LICENSING SUB-COMMITTEE

ADDITIONAL PAPERS – PASSYUNK AVENUE & THEATRO

Date: Friday 20 August 2021

Time: 2.00 pm

Venue: Microsoft Teams – please click here

Copies of agendas, reports, minutes and other attachments for the Council's meetings are available on the Lambeth website. www.lambeth.gov.uk/moderngov

Members of the Committee
Councillor Fred Cowell, Councillor Martin Tiedemann, Councillor Linda Bray, Councillor Emma Nye, Councillor Irfan Mohammed, Councillor Rezina Chowdhury, Councillor Ibrahim Dogus, Deputy Mayor, Councillor Pauline George, Councillor Becca Thackray and Councillor Philip Normal

Substitute Members
Councillor Joshua Lindsey, Councillor John Kazantzis, Councillor Jennie Mosley, Councillor Matthew Bennett, Councillor Andy Wilson, Councillor Danial Adilypour, Councillor Donatus Anyanwu, Councillor Claire Holland, Councillor Jon Davies, Councillor Liz Atkins, Councillor Marcia Cameron, Councillor Timothy Windle, Councillor Stephen Donnelly and Councillor Clair Wilcox

Members Required for this meeting will be: Councillor Fred Cowell, Councillor Linda Bray and Councillor Jennifer Brathwaite

Further Information
If you require any further information or have any queries please contact:
Nazyer Choudhury, Telephone: 020 7926 0028; Email: nchoudhury@lambeth.gov.uk

Queries on reports
Please contact report authors prior to the meeting if you have questions on the reports or wish to inspect the background documents used. The contact details of the report author are shown on the front page of each report.
How to access the meeting:

**For Members of the Public**

This is a Microsoft Teams Live Event meeting. If you are new to Microsoft Teams, clicking the above link will take you to the meeting page where you will be prompted to download the app or watch on the web instead. Please follow the instructions to watch on the web. On doing so, you can join our live event anonymously.

**For Members of the Committee**

Please refer to the joining instructions you have already received – do not use the link above.

**Digital engagement**

We encourage people to use Social Media and we normally tweet from most Council meetings. To get involved you can tweet us @LBLDemocracy.

**Audio/Visual Recording of meetings**

Everyone is welcome to record meetings of the Council and its Committees using whatever, non-disruptive, methods you think are suitable. If you have any questions about this please contact Democratic Services (members of the press please contact the Press Office). Please note that the Chair of the meeting has the discretion to halt any recording for a number of reasons including disruption caused by the filming or the nature of the business being conducted.

Persons making recordings are requested not to put undue restrictions on the material produced so that it can be reused and edited by all local people and organisations on a non-commercial basis.

**Representation**

Ward Councillors may be contacted directly to represent your views to the Council: (details via the website www.lambeth.gov.uk)
AGENDA

PLEASE NOTE THAT THE ORDER OF THE AGENDA MAY BE CHANGED AT THE MEETING.

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<td>4c Theatro, 69-71 Westow Hill, London SE19 1TX (Gipsy Hill ward)</td>
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**HEARING PROCEDURE FOR LICENSING SUB-COMMITTEE**

Full information on the procedure is sent to all parties to the hearing. The information below is a précis of that information.

Parties to the hearing must notify Licensing Services within prescribed timescales (these vary according to the type of hearing) that they intend to attend and/or be represented at the hearing, and whether any witnesses will be attending on their behalf.

The hearing will operate as follows (subject to the discretion of the Chair):

- In the form of a discussion led by the Committee; cross examination will not normally be permitted;
- A total of three minutes speaking time is normally allowed for each party. Any preliminary points will be treated separately;
- Where there is more than one representation raising the same or similar grounds, those parties should consider nominating a single representative to address the Sub-Committee on their behalf at the hearing;
- Parties to the hearing may be permitted to ask questions of any other party or witness;
- Parties to the hearing may be required to answer specific questions from members of the Sub-Committee seeking clarification of information; and,
- The typical order of the hearing will be as follows:

