

Dear sub committee

Thank you for giving us the opportunity to hear our case.

As you may know we are burger takeaway which operates from the back of an Indian restaurant and started in partnership with the restaurant by operating in covid 2021.

We started based on lack of business within the Indian trade due to restrictions etc and came up with a plane to burgers trendy and affordable for the locals.

The competition at that precise moment was low compared to now.

Our operation hours and values was to serve the local area precisely tourists and had operational hours which we believed the Indian restaurant had late night license and because it was under one roof we presumed we are also covered, until we was notified but the council after a complaint we believe.

Our business model and strategy changed as soon as we was notified of this by changed staff hours, stock management control and other relevant materials in place to make sure we abide by the laws of the council. Based on council records we abide by each every notice they provide us with such as waste management contract and advertising licenses I'm place to run a effective business without issues.

Soon we was notified of the late night refreshment license issue first we appealed by writing back stating we are covered based in the Indian restaurant but then soon made aware that as we are independent business we need to have our own even under same roof.

We applied for this application for extended hours and actioned all the relevant requirements for the license like blue notice etc. unfortunately we have had 1 objection and after awaiting for the objection letter we came to light that the individual objecting has the following issues which they didn't seem to highlight.

Firstly the individual lives about 300 Meters away from the shop which is far based on the location we are situated inside an alleyway. They also live above a burger restaurant and a very busy pizza franchise. Now since we been there for near 3 years we have noticed that the pizza place is open till late on weekends and also has 5 delivery mopeds running it's delivery service throughout which makes enormous amount of noise. They also have very late night lorry deliveries causing traffic on a one way round and right next to a traffic stop also which is used more so then the other siding roads. Lastly the individual is based more

closer to the hostel which is always about 90percent occupied each week so tourists have to go past this traffic lights and pizza place to attend their destination hostel.

We believe our takeaway has no effect on the individual as we also tried to contact them but with no luck. We tried only once because didn't want to disrupt the case any further.

Our business has put on various changes and even had calls from local police and environment health if we follow few steps they are happy for us to operate new hours if authorized. So the changes we made even prior to the appeal and have always have this in place are

Notice boards for customers

We regularly put notices on social media to customer making them aware of simple etiquettes of waste management and behavior

Waste bins provided

Regular cleaning in process of the alleyway

CCTV installed

Lights installed

Staff increased during evening trade

Incident report books brought and trained staff how to utilize them

Website hours changed as soon as we was notified prior to this social media and google hours was changed. This is why website was only mentioned by the individual as we don't have flow of customers coming through website we actually genuinely forgot.

Police checks in the evening were carried out and didn't find us operating on 3 occasion we noticed them come, there could be more we not aware of however no report of any wrong doing.

We changed our delivery of some products to day so noise is controlled.

We have cleared drug users in the alleyway as before we started operating this was a hotspot and a blind spot for them.

We cleared any wrong use of the alleyway such as drunken individuals urinating.

Our final request was to get petition done from locals businesses and individual who approve of our existence and are appreciative of the control environment we conduct which also helps them in many ways.

We humbly request for the commit to see that we have not had a single issue or complaint from the residents above us directly as we operate on their door step infact most are happy for the changed made above and the cleanliness and safety of the alleyway even for them to walk in at night.

It Is vital for us to operate in this location with the extended hours for business revenue growth but also as important safety of our streets, cleanliness of our streets and this relates to having attractiveness got tourists etc.

We have attached many photos and the petition for your records that we fully abide and respect the laws and rules of the authority in place.

These steps have made us put in place for our other stores also and once again had has very positive response.

Thank you for acknowledging the statement and we wait to hear from you soon.



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INSURANCE SERVICES

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The Licensing Department
Tower Hamlets Council
Town Hall
160 Whitechapel Road
London
E1 1BJ

1st May 2024

Dear Sir/Madam,

**Licensing Application Ref 16653 (Burgers LDN)
141 Leman Street London E1 8EY**

I am the managing director of Square Mile Insurance Services Ltd and am often required to work very long hours particularly at the month end. I am a frequent customer of Burgers London because of the fact that they are open late (I often have to queue!) and also because the food is of a very high standard.

I would also point out that as mentioned above, there is often a queue outside the Burger bar but it is always orderly, not rowdy or messy.

We need to help small businesses keep in business not hinder their ability to earn an honest living and your decision to reduce their hours should be reversed

Please contact me if you require any further information

Yours faithfully

Jan Knights

JAN KNIGHTS FCII

Small text at the bottom center: Square Mile Insurance Services Ltd are independent intermediaries authorised and regulated by the Financial Conduct Authority (FCA) ref. no. 311852, to transact general insurance business
Director: Jan Knights, F.C.I.I Chartered Insurance Practitioner
Company registered in England no. 3607262.



