

Premises Licence for Bruce Burgers

Dear Licencing Team,

I hope this email finds you well and apologies for the delay in getting this submitted.

Thank you for your help support and guidance in this matter it's been much appreciated, I'm writing this email to make representation in regards to the emails we have received from Deliah Barrett and Fatima Begum from Planning Enforcement, April Smart Noise Team, Met Police and the representations made from the residents of Bruce Grove.

Firstly, I appreciate all advisories feedback and concerns these relevant departments have and Bruce Burgers is fully committed to work with the community and council to address any concerns

Planning Enforcement Team

We are happy to accept the current operating hours as stated under the planning permission dated 1999

We will submit a fire Risk assessment in due course as we are currently waiting for this to be carried out.

We agree not to place any items on the public high road including Grills and cooking appliances.

April Smart Noise Team

There was 6 points addressed and Bruce Burgers currently adheres to most of them points.

Firstly I'd like to point out we do not have a surround system so no vibrations can be transmitted from the structure, in addition the speakers we have are portable speakers and are only used in the rear as and when we have a reservation due to the cost of living crisis we can't really afford to play music in the garden with no one there however music is played in the front and kitchen during operating hours at background level only just like Asda or any other restaurant where music is played as part of the ambiance of the restaurant. Most of the local residents have the managers number already as that's how they currently make any reservations, Bruce Burgers team support the community and are happy to address any concerns they may have and to date with over 6 years of trading we've had no issues with the local residents and we hope that this maintained, in regards to the back area being vacated at 10pm we would like to extend that inline with the planning permissions operating hours and have full support of any residents concerned from the neighbour behind our garden and either side have no issues with what we are trying to achieve.

The pandemic hit our business very hard and the last 2 years have been financially very difficult for us hence why we are taking these measures to help keep our business alive. I would also like to point out since trading we've only ever been at full capacity a hand full of times and generally there's never more than 10 people in our restaurant at any given time, furthermore the garden seating area is seasonal and we only tend to get reservations during April-September, by restricting us to 10pm especially during these months will have a financial impact on our business so if allowed we would like to request the garden hours to be the same as the planning permission permitted use.

Finally, we have notices up to say respect the residents, leave quietly and have the managers number publicly available for Patrons, public and residents to contact if necessary as well as having a noise level device that detects & monitors noise level.

Residential Representations

From the emails received it seems it's the same generic email sent from three residents, hopefully with us now happy to adhere to the planning permission permitted use these residents that had a issue with the time of us operating till 1 am should feel more comfortable, however I would like to address some of the concerns they have raised as firstly the attached pictures do not represent Bruce Burgers food Packaging (please see attached our packaging for reference) and secondly our business has never been part of any nuisance and we as team respect our business and surrounding area so there has never been a time where people have congregating outside our establishment, what I don't want is Bruce Burgers to be tarnished with the same brush as other establishments as all the pictures received was not our branding (please see attached picture of our packaging), unlike other establishments we have seating area and if Patrons come to our establishment they tend to eat in as our packaging is only for deliveries and very rarely does some one come in for a takeaway. We have also attached a petition which has been signed by our local resident to support our venture in what we are trying to achieve and I believe there has been a few emails sent directly to the licencing team to support our applications, our ethos is to keep people happy as you can see from our many reviews on trip advisor and google and the reason why we have a big support from the locals is because they've seen our struggles with the business and they love our concept at our restaurant.

Met Police

There was 17 points raised by the Met Police and we appreciated the feedback and advice given and would like to represent the following

1. As mentioned previously we have notices up to state Respect Our Residents, to leave Quietly and the manager's number is available for any further information and concerns.
2. The music played from our establishment is not loud enough to be heard outside the perimeter of the building as mentioned previously its played in the background and more so in the in the front of the restaurant and kitchen, music in the garden area is only played as and when we have patrons requesting to sit in the back or reservations.

I feel like hourly assessments for a whole year to be documented is a bit much for our small restaurant we don't operate as a bar, nor a nightclub we are merely requesting an alcohol licence to sell and a new concept we are thinking of which a Beer and a Burger, and in the last 6 years we have never had any issues from the music that is played from our establishment, I mean peoples music from their cars are loud then the music played from our building, the tfl buses and constant flow of traffic affects our residents and they run till early hours of the morning. However, I'm happy to implement any assessment should any complaints arise in the future.

3. All our window are fixed and can not be open or closed as its part of our shopfront, the front Entry/exit door is left opened during hot days only otherwise that is also remained shut, the other doors in our hall way that leads to our rear garden which are always shut and only opened as and when we or patrons need or want to go in the garden area and then there is

a door at the side of the kitchen which leads to the flats above and to the outside of Bruce Grove. Furthermore, we have an agreement with the landlord in an emergency we can use to evacuate should be needed and this door is always remained closed.

