

**From:** Licensing HF: H&F <licensing@lbhf.gov.uk>

**Sent:** Friday, April 26, 2024 3:17 PM

**Subject:** Letter from Applicant - Tops Pizza 74 Fulham Palace Road London W6 9PL

Dear all,

**Reference: 2024/00498/LAPR**

**Premises: Tops Pizza 74 Fulham Palace Road London W6 9PL**

I am contacting you as you have made a representation against the above application. In this instance we would be looking to resolve the matter informally without the need for a committee hearing.

The applicant has received a copy of your representation and has sent the above email which is addressed to address your concern. They have also agreed to add 5 conditions to the licence which is on the second page of the attached.

**Please let me know if the attached addresses the concerns raised in your objection, and you are minded to withdraw? If you are not minded to withdraw, you will be invited to attend a licensing sub-committee to provide your representation and supporting evidence verbally. Additionally, are you able to advise us of anything the applicant could propose in relation to reduction in hours or attach conditions that could resolve this matter?**

If you have any further queries, please contact me directly.

Kind regards

**Lorna McKenna**

Licensing Compliance Officer

Licensing

The Economy Department

**From:** hilda Cameron  
**Sent:** Monday, April 22, 2024 9:56 PM  
**To:** Licensing HF: H&F <[licensing@lbhf.gov.uk](mailto:licensing@lbhf.gov.uk)>  
**Subject:** Re: 74 Fulham Palace Road London W6 9PL

Good Morning Lorna, The applicant is happy to implement and adhere to the following conditions in order to remedy the stated concerns stated within the two representations.

-The side door leading through a narrow passage to the rear of the property is a communal area for the residents who live about the commercial properties and is jointly used by other businesses in the parade, however; on this occasion the licence holder for Tops Pizza will take the responsibility to have the door made secure.

-No noise or loitering shall be caused by the delivery drivers upon leaving the premises or arriving at the premises.

-The passage leading to the rear of the premises shall be cleaned from any Tops Pizza litter and this will be monitored during the premises opening hours.

-The back of the premises shall be cleaned from Tops Pizza litter and this will be monitored throughout the premises opening hours.

-Staff shall not make noise or loiter behind the premises.

-The premises will ensure they have sufficient waste bins.

-The premises shall implement Ask for Angela Scheme.

-The staff shall assist and help people with their immediate needs, and liaise with the -relevant responsible authorities.

-The staff will assist with taxis or cabs required by customers.

- The mopeds used by Tops Pizza are low noise mopeds, however the drivers will also be mindful when entering and exiting the premises.

Please do not hesitate to contact me for further details or clarification, I thank you in advance and look forward to hearing from you.

Kind Regards  
Hilda

### **Additional Agreed Conditions**

1. A responsible member of staff shall carry out proactive litter patrols outside the premises at least twice throughout the premises' opening hours and specifically at the end of trading hours to ensure that there is no litter associated with the premises in the immediate vicinity and any such litter found shall be collected and returned to the premises for disposal with the premises' normal waste / refuse collection.

2. The premises shall have a written policy in place, in relation to responding and ensuring the welfare and safeguarding of vulnerable patrons. The policy shall be made available to the Police and Authorised Officers from the Local Authority upon request.

3. Delivery drivers/riders or employees shall be given clear, written instructions to use their vehicles in a responsible manner so as to not cause nuisance to any surrounding residents; to switch engines off immediately on arrival; no playing of loud music, no revving of engines or sounding of horns.

4. Signs shall be prominently displayed at the exits from the premises asking patrons to dispose of their waste in litter bins.

5. An incident log (electric or paper based) shall be kept at the Premises and made available on request to an authorised officer of the Council or the Police or the Fire Service which shall record the following:

- (a) all crimes reported to the venue
- (b) all ejection of patrons
- (c) any complaints received
- (d) any incidents of disorder
- (e) seizures of drugs or offensive weapons
- (f) any faults in the CCTV system
- (g) any visit by a relevant authority or emergency service.

The incident record shall be kept on the premises and be available for inspection by the Police or authorised officers of the Licensing Authority at all times the premises is open.

**From:** [REDACTED]

**Sent:** Tuesday, April 30, 2024 10:41 PM

**To:** Licensing HF: H&F <licensing@lbhf.gov.uk>

**Cc:** Mckenna Lorna: H&F <Lorna.Mckenna@lbhf.gov.uk>

**Subject:** RE: Letter from Applicant - Tops Pizza 74 Fulham Palace Road London W6 9PL

Hi Lorna,

I am reviewing the letter from the applicant with some other residents. Also, working on thoughts about what could be changed in addition to their current suggestions.

I'll get back to you soonest.

Regards,

[REDACTED]

**From:**

**Sent:** Wednesday, May 1, 2024 2:29 PM

**To:** Licensing HF: H&F <[licensing@lbhf.gov.uk](mailto:licensing@lbhf.gov.uk)>

**Cc:** Mckenna Lorna: H&F <[Lorna.Mckenna@lbhf.gov.uk](mailto:Lorna.Mckenna@lbhf.gov.uk)>

**Subject:** RE: Letter from Applicant - Tops Pizza 74 Fulham Palace Road London W6 9PL

Dear Ms McKenna,

I am not minded to withdraw.

The licence holder or members of his staff are responsible for damaging the lock on the door which leads to the rear of the property and provides communal access to the flats above and around the property. They have not fixed it for many months, and have shown no intention to fix it.

Tops Pizza's conditions to prevent noise are inadequate. Tops Pizza cannot determine what type of vehicle and associated noise occurs from its delivery drivers or other delivery drivers. They cannot prevent members of the public or delivery drivers from loitering around the property, and making noise, despite putting up warning signs, which we know very few people will even see or read. All which would normally be happening at times which would normally have low footfall and low ambient noise, and when it would be reasonable for residents around and opposite the premises to be sleeping.

Many of the conditions proposed are things which any responsible business should be doing regardless of its opening times.

As such, I believe Tops Pizza's conditions are neither sincere nor enforceable.

Their application was already rejected by the council with application number: 2011/01082/LAPR in 2011, and also refused in 1996 and 1995. Notably due to Policy EN21 and SH11 of the Council's Unitary Development Plan.

██████████ on behalf of the Planning Authority previously stated that an extension of hours would attract people to the area who would be likely to loiter, resulting in noise nuisance and disturbance to adjacent residents, contrary to the licensing objectives in respect of public nuisance and crime and disorder.

██████████ representing the Environmental Protection Department, previously informed the Sub-Committee in 2011 that she considered the location to be unsuitable for extended hours of operation. Noise levels on Fulham Palace Road dropped after 11pm and she was not confident that the premises could prevent customers from loitering in the area and causing disturbance to residents.

Will the Environment Services Department be providing its own assessment, as they did in 2011?

Yours sincerely,

██████████