

Reply from Ms Tolley to the representations received.

The use of the building IS NOT CHANGING its main function is and always will be a hair and beauty business.

UP MOST IMPORTANCE to assure, this is not a hospitality profit making commercial club. It is a non profit making club open only to the clients of my salon. Stipulation of becoming a member is that you have to be a client at the salon. This club is not open to members of the general public nor do I wish to run a public bar or club. There are strict rules surrounding this in our club documentation and how many can use the facility at one time.

This was greatly considered when I applied for a club premise certificate and not a premise license as I have no desire to run or entertain such a demanding or business altering facility. I wanted to reflect that to my local communities via this type of application. I want Margate to flourish commercial alongside residential, I want Margate to offer more, this is my theory in business too, this license makes my business just that little bit extra for my community and clients. It clearly states this in the license application, that service hours are within opening hours and other times are occasional. I can only presume they have overlooked this information.

I know other barbers and Hair business have applied with success for the same club premise license, setting a precedent " the old town barbers" is one.

I do however want to serve alcohol to my salon guest at their appointments during salon trade times LEGALLY as many Salons continue to do this illegally, salons should not be handing out free alcohol to clients during their visit but they do. I consider this to be irresponsible. As a conscientious member of the community, I took it upon myself to professionally supervise alcohol consumption and supply for the welfare of the consumer and to prevent disorderly behavior and educate my staff to what is acceptable and not and this was my main reason for applying for the license. To show my professionalism and dedication to doing the right thing in setting a precedent and commitment to my community.

I would like to point out that previously as a business development manager and consultant I am no novice to the hospitality trade, very experienced am qualified BIIAB level 2 award for personal license holder and out of my own interest and to ensure safety have recently completed another course in responsible alcohol retailing to ensure my knowledge is current. I am by no means inexperienced totally the opposite over 15 years' experience working in the bar trade. I take the handling of alcohol its laws and the four licensing objectives very seriously.

I will also point out that although a club premise certificate does not need a personal license holder I have taken the responsible role and sent off to have mine issued noting my seriousness in just the small amounts of alcohol we will be supplying and my personal concern and commitment to the community to go above Law guidance for this type of license.

When we do serve the client alcohol, they may wish to take this and sit in the garden at the rear or out the front in our owned forecourt while they are in between services or after a service during for instance or perhaps during the summer before they go home or maybe meet their friends out at one of the many surrounding full licensed premises that surround the builds from which this complaint stems from.

This is not and never will be an outlandish boozy affair as there is no profit in this for me all monies from the club are re invested to subsidies promotions in the salon and the occasional charity event during the year.

However having worked and applied for many licenses for other establishments, its always wise to apply at the time for all eventualities. So thus, is why I applied for other license activities at the time and longer hours.

There WILL NOT BE live music every week not even every month maybe even never at all, but we do have currently twice-yearly charity events or seasonal workshops at max 2 to 4 times a year, one of these we may wish to have a solo artist or duet perform or soul D.J for example for us to add to the occasion and this makes sure we are in the best place to do this. Or we may wish to run a small activity alongside a local event like, soul festival or Pride. I'd imagine this would be inside but application covers all eventualities.

These events are private invites only and only amount at max to 20 people. They are normally held in the evening from 2 till 8pm to accommodate working mums and are low key classy events, focused on product launches and fund raisers not sociable drinking.

I have applied for Film license as we may wish to run pamper cinema nights or girls' nights in with movies when the new normal continues and again I wish to do this legally (as a reward for our regular salon supporters)

. I find it worrying that one objection accused my films as being "disguised" as anything else and in the summer, it may be nice to pay these in the garden on a T,V screen or small projector to enjoy the sea air and a glass of bubbly again as an extra special service to my clients and something entirely different from my competition.

For notes on safety raised all checks are being made by professional bodies, the food team from TDC have been into the salon and assessed our alcohol service areas and activity as extremely low risk with no need to return for three years. I have a food licence registration agreed to by Simon last week.

Environmental health department has written back to me and although was initially concerned about external noise I explained that this would be few and far between if at all, Christopher Brown noted in an email to me that they have no objection to my licence application and in fact a change to the live music act and the hours I had applied for means they have no grounds for objection.

I do not believe there will be any direct impact on the garden environment as mentioned. For a start there is an over 12ft garden thick wall that surrounds our garden and marks our property boundaries which not only will deflect noise travel there is also a path way behind that wall adding extra distance between our boundaries and their gardens. The wall is so large and high that no overlooking views into our garden from them or into their gardens from ours, in fact you can't even see a garden exists at all on their side all you can see is the top windows of the extremely high buildings and our garden is in addition 7ft plus below ground level.

The private gardens are many feet away and detached entirely from my commercial property this is not the same as the comparison they have made to no 19 which is directly next door running parallel and adjoined to these gardens and clearly visible etc.

Also no 19 is a commercial hospitality premise who's purpose is to entertain punters and make a living from selling alcohol which may come with some noise and bustle, mine does not and never will.

We are a non smoking venue, this is stipulated in the application and in our club and business rules so NO to quote "knock on effect of severe health and safety issues through passive smoking in their garden, also I would point out that even if there was smoking allowed it would not reach the height of the immense parameter walls before disintegrating naturally neither would it travel into their garden in a puff of wind as it would hit the wall and not be able to permeate the wall.