1. The Chair will ask all parties and witnesses to introduce themselves and this should include a brief explanation of the purpose of their attendance.
2. Officers present the report.
3. Committee members ask questions of officers.
4. The Applicant speaks.
5. The Applicant's witnesses speak (with permission of Chair).
6. Committee members ask questions of applicants and their witnesses (only applies to witnesses who have been given permission to speak).
7. Other parties speak.
8. Other parties' witnesses speak (with permission of Chair).
9. Committee members ask questions of the other parties to the hearing and their witnesses (only applies to witnesses who have been given permission to speak).
10. The Applicant (with exception and with permission of Chair) asks questions of the other parties to the hearing and their witnesses.
11. Other parties to the hearing (with exception and with permission of Chair) ask questions of the applicant/other parties to the hearing and their witnesses.
12. The Chair's closing remarks.
13. The Committee retires to make their decision.
14. Legal adviser informs the hearing of any advice that they have given to the Committee during the decision-making process.
15. The Committee announces the decision and gives reasons.
16. After the hearing officers will write to all parties to confirm the Committee's decision.
Passyunk Avenue provides a taste of Philadelphia and in doing so has earned a reputation for serving up the best regional American cuisine in Europe.

Headlined by the legendary Cheesesteak sandwich, a hunger attacking combination of prime ribeye steak, cheese and onions, Passyunk seeks to share a glimpse into Philadelphia culture through its innovative and authentic range of Italian-American dishes that celebrate with the City’s immigrant heritage.

You may wonder about our name - it’s a Native-American word meaning “place between the hills” and it’s the Main Street that runs through the heart of South Philadelphia. It links our company back to our South Philly roots and it reminds us why we started our business - to share the values of Philadelphia - the City of Brotherly Love - with the people of London.

We are committed to presenting this intensely regional, ethnic form of Americana in a way that transcends products alone, as we progress towards our goal of building the UK’s leading “American experience” hospitality brand.

JP Teti
Founder
NEW WAVE AMERICAN CUISINE

Our experience operating our business supports the research on consumer trends as they relate specifically to American cuisine. Consumers are more discerning than ever before as a result of the combination of increased competition in the casual dining segment and inflationary pressures squeezing real income growth. Consequently, consumers are more careful about how they spend their discretionary income and when they do so they insist on novelty, high quality, unique experiences and authenticity.

Our brand ranks highly in each of the areas increasingly valued by consumers. In all ethnic food segments and with American cuisine in particular, superficial concepts that fail to deliver an authentic experience are no longer acceptable to consumers. This change in preference has led to the development of a new generation of American food concepts that are focused strategically on adhering to genuine ingredients, recipes and creating a more immersive dining experience at the casual market price point.
“SPECIAL RELATIONSHIP”

“It has a fun, colorful allure that British food doesn’t – in it we see the neon of New York, the glamour of 50s Americana, and the glitter of Hollywood. Bite into a cheeseburger or stick a straw into a root beer float and for a brief second you could be at a Californian drive-in rather than drizzly suburban Britain.”

The Guardian

“American casual dining outlets are attracting the attention of investors as well as larger operators because of their rollout potential and scalability.”

The Mintel Group and Horizons Research Group

“With regard to trending cuisines, American continues its march with no signs of abating”

Charles Banks, The Food People
In March 1904, 19 year-old Pietro Teti arrived at Ellis Island from Abruzzo, Italy, en route to Philadelphia with nothing but the possessions he could carry with him and hope.

Our business exists to tell a story. It's the story of immigrants, like my Great-Grandfather, and their traditions that gave rise to one of America's great regional cuisines. This narrative is personal to us, which is why it resonates on an emotional level with our customers when they experience it.

Our food and our culture are inseparable. Our focus is to teach consumers to think differently about American food, to understand its origins and to appreciate the great ethnic influences that have inspired it.

*Ship manifest: SS Germania, 16 March 1904, line 8, Pietro Teti, my Great Grandfather*
PASSYUNK AVENUE

Corner of Passyunk Avenue and Bainbridge Street, South Philadelphia
OUR VALUES

Credible
Real
Authentic
Lifestyle
Creative
Passionate
Ethnic
Edgy
OUR BRAND

No one is better placed to tell the backstory that explains the evolution of Philly regional cuisine. It is our inheritance, as such, we take great care in ensuring the accuracy of our products and overall customer experience.

