



THE RESIDENT

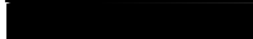
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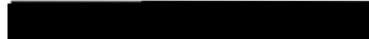
Date

8 March 2019

Direct fax



Email



Dear Resident

The Pelt Trader: 23 Dowgate Hill, London EC4N 6AP

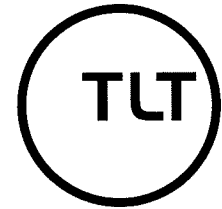
I act for the applicants, City Centre Events Limited, in relation the variation for the Pelt Trader. We are responding to your comments and concerns raised in your representations. In doing so, we hope to give you a better understanding of why this application is being made and how the operators will look to work with you to address your concerns.

Reason for the application

Since opening, the management of the premises have been managing the external area to ensure that as far as possible customers do not cause a nuisance to pedestrians or persons living in the vicinity. Customers tend to be workers or visitors to the City and are mostly professionals and are well-behaved. There is no crime and disorder associated with the premises and since opening there has been no issue of trouble at the premises.

Customers often come in small groups after work to relax for a short time prior to going home. Given the later working hours and international nature of businesses in the vicinity, there is a regular turnover of customers over the course of an evening, with customers arriving, as well as leaving after 9pm (as with other leisure businesses in the area). Customers tend to react positively to the reasonable requests of staff and management, inside and outside the premises, when needed.

However, it has been a bone of contention for some customers that the external area closes at 9pm. Some customers just arriving after a hard day at work want to stand outside, having been inside and seated all day. They often point to the fact that other premises do not have a curfew of 9pm and have been known to leave to go to other nearby premises. In the summer, some customers will not come at all if they know they will be ushered inside at 9pm. This is both a point of frustration for staff and customers alike.



The application has therefore been made to seek a modest increase to rectify these issues.

Representations

The owners and management team at the premises take your concerns seriously and want to work with you in relation to ensuring that the premises manages customers of the premises properly. We have attached for your information the updated management plan relating to use of the external area and noise management in general. We hope that this give you some comfort that your concerns are taken seriously.

Amendment to the application

Following consideration of your representation, the applicants are offering to close the external area to customers at 10pm, rather than 10:30pm as set out in the application. They feel that this is a fair compromise, balancing the needs of all parties.

Proposed additional conditions

In addition, the applicants propose that the following conditions are added to the premises licence application:

- The external area shall be managed as far as practicable to ensure that customers do not behave in a manner that is likely to cause a public nuisance. For the avoidance of doubt, this condition does not seek to prevent customers from engaging socially as would be expected a social situation, but requires a degree of management of customers should their behaviour become overly loud or deemed to be offensive.
- An 'Outside area management plan and general noise management plan' shall be drawn up and implemented at the premises ('the plan') to ensure that as far as practicable the external area is properly supervised. The plan is to be made available at the premises for inspection by an authorised officer of the Council or Police on request.
- A prominent sign will be displayed in the door leading to the external area reminding customers to respect the fact that there are residents living nearby.
- A complaints log will be maintained by the DPS ('the log'). The log will be used to record any complaints made by residents or other people working in the area in relation to the operation of the premises. The log will record the date, time and nature of the complaint, along with the name of the person making the record and any action taken in relation to that complaint.

We hope that these proposed conditions go some way to addressing your concerns.

Meeting with Lauren MacDougal

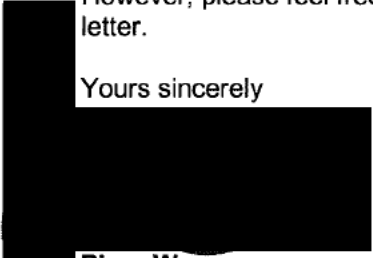
The manager, Lauren, would be delighted to meet you and give you any further detail you require in relation to this application. As such, she will be at the Pelt Trader on Monday 11 March between 6 and 7pm and available to speak to you. Simply ask for her at the bar.

Invitation to withdraw your representation

We hope that this letter has gone some way to mitigating your concerns and offering a greater insight into what is being sought. As such, and if you feel that your concerns have been addressed, then I would invite you to withdraw your representation by contacting the licensing officer at licensing@cityoflondon.gov.uk

However, please feel free to contact me in order to discuss this application or anything in this letter.

Yours sincerely



Piers Warne
Associate
for TLT LLP



Front outside area management plan and general noise plan

Measures taken for supervision and management of guests outside the front of the premises

When the outside area is likely to be busy, in particular early Thursday and Friday evenings during hot sunny weather, the Duty Manager will appoint a single person to supervise the areas (the supervisor) from 5pm onwards. The supervisor will be instructed that their sole duty will be the supervision of the outside areas until it closes or unless for any other reason it is empty (such as bad weather forcing all or most guests inside).

The supervisor will also be responsible for keeping the outside areas tidy of glass, crockery etc.

The supervisor may be given additional roles and responsibilities that are located outside as required.

Guests will be supervised to ensure that they do not block the pavement or encroach on the road. Anyone found there is to be asked firmly and politely to move back into the designated area.

Guests acting unreasonably, such as shouting, singing or swearing excessively, or not moving on request will be reminded that as a courtesy to neighbours and other guests that noise must be kept to a reasonable level.

If the guests persist, the Duty Manager should be informed

If required, The Duty Manager should again ask the guests to reduce the noise to a reasonable level or they will be asked to leave the outside area.

If they continue to make noise, they will be required to leave the outside area.

No glasses will be permitted to be taken outside from 22:00 hours. Thereafter, only smokers will be permitted outside.

Signage and other information to be used to remind guests using the outside areas do so in a way which will not cause a public nuisance to nearby residents.

A sign will be displayed in a prominent position at the exit to make our guests aware of the consequences of late night noise and to be respectful to the neighbours. Signs will also state the closing times of the external area.

Dealing with complaints from residents

In the event of any complaint being received this will be dealt with immediately by a member of the management team and the details recorded in writing. A complaints record book will be collated and a record will be kept at all times. This will be regularly reviewed by the management team to identify any reoccurring incidents. All management team will be effectively trained on how to deal with complaints and accurate record keeping.

All staff members required to undertake duties in relation to this management plan will be asked to read a copy of this plan and a copy will be available to staff during their shifts if needed.

Other Noise management measures

Deliveries

Suppliers will be instructed to deliver only between the hours of 10am and 5pm daily. On occasion where this is not possible due to scheduling issues, no deliveries will be accepted before 8am. This will be made clear to suppliers.

Rubbish collection

Bin collection is from the service yard underneath Cannon Street station in Cannon place. Businesses within Cannon Street station and the offices above also use the bins. Collection is organised by the station, not the Pelt Trader. However, no glass bottles will be emptied into bins outside the frontage of the premises, nor when the doors to the front of the premises are open.