The point raised about "blocking " the fire escape/exit (I have no idea where this came from there is no details of this in our plans all fire exits are as they are now and detailed as such in the plans submitted and inspected by the fire brigade this week) is not relevant as if they were evacuating due to fire in their near proximity buildings and would need to use the shared fire escape (which it is not their primary escape), then so would we be too. It is our main rear fire escape route into the yard and straight out the back to the car park all on our property " they essentially just borrow the roof" so my regulations ensure that i must keep those exits free and safe, this was inspected by the fire department last week and they are very happy with my precautions in this matter. There is

nothing blocking their escape in any way or any danger of this restricting effective evacuation procedures even with people in the garden.

On capacity I think the complainer is presuming there will be hundreds of people in the garden.

In fact there is only space for 8-10 people sitting and 4 to 6 in the front forecourt.

During salon opening hours and our current restrictions you would only see 2 clients in the garden at any one time and stress again only within normal salon opening hours.

The Amount of people or noise created from this amount of people would be no different to the gardens of the complainer or their direct next door Neighbours were entertaining some friends for a bbq especially if they had music playing outside. There is certainly NO risk of gross impact of public nuisance or adverse health implications or "spilling out" in any capacity.

As far as the classification of the business I have emailed the relevant department and they have not responded, I assume is because I am NOT changing its usage just adding a service to my current business service menu. I have done my research prior to application and know usages can be temp changed for 2 years if needed with no bother, I am also aware that post covid there is a new easier to obtain premise usage which allows for multiple business usages including alcohol retails, food and shop units, to help re build the economy and support the industry's all greatly effected in these times to share properties and trade alongside each other with much less restriction to help support them, so if this is something that needs to be done I will take professional advice but I repeat I am not changing its trade purpose so expect this not to be an issue.

I should also note there will be no " over spilling" of licensed activities along with the fore mentioned I have not included an off license in my application on purpose as I want to contain the alcohol to on our premise and only to my club members. I will supervise this in accordance with the law that governs me just like any other professional in retail or hospitality if Health and safety is breached, I could be in line for a fine and prison sentence, I'd say that is "preventative measure" enough in addition as there only small amount of people at this club at any one time and only up to 20 at events, this is easily supervised by staff so no additional security measures are needed. I would also note that as an additional preventative measure and as a firm message to the club members that this is not a drinking club, Club rules issued at time of signing up via to our professional membership software, stipulate that they are restricted to one bottle per visit max and are restricted to one hour stay post treatment we can also monitor who is in the building at what time, and have CCTV live feed monitors, in addition club rules also include strict conduct on leaving the building which involves having membership revoked if rules are not followed.

I would also note that these premises detailed 11, 5, 20 etc... are surrounded by fully licensed premises, Bentleys(while it was trading) Cafe G which wraps around these residential buildings mentioned and is more of a direct noise nuisance than we would ever be (which has an extended license) XYLO, Imperial lounge that has late night license, Angelas, and over the road Woody's, Charlies who have regally weekly have live music especially during the summer months which can clearly be heard in our corner and noise travels way further than just to their gardens, this is just as close if not closer than my premise again we are not attached to their building like Cafe G or Angelas no 19 is.

Again i have no intention of regular activities.

Also my internal walls are lined so noise does not travel.

I note again and is fully detailed in the club rules the following:

The Goldroom V.I.P private club is an internal organization that rewards our current clients for their loyalty and provides them with V.I.P special offers and treatments while they are scheduled in at their regular appointment treatment time and during our normal opening times: closed Sundays, Mondays Tues 9 till 5, Wednesday's 9 till 7pm, Thursday's 9-5, Friday 9-5, Saturday 9-3.30pm.

We have strict joining rules including membership cards and challenge 25, we are not a sociable drinking venue, and the full use of our licensing application would be extremely rare and in line with good community manors and considered the welfare of all its direct surroundings and members.

In regard to the protection of children, they are no more exposed to the incredible noise from the high season of day trippers and social makers at the weekend or midweek day time of the forementioned bars surrounding these gardens than they ever would be from us in our walled private garden. This noise is on a higher scale and travels just as much in open spaces and resonates around our buildings.

Not to mention the unsavoury local drunks who urinate and congregate just the other side of their entrance gated walls at the commercial bins away from my garden, the conversations, shouting, fighting and shady business I have witnessed while in the car park is far more risk to children's mental development than anything that would be coming from my salon. I would note that the average club member is 50 year old female and this is a networking and friendship making club for them not a social party.

There is no risk from us under any circumstances to children's health or welfare.

I would also suggest that while it is impossible to know each individuals personal circumstances, it has a certain amount of personal choice to raise a child in busy commercial surroundings, which this has been for 100 plus years and therefore they have competed their own "risk assessment " for want of better terminology clearly considered this not to be a risk to their Childs development when they moved in, as there are many licensing activities directly on their front door daily and outside during peak season historically and ongoing.

While i am happy to work alongside my Neighbours, I do feel that a lot of their raised concerns are based on assumption and not fact and the miss understanding that this is just an addition to my salon trade not a full functioning club,

I hope these matters elevate their concerns, I am always willing for them to come chat to me personally further and show them the premises so they can see for themselves that there have been no alterations.

I would also like to point out that the front forecourt is detailed as my premise by the silver marker in the pavement floor stipulates. In addition to this I have email permission from the council to use this area with tables and chairs as long as it does not encroach outside of my borders, which the plans clearly show it does not.

The club will be members only with full ID and club rules in place.

Environmental Health and the police have raised no objections.