

31 January 2024

Dear [INSERT OBJECTOR NAME]

Mondrian Hotel Premises Licence Applications

We hope that this letter finds you well after a restful festive break.

The Hackney Licensing Authority has sent us a copy of your representation in respect of our premises licence applications. Thank you for taking the time to comment on our proposals. We would be grateful for your consideration of this letter, which we hope will help to clarify the extent of our proposals and address some of the concerns that you have raised.

Background

The applications are simply to divide the existing licence into two, on the same terms. The Hotel currently benefits from a premises licence that authorises licensable activities in accordance with the hours below:

Activities	Hours
Sale of Alcohol (on sales)	<p>Level -3, Level -2, Level -1, Ground Floor Monday to Sunday: 07:00 to 03:00</p> <p>First to Fifth Floors (Hotel Bedrooms) Monday to Sunday: 00:00 to 00:00 for residents and their guests</p> <p>6th Floor Roof Terrace Monday to Sunday: 09:00 to 00:00</p>
Late Night Refreshment	Monday to Sunday: 23:00 to 03:00
Plays	<p>Sunday to Thursday: 07:00 to 02:00</p> <p>Friday to Saturday: 07:00 to 03:00</p>
<p>Films</p> <p>Live Music</p> <p>Recorded Music</p> <p>Performance of Dance</p>	Monday to Sunday: 07:00 to 03:00
Opening Hours	Hotel is open 24 Hours

The hotel was previously entirely operated by Ennismore, a hotel operator, but now part of the premises, namely **Level -3, (Part of) Level -2, (Part of) Ground Floor, and the 6th Floor Roof Terrace**, has been leased to a new tenant, who are a reputable food & beverage operator with international experience.

To ensure clarity in terms of who is responsible for the operation of each part of the hotel, two new premises licence applications have been submitted. The hours, activities and conditions have remained unchanged for the relevant areas. We have appended summaries of the proposed hours and conditions for each application for your reference.

Concerns Raised

In terms of the objections raised by local residents, we hope the below addresses your concerns:

Complaint / Concern	Response
Location of staff smoking, particularly standing in close proximity to residents' windows	<p>The hotel is continuously monitoring this situation. The dedicated staff smoking area is located at Mark Street Square. Non-compliance by staff is a disciplinary offence.</p> <p>A copy of the Smoking Policy is attached.</p> <p>It has been suggested the smoking area be moved to the opposite side of Curtain Road, however we are unfortunately unable to implement this as it poses a security risk to staff as they would need to exit the hotel through the loading bay.</p>
Concerns raised in relation to the rooftop having a closing time of 3am	<p>The rooftop area cannot be used for licensable activities after midnight and cannot be accessed after 00:30.</p> <p>The use of the rooftop is conditioned as follows:</p> <ol style="list-style-type: none"> 1. After 6pm Alcohol shall not be sold for consumption on the drawing title 'Licensing G06 (Rooftop)' other than to persons who are taking a substantial meal from the menu and shall be supplied by a waiter or waitress. 2. The rooftop area at the premises shown on drawing title 'Licensing G06' shall only be used between the hours of 07:00 to midnight. 3. No person shall have access to the rooftop area of the premises after 00:30 hours. 4. No music to be played in the external areas of the rooftop terrace after 22:00 hours

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	<p>5. The glass rooftop to the restaurant on the rooftop floor will be physically closed by 22:00 hours.</p> <p>6. There will be no music on the rooftop area in respect of that part not covered by the glass enclosure between 22:00 and 07:00 hours.</p> <p>These conditions are replicated in their entirety in the applicant's Proposed Conditions.</p>
<p>Reference is made to a person threatening to slap someone</p>	<p>The hotel manager has investigated this allegation and can confirm that the individual identified was not a member of staff but was a member of the public.</p>
<p>Photographic evidence was provided of a single wine glass on the street, just by the hotel entrance</p>	<p>The glass photographed is not one that is used at the hotel and is likely to have been removed from another premises.</p>
<p>Noise nuisance from an 'event truck'</p>	<p>We understand that this was a press stunt by a record label who drove around the area playing loud music, promoting a new album and was not connected to the hotel in any way.</p>

The applications seek to mirror the existing premises licence on identical terms. There are no changes to the hours or activities permitted under the existing licence or the conditions that control them.

Thank you for your consideration of this letter. We hope that it has helped to address the concerns that you have raised. We are keen to establish and maintain a cordial relationship with our neighbours and are always pleased to hear from you in respect of any comments or queries you have about our operation.

In the meantime, please do not hesitate to contact us if you would like to discuss our proposals or any other concerns you may have further.

Yours sincerely

David Lockhart

General Manager/ Mondrian Shoreditch