



Peter Conisbee

Burger Bitez

455 Kingsbury Road
London, NW9 9DY

Wednesday 16th November 2022

Dear Cllr Mistry,

I write to you on behalf of my client Burger Bitez Ltd. Firstly I'd like to apologise for the time it has taken for me to write a response to your letter dated 6th of October.

I wanted to wait until the consultation period had ended to establish whether we had attracted any other objections. Unfortunately, due a printing matter which was out of our hands, the consultation period was extended for a further 17 days to the 13th of November.

Firstly, I would like to re-iterate comments within the application with regard to my client's business. Whilst a burger restaurant does not at first thought seem niche, this small but expanding business is. The burgers are all handmade on site and cooked fresh along with every other ingredient. The premises has been furnished to a standard that does not usually associate with a burger restaurant. These are not empty meals; each individual food offering is substantial. Pricing of the goods is also another factor that often changes the type of customer a business attracts. As such these products could never be called fast food, they are not light on the pocket.

The family have built up a trusted reputation for their customer service, and above all this comes first. This is ingrained in the applicant from years of training from his father and assisting at his numerous hospitality businesses throughout the years.

One thing that was mentioned during my first conversation with my client was his relationship with his neighbours. Whilst he wants to provide a service

to his customers, many of whom have asked for this (such as numerous night workers in the area), he will not do so to the detriment of his neighbours.

There are a number of conditions attached to the operating schedule that we submitted that ensure every care is taken not to cause any disturbance. This was further enhanced after discussion with the police. Most notably we included the condition that all deliveries must be conducted by bicycle or electric vehicle only. This is something another client of mine has trialled and penned as 'silent delivery'.

We have also assured that no vehicle will be left idling, and that delivery drivers will keep noise to an absolute minimum. This is easily controlled as each driver will be aware of not just the licence conditions, but the reputation of the business, and those that do not adhere to the operation protocols of the business may well find that they don't deliver for the company again. It is in their best interests, and this is something I have found with other clients that does get results.

My client is not trying to turn the area into a 'night life' area. We are aware that there are other premises open at similar times to this application and interestingly not competition either. My client has a product that neighbours, local residents and night workers to the area have requested later opening for, and that may indicate why no members of the public have objected to this application.

With regard to the anti-social behaviour issues that the area is suffering, we have what we consider adequate conditioning within our proposed schedule to ensure that this business does not add to that. Furthermore, neither the police nor the environmental service requested any further conditioning to mitigate such issues, had they I am sure my client would have been happy to discuss.

At the conclusion of what was a 45 day consultation period, during which we ensured the blue notice remained on the window of the premises, no members of the public have submitted any objection. Nor have the licensing authority, the police or any other of the responsible authorities.

You will note below that conditions were agreed with the police during consultation, the majority of which are reworded versions of those we submitted on application. This is not because we 'left something out', it is merely that different authorities and police prefer their own wording from borough to borough. Also, the licensing authority requested an additional with regard to 'right to work documents'. I have combined our original operating schedule and that of what has been amended below. Amendments are in bold, additions in italics. Therefore, all that is seen below is what has been agreed going forward.

We totally understand your concerns for this application and that is why we have been sensitive and responsive to any issues raised. We hope that the fact no neighbours, businesses or members of the public have objected and that we have happily amended the operating schedule to suit allays any fears you have.

