

CCR10

From: Gemma Hunt
Sent: 26 August 2021 23:17
To: 'capecoastrestaurant' <[REDACTED]>
Subject: New Complaints Received/ Further Condition Breach

Dear Nefisa,

We have received 2 new complaints in the last week and I wanted to make you aware of the nature of the complaints made.

One complaint is regarding music escape, which they advise disturbs them from 5pm until midnight at weekends.

The other complaint is regarding 3 elements: patron noise on dispersal, which they advise occurs at 2/3am on weekends. The complainant also advised that they have seen staff pouring cooking oil outside the premises, which is attracting rats. Lastly they advise that customers are parking inconsiderately around the premises.

I did visit your premises last night to check last weekends CCTV images after 0030 hours. As it was 22:43pm on arrival and near closing time, I didn't want to take up too much of Fred's time. Would it be possible to return on Wednesday (1st Sep) to finish checking the CCTV in relation to the complaints made please?

Whilst in the premises last night I noted 4 children on the premises. This is a breach of a licensing condition : Annex 3 'Condition 31 Children shall only be allowed from 12.00pm mid-day to 8.00pm. Notices shall be put up to inform customers'.

Fred was not aware of the condition. This was a condition that was in breach previously, which my colleague Lauren Connell advised you on at the inspection and pre-review meeting.

To avoid further offences taking place, please take the time to go through your premises licence and ensure all conditions are being met.

Please also remember that the opening hours are a condition of the licence and that patrons must leave the premises by the end of the opening hours stated on the premises licence. Customers left the premises at 2312 last night (permitted opening hours are 2300), however I believe this would have been even later had we not given a gentle reminder to Fred about the opening hours.

I am currently working nights and available to speak during the daytime from Monday.

Kind regards

Gemma Hunt
Licensing & Out of Hours Compliance Officer

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