



Supporting Statement

84 Heath Street,
Hampstead, London.
NW3 1DN.

Hussain Architectural Design Ltd

ADDRESS:

84 Heath Street, Hampstead, London. NW 3 1DN.

CONCERNING:

Resubmission of proposed change of use from A1 retail to A3 café/restaurant following refusal from Local Authority for prior approval application.

1. INTRO:

- 1.1 An application for prior approval was submitted to the Local Planning Authority to change the use of no. 84 Heath Street, Hampstead from A1 retail class use to A3 café/ restaurant class use.



Existing front of shop

1.2 The requirement for the change of use has come about as the new owners of the business wish to expand the existing menu and provide a wider range of food for the varied customer source of the High Street.

1.3 Subsequently the application was refused by Camden Council for the following reasons:

(i) The proposed change of use would have a detrimental impact on the retail vitality of Hampstead Town Centre, which is a key shopping area, thereby failing to comply with Schedule 2, Part 3, Class C, Condition C.2(1)(f)(ii) of the Town and Country Planning (General Permitted Development)(Amendment)(England) Order 2015 and would be contrary to the aims of the National Planning Policy Framework, including chapter 2 and para 17.

(ii) The proposed change of use would fail to provide adequate facilities for the storage and handling of waste thereby failing to comply with Schedule 2, Part 3, Class C, Condition C.2(1)(c) of the Town and Country Planning (General Permitted Development)(Amendment)(England) Order 2015 and would be contrary to the aims of the National Planning Policy Framework, including chapters 8, 11, 13 and para 7.

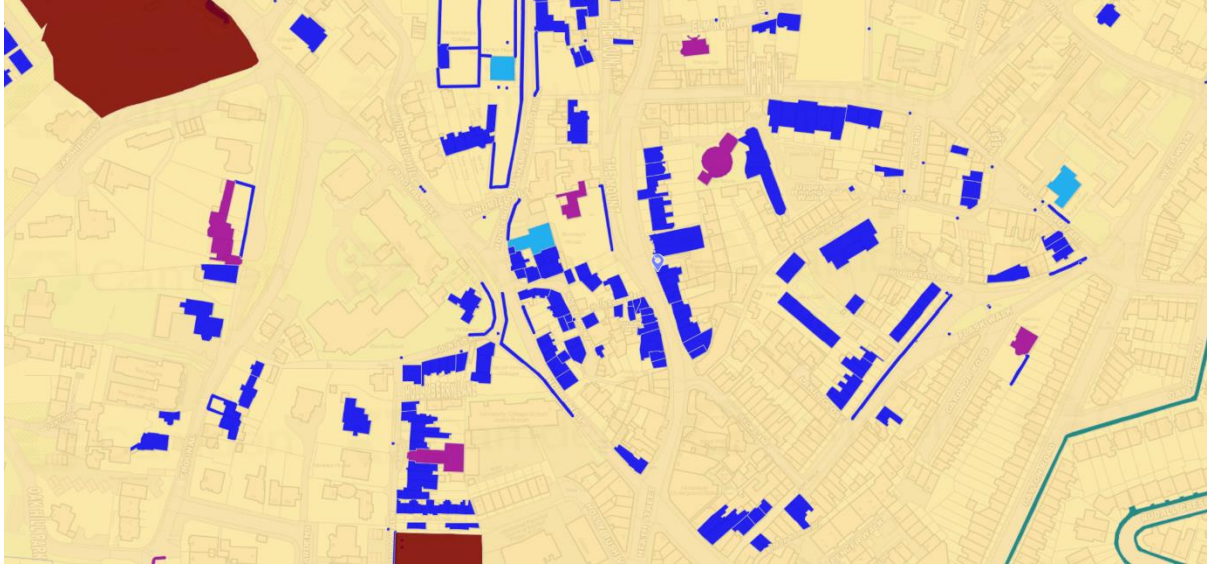
(iii) The proposed change of use, by reason of the odour impacts of the development which would harm surrounding uses and occupiers, would fail to comply with Schedule 2, Part 3, Class C, Condition C.2(1)(b) of the Town and Country Planning (General Permitted Development)(Amendment)(England) Order 2015 and would be contrary to the aims of the National Planning Policy Framework, including chapters 8 and 11 and para 7.

(iv) The proposed change of use, by reason of the noise impacts of the development which would harm surrounding uses and occupiers, would fail to comply with Schedule 2, Part 3, Class C, Condition C.2(1)(a) of the Town and Country Planning (General Permitted Development)(Amendment)(England) Order 2015 and would be contrary to the aims of the National Planning Policy Framework, including chapters 8 and 11 and para 7.

1.4 Following these reasons for refusal, the applicant has considered what can be done to overcome them and proceed with an application to change the use to continue with their ambition of opening a diverse café/restaurant at this location.

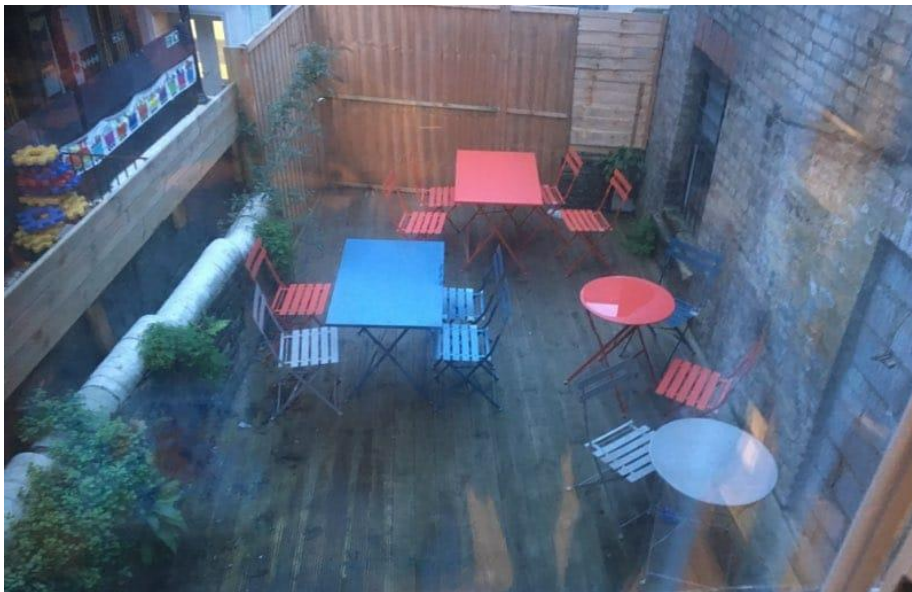
2. SITE:

- 2.1 84 Heath Street in Hampstead, London is located in the Hampstead Conservation Area and is the last in a run of terraced shops on the East side of Heath Street adjacent to the Heath Street Baptist Church. No.84 is also the gable end property of the Grade II Listed Building group of 78-84 Heath Street, listing number: 1378833.



Location of site in Hampstead Conservation Area, dark blue = Grade II listed building

- 2.2 The property spans over three storeys with the ground floor accessed from the street level, a lower ground floor with rear external access to a small courtyard and a first floor level above the ground floor.
- 2.3 The building's courtyard is surrounded by tall walls from the neighbouring properties to the South and East sides, and the steep alleyway access for the rear to the North.



Rear yard used for outdoor seating

- 2.4 The majority of the buildings in the immediate area have shop fronts and this pattern continues to the South nearer Hampstead tube station. Further North after no.84 Heath Street, the commercial premises start to disperse, and the street becomes predominately residential.
- 2.5 The commercial premises of Heath Street are mainly retail with a few scattered cafes, bars and restaurant including no.84 which is currently used as a café under A1 class use.
- 2.6 Hampstead is a popular tourist and visitor location due to its rich heritage and vast greenery for England's capital city and it is the location of the world-famous 'Hampstead Heath' that has been the set for many film locations and other artistry as well as boasting what could be argued as one of the best views of the city's skyline.
- 2.7 As a main street through Hampstead from the tube station to the tourist attractions, Heath Street offers a wealth of shops, cafes and bars for people to frequent and take respite; a healthy mix ensures the area offers something for everyone.



Commercial units nearby along Heath Street

3. PLANNING POLICY:

- 3.1 To consider reapplying to the council for the proposed change of use from A1 to A3, the reasons for refusal have been looked into and will be detailed below to show how this development could be supported for approval.
- 3.2 To simplify the reasons for refusal they will be broken down into the following categories:
 - 1- High street A1 class use provision
 - 2- Ventilation and extraction
 - 3- Odour control
 - 4- Waste management
 - 5- Noise impacts
- 3.3 The LPA used policies from the Town and Country Planning Order and National Planning Policy Framework so these will be the main areas considered for the possible mitigation for this change of use proposal.

4. HIGH STREET A1 PROVISION:

- 4.1 The planning officer for the previous application had pointed out in an email that Heath Street is identified as a primary shopping district and as such requires more than 50% of shopfronts promoting A1 use; currently the street has around 40% and the proposed A3 use would further bring this down.
- 4.2 However, there is no evidence or record given to show the accurate number of shopfronts on this street that contribute to the percentages given and this information can only be taken as assumptions.
- 4.3 From available online research and information from local proprietors, the majority of shops in the immediate vicinity of no.84 Heath Street do seem to show A1 uses with some having office/ business 'B class' uses that also act as shops like estate agents, galleries, showrooms, clinics and dentistry premises.
- 4.4 There are a few other cafes, bars and restaurants, except no.84, along Heath Street that would not contribute to the A1 percentage yet still thrive and have a positive effect on the success for the area's economy.
- 4.5 The proposed change of use to A3 would only be needed due to a change in the menu and allow for a variation of food options, please see **Appendix 1- Proposed Menu**, for potential customers and keep the venue popular and open for changes to suit the season and availability of produce- the use class would still be in keeping with the surrounding shops and be within the 'A class' umbrella.
- 4.6 There are no changes proposed to the shop-front so the building will remain the same in appearance and would still be available to revert to A1 use if the need arises in the future.

5. VENTILATION & EXTRACTION:

- 5.1 The existing premises of no.84 Heath Street comes already equipped with a kitchen at lower ground floor level and small servery at ground floor.
- 5.2 The existing kitchen is already fitted with a commercial extraction system with ducting that leads out to the alleyway through the rear yard; there is no intention of changing the existing system so the current noise transference from this is to stay as is with the availability to decrease the noise level through upgraded silencers and additional anti-vibration brackets inside a basic kitchen hood to cover the extraction point.
- 5.3 The replacement kitchen canopy is to be: "Lincat SmartVent System 1600mm", see **Appendix 2- Proposed Canopy**.



