

Kind regards
Chanel Anderson

From: Barrett Daliah
Sent: 06 March 2017 16:33
To: Anderson Chanel
Subject: Fwd: Re: Hanoi Pho Cafe Restaurant - 1 Grand Parade N41JX

Please send on to Felicity

Documentation from applicant.

Sent from Divide managed by MobileIron

----- Forwarded Message -----
From: Nilgun Canver <[REDACTED]>
Date: 6 Mar 2017 16:27:51
Subject: Re: Hanoi Pho Cafe Restaurant - 1 Grand Parade N41JX
To: Barrett Daliah <Daliah.Barrett@haringey.gov.uk>

Dear Daliah,

Hanoi Pho Cafe/Restaurant situated at 1 Grand Parade N4 became operational on 15 December 2015. The business is owned by Ms. Kim Le.

During part of 2016 the business experienced teething problems as many businesses do. However, these were exasperated with the serious illness of Ms. Le's mother-in-law who lived in Vietnam. As a result, the owner ended up visiting Vietnam most frequently relying on her staff to deal with the business from January to August 2016, to look after her mother-in-law. Regrettably, these caused some public nuisance issues for the residents above.

Ms. Le's mother in law passed away in August 2016. Since then, she gave her undivided attention to the business. Therefore, I would like to confirm that all complaints about noise, food safety and odor nuisance are **historical** and they refer to the running of the business pre September 2016.

Since September 2016, Ms Le and her husband spend most of their time at the premises and a part-time manager is also appointed; Mr. Vincent Phung, who is the applicant. She also built a close working relationship with the Council to respond and comply with all their requirements:

- All food safety recommendations were implemented. Ms. Le requested food safety to revisit the premises at their convenience. Re-inspection is pending and the owner is currently expecting to receive a date from the relevant officers.

- In order to eradicate odor nuisance, since September 2016, Ms. Le amended the menu twice removing the cooking element of it. The premises began to operate as a Cafe. Since then, no cooking is made in the premises. In addition, out of respect and due regard to the residents above, Ms. Le invested a large amount of money and got the RVH 1200 Recirculation Extraction Hood system installed to guarantee the full eradication.

All above improvements were made in close dialogue and with full co-operation of the Council.

I would like to confirm that in the owner's dealings with the Council since September 2016, noise has ever been an issue brought to her attention.

- As it comes to planning, I trust it is not a licensing matter but I would like to mention that I am in liaison with a planning officer.

Ms. Le is a responsible trader and pays due regard to residents. That's why she closes the business at 11pm; changed the menu twice operating as a Cafe and made a large investment to the business. Hanoi Pho is very much welcomed in Green Lanes providing a much desired variety to Cafe and Restaurants available on this vibrant road. Kim is well accepted by other traders and residents of the Harringay neighbourhood.

Ms Le is very sorry that January - August 2016 period caused some nuisance to the residents who live above. She is willing to have a dialogue with the residents to discuss all the improvements and to hear their issues directly from them. She would like to invite them to the Cafe even before the hearing date of 16 March to listen to them and discuss the improvements.

I would also confirm that I am Ms. Le's representative and She will be in attendance on 16 March too.

I hope this is helpful.

Kind regards,

Nilgun

Sent from my iPad

Ms. Nilgun Canver
The Agent for Ms. Kim Le

Business Consultant

NC Consultancy

Public and European Affairs, Lobbying, Media and Public Relations, Project Management, Business Support, Stakeholder and Community Engagement

[REDACTED]

[REDACTED]

On 21 Feb 2017, at 15:19, Barrett Daliah <Daliah.Barrett@haringey.gov.uk> wrote:

Hi Nilgun

Please see below.

Regards

Daliah

From: [REDACTED]
Sent: 19 February 2017 19:14
To: Licensing
Subject: Hanoi Pho Cafe Restaurant - 1 Grand Parade N41JX

Dear Sir/Madam

We wish to make representation about the alcohol license for the above premises.

Since the opening of the premises in December 2015 the residents of 1 ABC and 2 ABC Grand Parade have been continuously been subjected to public nuisance. Extraction odor and noise from kitchen plant and staff. Additionally there has been food butchering and preparation of raw meat in the alleyway which is a serious concern from a public safety perspective. This has been reflected in the downgrading of the Food hygiene rating from 5 to 1. As a result of these issues there have been numerous enforcement and prosecution actions against the premises from the Food Safety, Environmental Health and Planning. Some of these actions are still on going.

The premises holder has shown disregard for the licensing objectives in the way that she has run the premises in the past and we are not convinced that any change in attitude is forthcoming.

Therefore we don't believe that they should be granted the privilege of an alcohol license until all the above has been addressed.

We would also like to note that the application is for Hanoi Pho Cafe Restaurant. Currently Hanoi Pho has a temporary license for restaurant use. This license expires on 12 March at which time the premises must revert to A1 usage.

[REDACTED] and [REDACTED]
[REDACTED] Grand Parade
[REDACTED]

[REDACTED]
[REDACTED] Grand Parade
[REDACTED]

[REDACTED]
[REDACTED] Grand Parade
[REDACTED]

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