



Subangini Sriramana <subangini.sriramana@hackney.gov.uk>

Fwd: Hearing Supporting Evidence.Nest Restaurant

1 message

Sanaria Hussain <sanaria.hussain@hackney.gov.uk>
To: Subangini Sriramana <subangini.sriramana@hackney.gov.uk>

21 June 2021 at 12:33

Additional Info

Kind Regards
Sanaria Hussain
Senior Licensing Officer
Hackney Service Centre
1 Hillman Street
London E8 1DY
Direct Line:020 8356 4972
Duty Line:020 8356 2431
www.hackney.gov.uk/licensing



We have launched the new [Hackney Nights portal](#) for licensees. This portal will help us rebuild a safer, stronger and more connected night time economy for everyone and give access to free training and guidance on a range of key night time economy safety issues as well as provide updates from the council.

Sign up [here](#) to receive access.

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

From: **Andy Newman** [REDACTED]
Date: Thu, 17 Jun 2021 at 21:11
Subject: Hearing Supporting Evidence.Nest Restaurant
To: Sanaria Hussain <sanaria.hussain@hackney.gov.uk>
Cc: David Tuitt <David.Tuitt@hackney.gov.uk>, Nest Food [REDACTED], [REDACTED]
[REDACTED]

Hi Sanaria

Would you be kind enough to add this support from a respected nearby business in Mentmore Terrace as supporting evidence for the Hearing please.

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: 17 June 2021 at 14:46:54 BST
To: Andy Newman [REDACTED]
Subject: Nest Restaurant

Hi Andy

I understand that you are working with the team at Nest Restaurants and just wanted to drop you a line to offer our support. We developed and operate the work space at The Fisheries which is a thriving local work space with over 300 members now.

We have been constantly dogged by the scourge of dark kitchens along Mentmore Terrace, which bring nothing but dirt and noise to the area. So upon hearing about the new Nest restaurant I wanted to write and say how delighted we are to see a business coming to the area that will actually add to it both culturally whilst delivering real value to the local economy.

What a great spot for a restaurant, right next to the station, there is nothing on Mentmore Terrace that offers quality eat in dining, so I have no doubt that this will make a great addition to the neighbourhood particularly when run by a quality operator like the team at Nest.

Please let it be known to whoever it is appropriate that we wholeheartedly support this application.



■ Mentmore Terrace

London

E8 ■



Licensing (Shared Mailbox) <licensing@hackney.gov.uk>

Hearing Supporting evidence Reference Application // Nest

Andy Newman [REDACTED] 21 June 2021 at 07:34
To: Sanaria Hussain <sanaria.hussain@hackney.gov.uk>, David Tuitt <David.Tuitt@hackney.gov.uk>, Licensing <licensing@hackney.gov.uk>
Cc: Nest Food [REDACTED]

Hi Sanaria,

Please accept the below as supporting evidence from a resident who lives near to the proposed venue and who works in Mentmore Terrace.

Kind regards

Andy

Andy Newman Consultancy Ltd

Begin forwarded message:

From: [REDACTED]
Subject: Reference Application // Nest
Date: 20 June 2021 at 22:20:23 BST
To: Andy Newman [REDACTED]

Hi There,

Ref - Nest Restaurant, Arch [392/393](#), [Mentmore Terrace](#).

I would like to provide a reference for Nest's food application for a Restaurant at the above address. As a resident just behind the Arch at [Martello St](#), (also working on Mentmore terrace with a desk at The Fisheries), I think it will be great addition to the area.

To my knowledge, this particular arch has been empty for some time (at least 3 years), and in the 5 years I've lived in London Fields, Mentmore Terrace has changed significantly, and I would continue to welcome notable operators such as Nest to take on the empty spaces. The arches provide great variety of F&B offering in Hackney and specifically London Fields, making use of fantastic trade space that was previously occupied by light industrial businesses, now sadly priced out by the Landlord, Network Rail, with continuous rent uplifts.

As someone who works in hospitality, it's fantastic to see operators take on and make use of the space. Nest are known as a progressive operator committed to the advancement of industry ethics, contributing to the industry with a notable tasting menu at their Morning Lane restaurant, with a very credible focus on sustainably farmed produce using suppliers with regenerative farming methods.