- 5.3 The ventilation for the building is adequate with openable windows and doors direct to fresh air and there is no gas or LPG systems to be used in the cooking processes- only electric units will be installed and will not exacerbate the limits of the existing extraction system.
- 5.4 There will only be small 240v electrical work-top units to cook the proposed menu including 1x induction hob (see **Appendix 3- Proposed induction hob**) and 1x electrical oven (see **Appendix 4- Proposed convection oven**), and the small premises means there will not be any need for industrial catering equipment as there are only so many covers within the building to cater for.



6. ODOUR CONTROL:

- 6.1 In order to control any unwanted smells in the area coming from the cooking of this proposed café/ restaurant, the menu will be limited to a seasonal menu and an odour risk assessment will be conducted to ensure the extraction fan is sufficient to remove the fumes.

Odour Risk Assessment:

Criteria		Score	Details
<u>Dispersion</u>	Very Poor	20	Low level discharge, into courtyard or restriction on stack
	Poor	15	Below eaves level or discharge below 10m/s
	Moderate	10	1m above eaves at 10-15m/s
	Good	5	1m above ridge at 15m/s
<u>Nearest sensitive receptors</u>	Close	10	Less than 20m
	Midway	5	Between 20-100m
	Far	1	Over 100m
<u>Size of kitchen</u>	Large	5	More than 100 covers, large sized takeaway
	Medium	3	30-100 covers, medium sized takeaway
	Small	1	Less than 30 covers, small takeaway
<u>Cooking type</u>	Very high	10	Pub food, high levels of fried food, fried chicken, burgers and fish & chips
	High	7	Kebab, Vietnamese, Indian, Thai
	Medium	4	Cantonese, Japanese, Chinese
	Low	1	Italian, French, Steakhouse, Pizza
TOTAL:		17	Low Level Odour Control

Odour Risk Scores:

Impact Risk	Odour Control Requirement	Significance Score
Low to medium	Low level control	<20
High	High level control	20-35
Very high	Very high level control	>35

- 6.2 In addition to controlling the menu; removable and washable grease baffles and carbon filters will be fitted and replaced on the extraction hood when and where necessary to limit the amount of smelly food particles travelling to the outdoor air.



Removable grease baffle for canopy

- 6.3 A cleaning schedule has also be drawn up, see **Appendix 5 and 6**, which will detail the items and equipment which will need thoroughly cleaning daily, weekly and monthly to further prevent unwanted unpleasant odours entering the surroundings.
- 6.4 There is a detailed cleaning schedule for the general areas as well as a separate one for the detailed cleaning of the kitchen areas and a temperature record for the refrigeration and freezers too (**Appendix 7**)- the applicant has also received a Level 3 certificate in Food Safety (**Appendix 8**) and has also set up a Food Safety Policy for the business (**Appendix 9**).

7. WASTE MANAGEMENT:

- 7.1 Currently there is no access from the lower ground floor rear yard to the rear alleyway due to differences in floor level so carrying waste bins through this access isn't an option.
- 7.2 Other properties in the area have a similar situation where the front pavement access is the only place to store bins for collection on the dedicated days.
- 7.3 The applicants have contacted a local waste carrier to organise the collection of their waste and have agreed a daily waste collection Mon-Fri from the site with early morning 7am pick-up time, see **Appendix 10** for the Waste Carrier's confirmation letter.
- 7.4 This arrangement is suitable for this site so waste is not left out on the pavement in an unsightly manner or in the way of pedestrians and customers during busy periods or holding up traffic on the roads.
- 7.5 Whilst awaiting collection and during open hours, the waste will be contained safely and securely within the lower ground floor premises- from here it will be moved to street level before the anticipated waste collection time, **Appendix 11** is a letter from the applicants further explaining their intentions to control the waste.

8. NOISE IMPACTS:

- 8.1 A restaurant use would bring concerns regarding noise to nearby sensitive receptors such as residents and care homes due to later opening times and external seating with customers talking loudly and enjoying a buzzing atmosphere.
- 8.2 To help alleviate these concerns, the proposed opening times are as follows:
Mon-Fri: 8am – 8pm Sat-Sun@ 8am – 6pm
- 8.3 The current opening times are the same and the closing times are 5pm; the extra three hours at the end of the working day enable this area to offer another meeting place for others that work in the area and keep the street busy and help enhance the economy for Hampstead.
- 8.4 Posters and notices put in place on the premises will also help to remind customers of near by residents and to keep their noise levels to a minimum.
- 8.5 There will be only low level music played internally and there are to be no live acts or loud amplified music to be played so noise levels will not rise higher than what is considered acceptable.
- 8.6 To further help alleviate any potential noise disruption, contact details of the owners will be sent to the nearby neighbours with a formal complaints procedure set out to deal with and action any noise issues from these premises.

9. MITIGATION:

- 9.1 Further information has arisen that would suggest the current A1 use class of the café would not be financially feasible to proceed with for this new business venture, and an A3 use to widen the variation of the menu would help improve this- see **Appendix 12** for a financial analysis of the comparable A1 use and A3 use. The new business owners (applicants), have also written a letter to further justify the need to change the use from A1 to A3 (**Appendix 13**). Further to the finance forecast, the applicants have further provided email evidence that the previous business owner of this address was in rent arrears- **Appendix 14**, and a letter from the building landlord also confirms the same, see **Appendix 15**.
- 9.2 In addition to the benefits of providing a range of places for visitors to frequent in this part of London, the new business venture and longer opening times also allows the café to employ more people providing extra job opportunities in the area. The proposed opening times would allow for up to 3 full time members of staff and 3 part-time with scope for more in the future following the success of the café.
- 9.3 The applicants have experience in the hospitality and food and drink industry and have provided their proof of competency with their relevant qualifications. The menu has been considered to reflect the current trends of consumers and offer seasonal produce through a variety of options. The kitchen, ventilation, odour, cleaning, noise, and health and safety provisions have all been considered with action plans ready to be implemented. The existing use of the premises would barely change with just the menu expanding giving customers more choice and enabling the business to succeed.
- 9.4 Heath Street is a bustling high street with many shops, cafes, bars, restaurants, hair salons, clinics, showrooms and other commercial units that is popular with tourists who like to visit the world-famous Hampstead Heath. The availability of small units suited for a café is rare and the applicants grabbed the opportunity to take on these premises as soon as it arose. The location for the proposed use is ideal for the café and alternative locations were not obtainable at the time of searching.

10. CONCLUSION:

- 10.1 Following the reasons for refusal of the proposed change of use from A1 retail to A3 café/restaurant at 84 Heath Street, Hampstead: the applicants have considered the reasons and attempted to show how they will run the business in accordance with planning policies and hope to have provided enough information to warrant an approval.
- 10.2 The applicants are willing to work with the council to ensure things are clear and managed correctly and are in-line with the relevant requirements.
- 10.3 It is only the intention to expand the current menu and serve more hot food that has meant a change of use application had to be made- the number of cafes in the UK that trade under A1 class use only to serve hot food that is also available to take away is very common and the applicants should not be penalised for correctly obtaining the right class use for their business venture.

APPENDIX 1 - PROPOSED MENU

Menu

Breakfast, Brunch & Lunch

Porridge £4.50

(skimmed Milk, Oats, Honey)

Add soya / Coconut / Almond milk/ Oat Milk -- Extra £1

Add Banana, Dry Fruits – Extra £1 each

Mix Berry Porridge £5.50

(Mixed Berry Compote, Oats, Milk, Honey)

Add soya / Coconut / Almond milk/ Oat Milk -- Extra £1 each

Greek Yogurt with Granola & Honey £4.00

Add Walnut, Almond, Pecan, Coconut flaxes – Extra £1 each

Seasonal Fruit Salad £3.00

Mixed Berries Bowl £4.00

Toasted Brioche £3.50

2 Slices served with Butter or Berry Jam

Toasted Sourdough £3.00

2 Slices served with Butter or Berry Jam

Toast (White/Brown/Rye) £2.80

2 slices Served with Butter or Berry Jam

Plain Scone £2.90

Served with Clotted Cream & Berry Jam

Plain Croissant £2.80

Pain au Chocolat £3.00

Parma ham & Cheese Croissant £4.00

Oak Smoke Salmon & Cream Cheese Croissant £ 4.00

Bowl of Gordal Olives £4.00

Salad of the Day £4.99

NYC Club Sandwich £13.50

Sourdough, smoked chicken mayo, Parma ham, Avocado Salsa, tomatoes, lettuce with potatoes crisp.

(Add salad of the day from Selection) Extra £3.00

Baguette of your choice £7.50

Smoke Chicken Mayo Baby Spinach

Rocket Prawn Avocado Mayo

Tuna Sweetcorn

Parma Ham cheese lettuce Tomato

Mozzarella tomato red or green pesto **V**

(Add salad of the day from Selection) Extra £3.00

Burratina Romesco Salad **V £9.50**

Lettuce, Romesco Dressing, Burrata, croutons, parmesan cheese, Pomegranate.

(Vegan option available)

APPENDIX 2- PROPOSED KITCHEN CANOPY



SV1216CH - SmartVent Canopy Extraction Ventilation System - Central Fan - Horizontally Mounted - W 1600 mm - 0.12 kW

A real alternative to expensive bespoke kitchen ventilation, the SmartVent Modular Canopy Extraction Ventilation System is modular in design, robustly constructed, and can help meet challenging installation deadlines.

