

From: Andrew Woods

Sent: 24 September 2026 14:56

To: Maldoom, Edwin

Cc: Andrew Woods; Christopher Rees Gay

Subject: RE: New Adult Gaming Centre - Silvertime Amusements, 446 High Road & 8 Park Lane, HA9 6AH (REF: 39394)

Hi Edwin

Further to my earlier e mail and your e mail below I have spoken to Silvertime.

1. Most Category B machines have the facility for the Customer to set 'reality checks' when they start playing a machine. When they start playing a box comes up asking them if they want to set a 'reality check' but relating to time spent playing or the amount of money spent etc. There are some still older machines around that don't have this facility and on those machines customers are offered a stop watch to monitor their time. In addition staff monitor the time spent by customers on machines.
2. I can confirm that we would agree your proposed condition on staffing.

Hope that helps and let me have any other proposed conditions.

Andy

Andrew Woods

Woods Whur 2014 Ltd

From: Maldoom, Edwin

Sent: 22 September 2026 15:08

To: Andrew Woods

Subject: New Adult Gaming Centre - Silvertime Amusements, 446 High Road & 8 Park Lane, HA9 6AH (REF: 39394)

Importance: High

Good afternoon Andrew,

I hope you are keeping well.

As you might be aware, I'm the delegated officer on behalf of the Licensing Authority, in whose area the above-mentioned premises is situated, and who is authorised for the purposes of exercising its statutory function as a 'Responsible Authority' under the Gambling Act 2005.

Having carefully gone through the new premises licence application, the LARA, and having regard to the current Silvertime Bingo Betting premises licence for 446 High Road, HA9 6AH, I'm currently preparing a list of proposed conditions which will hopefully form part of the new AGC premises licence.

As such, I don't believe that the proposed conditions will be materially different from the information already set out within the LARA. Consequently, I have translated what is stipulated into clear, understandable, and enforceable conditions for your client, staff working on the premises, and the responsible authorities.

However, before I send the full list across, there are a couple of points that I would be grateful if you could clarify.

1. Will all the Category B gaming machines be programmed to provide 'reality check' notifications, or any similar customer interaction prompts, to customers who use them for a prolonged period of time? I'm mindful that welfare checks will also be undertaken by trained and experienced staff. However, I would be grateful to know whether the gaming machines themselves will provide such notifications or anything similar.

2. In relation to staffing levels and the provision of SIA-licensed security, I understand that the LARA suggests that this will be determined by risk assessment. However, is there any minimum requirement pertaining to staffing levels that can be agreed by way of a condition? I.e., such as the below:

"There shall be a minimum of two members of staff on duty at all times whilst the premises are open for authorised activities, one of whom shall hold a valid SIA licence between the hours of 23:00 and 07:00."

Ideally, I would prefer for the hours and staffing levels to be explicitly stipulated as a condition. However, I would be happy to hear both your views and those of your client if this isn't something that your client would be willing to consider.

If you have any questions, or would like to discuss the proposed conditions further, please do not hesitate to contact me.

Many thanks,

Edwin Maldoom

Licensing Enforcement Officer

Regulatory Services