

**Natalie Thompson**

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**From:** ricky wong [REDACTED]  
**Sent:** 02 April 2019 20:54  
**To:** Natalie Thompson  
**Subject:** Re: 2 further objections to licence: 87 Whitechapel High Street

Hi Natalie please find below our formal response to the licensing committee

I have read the objections and have attached a document (Business Reputation.docx) to emphasise how we are a family-run business with great merits and a great reputation; within this you will find the link to the full Financial Times article on Chanita King and her Thai massage places (plus screenshot), a few of the reviews from each of our 3 Thai massage shops in Teddington, Wimbledon and Battersea (plus screenshots) and all 3 shops' Special Treatment Licence (plus photos).

This document has been included to illustrate how professional our family business ethics are and the responses below are answered genuinely and best to our knowledge.

1) There is a likelihood of nuisance being caused by the situation of the premises as such businesses target footfall and attempt to Gunthorpe Street, a residential street.

GUNTHORPE STREET IS PREDOMINANTLY COMMERCIAL IN NATURE. THE BOTTOM END (THE WENTWORTH STREET SIDE) HAS A NUMBER OF COMMERCIAL BUILDINGS. THE MID-PART CONSISTS OF A SCHOOL AND LIGHT INDUSTRIAL UNITS. THE TOP END (THE WHITECHAPEL HIGH STREET END) HAS ONLY TWO RESIDENTIAL BLOCKS CONSISTING OF 4 GUNTHORPE STREET (RESIDENTIAL APARTMENTS) AND NAGPAL HOUSE (A MIXED USE BLOCK OF BOTH COMMERCIAL AND RESIDENTIAL UNITS). SUBSEQUENTLY THERE IS ONLY ONE WHOLY-RESIDENTIAL BLOCK ON THE STREET - ALL THE OTHER NUMEROUS BUILDINGS ARE COMMERCIAL. ALSO BEARING IN MIND THAT GUNTHORPE STREET IS ALSO A DESTINATION SITE WHICH HOSTS THE JACK THE RIPPER TOURS ALL YEAR ROUND.

2) The Notice of Application is placed in Gunthorpe Street and this is not suitable for a business entrance.

THE ENTRANCE AT GUNTHORPE STREET IS THE ONLY ENTRANCE FOR THE BUSINESS PREMISES, AS THE FRONT ENTRANCE (WHITECHAPEL HIGH STREET) WILL REQUIRE US/CLIENTS TO GO THROUGH OTHER BUSINESSES, WHICH IS NEITHER VIABLE NOR CONVENIENT.

GUNTHORPE STREET IS ALREADY AN ENTRANCE FOR OTHER COMMERCIAL BUSINESSES SUCH AS THE JACK THE RIPPER PUB NEXT DOOR AND IS ALSO A TOURIST ATTRACTION FOR THE JACK THE RIPPER TOURS AS MENTIONED PREVIOUSLY.

3) There is a likelihood of nuisance being caused as the premises are in very close proximity to Healthy Paradise Ltd, Nagpal House, 1 Gunthorpe St E1 7RG. This business having been entered and closed by police last week.

THE POLICE HAVE NOT CLOSED THE BUSINESS AND WERE CALLED AS A CONSEQUENCE OF A DISAGREEMENT BETWEEN THE LEASEHOLDER AND THEIR SUB-TENANT (THE CURRENT LICENCE HOLDER). THE POLICE MEDIATED THE DISAGREEMENT. THE LEASEHOLD (WHO CANNOT OPERATE AT THE PREMISES SINCE THEY DO NOT HOLD A LICENCE) HAS DECIDED TO CLOSE THE PREMISES UNTIL THEIR DISAGREEMENT IS

RESOLVED AND SUBSEQUENTLY HAVE NOT BEEN CLOSED DOWN BY POLICE FOR ILLEGAL ACTIVITIES AS SUGGESTED.

4) The Notice of Application is placed on a fire escape used by the building which is often cluttered with rubbish or blocked and hence proper precautions against fire on the premises are not being taken.