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The Licensing Department
Tower Hamlets Council
Town Hall
160 Whitechapel Road
London
E1 1BJ

1st May 2024

Dear Sir/Madam,

**Licensing application ref 16653 (Burgers LDN)
141 Lemman Street London E1 8EY**

I am the current landlord of the Brown Bear public house and have been since 2003.

I have been made aware that the burger shop in the alleyway next to the pub have made an application to extend/vary their opening hours which include staying open later at weekends

I am totally in favour of this as since they started operating in the alley it has deterred a lot of the drug users that gather in the alley to take drugs and other anti social behaviour.

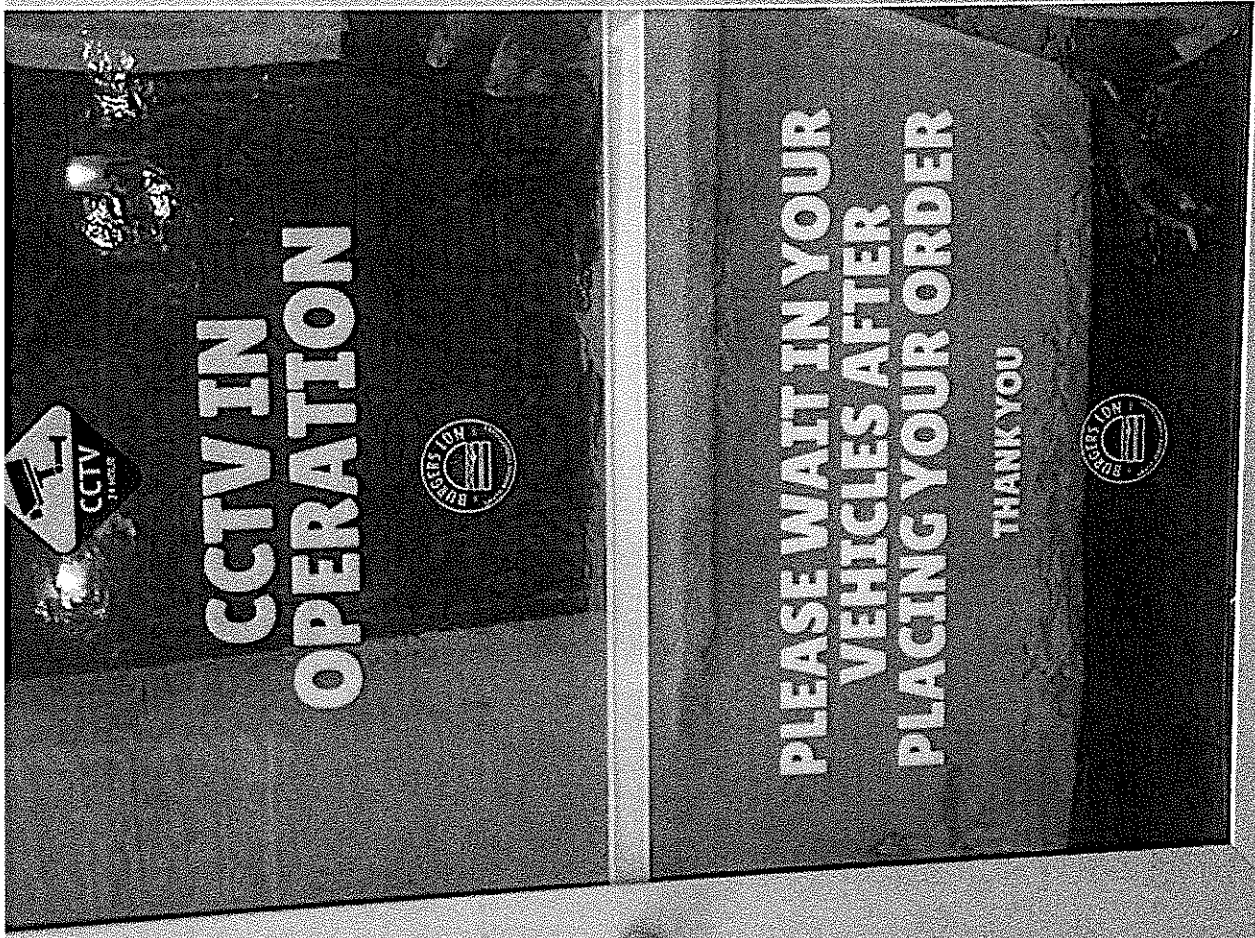
We have previously been broken into via the back door which is in the alley and this has now stopped as Burgers LDN have installed PIR lights and cctv

The alleyway is being kept clean and tidy by Burgers LDN which was not being done by anyone before. Since Burger LDN started trading I have not witnessed or been made aware of any issues arising from there, nor has there been any undue noise.

