
TO **Licensing and Safety Team**

FROM **Natalie Thompson**

REFERENCE: MA 103646

BEING DEALT WITH BY: Charlotte Basten

DATE **30th October 2017**

Re: Relax Studio, 1 Gunthorpe Street, London. E1 7RG

Reference is made to the new application for the Special Treatment License for the above premises.

The application is for the use of the premises for massage.

An objection is made against this application for the following reasons;

- The Licensing and Safety Team has evidence of the premises being improperly conducted. *London Local Authorities Act 1991, Section 8 (e)*. Evidence of this is attached in the form of witness statements of two test purchasers that were offered services of a sexual nature whilst having a massage at the premises. See appendix **NAT1** for a copy of the witness statements. These witness statements are for members, yourself and the applicant and not to be published on the website.
- The council notified the Independent Professional Therapists International (IPTI) of the test purchase visits. The IPTI the revoked the therapist- Chak Wa Yiu's membership with them. Please see **NAT2** for a copy of the revocation letter.
- The licensing and safety team has evidence that the persons concerned or intended to be concerned in the conduct or management of the premises used for special treatment could be reasonably regarded as not being fit and proper persons to hold such a licence. *London Local Authorities Act 1991, Section 8(c)* Evidence for this includes- visits to the premises have revealed that the applicant continues to advertise and offer special treatments without a licence. The applicant has been informed that this is an offence on several occasions but continues to trade.
- Further evidence of the applicant not being a fit and proper person includes the fact that the applicant was first informed on the 20th April 2016 that he must not operate the business outside of the hours 08:00 to 20:00. He has continued to operate outside of the permitted hours.
- The council has received several complaints about the premises from a member of the public. Please see the attached list detailing the complaints.
- One of the complaints included a discussion board on the fsm website (full body sensual massage. This discussion includes many references of a sexual nature. The name 'Apple' is mentioned. This name was given as a manager's name on the visit to the premises on the 20th September 2017.

Natalie Thompson
Principal Environmental Health Officer

Complaint details

See appendix NAT3 for emails in chronological order

Date	Complainant	Nature of Complaint
30/03/2016	Member of The Public	Allegation that massage premises is open outside of hours permitted by planning permission- at 20:27 30.03.2017.
01/07/2016	Member of The Public	Email including an allegedly illegally placed A board and a handwritten sign on the A board allegedly saying in Cantonese <i>Bold Black Chinese: Go to hell, I will check CCTV (to find out who). Then I will have a gangster kill all your family.</i> <i>Blue Chinese: Mother F**ker, you are always messing with my message board. (If i don't get back at you), I am not my mother's son.</i>
30/05/2017	Member of the public	Email notification that premises was operating without a licence.
14/09/2017	Member of the public	Email notification regarding a discussion about the premises on the website FBSM (full body sensual massage) see NAT4. Note the name 'Apple' is used on the post from the 2th April 2016 and also during the visit dated 20.09.2017. (NAT8)
15/09/2017	Member of the public	Email notification that premises was operating without a licence at 21:24 on 14/09/2017
20/09/2017	Member of the public	Email allegation and photograph that massage is being advertised without a licence.
26/09/2017	Member of the public	Email including a photograph showing the premises open at 20:15 on the 25/9/2017
26/09/2017	Member of the public	Email including a photograph showing the premises open at 20:43
28/09/2017	Member of the public	Email including a photograph showing the premises open at 20:22
7/10/2017	Member of the public	Email including 2 photographs showing the premises advertising special treatments without a licence.
8/10/2017	Member of the public	Email including a photograph showing the premises advertising special treatments without a licence
8/10/2017	Member of the public	Email including a photograph showing the premises open at 20:15 and a male walking in.
10/10/2017	Member of the public	Email including a photograph showing the premises open at 17:25 and male customer walking in.
10/10/2017	Member of the public	Email including a photograph showing the premises with an open sign at 21:00. However lights in the reception area are switched off.

