the Planning Authority, the Fire Service, Environmental Health, Public Health, Trading Standards, and the Licensing Authority themselves. Each and every one of them has the opportunity to comment and raise an objection in relation to the licensing objectives should they see fit.

Therefore, with the knowledge at their hands if that group of experts believe that this application will have an adverse effect on the area, residents, crime etc – then they will object.

[REDACTED]
[REDACTED] It is apparent with numerous applications that I have submitted over the years that there are often issues that residents are aware of, that the responsible authorities are not. That is why this is so useful to us to be given the chance to mitigate such concerns.

With regard to problems with Shepherds Bush Green, it is sadly like all open spaces across London, a very difficult area to deal with. My policing career started in 1988 in Shepherds Bush and the green had the same issues then as it does today. Highlighting these issues is still important and while it remains the responsibility of the individual and their own conscience, we do have a responsibility to ensure that we do not add to those issues.

As you will note, this is an application for late night refreshment, not alcohol sales and as such no alcohol will ever be sold at Chaiiwala. Furthermore, you will note within the below operating schedule that staff will not permit anyone to enter the premises with open vessels of alcohol. There are a number of further conditions within the application that hopefully go some way to deal with the issues of potential disturbance, note points 15-17, 22, 24-26.

The applicant would be happy to meet anyone in person and discuss this application further with them should they wish to.

Hopefully this letter and explanation has reduced your concerns somewhat, should you have any further question please do not hesitate to contact me on the number or email below and I would be very happy to discuss any issues you have.

Kind Regards

Peter

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Chaiiwala Restaurant

132 Uxbridge Road, London, W12 8AE

1. An incident log shall be kept at the premises, and made available for Inspection on request to an authorised officer of Brent Council or the Police, which will record the following:
 - all crimes reported to the venue
 - all ejections of patrons
 - any complaints received
 - any incidents of disorder
 - any faults in the CCTV system
 - any visit by a relevant authority or emergency service.
2. The premises licence holder or nominated representative shall keep and maintain all right to work documents for all staff members. Right to work documents shall be kept at the premises or accessible digitally and produced to authorised officers of Brent Borough Council and the Metropolitan Police upon request. Right to work documents must be retained at the premises accessible digitally for a minimum of 12 months after employment has ceased.
3. CCTV shall be installed to Home Office Guidance standards and maintained in a good working condition and recordings shall be kept for 31 days and shall be made available to police and authorised Officers from Brent Council.
4. The CCTV system shall be capable of obtaining clear facial recognition images and a clear head and shoulders image of every person entering or leaving the premises.
5. The CCTV system shall display on any recording, the correct date and time of the recording
6. A member of staff trained in the use of the CCTV system shall be available at the premises at all times that the premises are open to the public
7. A CCTV camera shall be installed to cover the entrance of the premises and further cameras installed to cover the internal area and servery counter.
8. Signage stating that CCTV is in operation at the premises will be clearly displayed at the premises

9. The use of CCTV at the premises will be registered with the Information Commissioners office (ICO)
10. A copy of the premises licence summary including the hours which licensable activities are permitted shall be visible from the outside of each entrance to the premises.
11. A clear and unobstructed view into the premises shall be maintained at all times.
12. Adequate and appropriate supply of first aid equipment and materials must be available on the premises at all times
13. A fire safety risk assessment will be completed as per government guidelines on an annual basis (**Regulatory Reform (Fire Safety) Order 2005**) And produced to authorised officers of Brent Borough Council, the Metropolitan Police and the London Fire Service upon request.
14. Staff will attend to any spillages within the venue as soon as practicable to minimise risk of injury to customers.
15. Clear notices must be prominently displayed requesting customers to leave the premises and the area in a quiet and orderly manner.
16. No persons carrying open vessels of alcohol must be admitted to the premises at any time.
17. Delivery drivers should be asked to keep noise to a minimum when collecting takeaways and must not be permitted to loiter unnecessarily.
18. Staff training must be documented and based on legislation and operating procedures. All training shall be signed and dated and a copy of such records will be available for inspection by Police and local authority enforcement officers.
19. The removal of rubbish to outside the premises will not take place between 2200 hours and 0700 hours
20. Deliveries shall be accepted between the hours of 09.00hrs and 18.00hrs.
21. Waste must not be placed externally between the hours of 21.00hrs and 08.00hrs.
22. During the period of Ramadan each year, when the premises opens until 04.00hrs, the premises must ensure the following between 23.00hrs and 04.00hrs:-

- Customers shall not be permitted to sit in their vehicles outside of the premises.
 - Vehicles must not be left with their engines running.
 - A maximum of 5 persons will be permitted to smoke outside of the premises.
 - Customers shall not be permitted to congregate outside of the premises
23. During licensable hours there will always be a minimum of two members of staff present
24. The licensee will provide adequate bins for use by customers and encourage their use
25. Staff shall carry out regular checks to ensure the area is clear of litter, to monitor customer behaviour and to ensure there is no outbreak of noise from the premises.
26. Staff will be trained to identify signs of intoxication, suspicious or aggressive behaviour and how to appropriately deal with such customers so as to provide adequate care and minimise risk
27. The licensee undertakes to use only experienced and reputable delivery companies
28. The locks and flush latches on the exit doors shall be unlocked and kept free from fastenings other than push bars or pads whilst the public are on the premises
29. Any socket outlets (or other power supplies and portable equipment) that are accessible to staff or the public shall be suitably protected by a residual current device (RCD having a rated residual operating current not exceeding 30 milliamps).
30. Where chairs and tables are provided, internal gangways are kept unobstructed