IT WAS CORRECT THAT THERE WAS BAGS OF RUBBISH STACKED IN NEATLY TO ONE SIDE OF THE ACCESSWAY - THIS IS AS A CONSEQUENCE OF A TENANT MOVING OUT OF THE BUILDING IN THE GROUND FLOOR AND BASEMENT - THE RUBBISH HAD BEEN STACKED THERE FOR EASE OF COLLECTION AND WAS COLLECTED WITHIN A MATTER OF DAYS. NO RUBBISH IS USUALLY PLACED HERE BEARING IN MIND THAT THERE WAS BUILDING WORK IN THE BASEMENT. WE HAVE NOT YET STARTED TO OPERATE IN THE BUILDING DUE TO THESE OBJECTIONS CAUSING A DELAY AND FIRE SAFETY PRECAUTIONS HAVE BEEN DELAYED DUE TO THIS. FURTHERMORE THIS IS NO FAULT OF OURS AS APPLICANTS AND WE ARE IN THE PROCESS OF TAKING PROPER FIRE SAFETY PRECAUTIONS IN LINE WITH LEGISLATION AND LFB REQUIREMENTS.

5) There is a serious detriment to the residents of Tower Hamlets with special treatments licences used a cover for brothels. This was confirmed the case with a similar property let by the agent Reality Properties Ltd for the business The Relax Studio at [REDACTED]obby Nagpal's premises, Nagpal House, 1 Gunthorpe Street, London, E1 7RG

I WOULD LIKE TO EMPHASISE THAT NAGPAL HOUSE IS NOT THE BUILDING THE APPLICATION HAS BEEN MADE FOR. THE APPLICATION RELATES TO 87 WHITECHAPEL HIGH STREET. THE TWO BUILDINGS ARE ADJACENT TO EACH OTHER, WHICH IS THE ONLY CORRELATION. RELAX STUDIO CEASED TO OPERATE IN 2018. THEY WERE SUPERSEDED BY A NEW APPLICANT WHO SUCCESSFULLY APPLIED FOR AND WAS GRANTED A LICENCE. SINCE THE NEW APPLICANT TOOK OCCUPANCY, THERE HAVE BEEN NO ISSUES REPORTED TO THE COUNCIL. HENCE IT IS FAIR TO SAY, IT IS UNREASONABLE TO TARNISH EVERYONE WITH THE SAME BRUSH. EVERY BUSINESS MUST BE GIVEN THE OPPORTUNITY TO PROVE THEMSELVES WITHOUT PREJUDICE.

I strongly hope that the responses set above and the document attached within this email is more than enough to illustrate our business reputation and intentions as genuine, that it would unreasonable to stain or tarnish our family-run, successful business that has been operating for decades.

I hope that the opportunity is given to us, without prejudice and acknowledging that previous happenings has nothing to do with our business or premises, that we will be granted a licence. I strongly believe that if our application is rejected under these objections, it will severely cause a detrimental effect of depriving Tower Hamlets/Whitechapel High Street's community of a genuine, professional and established Thai massage service which is predominately offering Reflexology (massages for legs and feet) and Sports massage.

Should there be anything I can provide further to help give you a better picture of our business or what we do, please do not hesitate to contact we - We am more than happy to do so.

Kind regards,

Ricky and Ruby

**To Whom it may concern,**

**Please find attached an article and just some of the reviews for the many shops that we have established as a family business, in Teddington, Battersea and Wimbledon.**

**This is to emphasize our merits and reputation to those who query our business principles.**

**Financial Times Article for Chanita King**

<https://howtospendit.ft.com/health-fitness/6029-spa-junkie-at-genesis-new-world-massage-centre>

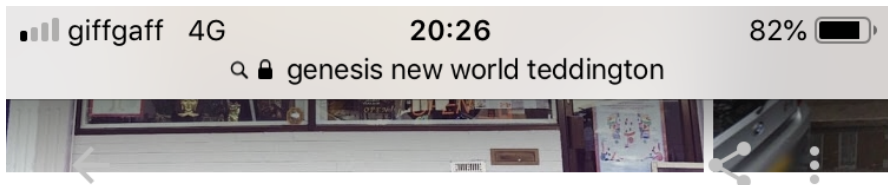


“Can you recommend a good masseuse in London?” I asked in a tone of hushed awe.

“Absolutely. Chanita. She is brilliant and looks after some seriously important and demanding clients, so I’m sure you will do just fine.”

When I first visited Genesis, I was confronted with run-down premises and what appeared to be a lifetime’s worth of hoarding. On the shelves, peering through the exotic fake flowers, were gilt Buddhas, temples and bobble-cat dolls so tightly packed the place resembled a Thai bazaar.