11/10/2017	Member of the public	Email notification that the premises was still advertising special treatments online at the web address https://www.gumtree.com/p/other-massage-services/aldgate-east-oriental-full-body-oil-massage/1187181626
11/10/2017	Member of the public	Email including a photograph showing the premises open and open sign in door at 20:30
12/10/2017	Member of the public	Email including a photograph showing the premises open and open sign in door at 21:17.
15/10/2017	Member of the public	Email including a photograph showing the premises open and open sign in door at 21:01
16/10/2017	Member of the public	Email including a photograph showing the premises open and open sign in door at 20:43
17/10/2017	Member of the public	Email with picture of a price list on the front desk of the premises.
21/10/2017	Member of the public	Email including a photograph showing the premises displaying a foot reflexology poster. This could be construed as advertising without a licence.
21/10/2017	Member of the public	Email including screenshot of advertisement on gumtree for massage at the premises at the following web address https://www.gumtree.com/p/other-massage-services/aldgate-east-oriental-full-body-oil-massage/1187181626 The premises is advertising without a special treatment licence.
22/10/2017	Member of the Public	Email including a photograph of Ms Chak Wa Yiu touching the shoulders of a male outside of the premises.
22/10/2017	Member of the public	Email including a photograph of the premises with lights on and open sign in door at 20:33.
25/10/2017	Member of the public	Email including a photograph of the premises with lights on and open sign in door at 20:33.
25/10/2017	Member of the public	Email including a photograph of the premises with lights on and door open at 20:54.
26/10/2017	Member of the public	Email including a photograph of the premises with lights on and open sign in door at 20:36.
29/10/2017	Member of the public	Email including a photograph of the premises with lights on and open sign in door at 20:49.
01/11/2017	Member of the public	Email including a photograph of the premises with lights on and open sign in door at 20:30.
2/11/2017	Member of the public	Email including a photograph of the premises with lights on and open sign in door at 20:32.
5/11/2017	Member of the public	Email including a photograph of the premises with lights on and open sign in door at 21:05.
8/11/2017	Member of the public	Email detailing online advert for the premises at the web address posted 4/11/2017 https://www.gumtree.com/p/other-massage-services/aldgate-east-oriental-full-body-oil-massage/1187181626
9/11/2017	Member of the public	Email including a photograph of the premises with lights on and open sign in door at 20:38

Details of visits and related correspondence

Visits have been undertaken at the premises by council officers which have revealed that special treatments were being advertised without a special treatment licence.

Correspondence shows that the applicant, Mr Mr Wai Ming Yau was involved with the premises since at least 20th April 2016.

Date	Authority	Details
20/04/2016	Planning	Email correspondence to Mr Wai Ming Yau detailing planning requirements. Email from planning to landlord of premises and from landlord to Mr Wai Ming Yau at email address [REDACTED]. See appendix NAT5
15/08/2017	Licensing and Safety	Visit to premises to check therapist working at premises was still Chak Wa Yiu following receipt of witness statements from test purchase visits. See appendix NAT6 for a copy of report left on site at time of visit.
08/09/2017	Licensing and Safety	Email correspondence with Mr Wai Ming Yau informing him that the premises Relax Studio, Unit 2, 1 Gunthorpe Street, London, E1 7RG would not be considered for exemption from the special treatment licensing regime. See appendix NAT7
20/09/2017	Licensing and Safety	Visit to premises to check compliance with London Local Authorities Act 1991 as premises no longer exempt from licencing regime and has no licence in place. There were special treatments being advertised in the shop window and on the reception counter on the price list. The treatment rooms were unoccupied but they were set up for possible treatments and baby oil was in the room. The Officer informed the receptionist that no special treatments must take place as no licence was in place and she removed the price list. The officer left a record of contact form on site and the receptionist signed and stated that she would give it to the manager. See appendix NAT8
21/09/2017	Licensing and Safety	Email confirmation of visit on 20.09.2017 sent to [REDACTED]. see appendix NAT9
09/10/2017	Licensing and Safety and Police	Joint visit between Environmental Health and police officers to check licensing non conformities. Ms Chak Wa Yiu was at the premises. The premises was advertising massage and reflexology. Posters up in window advertising massage and price list at front of premises with massage in price list. See appendix NAT10 for a copy of the on site report.

List of Appendices

NAT1 = Witness statements following test purchases. These statements are sensitive and not for publication on the council website.

NAT2 = Cancellation of membership with the IPTI for therapist Ms Chak Wa Yiu.

NAT3 = email complaints in chronological order

NAT4 = discussion sent in by complainant from the website FBSM (full body sensual massage) from April 2016 to June 2017

NAT5= email correspondence between planning and Mr Wai Ming Yau dated 20/04/2016

NAT6= copy of report left on site 15.08.2017

NAT7 = email correspondence with Mr Wai Ming Yau 08.09.2017

NAT8 = copy of report left on site 20.09.2017

NAT9 = email sent 21.09.2017

NAT10 = on site report from visit dated 9.10.2017

