

C & r Group Ltd.  
Peaches Bar & Restaurant.  
177-179 Kenton Road.  
Harrow.  
HA3 0EY.

21<sup>st</sup> Nov 2013.

Brent Council.  
Licence Dept.

Ref:- License: Notification  
Reference: 223215039/ 223215027/ 223215044/ 223215047

Dear Sirs,

We wish for the council to note our comments below when taking into consideration the TENS application we have submitted and the objection raised by Brent License officer.

We operate a professional family business and we adhere to the 4 license objectives at all times. Our license conditions requires 4 security staff yet we employ 5 staff to ensure there is no crime or Disorder. We do more then our Current license Conditions which are also followed during our TENS extended hours.

We have asked for an extended 1.5 hours to ensure we meet our Previous Christmas booking taken when we had Premises license till 4.30am ( Fri 7 Sat)

We have sent all staff and management on a refresher course by Heineken & Fortuss Security to ensure we operate a professional business This included how to politely refuse to serve a customer who is drinking too much etc.( See attached doc)

The objections raised By the Brent Metropolitan License( 3 points) is not a true reflection on our current business operation

The incident listed in May 2013 ( theft of mobile phone) was not made know to us on the night and the customer only reported this few days latter to obtain a crime ref no for Insurance Purpose.

The Incident in June 2013 was as a result of a customer being asked to leave and he then tried to re-enter. When he was stopped he called the police to lodge a complaint. No action was taken when Police viewed the CCTV and the customer told to go home.

These two incidents are hardly what could be described as "Crime & Disorder" that occurs at our premises and that warrants the refusal of the TENS applied for.

The latest incident In Nov 2014 is not a true reflection of the night. The CCTV footage has been downloaded as requested by the License officer for him to view to get a clear picture. The party arrived at 8pm and were not drunk and acted in a professional manner. It was only when a guest would not stop pestering another female customer that he was asked to leave. On exit he decided to be abusive and try to hit our Security with his belt. We called the police and he was arrested. The Police have stated that the customer in his interview stated he had been drinking prior to attending Peaches bar. On arrival at 8 pm he was not drunk and we are not in a position to interview all customers to as what thy have eaten or drank before they arrived.

Regardless of the above the incident did occur and as a responsible operators we now need to find a solution to ensure we do all that is possible to stop this in the future.

We will now employ a staff whose job along with Security & Management will be to do nothing but check on groups that are seated whilst their friends are buying drinks at the bar. This will ensure that they can check if customers are drinking to much too fast. The bar staff serving are not able to see this but only the person placing the order.

We have taken a number of bookings and to cancel them now would not only have major financial implication on our future to remain open but also on the customer to find alternative venue for their Christmas party.

We are also going to change the operation of the business to restaurant based only after the Christmas bookings have finished by late Jan. We will remove all Dj equipment, speakers etc and from Jan 26<sup>th</sup> 2015 (no Christmas Parties have been booked after this) operate a family Restaurant.

We hope the council will take the above points into consideration when deciding the above TENS. We are more than happy to take on any additional measures the council feels would benefit the business to ensure we meet the 4 License objectives.

Yours truly,

Mr. Rajesh Rai.  
DPs- Peaches Bar & Restaurant.