Despite a recent shop fit, the parlour leaves much to be desired. There is only one room on the ground floor that is half decent. So if luxurious surroundings are a core requirement, you may want to move on. But



# Genesis New World Thai Massage

4.4 ★★★★★ (7)

Massage spa in Teddington, England

[Open](#)

OVERVIEW

REVIEWS

## REVIEWS FROM THE WEB

[Treatwell](#)

4.6/5

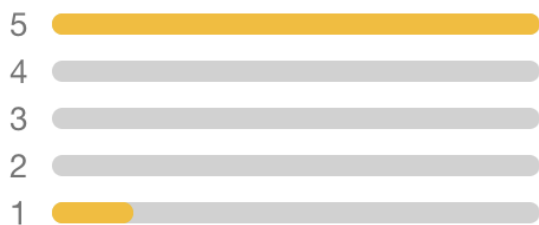
53 reviews

[Spa - Lastminute.com](#)

4.6/5

53 reviews

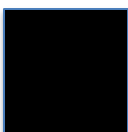
## GOOGLE REVIEW SUMMARY



# 4.4

★★★★★

7 reviews



"Great service good prices, clean and friendly staff"



"regular customer"

2 weeks ago

This is by far the best massage around here. The ladies are very talented and everyone is so

friendly and polite, clean and relaxing atmosphere. Very reasonably priced!

[REDACTED]

7 months ago

I've probably never had a true Thai massage before now so I now have quite a high standard to measure it by. Treatment was firm and extremely effective. I left walking straight and feeling great. Thank you.

[REDACTED]

a year ago

Fantastic worth every penny go for the 2 hours as you will wished you had when done (so be warned)

[REDACTED]

a year ago

Great service good prices, clean and friendly staff

[REDACTED]

6 months ago

5 stars

[REDACTED]

9 months ago

5 stars

**Reviews for Thai Charms Wimbledon**

# Thai Charms

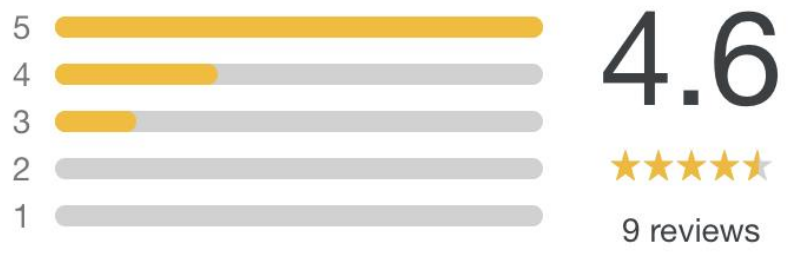
4.6 ★★★★★ (9)  
Beauty salon in London, England · Open

OVERVIEW **REVIEWS** ABOUT

### REVIEWS FROM THE WEB

<b>Treatwell</b> 4.8/5 94 reviews	<b>Facebook</b> 4.5/5 8 votes	<b>Spa - Lastminute.com</b> 4.8/5 94 reviews
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### GOOGLE REVIEW SUMMARY



- "All the staff are just super friendly."
- ""Great Maasge very relaxing and helping sore muscles!"



4 months ago  
This place is truly a hidden gem on Leopold Road. I popped in one sunday evening looking for a

massage when all other local salons were shut. I'm so glad I did so as I was treated to one of the BEST massages that I've ever had, by an ...More

[REDACTED]

a month ago

Great and very professional .

[REDACTED]

6 months ago

The BEST massage ever! I've been to so many massage parlours all around the world & this is the most authentic Thai massage (ive been Thailand multiple times) and would STRONGLY recommend!

**Reviews for Thai Charms Battersea**



## Thai Charms Battersea

4.4 ★★★★★ (18)

Thai massage therapist in the London Borough of Wandsworth, England

Open

OVERVIEW

REVIEWS

### REVIEWS FROM THE WEB

Treatwell

4.8/5

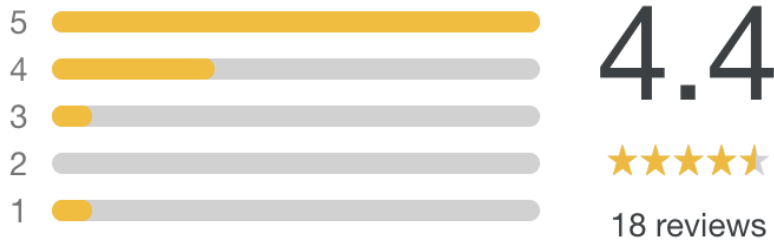
130 reviews

Spa - Lastminute.com

4.8/5

130 reviews

### GOOGLE REVIEW SUMMARY



"Friendly staff, great service & fair prices."