- ✓ 1600mm long with the cut out for the fan outlet sited horizontally in the centre of the unit
- ✓ Operates quietly – at just 62 decibels this unit is less noisy than a mobile phone
- ✓ Modular canopy extraction system suitable for use with gas and electric cooking equipment up to 900mm deep
- ✓ Variable fan speed
- ✓ Simple to install - just bolt to the wall
- ✓ Please note that light switches and fan speed controllers are not supplied by Lincat
- ✓ Bright energy-efficient LED lighting provided as standard
- ✓ Please note any necessary ductwork and gas interlocks are not supplied by Lincat

Specifications

Summary

Range Name	SmartVent
Power Type	Electric
Unit Type	Built-in
Available in UK Only	No
UK Warranty	2 Years Parts and Labour Warranty
Export Warranty	Contact your local dealer
GTIN Code	5056105105312

Power and Performance

Total Power kW	0.12
IP Rating	IP33

Weights and Dimensions

Unit Height (External) mm	740
Unit Width (External) mm	1600
Unit Depth (External) mm	1200
Net Weight Kg	85

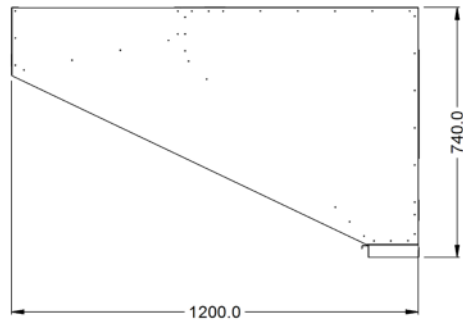
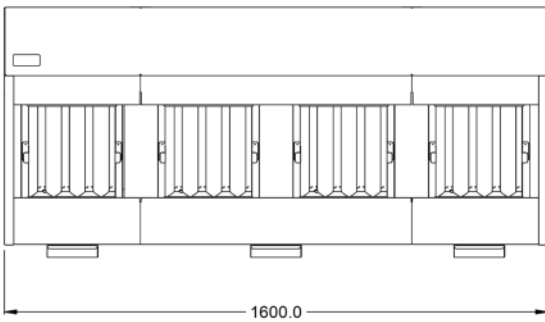
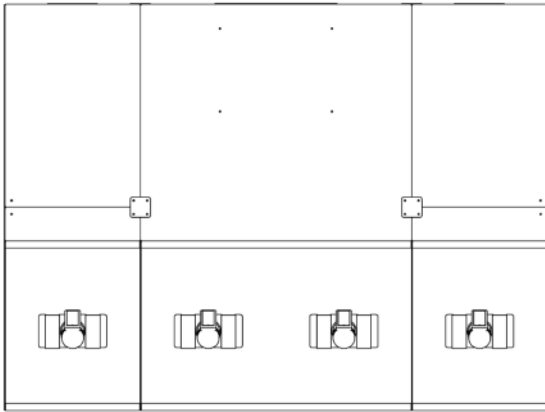
Supply Connections

Requires Installation	Yes
Requires Electrical Supply	Yes
UK 3 Pin Plug	Yes
Requires Hardwiring	No
Electrical Supply Rating Watts	120
Single Phase Amps	5.0
Single Phase Voltage	230

Shipping

Packed Weight Kg	105
Packed Height cm	136
Packed Width cm	160
Packed Depth cm	90

Technical Picture



Lincat Limited

Whisby Road,
Lincoln, LN6 3QZ,
United Kingdom

Company No: 2175448

A member company of



Customer Care

Tel: +44 1522 875500
Email: care@lincat.co.uk

Export Customers

Tel: +44 1522 503250
Email: export@lincat.co.uk

Opening Hours

Monday – Friday:
8.30am – 5pm

APPENDIX 3- PROPOSED INDUCTION HOB

Induction Hob



Offering fast, energy efficient cooking, this excellent value induction hob from Buffalo has a durable stainless steel body and 26 power settings for optimal control. Noticeably safer than other methods of cooking, the induction hob boasts instant heat and a simple rotary control feature, providing an easy-use extra heat source for when it's required. Suitable for induction compatible pans only.

Features and Benefits:

- 26 power settings
- Ring diameter 260mm
- Warranty 2 years



Specification:

Code	CE208
Weight	5.6kg
Dimensions	100(H)x 330(W)x 430(D)mm
Packed Weight	6.5kg
Packed Dimensions	480(H)x 385(W)x 145(D)mm
Material	Stainless Steel Body
Fuel Type	Electric
Output	500-3000W

For further information on the product and tips on how to use it, please visit www.buffalo-appliances.com

APPENDIX 4- PROPOSED CONVECTION OVEN



Installation, Operating and Servicing Instructions

Electric Convection Oven ECO8, ECO9

Please make a note of your product details for
future use:

Date Purchased: _____

Model Number: _____

Serial Number: _____

Dealer: _____

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IMPORTANT INFORMATION



Read these instructions carefully before using this product, paying particular attention to all sections that carry warning symbols, caution symbols and notices. Ensure that these are understood at all times.



WARNING!

This symbol is used whenever there is a risk of personal injury.



CAUTION!

This symbol is used whenever there is a risk of damaging your Lincat product.



NOTE:

This symbol is used to provide additional information, hints and tips.

KEEP THIS MANUAL FOR FUTURE REFERENCE

WARNINGS AND PRECAUTIONS



This appliance must be installed, commissioned and serviced by a qualified person in accordance with national and local regulations in force in the country of installation.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person.

Ensure that the plug/socket is accessible at all times.

Strip plastic coating and clean the appliance before use.

During operation parts may become hot - avoid accidental contact.

Disconnect this appliance before servicing, maintenance or cleaning.

TECHNICAL DATA

Model	Height (mm)	Width (mm)	Depth (mm)	Weight (kg)
ECO8	570	790	700	68
ECO9	650	765	810	75

CHECK LIST OF ENCLOSURES

Warranty Card
Instructions Manual
Shelves (3 off ECO8, 4 off ECO9)
Water connection hose

INSTALLATION AND COMMISSIONING

This appliance must be earthed.



An equipotential bonding terminal is provided to allow cross bonding with other equipment.

If replacing the plug connect the terminals as follows:

Green and Yellow wire	Earth	E
Blue wire	Neutral	N
Brown wire	Live	L

Means of isolation with at least 3mm contact separation in all poles must be incorporated into the fixed wiring of the ECO9.

The fixed wiring insulation must be protected by insulated sleeving having a temperature rating of 60 Deg C.

Supply cords shall be oil resistant, sheathed flexible cable not lighter than ordinary polychloroprene or equivalent elastomer sheathed cord (code 60245 IEC 57)

Install this appliance on a level surface ensuring all vents are unobstructed. Any partitions, walls or furniture must be of non-combustible material. Minimum distances A 100mm B 1000mm – see Fig 1. Leave 100mm clearance at the back, as the flue is rear facing.

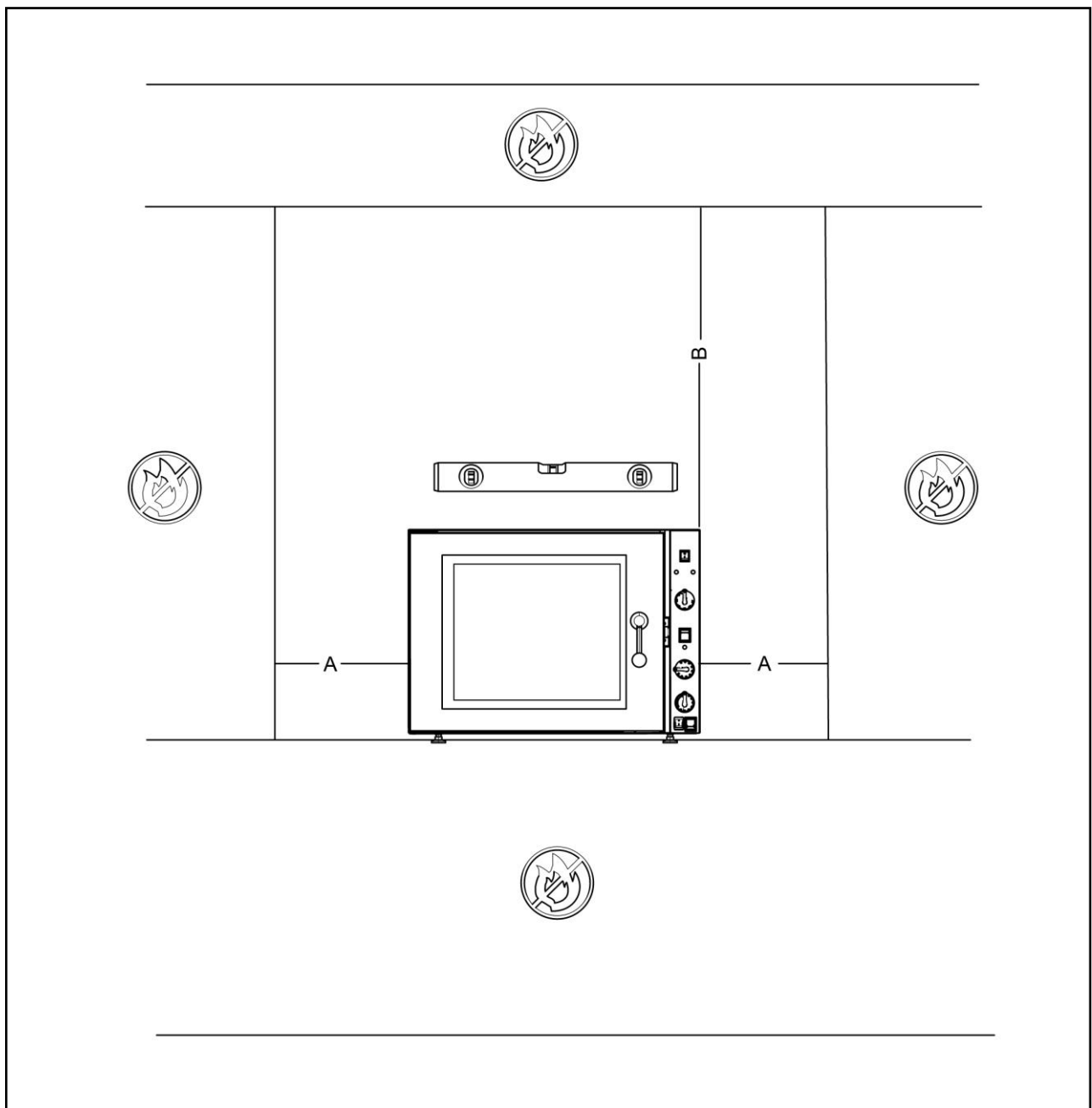


Fig 1

Model ECO8 is fitted with a 3 pin plug for connection to a standard switched socket. Model ECO9 must be connected by a qualified electrician (see power ratings).