I personally believe that if businesses in this area were to stay open later it would have a positive effect in the area as this would stop some of the nefarious activities occurring.

Yours faithfully


R Porter
The Brown Bear



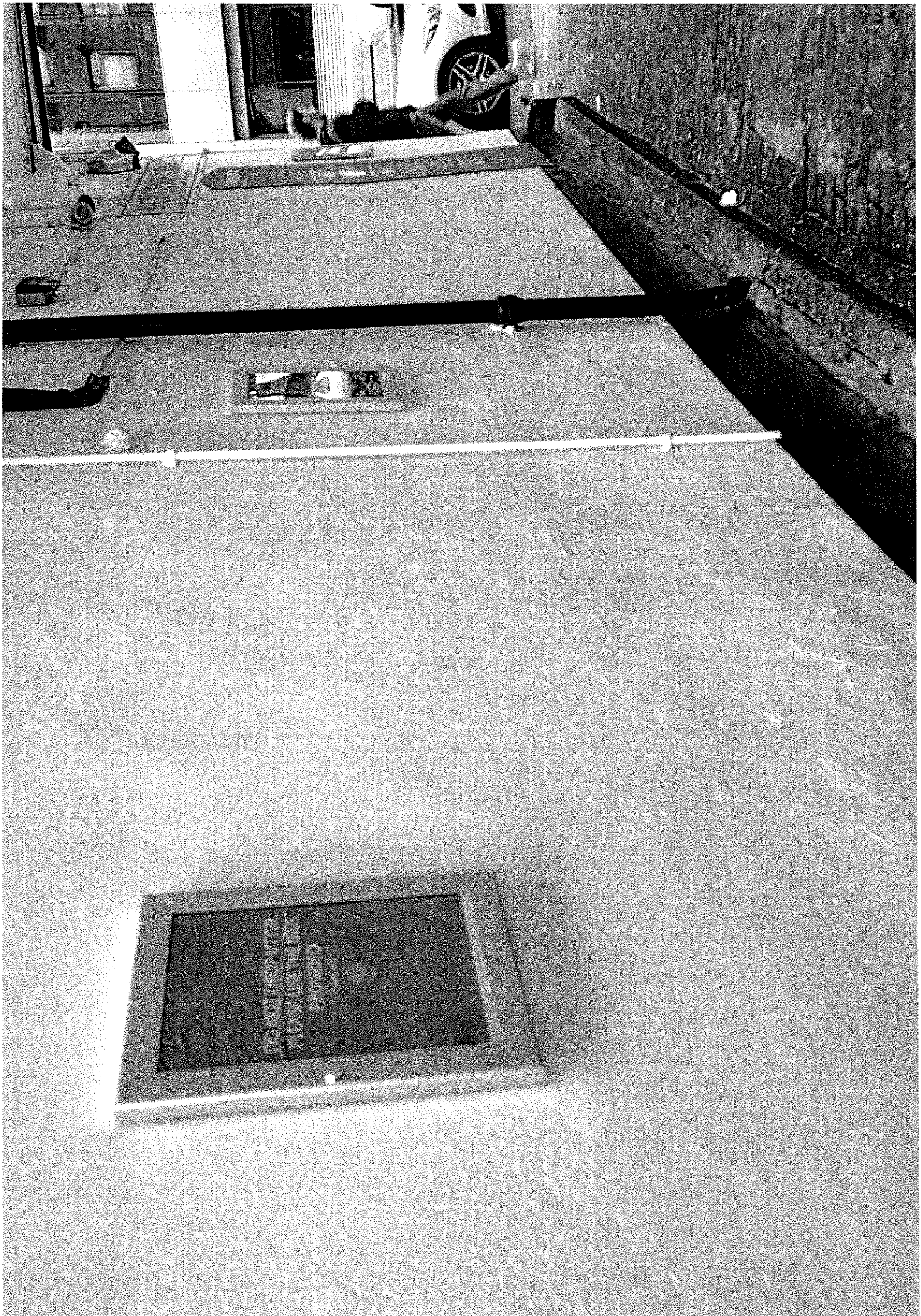
**CCTV IN
OPERATION**



**PLEASE WAIT IN YOUR
VEHICLES AFTER
PLACING YOUR ORDER**

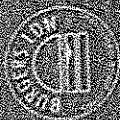
THANK YOU





DO NOT DROP LITTER.
PLEASE USE THE BINS
PROVIDED

THANK YOU





**PLEASE RESPECT OUR
NEIGHBOURS AND KEEP
THE NOISE DOWN**



THANK YOU