"Nice massage , nice staffs , cosy  
- - - - -"

4 months ago

Best massage I've had. The lady have strong and heavy hands, but I like those kind of

massage, so If you want more soft you need to ask. But the place is very calm and cozy, they put some light music in the room so you can Relax and enjoy it.

[REDACTED]

2 months ago

Friendly staff, great service & fair prices.

[REDACTED]

6 months ago

Great Thai massage, very welcoming, very nice experience overall.

[REDACTED]

a year ago

Really friendly, even gave me some extra time as I arrived late! Massage was good and did a wonder on my neck. I will be back.

[REDACTED]

7 months ago

Excellent staff and superb massage

[REDACTED]

6 months ago

Best massage in town

[REDACTED]

9 months ago

Nice staff, professional massage

**Licences for Teddington, Battersea and Wimbledon**



WANDSWORTH COUNCIL  
Chief Executive's Directorate  
Environmental Services, Public Health  
Town Hall, Wandsworth High Street  
London SW18 2PU

LICENCE FOR SPECIAL TREATMENT

Issue Date: 05 March 2018

Licence Number: [REDACTED]

WANDSWORTH BOROUGH COUNCIL, under the provision of the London Local Authorities Act 1991 (as amended 2000) hereby licenses

Thai Charms Battersea Limited  
190 Battersea Park Road  
London  
SW11 4ND

To use the premises

Thai Charms Battersea Health and Spa  
190 Battersea Park Road  
London  
SW11 4ND

For SPECIAL TREATMENTS in the following groups

Group B	Massage Treatments
Group E	Steam

This licence is in force up to 28 February 2019 or during the time that the licensee is the occupier of the premises, and is granted subject to:

1. Wandsworth Borough Council's Standard Conditions for annual Special Treatment Licences.
2. Additional conditions (Not Applicable)

Which are attached to the licence.

[REDACTED] who can be contacted by email:

Signed [REDACTED]  
Ms S Brass, Commercial Services Manager

LONDON BOROUGH OF MERTON  
ENVIRONMENT AND REGENERATION DEPARTMENT  
Head of Public Protection: [REDACTED]



**LONDON LOCAL AUTHORITIES ACT 1991:**  
**LICENCE TO OPERATE A SPECIAL TREATMENT PREMISES**

The London Borough of Merton being the Licensing Authority under the above Act licenses

**THAI CHARMS,**  
23 Leopold Road, Wimbledon Park, London, SW19 7BB

being the occupier of premises known as

**THAI CHARMS,**  
23 Leopold Road, Wimbledon Park, London, SW19 7BB

to undertake the following Special Treatments:  
Aromatherapy, Facial, Massage, Reflexology.

during the following times:

Sunday	10:00	22:00
Monday	10:00	22:00
Tuesday	10:00	22:00
Wednesday	10:00	22:00
Thursday	10:00	22:00
Friday	10:00	22:00
Saturday	10:00	22:00

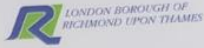
Maximum number of people who can receive treatment at any one time: 3 (three)

This licence is granted subject to compliance with the Council's Standard Conditions for such premises and treatments.

The licence shall remain in force until 15th January 2020

Licence Number [REDACTED]

[REDACTED]  
Licensing Manager



Our ref: [REDACTED]

No. [REDACTED]

LONDON BOROUGH OF RICHMOND UPON THAMES  
LONDON LOCAL AUTHORITIES ACT 1991  
GRANT A RENEWAL OF LICENCE

**TO CARRY ON AN ESTABLISHMENT FOR MASSAGE OR SPECIAL TREATMENT**

The Mayor and Burgesses of the London Borough of Richmond upon Thames, acting by the Council (hereinafter referred to as the "Council") hereby renew the Licence

To: Ms Chanita King

to carry on an establishment for giving: *Aromatherapy, Body Exfoliation, Body Wrap, Facial, Hot Stone Therapy, Indian Head Massage, Lymphatic Drainage, Massage, Reflexology, Sports Massage, Swedish Massage & Waxing*

under the name, style or title of: *Genesis New World Health & Beauty Centre*

at the premises known as: *119 Stanley Road Teddington TW11 8UB*

from the 1<sup>st</sup> day of October 2018 until the 30<sup>th</sup> day of September 2019 both days inclusive, subject to the conditions set out below.