The ECO9 electrical inlet (A) and water supply valve (B) are shown in Fig 2. The ECO8 has the water supply valve on the opposite side. The water supply pressure must be from 0.2-10 bar (20kPa-1,000kPa). Screw one end of the connection hose to the back of the oven and the other to your water supply tap. Use the hose set supplied with the appliance – old hose sets are not to be re-used.

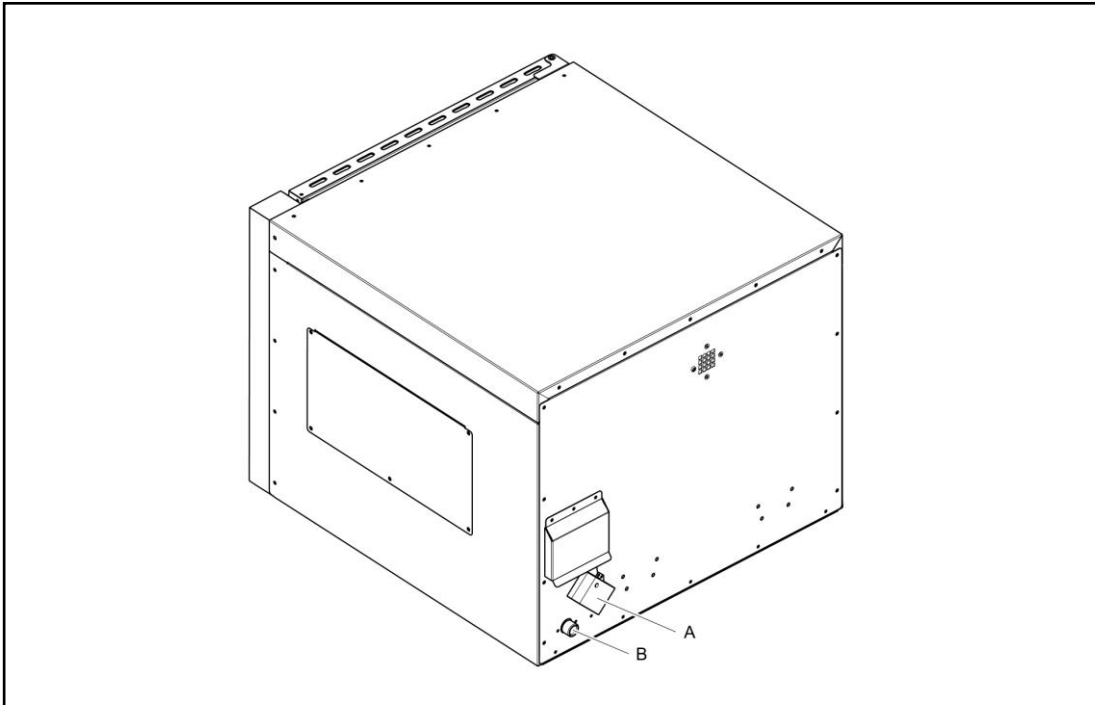


Fig 2

Power Ratings

ECO8	3.0kW
ECO9	7.5kW

OPERATING INSTRUCTIONS

Only qualified or trained personnel should use this appliance.

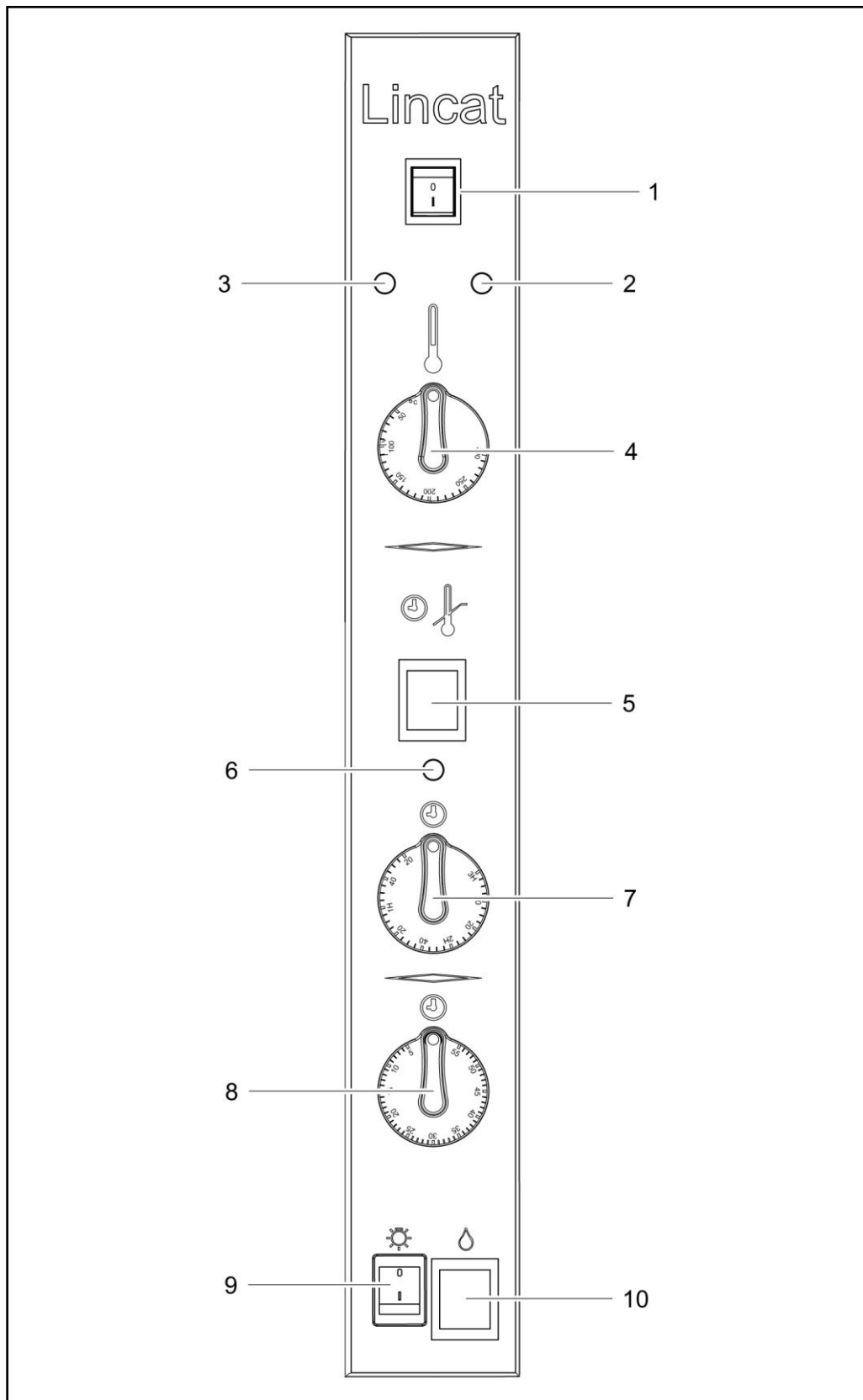


Fig 3

1. On/Off switch 2. Power supply indicator 3. Oven temperature indicator 4. Temperature control knob 5. Cook and hold switch 6. Cook and hold indicator 7. Cook and hold timer 8. 60 minute timer 9. Interior light switch 10. Water injection switch

Cooking

(Fig 3)

Connect the appliance to the electricity supply. The green neon (2) illuminates indicating power to the appliance.

Turn the mains switch (1) on.

Turn the control knob (4) to the required temperature.

The amber neon (3) goes out when the oven reaches temperature.

Cook and hold function

Switch the cook and hold switch (5) on – the cook and hold indicator (6) illuminates.

Set the timer (7) to the required cooking time. After the time set has elapsed, the oven cools to 80°C and maintains this temperature until switched off.

Additional functions

The light switch (9) operates the interior light.

The water injection switch (10) sprays water into the oven to create steam.

The 60 minute timer knob (8) rings when the set time has elapsed.

CLEANING



Do not use a water jet or steam cleaner, and do not immerse this appliance.

Clean all panels with warm water and mild detergent, do not use abrasive materials. Dry with a soft cloth.

Avoid damaging the thermostat bulbs inside the oven when cleaning.

Carb'n Off or a similar cleaner may be used.

To assist cleaning remove shelf supports – see Servicing.

SERVICING, MAINTENANCE AND COMPONENT REPLACEMENT

Door inner glass

Slide the glass up and out of the lower clamps, slide down to remove from upper clamps.

Slide new glass into lower clamps. Clip into top clamps.

Light bulb

Carefully remove the glass cover using a flat bladed screwdriver. Unscrew the bulb.

Fit new bulb and replace cover.

Shelf racks

(Fig 4 – Door removed for clarity)

To remove shelf racks, swivel locking tabs (A) and lift rack upwards. Lift the rack free from lower retaining pins, then tilt bottom inwards and lower from top retaining pins to remove.

Refit by sliding rack upwards onto upper retaining pins, then pull down over lower retaining pins. Secure by swivelling locking tabs down.

On ECO9, use inner pins for shelves, outer pins for standard baking trays.