Many thanks

[REDACTED] [Martello St, E8](#) [REDACTED]



Subangini Sriramana <subangini.sriramana@hackney.gov.uk>

Fwd: meeting and updated info

Sanaria Hussain <sanaria.hussain@hackney.gov.uk>
To: Subangini Sriramana <subangini.sriramana@hackney.gov.uk>

21 June 2021 at 12:24

Additional information

Kind Regards
Sanaria Hussain
Senior Licensing Officer
Hackney Service Centre
1 Hillman Street
London E8 1DY
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----- Forwarded message -----

From: Nest Food [REDACTED]
Date: Fri, 18 Jun 2021 at 17:22
Subject: Re: meeting and updated info
To: [REDACTED]
<sanaria.hussain@hackney.gov.uk>

Sanaria Hussain

Hi all,

Thanks for your time and understanding yesterday. Irrelevant of the circumstances, it was great meeting you. I hope I made it clear about how the space will be run and what the restaurant will be. We feel if we can make it work here we can be a positive influence for all residents and businesses in the area, for the long term.

Please find attached updated conditions as discussed which we will have in writing and printed in the restaurant. Also, attached is the updated plan we went through yesterday. If you have any questions at all please let me know. Please note we also will share our Dispersal Policy with you as soon as possible, i.e. the processes we put in place to responsibly disperse any patrons after the meal.

Withdrawing/conceding the many aspects of this license has had a huge impact on the potential viability of the restaurant, however we hope you appreciate we have taken your concerns incredibly seriously and have acted upon them. Profit margins in this industry are extremely tight at the best of times, especially for an experience-driven restaurant like this and especially after the last 18 months we have had. We appreciate your understanding that any limitation to what we can do with the space has a direct link to us being able to stay afloat and not.

However, for us it is more important to build a good relationship with everyone involved in the restaurant, especially the local residents and businesses, than to focus solely on profits. We are not those kind of people and we hope you have seen and appreciate that. We have already conceded a huge amount on the license we wanted to help make the business work, each of these decisions have not been taken lightly. Ultimately these concessions have been made in order to protect the well being of local residents instead of the well being of our business and staff.

We totally appreciate your point that the license we agree will stay attached to the premises and will therefore be inherited by someone potentially less responsible and community focussed than ourselves. To further protect the community we have agreed to more license concessions;

- no off sales of alcohol whatsoever on the license
- no outside seating/service at all on Mentmore Terrace.

We hope you appreciate these are big steps in helping to ensure the long term safety of the area.

Being the old Ticket Office, and right next door, we will promote the use of London Fields Overground Station as the significantly most suitable mode of transport to and from the restaurant. With this in mind our hours of operation should of course be inline with/below these train hours.

We have come down hugely on our proposed hours of operation & we feel alongside the conditions attached, the below up to date hours are more than reasonable to make this a sustainable operation for everyone;

Monday - Thursday: 1200 (midday) - 2300

Friday & Saturday: 1200 (midday) - 2330

Sunday: 1200 (midday) - 2230

Closing time 30 minutes after.

Please read all the conditions but for ease of reference please note the below points we have added;

- There shall be no off sales of alcohol.
- There will be no outside seating or service of any kind, at any time on Mentmore Terrace. There will be no outside seating in the back courtyard past 1800hrs (6PM), except for those with disabilities/illness
- Any disposal of glass including empty glass bottles can only be disposed during the hours of 0900hrs & 2000hrs (9AM-8PM)
- We will promote the use of London Fields Overground Station as the significantly most suitable mode of transport to and from the restaurant. Any guests departing using a taxi service will be encouraged to be picked up on Lamb Lane to help with the flow of traffic down Mentmore Terrace.

We hope you appreciate the restaurant we are trying to create and the huge impact these decisions have on our business and staff. We have a lot of support from local residents and businesses but we would like everyone's support to make this viable.

Thanks and please let me know if you have any questions at all.

Many thanks,

Luke

On Fri, 18 Jun 2021 at 16:07, [REDACTED] wrote:

Hi luke,

Thank you for your time on Thursday. When we meet we discussed you providing updated information on your proposal, as our info was out of date. Could you provide this asap as it would be good to know whats proposed upfront of the hearing to save time and unnecessary focus on issues that are no longer relevant.

Many thanks

[REDACTED]

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2 attachments



Arch 392:3_Mentmore Terrace_floorplan .png
1552K

Restaurnt License Conditions (3).pdf
71K

Our Restaurant License Conditions

We take our license responsibility seriously and have put the below conditions in place, which are continuously managed. These points relate to ensuring the safety of our staff, local community & local environment & to ensure the licensing objectives are adhered to.