Dated this 09 November 2018

[REDACTED]  
Licensing Officer

**SCHEDULE OF CONDITIONS**

1. Standard conditions as applied to all licensed premises under this Act.

HEALTH & FITNESS / WELLBEING

# Spa Junkie at... Genesis New World Massage Centre

Our covert reporter reveals the best masseuse in London

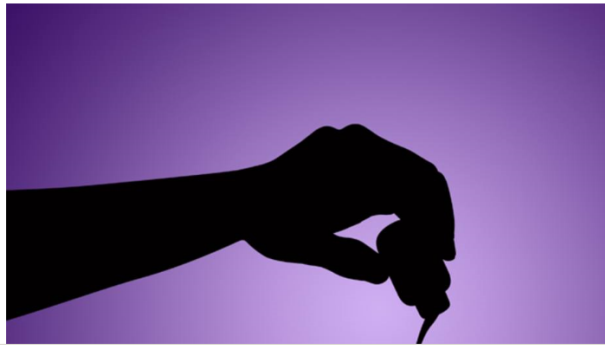


Image: Jay Yeo

NOVEMBER 26 2011 / SPA JUNKIE



## WHERE TO FIND

Tucked away on the border between Paddington and Notting Hill, a few metres from the venerated Porchester Baths, is one of London's greatest secrets. So good is she, I have spent weeks deliberating whether I should write about her. For it has taken me many years to find this, the holy grail of massages.

I have endured countless hippies and healers, insipid ticklers, the chatters and the sweaters. Worst of all was the man with the seven-day arm stubble, sandpapering away on my back. But I feel honour-bound to share my discovery, even if it means being relegated to a waiting list next time I phone for an appointment.

It all started a few years back, when I met the full-time wellness consultant for Britain's second-most-loved queen, Sir Elton John, who has a reputation for an obsession with health and treatments and unwavering standards. In short, I had stumbled across The Oracle.

"Can you recommend a good masseuse in London?" I asked in a tone of hushed awe.

ADVERTISEMENT

nushed awe.

"Absolutely. Chanita. She is brilliant and looks after some seriously important and demanding clients, so I'm sure you will do just fine."

When I first visited Genesis, I was confronted with run-down premises and what appeared to be a lifetime's worth of hoarding. On the shelves, peering through the exotic fake flowers, were gilt Buddhas, temples and bobble-cat dolls so tightly packed the place resembled a Thai bazaar.

Despite a recent shop fit, the parlour leaves much to be desired. There is only one room on the ground floor that is half decent. So if luxurious surroundings are a core requirement, you may want to move on. But if you can overlook the cosmetics, you are in for a treat, albeit at times a tear-inducing one.

A booming Chanita opens the door. "Where you been? No see you looong time. You gain weigh and, looh, you have many cellulii." (Thais don't really do Ts.)

"I know, I know. I promise not to leave it so long between visits in future," I declare.

Chanita is trained in a full range of massages, from deep-tissue sports to Thai, and often uses homemade poultices that smell like Thai chicken curry. She has provided me relief from a whole host of ailments, from "Blackberry Back" (back hunched forward, tight shoulders and crooked neck) to a tight hamstring from forgetting to stretch on a run, and a crooked neck from trying to sleep in BA premium economy.

She has a unique ability to quickly diagnose my problem, often detecting

She has a unique ability to quickly diagnose my problem, often detecting that something is wrong before I realise it myself. She then works her magic by adapting and combining different styles of massage. She may start with a Thai massage, bending you like a pretzel and pulling on your fingers, toes and ears, but then she will stop and focus on your neck and other trouble areas, applying a totally different therapy.

Her style is authentic, her good energy contagious and her intentions – which stem from her devout Buddhist faith – true. She thinks nothing of getting up at the crack of dawn on the day of your visit to buy a special herb at the Thai market to put in your tea, or a bespoke poultice, or a remedy for you to take home.

Today Chanita is spending 45 minutes on leg shaping and cellulite annihilation. The first step of the massage is "pinch and pull". My thighs are pinched and tugged hard to lift the layers of fat just under the skin, in order to break down the fat and destroy the links that bind it. Next is "pinch, pull and wiggle", which is more than a little uncomfortable, especially as I suffer from water retention. The final phase of this torture is "kneading". My thighs are rolled almost to the point where I feel Chanita is rubbing the fat into my bloodstream.

#### THE BOTTOM LINE

It sounds painful, and it is, but this massage – like all Chanita's massages, really works. Other therapists at Genesis have been trained by her – but if you want the best, this pint-sized bit of brilliance is your girl.

*Spa Junkie pays for all her own travel, treatments and accommodation.*