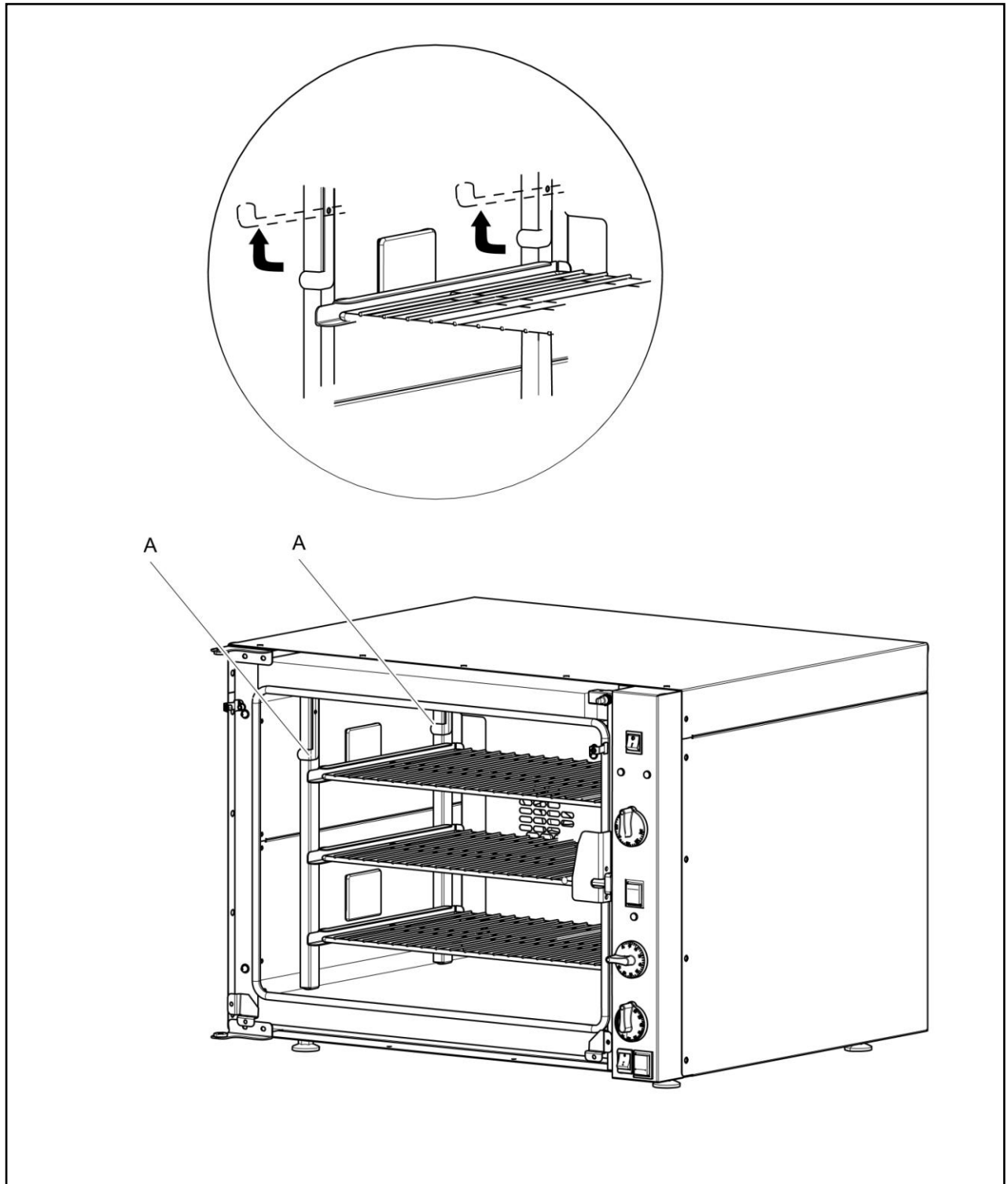


Fig 4

FAULT FINDING

Please refer to the Service Help Desk number on the final page of this manual.

SPARE PARTS LIST

Part Number	Description	Used on
BU81	Bush – parking lever	ECO8, ECO9
CO215	Contactora	ECO9
EL141	Side element	ECO9
EL190	Base element	ECO9
EL236	Element	ECO8
FA102	Fan blade	ECO9
FA106	Fan	ECO8
FA12	Fan	ECO9
FE10	Foot	ECO8, ECO9
GL205	Inner glass	ECO8
GL503	Inner glass	ECO9
KN246	Door handle knob	ECO8, ECO9
KN247	60 minute timer knob	ECO8, ECO9
KN248	180 minute timer knob	ECO8, ECO9
KN249	Thermostat knob	ECO8, ECO9
LA14	Light assembly	ECO8, ECO9
NE42	Green neon	ECO8, ECO9
NE43	Amber neon	ECO8, ECO9
PI12	Inlet connection hose	ECO8, ECO9
PL202	Plug and lead	ECO8
SE05	Door seal	ECO9
SE76	Door seal	ECO8
SH109	Shelf	ECO8, ECO9
SO1	Solenoid valve	ECO8, ECO9
S/R0079	Cooling fan	ECO9
SW23	Rocker switch	ECO8, ECO9
SW32	Plunger microswitch	ECO8, ECO9
SW34	Changeover switch	ECO8, ECO9
SW35	Momentary switch	ECO8, ECO9
SW66	Switch – black/green	ECO8, ECO9
TE10	Terminal block - small	ECO9
TE45	Terminal block – 3 phase	ECO9
TH107	Thermostat	ECO8, ECO9
TI34	180 minute timer	ECO8, ECO9
TI37	60 minute timer	ECO8, ECO9
TH63	Cut out thermostat	ECO9

ACCESSORIES

Part Number	Description	Used on
ECO8/FS	Floor stand – 12 runners for 1/1 GN	ECO8
ECO9/FS	Floor stand – 12 runners for 1/1 GN	ECO9
ECO8/LFS	Low floor stand – 4 runners for 1/1 GN	ECO8
ECO9/LFS	Low floor stand – 4 runners for 1/1 GN	ECO9
ECO9/FSBT	Baking tray compatible floor stand	ECO9
*ECO8/SK	Stacking kit	ECO8
*ECO9/SK	Stacking kit	ECO9

* Important: For stability, matching low level floor stands ECO8/LFS or ECO9/LFS **must** be used with stacking kits.

SERVICE INFORMATION

For help with the installation, maintenance and use of your **Lincat** equipment, please contact our service department:

☎ UK: 01522 875520

For non-UK customers, please contact your local Lincat dealer

All service work, other than routine cleaning should be carried out by one of our authorised service agents. We cannot accept responsibility for work carried out by other persons.

To ensure your service enquiry is handled as efficiently as possible, please tell us:

- Brief details of the problem
 - Product code
 - Type number
 - Serial number
- } All available on serial plate

Lincat reserve the right to carry out any work under warranty, given reasonable access to the appliance, during normal working hours, Monday to Friday, 08:30 to 17:00.

GUARANTEE

This unit carries a comprehensive UK mainland 2 year warranty. The guarantee is in addition to, and does not diminish your statutory or legal rights.

The guarantee does not cover:

- Accidental damage, misuse or use not in accordance with the manufacturer's instructions
- Consumable items (such as filters, glass, bulbs, slot toaster elements and door seals.)
- Damage due to incorrect installation, modification, unauthorised service work or damage due to scale, food debris build-up, etc.

The manufacturer disclaims any liability for incidental, or consequential damages. Attendance is based on reasonable access to the appliance to allow the authorised technician to carry out the warranty work.

Service calls to equipment under warranty will be carried out in accordance with the conditions of sale. Unless otherwise specified, a maximum of 15 minutes of administrative time, not spent directly carrying out servicing work, is provided for within the warranty. Any requirement for staff attending the call to spend greater time than 15 minutes due to administrative requirements, such as on health and safety risk assessments, will be chargeable at the prevailing rate.

APPENDIX 5- CLEANING SCHEDULE (CHEF)

APPENDIX 6- CLEANING SCHEDULE (KP)

KITCHEN CLEANING SCHEDULE					WEEK ENDING MONDAY / /		
	GRILL	SAUCE	LARDER	KP / DEEP CLEAN	WEEKLY	Cleaning completed	SIGNED
TUESDAY	FRYERS	FRIDGES	FRIDGES	CEILING WALK IN FRIDGE	DRY STORE	Y	
	GRILL	HOBS	MICROWAVE	DISHWASHER FRYERS	WASH UP AREA	N	
WEDNESDAY	FREEZER	FRIDGES	FRIDGES	DISHWASHER	PREP ROOM	Y	
	RATIONALE	OVENS	MICROWAVE			N	
	GRILL						
THURSDAY	FRYERS	FRIDGES	FRIDGES	ICE MACHINE	DRY STORE	Y	
	GRILL	HOBS	MICROWAVE	FREEZERS		N	
				DISHWASHER			
FRIDAY	GRILL	FRIDGES	FRIDGES	DISHWASHER	WALK IN	Y	
		HOBS	MICROWAVE		WASH UP AREA	N	
SATURDAY	GRILL	FRIDGES	FRIDGES	CANOPY		Y	
		HOBS	MICROWAVE	DISHWASHER		N	
SUNDAY	FRYERS	FRIDGES	FRIDGES	CANOPY FILTERS WALKIN FRIDGE	WASH UP AREA	Y	
	GRILL	HOBS	MICROWAVE	FRYERS DISHWASHER		N	
MONDAY	PLATE WARMER	FREEZER	FREEZER	CEILING WALLS	WALLS	Y	
	GRILL	HOBS	MICROWAVE	CANOPY SALAMANDER		N	
		SALAMANDER		DISHWASHER			

APPENDIX 7- KITCHEN TEMPERATURE RECORD

KITCHEN TEMPERATURE RECORD

Day: _____ **TO BE COMPLETED DAILY** Date: _____

Supplier	Product	Delivery Temp	Faults	Accept/Reject	Signed
Focus					
Food speed					
Dissotto					
Upper Scale					
Southbank					
H&B Cheese					
Foodhouse					
Taylor Made					
Simsons					

FRIDGES					
kitchen fridge 1	display Fridge 2	counter Fridge 3			
AM:	AM:	AM:	AM:	AM:	
PM:	PM:	PM:	PM:	PM:	

FREEZERS					
	Ice Cream Freezer	Chest Freezer			
AM:	AM:	AM:	AM:		
PM:	PM:	PM:	PM:		

FOOD PROBE TEMPERATURE COOKING			
Item:	Start time	Finish time	Core temperature

FOOD PROBE TEMPERATURE COOLING			
Item:	Start time	Finish time	Core temperature

Any problems or changes - what did you do? Notes Name _____	Opening checks <input type="checkbox"/> Closing checks <input type="checkbox"/> Signed _____ Our safe methods were followed and effectively supervised today
---	--

APPENDIX 8- APPLICANTS LEVEL 3 CERTIFICATE



Chartered
Institute of
Environmental
Health

Level 3 Award in Supervising Food Safety in Catering

3 credits

Sushanth Krishnappa

has successfully completed a programme of training
and an assessment which concluded the course

Course Director

Chief Executive
Anne Godfrey
Chartered Institute of Environmental Health

Examination Date: *14 September 2016*

CIEH recommends you refresh your training by *14 September 2019*

Centre number: *65620*

Certificate number: *10098549*

Original Issue Date: *21 September 2016*

Issue number: *1*

MERIT

Qualification accreditation number – 500/5475/2
Accredited only for England, Wales and Northern Ireland

Congratulations on your success

You should remember:

- learning is a continuous process
- to remain effective you should build on your achievements by updating your training and qualifications
- the Chartered Institute of Environmental Health recommends refresher training at least every 3 years.

