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# Response to Representation Against Premises Licence Application

3rd February 2025

Dear Sir/Madam

I am writing in response to the formal objections received regarding the premises licence application for the above address. We appreciate the concerns raised by local residents and wish to address them comprehensively. Our aim is to demonstrate our commitment to promoting the licensing objectives under the Licensing Act 2003 while maintaining a positive and cooperative relationship with the community.

We fully understand and respect the concerns related to noise disturbances and potential public nuisance. However, it is important to clarify the nature of Te Zgara Ltd's operation. This is not a bar, pub, or any type of drinking establishment. It is a **family-restaurant**, designed to provide a safe, welcoming, and community-focused environment for families, couples, and professionals.

- **Noise Control Measures:** Music will not be amplified and will only be amplified on special occasions or events. All external doors and windows will remain closed during live or recorded music to prevent noise disturbance to nearby residents.
- **Music Restrictions:** We have voluntarily agreed to **restrict live music to specific hours** (Monday–Friday: 19:00–21:30; Saturday–Sunday: 19:00–22:30), with even shorter hours on weekdays to reduce any potential for late-night disruption.
- **Quiet Leaving Policy:** We will implement a “**quiet leaving policy**” with prominent signage reminding customers to leave the premises quietly and respect local residents. Staff will actively manage the dispersal of customers at closing time to ensure minimal disturbance.
- **Outdoor Area Management:** A maximum of **four people** will be allowed to congregate outside for smoking during live entertainment, reducing the risk of noise and disruption in the surrounding area.

As both a parent and a long-standing member of this community, I want to emphasise that creating a safe, family-friendly environment is not just a business objective—it is a deeply personal commitment. My own children and family members will regularly be present in this restaurant, and there is absolutely no way I would tolerate any form of anti-social or drunk behavior in a space where my loved ones are present.

**Alcohol Policy: No alcohol will be served without a meal.** This strict policy ensures that our establishment is a dining venue, not a drinking establishment. This significantly reduces the likelihood of excessive alcohol consumption and disorderly behavior.

**CCTV System:** We will install a comprehensive **CCTV system**, covering both internal and external areas, with footage stored securely for 31 days and made available to the authorities upon request. This acts as both a deterrent and a safety measure.

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- **Staff Training:** All staff will undergo training on the **responsible sale of alcohol**, conflict de-escalation, safeguarding, and adherence to the '**Challenge 25**' policy to prevent underage alcohol sales.
  - **Incident Log:** We will maintain a detailed **incident logbook** to record and monitor any issues related to crime, disorder, or safety concerns.

Public safety remains a top priority for us. The following measures are in place to ensure a safe environment for both patrons and the wider community:

- **Family-Focused Environment:** This is a family-oriented cultural dining space, not a venue that promotes late-night drinking. Our clientele will primarily consist of families, couples, and professionals enjoying meals in a relaxed, safe setting.
- **Clear Policies on Behavior:** We will have strict policies in place for managing intoxicated individuals. Disorderly or intoxicated patrons will not be tolerated, and staff are trained to handle such situations appropriately, including the safe ejection of problematic individuals.
- **Staff Training:** In addition to alcohol service training, staff will be trained in **first aid**, emergency procedures, and conflict resolution to ensure a swift and effective response to any incidents.

We are committed to maintaining an open dialogue with local residents to address concerns promptly and effectively.

We acknowledge concerns regarding parking, noise from vehicles, and potential loitering. Due to the nature of our business as a family-oriented restaurant, we do not anticipate the type of loitering or congregation outside the premises that is commonly associated with late-night bars or clubs.

We respectfully submit that the premises licence application for Te Zgara Ltd meets all the requirements under the Licensing Act 2003 and incorporates comprehensive measures to:

- **Prevent crime and disorder**
- **Ensure public safety**
- **Prevent public nuisance**
- **Protect children from harm**

We trust that this response addresses the concerns raised and demonstrates our genuine commitment to upholding the licensing objectives while fostering a positive relationship with the community.

Thank you for your time and consideration. We remain available to discuss any further concerns or clarifications you may have.

Yours sincerely,  
Te Zgara Ltd  
Niman Hoxha