4. Thank you for your guidance on this point and Management will make sure the team are aware of this and that we will adhere to the no disposal of glass bottles between the recommended hours however Veolia Haringey collect waste after 11pm so leaving glass outside before 9pm may cause safety concerns and may impose fines from Haringey council so will need guidance from Haringey.
5. We are constantly training our staff for health and safety and food hygiene reasons and if the alcohol licence is granted the staff that will be allowed to sell the beer/wine will receive induction and ongoing refreshers to comply with the objectives of the licence which will also be documented and signed by the relevant staff and kept for a year.
6. Covered in point 5.
7. We are happy to adhere to that and confirm we currently adhere to that our restaurant is a family environment and we only ever have children under the age of 14 with their parents or responsible adult.
8. We will also adhere to making sure anyone under the age 18 will only be in the premises with a responsible adult after 11pm.
9. All staff currently ensure that outside and inside of the building is kept clean at all times and we as a business don't promote or permit smoking immediately outside the shop front.
10. We will implement an incident log in form of a hardback book and all incidents will be handwritten with A to G points logged accordingly.
11. We don't permit any form of congregation directly outside our restaurant as we are a reputable business and want to welcome patrons not discourage them with congregations of groups outside.
12. We don't permit smoking outside of the restaurant currently but can't stop any patrons in doing so and in the 6 years of trading we've never had more than 5 smokers in our restaurant at any given time, however if the licence is granted we shall adequately supervise to control the numbers and behaviours of patrons ensuring they do not block the highway or cause any nuisance.
13. We have agreed to the Challenge 25 scheme which was stated in the licensing application at the start and staff will be continually trained, in addition all materials will be displayed for patrons to see and any incidents of refusal of alcohol will be logged on the incident log.
14. Covered in point 13.

15. We do not permit our customers to bring their own alcohol on to the premises.
16. The Bruce Burgers team consists of 8 employees, who work on a shift basis and can confirm we currently adhere to having 3 members of staff to close the restaurant and that includes the manager also being present
17. We have CCTV installed in the premises servicing the entrance/exit doors and to protect our staff and patron from any incidents and are happy to comply with all advisories listed from A to N.

We hope with the above points addressed the Met Police would accept our revised operation schedule inline with the planning permission permitted hours use they would support our licence application.

In Summary

We are a small business try to survive from the impact from the pandemic and current cost of living crisis and don't think we should be tarnished with other business that have been known for their anti-social behaviour, we as a team have worked hard to make our restaurant a reputable family restaurant and adhere to continue this once the licence is granted, I understand the concerns of the relevant authorities in regards to our premises being in a residential area however I would like to take this opportunity to say we are a community restaurant and will do everything in it power to help support the authorities should any issues rises.

We having trading 6 years and have seen many business close due to the impact of the pandemic so for us as a business with the relevant risk assessments training and the guidance we've received don't see any harm in offering a beer with a burger. I would also like to point out we've only been at full capacity a handful of times and due to healthy and safety of our staff and customers will never overcrowd the restaurant. Furthermore I have attached a petition which has been signed by our local resident to support our applications and if they don't have any issues with what we want to achieve then I feel the support from our local council should also support our application.

Finally I would like to mention again that alcohol will only be served as part of a meal and wont be allowed to be purchased on its own as we have 3 off licences a stone throw away that are open beyond 11pm to sell alcohol to people who just want alcohol and from a business perspective the 2 off-licence Green Tea Supermarket and Easy Buy Food Centre within a mile of each other are all open beyond 12am and if they as off licence can sell alcohol to be consumed off their premises then surely Bruce Burgers selling alcohol only to be consumed on the premises shouldn't be a issue for the relevant authorities.

I hope this email is sufficient enough for our application to be granted subject to the planning permission of changing the operating hours till 11:30pm and with acceptance of our residents to allow us to stay in the rear seating area as and when needs.

Please find attached

- Petition from local residents
- Letters from local residents

- Proof of our Packaging for any deliveries or takeaways
- Pictures of signs for our patrons to Respect Our Residents and to leave Quietly
- Evidence of Managers contact information displayed

Risk Assessments will be sent in due course as we are waiting for the inspection to be carried out by our local Fire Station. We have smoke detectors installed through out our restaurant and after a consultation with the fire services we will also be installing a fire alarm to mitigate any fire risks before they actually start.

Should any of the relevant departments have any issues with any of the above information please feel free to reply via email or contact management on 0208 411 0087.

Kind Regards

Pindy Kaur & Bruce Burgers Management.