You may now like to consider taking another of our market leading qualifications in the fields of food safety, health and safety and environmental protection.

To find out more about courses in your area or to obtain a qualifications brochure please contact:

Customer Services
CIEH
Chadwick Court
15 Hatfields
London SE1 8DJ

Telephone no: 020 7827 5800 (Option 1)

Or visit our website www.cieh-coursefinder.com

Shop online at shop@cieh.org for all your training reference book needs

This certificate is a valuable document and you should keep it in a safe place. You may be asked to produce the certificate as verification of your achievement by a prospective employer or in order to be eligible to undertake certain refresher training.

Candidates who achieve 40–50 correct answers will achieve a pass certificate
Candidates who achieve more than 50 correct answers will receive a merit certificate

Level	Who is it aimed at?	Who is it for?
Level 1	aimed at those new to the workplace who require a simple overview of a subject, before starting work or as part of an induction programme	school leavers and those who have yet to enter the workplace
Level 2	aimed at those in the workplace who participate in activities related to the subject area (formerly foundation level)	shop floor employees or front line employees in production or services
Level 3	aimed at those in the workplace who participate in activities related to the subject area and who also have a related supervisory role (formerly intermediate level)	team leaders, supervisors and junior managers
Level 4	aimed at those in the workplace who participate in activities related to the subject area and who also have a related management role or wish to deliver training (formerly advanced level)	senior supervisors, departmental managers and operations managers with responsibility for multiple sites

APPENDIX 9- FOOD SAFETY POLICY

Food Safety

Purchasing

Food products should only be purchased from company nominated suppliers. Checks may include;

- Inspection of suppliers premises
- Accreditation certification such as BRC or alternatively a copy of the food safety policy, HACCP plan and inspection and monitoring records
- Checking of delivery vehicles for cleanliness and condition
- Seeking references from other customers

Orders should only be placed as necessary to avoid over-ordering.

Deliveries

All food deliveries will be checked on arrival with details recorded in the kitchen diary. Checks should include;

- Visual checks of general appearance
- Quality of goods
- Condition of packaging
- Durability codes (best before & use by dates)
- Signs of infestation or damage by pests
- Chilled food should be below 5°C and if it is above 8°C it should not be accepted.
- Frozen food should be less than -18°C and should not be accepted if it is above -13°C

Acceptable deliveries will be stored in the appropriate temperature controlled conditions as soon as possible

Storage

Cold holding units will be checked twice a day (AM and PM) using the temperature gauges of the fridge or freezer units. A stem probe or infra-red gun should be used once a week. The temperatures should be recorded in the kitchen diary daily. Records should be kept for at least 3 months.

Foods will be stored at the appropriate temperature as follows;

- Frozen target: -22° C Critical limit: -18° C
- Chilled target: +5° C Critical limit: +8° C
- Stock should be rotated e.g. *'First In, First Out'* (FIFO)
- Food will be stored in such a way as to prevent cross contamination e.g. lidded/wrapped with raw and cooked separated with raw food in separate fridges or beneath ready to eat food
- Any malfunction of the equipment should be reported to management immediately

Dry storage area shall be clean and light and well ventilated with food stored off the floor and away from walls.

Preparation

Food types will be separated and each food type will be prepared on dedicated surfaces, using dedicated utensils. ‘

COLOUR CODED BOARDS & KNIVES

WHITE	BAKERY & DAIRY PRODUCTS
BLUE	RAW FISH
RED	RAW MEAT
GREEN	SALAD AND FRUIT
YELLOW	COOKED FOOD
BROWN	VEGETABLES

- Wherever possible, frozen food should be defrosted overnight in the bottom of a fridge, alternatively, under cold running water in a dedicated food wash sink. The sink should be cleaned and disinfected after use
- High risk foods will be prepared without delay
- All food will be protected from physical and chemical contamination
- Immediately following preparation, foods will be placed into the correct storage unit
- Prepared cold-served food will be served without delay

Cooking

- Foods will be kept in the storage units until needed and cooked without delay after removal from fridge/freezer
- Raw food likely to contain pathogens will be cooked to a minimum core temperature of 70°C for 2 minutes or an equivalent (more information in HACCP)
- Food will be served without delay after cooking
- dedicated utensils for cooked and raw food will be used to prevent cross contamination
- Cooking utensils will be regularly changed during service
- A random selection of cooked food will be temperature tested throughout service and recorded on the COOKING section of the ‘Temperature probe record sheet’.

Cooling

It is recommended that food be cooled to below 8°C in less than 90 minutes. Cooling methods include;

- Dividing cooked foods into smaller portions/containers
- Use of shallow containers
- Use of ice baths
- Under cold running water
- A random selection of cooked food will be temperature tested throughout service and recorded on the COOLING section of the ‘Temperature probe record sheet’.

Hot Holding

- Food for hot-holding will be cooked to a minimum core temperature of 70°C or more for 2 minutes and then kept at 63°C or above
- Food for hot-holding must not fall below + 63°C
- Food that falls below + 63°C should not be re-heated and should be discarded
- A random selection of cooked food will be temperature tested throughout service and recorded on the HOT HOLDING section of the ‘Temperature probe record sheet’.

Reheating

- Food which has been cooked and cooled can be re-heated once only
- Reheating of food should take place immediately after removing from chilled storage and always within 15 minutes
- Core temperature should reach a minimum of 75°C for 2 minutes
- Foods reheated in microwaves should be temperature tested at 4 points
- Unconsumed reheated products must be destroyed
- A random selection of cooked food will be temperature tested throughout service and recorded on the REHEATING section of the 'Temperature probe record sheet'.

Alleged or Suspected Food Poisoning Procedure

Food poisoning is an illness that occurs after eating or drinking anything that is contaminated either by bacteria or by chemicals. The symptoms of food poisoning can last for days and include abdominal pains, diarrhoea, vomiting, nausea and fever. The symptoms usually come on suddenly, and can occur several days after eating contaminated food and the common organisms, which cause food poisoning, give different onset times of illness and differing symptoms or sequences of symptoms which will usually get better on their own

Food poisoning is more likely to affect people with lowered resistance to disease than healthy people who might show mild symptoms or none at all. Elderly or sick people, babies, young children and pregnant women are particularly vulnerable to food poisoning.

Reporting Procedure

If a customer or employee alleges that they have been made ill any food from the kitchen, the General Manager must obtain as much information as possible from the affected person. The information required should include;

- The name and contact details of the person affected
- The food consumed
- The date and time the food was consumed

When the required information has been obtained the Manager should open an investigation with Shield Safety who will contact the customer with a questionnaire. They will also need to carry out an investigation including;

- Checks made of site documentation including; HACCP records, cleaning schedules, temperature records
- Checks for hygiene standards
- Checks made for safe working practices
- Suppliers to be contacted if food poisoning is suspected
- Any food, which remains from the suspected meal or service must be retained and kept in a secure location until further instruction is received from the Food Hygiene Manager.

Once the questionnaire has been returned, Shield Safety will be able to use that information to conclude their investigation after which the customer should be notified of the findings and any action to be taken.

Allergies

A wide variety of ingredients are associated with allergic reactions. The 14 most common are;

- Gluten
- Crustaceans
- Eggs
- Fish
- Peanuts
- Soya
- Milk
- Tree nuts
- Celery
- Mustard
- Sesame
- Sulphites
- Lupin
- Molluscs

An allergy information sheet is provided which management and staff should be familiar with so that they can provide customers with the correct information. Remember, you could be guilty of an offence if you give a customer incorrect information about their food and they suffer an allergic reaction. Customers may also seek financial compensation.

The symptoms of an allergic reaction can vary and the reactions can be more or less severe on different occasions. The most common symptoms of an allergic reaction include:

- Coughing
- Dry or itchy throat and tongue
- Itchy skin or rash
- Nausea and feeling bloated
- Diarrhoea and/or vomiting
- Wheezing and shortness of breath
- Swelling of the lips and throat
- Runny or blocked nose
- Sore, red or itchy eyes

Key Messages

- Food allergies can kill
- Know your ingredients
- Ensure that all staff are trained in allergy awareness and the procedure for dealing with customer enquiries
- Menu should state that food may contain traces of nuts
- Allergen information is contained in the allergy information sheet in the HACCP
- If you are unsure about the safety of any ingredients, advise the customer that you are unsure
- If a customer informs you that they have an allergy, notify the duty manager and head chef personally. Tell them who the person is, which table they are seated at and which allergy they suffer from
- Always follow good hygiene practices and wash your hands after handling any nuts or other allergens.

If a customer tells you that they are suffering from an allergic reaction:

- Call the first aider and the manager immediately
- Call an ambulance
- Ask whether any other guests are doctors or nurses who may be able to help

Cross Contamination

Cross contamination is what happens when bacteria or other microorganisms are unintentionally transferred from one object to another. The most common example is the transfer of bacteria between raw and cooked food. Allergen cross contamination can also happen through using the same cooking oil.

Controlling cross-contamination for allergens

- Have separate work surfaces, chopping boards and utensils for foods prepared free from one of several allergens and cleaning utensils before each usage, especially if they were used to prepare meals containing allergens
- Storing ingredients and prepared foods separately in closed and labelled containers
- Keeping ingredients that contain allergens separate from other ingredients
- Washing hands thoroughly between preparing dishes with and without certain allergens
- Foods containing allergens should be stored separately

Controlling cross-contamination for food poisoning

- Ensure there are separate and designated work areas for raw food preparation and ready to eat preparation
 - If this is not possible you should clean and disinfect areas that are used for both raw and ready to eat food.
- Use colour coded utensils, knives and chopping boards for raw and cooked food. Use different areas of the grill for raw and cooked meat
- Complex equipment such as vacuum packing machines, slicers and mincers shouldn't be used for both raw and ready to eat foods
 - If you are changing to use of the machine from raw to ready to eat foods, the machines need to be dismantled and all surfaces cleaned and disinfected
- Temperature probes should be effectively disinfected between uses
- Staff must maintain a good level of personal hygiene and wash hands using a recognised technique
- Raw food should be covered and stored separately to ready to eat foods.

Pest Control

The company is committed to the control and prevention of pests within the premises. An integrated management system is in place involving the use of a pest control contractor, instruction of staff in the recognition of pests and the signs of pests and the maintenance of the building to prevent access by pests and their movement and harbourage throughout the premises.