Safety

- 1) The premises will have a comprehensive operational CCTV system for all public areas and the two entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system will continually record whilst the premises is open and all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Recordings shall be made available immediately upon the request of Police or other authorised officers. There shall be a staff member who understands the operation of the CCTV system on the premises at all times, when the restaurant is open to the public. This staff member will be able to show a Police or authorised council officer recent data or footage when requested.
- 2) Signs reminding customers to leave quietly and respect local residents will be prominently displayed at all entrance and exit points.
- 3) A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as driving licence or passport.
- 4) An incident log shall be kept at the restaurant, and made available on request to an authorised officer of the council or the police, which will record the following.
 - a. Any crimes reported:
 - b. Any ejections of patrons
 - c. Any complaints received.
 - d. Any incidents of disorder.
 - e. Seizure of drugs or offensive weapons.
 - f. Any faults in the CCTV system.
 - g. Any refusal of the sale of alcohol.
 - h. Any visit by a relevant authority or emergency service.
- 5) We operate a zero tolerance policy to drugs and comply with Hackney Police Drugs and Weapons policy where appropriate.
- 6) All instances of crime and disorder will be reported by the Designated Premises Supervisor or responsible member of staff to an agreed police contact point.
- 7) All staff shall receive training on the legislation relating to the sales of alcohol to underage persons and drunken persons. There shall be written records of such training, which will be kept on the premises and produced to a police officer or other authorised officer upon request.
- 8) There shall be no glass or open containers taken outside of the premises at any time.
- 9) There shall be no off sales of alcohol.

- 10) Staff shall ensure that any queues that may form outside of the premises are managed to ensure that there is no obstruction to the footway and do not cause any nuisance to the local residents.
- 11) After 2100hrs there shall be a maximum of 4 smokers outside the demarcated premises line at any one time. These customers shall be monitored by staff to ensure that they do not cause public nuisance. Before 2100hrs there shall be a maximum of 6 smokers outside the demarcated premises line at any one time. The Smoking Area will be located in the back courtyard and not Mentmore Terrace.
- 12) The licence holder shall maintain a dedicated telephone number of the DPS or Duty manager for use by any responsible authority or any person wishing to make a complaint.
- 13) Alcohol shall not be sold, supplied or consumed otherwise than to persons seated taking a substantial meal from the menu. The supply of alcohol shall be waiter/waitress service only.
- 14) There will be no outside seating or service of any kind, at any time on Mentmore Terrace. There will be no outside seating in the back courtyard past 1800hrs (6PM), except for those with disabilities/illness
- 15) We will promote the use of London Fields Overground Station as the significantly most suitable mode of transport to and from the restaurant. Any guests departing using a taxi service will be encouraged to be picked up on Lamb Lane to help with the flow of traffic down Mentmore Terrace.

Waste & Environmental Safety

- 1) The procedure for handling and preparing for disposal of general, recycling, food & other waste shall be in writing and displayed in a prominent place in the restaurant where it can be referred to at all times by staff. We ensure that any contract with the council for general and recyclable waste disposal shall be appropriate in size to the amount of waste we produce. We shall maintain an adequate supply of waste bins/receptacles i.e. refuse sacks & commercial waste bins in order to ensure all refuse is presented for collection for the waste carrier and shall not use unidentifiable refuse sacks.
- 2) We shall ensure that all staff are fully trained and made aware of the legal requirement of businesses to comply with their responsibility as regards the disposal of waste produced from the business premises. The procedure for handling and preparing for disposal of the waste shall be in writing and displayed in a prominent place where it can be referred to at all times by staff.
- 3) In order to minimise the amount of time any waste remains on the public highway in readiness for collection, the Licensee will ensure the timeframe within which it may expect its waste carrier to collect is adhered to.
- 4) Any disposal of glass including empty glass bottles can only be disposed during the hours of 0900hrs & 2000hrs (9AM-8PM)
- 5) We make regular checks of the area immediately outside the premises and remove any litter, bottles and glasses that create nuisance or look uninviting & unprofessional to guests & the local community. A final check is always made at close of business.

- 6) We have a suitable receptacle for cigarette ends outside which does not cause obstruction.
- 7) The current trade waste agreement/duty of care waste transfer document shall be conspicuously displayed and maintained in the window of the premises where it can be conveniently seen and read by persons standing in the restaurant. This will remain unobstructed at all times and will clearly identify:-
 - the name of the registered waste carrier
 - the date of when we started the trade waste contract
 - the date of expiry of trade waste contract
 - the days and times of collection
 - the type of waste including the European Waste Code

Sustainability & Fairness

- 1) Avoiding waste. We use one meat in the restaurant at a time, where we use absolutely everything. This helps us manage meat consumption more sustainably. Food waste in general is kept as low as possible and our recycling operation includes food waste, alongside glass, cardboard & mixed recycling.
- 2) Reused/sustainable materials. The vast majority of furniture & fittings have been made using recycled, reclaimed or naturally fallen materials.
- 3) Supplier checks. We thoroughly vet every supplier we work with to make sure they farm/produce ethically & with respect to the natural environment & their community and also avoid single use materials as much as possible. For example we use small scale regenerative farms for meat & vegetables, we use sustainable British seafood suppliers & all wine is organic or biodynamic in production.
- 4) We have apprentice schemes in place for young, disadvantaged or any member of the local community to get work experience or start their professional career.

