

From: Charlotte Dexter <
Sent: 20 February 2023 08:52
To: Mckenna Lorna: H&F <>; Licensing HF: H&F <licensing@lbhf.gov.uk>
Cc: Overton Adrian: H&F <>
Subject: EMAIL #2 Who's Who/no to cashless/no to court costs awarded to H&F with Agent Fwd: 51 Fulham Broadway

EMAIL #2 Who's Who/no to card only alcohol purchases/no to court costs awarded to H&F

Main points:

- Leaseholder is Prabakran Shanmugaratnam.

- Prabakran Shanmugaratnam is the son of Mrs Nageswary Shanmugaratnam

- Mrs Nageswary Shanmugaratnam is the sole director of Broadway Food & Wine Limited at 51 Fulham Broadway (Companies House10819647)

- Mrs Nageswary Shanmugaratnam is the mother of Prabakaran Shanmugaratnam

- Mr.Thayalan Ratnam rented the premises from Prabakaran Shanmugaratnam to run a business

- Won't go cashless/card only for alcohol (and or cigarettes)

- Have not paid appeal court costs awarded to H&F, and will not see to it that appeal court costs are paid (by whomever).

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Begin forwarded message:

From: GRAHAM HOPKINS <>
Subject: Re: 51 Fulham Broadway
Date: November 22, 2022 at 10:57:38 AM GMT
To: Charlotte Dexter <>

Good morning Ms Dexter,

Our client is fully aware of the neighbourhood in which his shop is located and of the issues arising. We discussed the basis of the operation with him in detail before drafting the application. We asked for the conversation with residents to be in writing so that we have a written record in case the application goes to a Hearing to protect our clients interests.

In our opinion we have answered your questions re "going cashless" & children in uniform etc.The issues were discussed with our client and they made their decisions which are perfectly legal. There is no point in discussing these areas further.

If you have other points please put them in writing so that we can consult our client. We will speak to our client re staffing issues and get back to you.

Kind regards,

Graham Hopkins
GT Licensing Consultants

On Mon, 21 Nov 2022 at 21:59, Charlotte Dexter < > wrote:

Hello again

Your suggested means of communicating via Email only is definitely not a satisfying means of communicating with your client, third hand; too many misunderstandings and no real dialogue. I am sorry that your client understands so little about our neighbourhood.

You have not answered my third point.

Charlotte Dexter Murray
Barclay Rd
London SW6 1EJ Sent from my iPhone

On 21 Nov 2022, at 19:38, GRAHAM HOPKINS < > wrote:

Hi Ms Dexter,

The position has not changed.

As we said earlier

1) The shop will not be cashless. Our clients will let customers make card payments or pay cash as they wish. There are people especially elderly people who do not have or wish to have cards. We regard this aspect as fully answered from our point of view and now closed.

2) We do not propose to refuse children wearing school uniform. If schools or parents wish to enforce that children should not go shopping in school uniform that is up to them. Our client has proposed robust measures to address their legal duty or prevention of harm to children including the Challenge 25 Policy, staff training and CCTV. We now regard this aspect too as fully answered and closed.

Kind regards,

Graham Hopkins
GT Licensing Consultants

On Mon, 21 Nov 2022 at 16:45, Charlotte Dexter < wrote:

Hello again, there is misunderstanding here:

1) We did not suggest 'banning' children, to be clear. We suggested not selling to children in school uniform to support schools who are trying to keep children out of shops by requiring them to go straight home from school and specifically not to go into shops when wearing their school uniform. Sorry if this was unclear to your client.

2) **The point about cashless payment for alcohol only purchases is that it can cut down on those people coming in for a 'needed' drink. Your client will know that many small shops, especially convenience shops are moving to this more secure approach for the shopkeeper (so preventing crime opportunities to raid the till etc) and a better way to handle at least some people in 'need' of alcohol (thus preventing nuisance and upholding public safety).**

3) Regarding who is applying, thank you for explaining that it is the leaseholder Prabakran Shanmugaratnam.

Pls could you explain who Mrs Nageswary Shanmugaratnam is. Someone I know met her once in the shop and wrote down her name.

I've copied back in my initial points to make clear what I wrote, as a trail.

" Thank you for contacting me.

We have several concerns. Three that I'll bring up now are below. (I am on the road so will email again)

1) Residents are wondering about you going to cashless payments only, at all times or at certain times. This certainly helps with keeping at bay those who 'need' alcohol but only have spare change, especially around Fulham Broadway (daily problems around here regarding homeless, drunks, begging on the rise). Could also help around football match times. I suppose after school those children allowed to go into shops in uniform (most are not allowed by their schools to go into shops in uniform, fyi) only have small change. Pls could you address this by responding with your thoughts, in the first instance.

2) Could you pls explain who the applicants are. My understanding is that they are related or are associated with the various previous premises, ie the present premises; the leasehold has not changed hands, is my understanding.

3) have the court costs now been paid in full to the Council ie the outstanding ca. £12,500?

Looking forward to hearing from you.

Charlotte Dexter Murray
Barclay Road Neighbourhood Watch
Barclay Rd
London SW6 1EJ

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On 21 Nov 2022, at 15:28, GRAHAM HOPKINS < > wrote:

Ms Dexter,

Our client has responded about going cashless, they do not intend to be cashless which is understandable for a convenience shop.

I have asked them further about their childrens policies. They do not intend to ban children as that would be ageist.

The client has proposed measures to address the protection of children including the Challenge 25 proof of age scheme as recommended by HM Government, staff training and CCTV.

Kind regards,

Graham Hopkins

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On Mon, 21 Nov 2022 at 14:47, Charlotte Dexter < > wrote:

Thank you. Everything is going cashless. Suggest you offer to go cashless as this has the potential to definitely reduce crime from many/all angles. Reduced crime is a 'convenience' we all need around Fulham Broadway. You did not address our concerns about children so I take it that income from children is no longer a part of your business.

Charlotte Dexter Murray

Barclay Rd
London SW6 1EJ
Sent from my iPhone

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On 21 Nov 2022, at 14:08, GRAHAM HOPKINS < > wrote:

Dear Ms Dexter,

Our clients responses to your initial questions as explained to us are below.

Regarding Cashless payments.

We would be like any other retail business in the vicinity, in the sense we aim to provide a positive customer experience. Being a 'convenience' store, one part of that experience is giving the customer a choice regarding how they wish to process a transaction. As long as it's legal / compliant for businesses to accept cash , we will continue to do so.

Regarding leasehold.

The leasehold (ownership rights of a property) has nothing to do with the business / License to Occupy. **The previous license holder (and therefore business) was Mr. Thayalan Ratnam.**

The leaseholder (Prabakaran Shanmugaratnam) has now decided to run a business in the property, providing that a premise license can be obtained.

As per point 2 above, the courts costs were given to **Mr. Thayalan Ratnam (who rented the premise from Prabakaran Shanmugaratnam to run a business,** in this case an Off-License).

The reason Thayalan Ratnam's license was revoked is because he failed to comply to the Licensing Objectives of an Off-License business. As such, the courts also found him negligent and requested he pay the court costs.

My client (Prabakaran Shanmugaratnam) has nothing to do with the courts or mistakes of the previous incumbent.

However, as goodwill and courtesy, my client has communicated with the Council regarding a payment plan, should the premise license be granted.

We will try to answer further questions which we ask are sent to us in writing so that we can ask our client to formally respond. We will ask the same of other residents too.

Kind regards,

Graham Hopkins
GT Licensing Consultants

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//end of email trail///