- Pest control contractor to carry out a survey, provide a report and a bait map and carry out regular visits (monthly at least) to the premises and use only approved treatments for the control of pests.
- Food rooms will be kept clean and clear of food spillages to discourage pests.
- All food deliveries will be checked at the point of delivery for evidence of pest contamination
- Any sightings of pests or signs of pests to be reported to management immediately
- Staff and cleaners should not move or interfere with treatments e.g. bait boxes etc
- Waste disposal: Waste is removed daily for collection by approved contractors

Personal Hygiene

To reduce the risk of cross contamination in the kitchen, 'every person working in a food handling area shall maintain a high degree of personal cleanliness and shall wear suitable, clean and where appropriate protective clothing'.

Personal hygiene rules

- Keep yourself clean and wear clean clothing
- Wear protective clothing provided at all times when handling food

- Long hair to be tied back and covered so that it does not hang loose.
- Outdoor clothing is stored in the staff room and not in the kitchen
- Protective clothing should not be worn outside
- Always wash your hands thoroughly; before starting work, before handling food, after using the toilet, handling raw food or eggs, handling cooked food, handling waste and after taking a break,
- Tell your supervisor of any skin, nose, throat, stomach or bowel trouble before starting work
- Ensure that cuts and sores are covered with a blue, waterproof, plaster
- No jewellery (except wedding rings) to be worn. Stud piercings should be removed or covered in a blue waterproof plaster
- Highly scented perfume should not be worn.
- Staff should have keep their nails short and clean and with no false nails
- Avoid unnecessary handling of food
- Do not smoke, eat or drink in a food room
- Never cough or sneeze over food.
- If you see something wrong - tell your supervisor
- Do not prepare food too far in advance of service
- Keep perishable food either refrigerated or piping hot
- Keep the preparation of raw and cooked food strictly separate
- Clean as you go. Keep all equipment and surfaces clean
- Follow any food safety instruction either on food packaging or from your supervisor
- Plain sleeper studs are permitted (plain sleeper studs with a fixed butterfly back may be worn in the nose)

Hand washing

- Hands must be washed in the hand wash sink only and not at any food production or washing sink.
- Suitable hand washing basins with hot and cold water and proper drainage are provided in all food preparation areas and in the sanitary accommodation used by catering staff.
- The hand wash basins must be provided at all times with liquid soap (non-perfumed) in a dispenser and disposable paper towels.

Uniform

- To protect food from contamination, food handlers shall wear clean washable over-clothes while handling food.
- Employees should not travel to their place of work in their uniform/protective clothing and should remove their protective clothing if they leave the premises e.g. smoke breaks etc.
- All visitors to the kitchen (including maintenance personnel and inspecting officers) should wear protective clothing and hats if they present a risk of contamination
- Exceptions to wearing catering uniform are; management and waiting staff that enter the kitchen to collect food for service or to perform management duties not directly involved in handling food
- It is the overall responsibility of the Restaurant Manager to ensure that high standards of personal hygiene are maintained by all employees
- It is the responsibility of all employees to maintain high standards of personal hygiene and to follow all related instructions and procedures.

Staff Illness

- Before commencing work, staff should complete a pre-employment medical questionnaire
- Staff must report all symptoms of diarrhoea and vomiting and contact with persons suffering from food borne diseases to their manager
- Staff must inform their manager if they are suffering from, or known to be a carrier of, a disease likely to be transmitted through food or while afflicted with infected wounds, skin infections, sores, and diarrhoea or vomiting. Management will then take the necessary action to ensure food safety is not compromised.
- Staff should not return to work until 48 hours after the last symptoms of their illness.

Food Contamination

- Food on the premises will, as far as is reasonably practicable, be protected from physical and bacterial contamination so as to minimize the likelihood of food spoilage, food poisoning or other damaging of food.
- Food identified as contaminated will be disposed of.
- Food Hygiene practices and procedures that encourage cross contamination will be avoided.

Kitchen Rules

- No drinking glass in the kitchen
- Overhead lighting will be protected by plastic shields
- In case of glass breakage, any open food in the affected area must be discarded and the area thoroughly cleaned before re-commencing work
- Repair or replace any equipment or utensils that are damaged or have loose parts
- All equipment should be cleanable
- Keep work areas clean, 'clean as you go',
- Throw away packaging as soon as you remove it
- Empty the waste bins before they become full to prevent spills
- Use different colour boards for food preparation
- Prepare different foods in different sections
- Control pests and report any sightings
- Keep food covered in cleanable pest proof containers
- Follow manufacturer's instructions for handling chemicals
- Good personal hygiene at all times

Cleaning

Kitchen structure and equipment should be kept clean. Cleaning should be carried out frequently and waste removed to prevent an accumulation of dirt in food preparation or storage areas. Sufficient supplies of suitable cleaning materials and equipment shall be provided along with adequate supplies of hot water

Cleaning Schedules

Cleaning schedules should be prepared and should specify;

- What is to be cleaned
- When it is to be cleaned
- Chemicals, materials and equipment to be used
- Dilution and contact time of chemicals
- Method of cleaning
- Frequency of cleaning
- Who is to clean it
- Protective clothing (PPE) to be worn
- Precautions to be taken
- Who is responsible for monitoring and recording that it has been cleaned
- Food contact areas should be cleaned and disinfected and should dried with paper towels as far as possible.
- Surfaces such as floors and walls can be cleaned with a detergent and left to air dry
- Some equipment may need to be dismantled for cleaning and manufacturer's instructions should be used to ensure that suitable safety precautions are in place
- Routine monitoring through inspections should be carried out by managers not involved in the cleaning process. Any faults noted such as unsatisfactory cleaning to be rectified through refresher training to be carried out as necessary

- The structure of all food rooms, equipment and utensils shall be kept clean. Pro-active cleaning shall be carried out in accordance with the written cleaning schedules whilst reactive cleaning shall be carried out as necessary. All food contact surfaces, equipment and utensils shall be disinfected after each use with particular care being taken between the processing of raw and cooked foods

Management Control

Managers should be trained to a level appropriate to their responsibilities. In order to minimize the risk of food becoming contaminated by food handlers, management should;

- Communicate the company hygiene policy to staff
- Lead by example; wash hands when entering a food room, follow correct procedures at all times
- Ensure that staff are competent to provide safe food
- Monitor employees in the workplace and take appropriate action when unhygienic practices are seen
- Explain and instruct employees and visitors in good hygiene practice
- Ensuring that employees understand the principles of hygiene
- Ensuring that employees are aware of their legal obligation under UK food hygiene legislation to report any infectious or potentially infectious condition
- Exclude infectious or potentially infectious food handlers
- Ensure that visitors such as maintenance engineers, do not cause contamination

Waste disposal

- Waste bins will be emptied regularly and before becoming full to prevent food or waste spills
- Bins will be washed daily and left upside down to air dry
- All waste disposed of in the designated collection area for collection by the designated waste disposal contractor.

Food Hygiene Training

Staff will be supervised and training will be appropriate to the individual and to the type of work they carry out. Special arrangements will be made for employees who have learning or literacy difficulties.

Induction training is given to all staff and includes the essentials of food hygiene:

For front-of-house staff not directly involved in handling or preparing open high risk food such as waiting staff or bar staff, 'Hygiene Awareness Instruction' should be given within 4 weeks of commencing appointment

Hygiene Awareness Instruction

- The company food policy
- 'Germs' – potential to cause illness
- Personal health and hygiene- the need for high standards, illness reporting, rules on smoking
- Cross contamination – causes, prevention
- Food storage – protection, temperature control
- Waste disposal, cleaning and disinfection – materials, methods and storage
- 'Foreign body' contamination
- Awareness of pests

Formal Training

- Staff directly involved in handling or preparing open high risk open food should receive Level 2 Food Safety training within 3 months of commencing employment.
- Managers and Head Chef should receive Level 3 Food Safety training.

Records

Copies of food hygiene training certificates relating to individual units should be kept on the training section of the compliance centre and be available for inspection by enforcing authorities.

A Kitchen Diary will be provided by Shield Safety and include:

1. Opening & closing checklist
2. Daily sheet including Delivery temperature and condition; fridge and freezer temperatures, cooking and cooling temperatures, hot holding, diary section
3. Kitchen cleaning rota

These records will be maintained by the Head Chef and kept available for inspection

APPENDIX 10- LETTER FROM PROPOSED WASTE CARRIER



CHEAPERWASTE.co.uk

CHEAPERWASTE LTD. // COMPANY NO. 07553266 // 3RD FLOOR SUITE // 20 COLLINGWOOD STREET // NEWCASTLE UPON TYNE // TYNE & WEAR // NE1 1JF // TEL : 03301242535

3rd Floor Suite
20 Collingwood Suite
Newcastle Upon Tyne
Tyne & Wear
NE1 1JF

New York Café

NW3 1DN

Mr Sushanth Krishnappa

suvarna_sushanth@yahoo.co.in

07778562131

Waste Costings as followed

240l general waste bin

Collected Monday to Friday

5 days

£10.50 per collection

Duty of care certificate for 1 year £30

Monthly cost £227.50

Early morning collection 7am

No upfront payment

Direct debit will be debited 21st of every month

The Bin is given free

APPENDIX 11 - APPLICANTS LETTER REGARDING WASTE MANAGEMENT

Mr Sushanth Krishnappa & Mrs Rinku Sushanth
New York Café LTD
84 Heath Street
Hampstead
London
NW3 1DN

Date: 10th September 2019

Subject: 84 Heath Street (Waste Collection service process)

Dear Sir/Madam

We would like to inform you of how we will manage the wastage at the café. We currently have three bins one is a waste collection bin which is located at rear of the café, inside the café we have two waste bins. There is one wastage bin on the ground floor next to the coffee counter and one in the basement kitchen.

We will be using Cheaper Waste LTD company to deal with our waste collection, they will provide us with one 240litre bin, the company will recycle wastage such as cups, packaging, boxes and other recyclable items, while the coffee wastage will also be recycled. The company will collect the bins Monday to Friday between 7am to 5 pm, so each day we will keep the collection bin ready at the rear of the café for the morning pick up. The Saturday and Sunday wastage will be collected on following Monday morning.

All three bins will be cleaned daily, and we will ensure we maintain cleanliness internally and externally at all times, there will be no visible wastage left at the frontage or adjacent of the café.