Kind regards

Peter Conisbee Q.Inst.Pa
Licensing Consultant and Independent Commercial Energy Broker
www.pclicensing.co.uk

- 1. An incident and refusals log shall be kept at the premises and made available for inspection on request to an authorised officer of Brent Council or the Police, which will record the following;**
 - a) Any complaints received.**
 - b) Any incidents of disorder.**
 - c) Any faults in the CCTV system.**
 - d) Any visit by a relevant authority or emergency service**
- 2. CCTV shall be installed to Home Office Guidance standards and maintained in a good working condition and recordings shall be kept for 31 days and shall be made available to police and authorised Officers from Brent Council upon request.**
- 3. CCTV cameras shall be installed to cover all the entrances and exits of the premises**
- 4. A member of staff trained in the use of the CCTV system shall be available at the premise at all times that the premises are open to the public.**
- 5. The CCTV system shall display on all recordings with the correct date and time of the recording.**

6. **The CCTV system shall be capable of obtaining clear facial recognition images and a clear head and shoulder image of every person entering or leaving the premises.**
7. Signage stating that CCTV is in operation at the premises will be clearly displayed at the premises
8. Adequate and appropriate supply of first aid equipment and materials must be available on the premises at all times
9. No persons carrying cans or bottles of alcohol shall be admitted to the premises at any time.
10. Staff will attend to any spillages within the venue as soon as practicable to minimise risk of injury to customers.
11. There will be no takeaway service of food for immediate consumption – all food taken away is to be closed/wrapped up.
12. A copy of the premises licence summary including the hours which licensable activities are permitted shall be visible from the outside of each entrance to the premises.
13. **Notices asking customers to leave quietly from the premises shall be displayed by the exit/entrance.**
14. A clear and unobstructed view into the premises shall be maintained at all times.
15. All deliveries (to the venue) shall take place during the normal working day i.e. 09.00hrs to 18.00hrs daily.
16. Staff training must be documented and based on legislation and operating procedures. All training shall be signed and dated, and a copy of such records will be available for inspection by Police and local authority enforcement officers
17. No idling of delivery vehicles.
18. The licensee will provide adequate bins for use by customers and encourage their use
19. No person shall be permitted to sit on the floor, on stairs or in gangways and passageways

20. The locks and flush latches on the exit doors shall be unlocked and kept free from fastenings other than push bars or pads whilst the public are on the premises

21. Any socket outlets (or other power supplies and portable equipment) that are accessible to staff or the public shall be suitably protected by a residual current device (RCD having a rated residual operating current not exceeding 30 milliamps).

22. Where chairs and tables are provided, internal gangways are kept unobstructed

23. Child Sexual Exploitation Training will be included in staff induction and annual refresher training – the licensee will link in with police licensing for updates and advice.

24. A suitable intruder alarm shall be fitted and maintained.

25. The licensee shall ensure all public areas within (5) metres of the premises are cleared of litter arising from the premises daily.

26. The Premises Licence Holder shall produce proof of full compliance with the Home Office "AN EMPLOYERS GUIDE TO RIGHT TO WORK CHECKS" - April 2022 or any subsequent issue. This proof must be available to be produced on demand, to an Authorised Officer of Brent Council, a Police Officer or Home Office Immigration Officer"

27. Waste must not be placed externally between the hours of 21.00 and 08.00 hours.

Online / Take-away Orders

28. Drivers shall not deliver to any person anywhere other than that at the residential / business address given when the order was placed. There shall be NO deliveries made to any open/public spaces

29. Delivery drivers should be asked to keep noise to a minimum when collecting takeaways and must not be permitted to loiter unnecessarily

30. During licensable hours all deliveries will be conducted by bicycle or electric vehicle only

Late Night Refreshments would be:-

Monday	23.00 to 23.45 hours
Tuesday	23.00 to 23.45 hours
Wednesday	23.00 to 23.45 hours
Thursday	23.00 to 23.45 hours
Friday	23.00 to 01.45 hours
Saturday	23.00 to 01.45 hours
Sunday	23.00 to 23.45 hours

The opening hours of the venue will be as follows:-

Monday	11.00 to 00.00 hours
Tuesday	11.00 to 00.00 hours
Wednesday	11.00 to 00.00 hours
Thursday	11.00 to 00.00 hours
Friday	11.00 to 02.00 hours
Saturday	11.00 to 02.00 hours
Sunday	11.00 to 00.00 hours