



25 October 2007

Licensing and Health & Safety
Direct Dial - 020 7525 5687
Facsimile - 020 7525 5705
Our Reference - 2549



Thank you for attending the meeting held on 17th October 2007.

Please find enclosed additional management controls that Massive Ltd will be implementing at the Dean Swift.

If you are disturbed by noise emanating from the premises the Council's Environmental Enforcement Team operate a 24 hour service and can be contacted on 0207 525 5777.

Rosanna Keogh and myself are Licensing Officers for the Dean Swift, if any future problems arise in relation to the premises please do not hesitate to contact us. My contact details can be found within this letter, Rosanna's details are rosanna.keogh@southwark.gov.uk, her telephone number is 0207 525 5778.

For your information the phone number for the Dean Swift is 0207 357 0748.

Yours sincerely,

Kay Riley
Licensing Enforcement Officer
kay.riley@southwark.gov.uk

Following the conciliation meeting held with residents on 17th October 2007, below is a list of measures Massive Ltd as Premises Licence Holder has agreed to immediately carry out at the Dean Swift:

All doors and windows apart from access and egress will be closed from 22:00
No drinks to be taken or consumed outside the premises after 21:00
The site will ensure that the outside area is kept clean and tidy, free of cigarette butts, empty glasses, bottles and rubbish etc. This will also extend to the alleyway to the rear of the premises which is to be checked on a daily basis and washed or hosed out when necessary.
<p>A meeting was held with the assistant manager and site team on 18th October 2007 to discuss the issues raised at the conciliation meeting and to ensure each team member is aware of their responsibilities under the Premises Licence and the control measures to be carried out. Staff were made aware of the importance of being vigilant in cleaning the outside areas during and after service and controlling noise made by customers.</p> <p>On receipt of a complaint, the situation should immediately be dealt with on site. Residents will be given Helen Moon's details (below) as a contact should the response or situation not be dealt with to the satisfaction of the resident by the site team.</p> <p>Staff will continuously be reminded of their responsibilities during weekly staff meeting and notes will be recorded.</p>
On weekends (Friday and Saturday evenings) a member of staff will be responsible for patrolling the outside area, carrying out various duties such as ensuring no drinks are taken outside after 9:00pm and the quiet dispersal of customers on closing.
<p>Printed signs are on display with the following wording:</p> <p><i>'This is a residential area, please leave quietly'</i></p> <p><i>'Please respect our neighbours'</i></p> <p><i>'No drinks are to be taken or consumed outside the premises after 9:00pm'</i></p> <p>More permanent signs are currently on order and will be prominently displayed on the premises once received.</p>
<p>Contact details</p> <p>Helen Moon, Operations Manager for Massive Limited:</p> <p>Email: [REDACTED]</p> <p>Mobile: [REDACTED]</p> <p>Massive Head Office:</p> <p>Contact: Amy Miles, Human Resources Assistant</p> <p>Email: [REDACTED]</p> <p>Phone: [REDACTED]</p> <p>Address: Central House, 124 High St, Hampton Hill, Middlesex, TW12 1NS</p>