Your Sincerely,

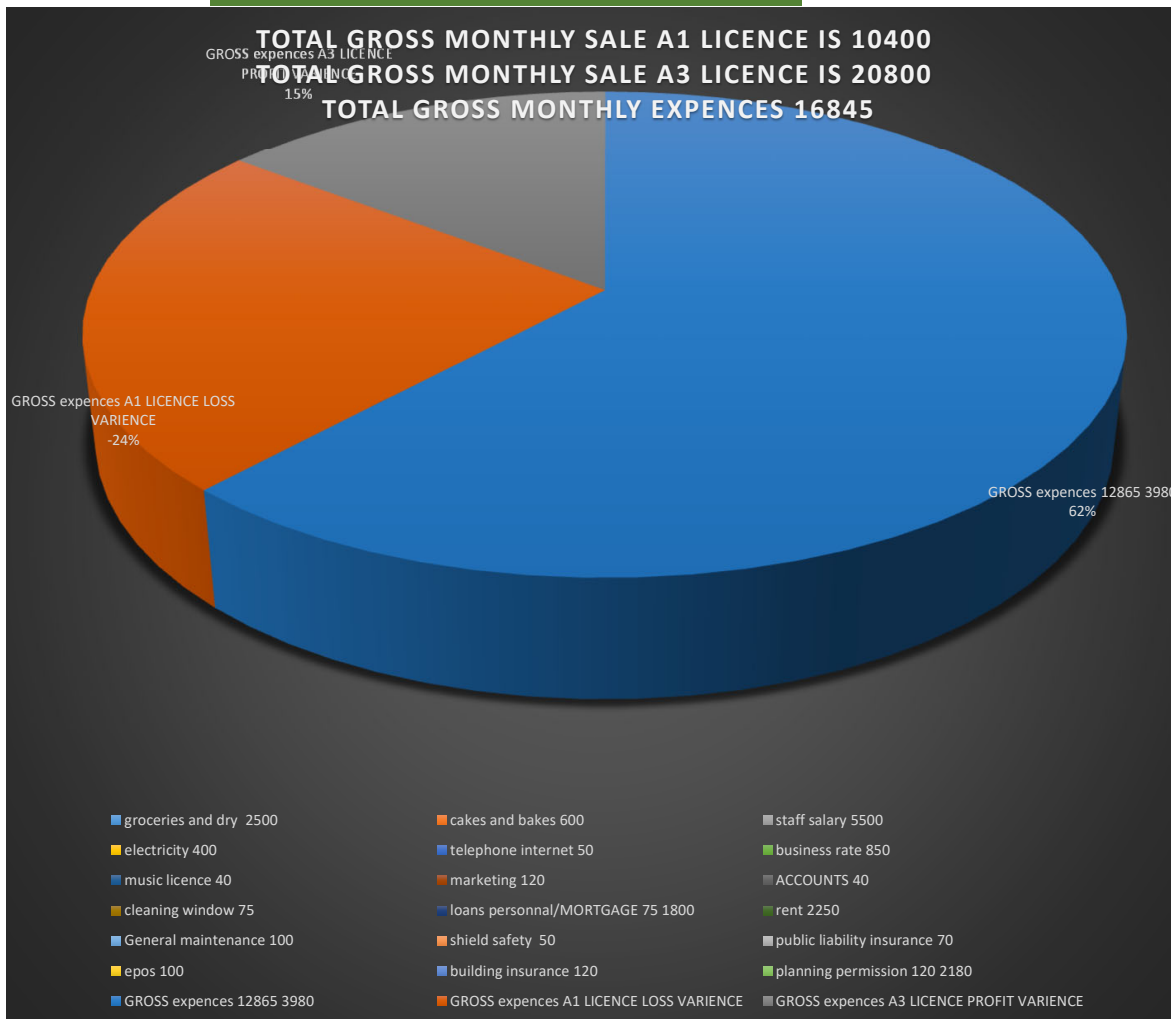
Mr Sushanth Krishnappa & Mrs Rinku Sushanth

APPENDIX 12- COMPARABLE SALES FORECAST

New York Café sales estimated forecast

weekly sales	monthly gross sales		total gross sales
(WITH A1 LICENCE) 2400	10400		10400
(WITH A3 LICENCE) 4800	20800		20800

expenes	monthly	other	total gross expences
groceries and dry	2500		
cakes and bakes	600		
staff salary	5500		
electricity	400		
telephone internet	50		
business rate	850		
music licence	40		
marketing	120		
ACCOUNTS	40		
cleaning window	75		
loans personal/MORTGAGE		1800	
rent	2250		
General maintenance	100		
shield safety	50		
public liability insurance	70		
epos	100		
building insurance	120		
planning permission		2180	
GROSS expences	12865	3980	16845
A1 LICENCE		LOSS VARIENCE	-6445
A3 LICENCE		PROFIT VARIENCE	3955



APPENDIX 13- JUSTIFICATION LETTER FROM APPLICANTS

Mr Sushanth Krishnappa & Mrs Rinku Sushanth
84 Heath Street
Hampstead
London
NW3 1DN

Date 22nd august 2019

Subject: 84 Heath Street (Planning Permission for A3 & A5)

Dear Sir/Madam

My Self and my wife have acquired the café at the above address and will be running it as our family business which we look to make our livelihood from. At present the café has A1 license and the owner was very anxious to sell the coffee shop, she has done everything in her means to help the process progress, even to the extent of booking our surveyor for us. Although she has mentioned she makes a decent amount, her actions suggest otherwise as she is really keen to get out.

Therefore we feel the café would really struggle with a A1 license, other than the owners temperament, we feel we are limited in what we can offer our customers, with a A3 license it gives us more room for maneuver in the sense that the menu can be diverse, offer customer more options and cater for vegetarians and vegans too. Additionally, we are approaching winter soon, with a A3 license we can offer hot food which is mostly what customers will be looking for in the autumn and winter season.

We really have invested a lot of money, time and energy into making this venture really successful, and having the upgraded license will mean we will have enough margins to have a successfully running business where we are able to pay wages, provide good quality food and maintain the café in good repair.

Your Sincerly,

Mr Sushanth Krishnappa & Mrs Rinku Sushanth

APPENDIX 14- EMAIL PROOF OF PREVIOUS BUSINESS ARREARS



Fwd: [FWD: Fw: Fwd: 84 Heath Street] (Financial loss evidence)

1 message

Saira <info@hussaindesigns.co.uk>
To: Nixie Edwards <nixie@hussaindesigns.co.uk>

19 September 2019 at 13:17

----- Forwarded message -----

From: **Zak C Ecowelle** <[REDACTED]>
Date: Thu, 19 Sep 2019, 13:06
Subject: [FWD: Fw: Fwd: [84 Heath Street](#)] (Financial loss evidence)
To: Saira <info@hussaindesigns.co.uk>
Cc: Hasan INCE <[REDACTED]>

Dear Saira,

Client has just forwarded to me below email showing, the previous owner has had 6 months rent/ rates arrears as business A1 license. was in loss having He asks me to forward it you to look at it and if this can be incorporated into the PPA application showing financial loss.

Kind regards,

Zakria Choudhry

MSc Eng., BEng, Industrial Affiliates & Members IGEM, EI, Gas Safe UK

Operations & Projects Management Coordination

Affordable and Quality Building Engineering Services [Facebook](#) [Twitter](#)

Disclaimer:

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----- Original Message -----

Subject: Fw: Fwd: [84 Heath Street](#)
From: suvarna sushanth <[REDACTED]>
Date: Thu, September 19, 2019 12:36 pm
To: "[REDACTED]" <[REDACTED]>

Hi zak

Please see below regarding the present owners rent arrears from the business with A1 license which is 13,500

Sushanth
[Sent from Yahoo Mail on Android](#)

----- Forwarded message -----

From: "rinku sushanth" <[REDACTED]>
To: "suvama sushanth" <[REDACTED]>
Cc:
Sent: Mon, 16 Sep 2019 at 20:55
Subject: Fwd: 84 Heath Street

----- Forwarded message -----

From: **Via Arkadia Chelsea** <[REDACTED]>
Date: Mon, 16 Sep 2019 at 14:37
Subject: 84 Heath Street
To: <[REDACTED]>, Iqbal Hussain <[REDACTED]>, Kalwinder Toor <[REDACTED]>
Cc: Mizuho H <[REDACTED]>, <[REDACTED]>

Dear All

As agreed with Patrick and the Landlord, Via Arkadia will transfer to Swan and Dale's Bank account £13,500 to cover outstanding rent and Mizuho's solicitor will transfer £3,100

Kind Regards,

Maestro

Chelsea Showroom

[REDACTED]


Hampstead Showroom


[REDACTED]


4 attachments



sigimg1
12K

 **icon_sm_facebook.gif**
2K

 **icon_sm_twitter.gif**
1K

 **icon_sm_facebook.gif**
2K

APPENDIX 15- LANDLORD'S LETTER

Zakria Choudhry
Ecowell
OPMC Suite
Chessington Business Centre
Chessington
KT9 1SD

VIA ARKADIA GROUP LTD
3-19/20 Third Floor Centre Dome
Chelsea Harbour Design Centre
London
SW10 0XE

Date: 20th Sept 2019

Subject: 84 Heath Street (Planning Permission for A3 & A5)

Dear Sir/Madam

I am the current landlord for the above property, and Mr Sushanth Krishnappa & Mrs Rinku Sushanth are my tenants. The café has A1 license at the moment and as I understand my current tenants would like to apply for the A3 & A5 license.

I would like to inform you that the previous owner was 6 months in arrears with her rent payment equating to £13,500, largely due to the fact that she was unable to compete with the other cafes and make sufficient revenue. This was largely due to the fact that her menu was limited, she could not offer variety of food due to the restrictions of having an A1 license. If customers are able to eat freshly cooked food at the cafe and also have takeaway option there is much more scope to increasing revenue via cross selling as well as more orders from customers.

With hot food being served, customers are likely come and stay and enjoy the ambience especially since we are approaching winter, people want to have more hot food, this way the tenants can afford to hire more staff to cope with the demand.

Please consider their proposal, as I feel this would really benefit the business and increase their profit margins.

Your Sincerely,

Mr I. Maestro

VIA ARKADIA (UK) LTD
Reg: 4964386
3/20 Design Centre
Chelsea Harbour
London