Our brand attributes are fully immersive. Every customer touch point reinforces authenticity and our commitment to honoring our rich ethnic traditions.
Our flagship location and full expression of our brand opened March 2018 on Cleveland Street W1. We successfully raised £250k to create the first full-service restaurant and bar, delivering an obsessively curated environment to mimic life in a local tavern in South Philadelphia. Boasting an expanded menu of Philly regional specialties, drinks to compliment, American sports broadcasts and an authentic well-worn aesthetic we’ve cultivated an unmatched customer experience.
In December 2018 we launched our second location in Westfield Stratford City. While designed to communicate the core brand attributes and deliver a similar menu of Philly regional specialties, our Westfield location demonstrates the adaptability of the business model, which enables it to perform well in a high volume retail environment as well as a full-service casual dining setting. Further, it highlights the desirability of the concept as a mass market offer as well as its attractiveness to major retail landlords who understand that it fills a gap in a high demand underserved market segment.
Home Run House: Our Joint Venture with Major League Baseball

Through its exhilarating customer experiences, featuring activities for fans to hit baseballs in real game scenarios and a hospitality offer to simulate a day out at the ballpark, Home Run House, located in a 6000 sq ft site in Westfield Stratford City, is an activity-led venue designed to celebrate baseball as the culturally transcendent pastime of America.
**Starters**

- **Philly Cheesesteak Nachos** - £3.50
  - Tortilla chips smothered in ribeye steak or chicken, tomato, lettuce, olives, chilli peppers, topped with our famous Wiz Cheese sauce. (no meat: £2.50)

- **Buffalo Wings** - £3
  - American-style jumbo wings tossed in our buffalo sauce, served with celery and our blue cheese sauce. (8 wings)

- **Chicken Fingers** - £6.50
  - 5 chicken fingers. Regular served with Honey Mustard sauce, or Buffalo served with Blue Cheese.

- **Eggplant Dippers** - £5.50
  - 3 breaded eggplant slices served with Marinara sauce or Blue Cheese.

- **Mozzarella Sticks** - £5.50
  - Made in house and served with marinara sauce. (5 sticks).

**Platters**

- Served with mixed salad and skinny fries

- **Chicken Parm** - £12
  - Chicken cutlet, covered in our marinara sauce, melted provolone cheese and finished with a sprinkle of parmagiana.

- **Eggplant Parm** - £10.50
  - Breaded eggplant, covered in our marinara sauce, melted provolone cheese and finished with a sprinkle of parmagiana.

- **Meatball Parm** - £12
  - Three homemade meatballs, covered in our marinara sauce, melted provolone cheese and finished with a sprinkle of parmagiana. *Contains pork.

- **Roast Pork** - £12
  - Slow roasted pork loin, sautéed tender stem broccoli, pesto, grated parmagiana and melted provolone. *Contains pork.

- **Steak** - £12
  - 20 oz of shredded Prime Rib Eye steak, choice of cheese, Wit or Witout sautéed onion, with a side of fries and mixed green salad.

**Salads**

- **Iceberg Wedge Salad** - £8.50
  - Steak or chicken, bacon bits, tomatoes, drizzled homemade blue cheese sauce.

- **Mixed Greens Salad** - £6.50
  - Tomato, onion, olives, vinaigrette or blue cheese.
  *Add meat: steak or chicken (grilled or breaded) £2.50

- **Hoagie Salad** - £11
  - Choice of Hoagie filling on bed of salad.

**CheeseSteaks**

- **Classic CheeseSteak** - £11
  - Legendary sandwich served on our custom recipe Italian loaf, filled with Ribeye steak (8oz), “wit or witout” onions and your choice of cheese: Wiz, Provolone or American. (First time? Try the homemade cheddar Wiz sauce).

- **Bacon CheeseSteak** - £12
  - Classic cheeseSteak with bacon.

- **Make it a CheeseSteak Hoagie** - £11.50
  - Classic cheeseSteak with lettuce, tomato, raw onion, ketchup and mayo. Add Bacon to make it a Club. (+£2.00)

- **Make it a Pizza Stix** - £11.50
  - Classic cheeseSteak with homemade marinara sauce, provolone and parmagiana cheese.

  *Make them gluten free on a bed of fries or salad instead of bread.

**Philly Specialty Sandwiches**

**Hot Sandwiches**

- **South Philly Style Chicken Parm** - £12
  - Breaded chicken cutlet, marinara sauce, provolone and parmagiana cheese.

- **Sausage Parm** - £12
  - Italian sausage, sautéed peppers and onions. *Contains pork.

- **Rosti Pork Parm** - £12
  - Slow roasted pork loin, sautéed tender stem broccoli, pesto, grated parmagiana and melted provolone. *Contains pork.

- **Jersey Turnpike Sandwich** - £12
  - Breaded chicken cutlet, buffalo mozzarella cheese with roasted red peppers and balsamic olive oil.

- **Turkey Hoagie** - £11
  - Turkey, choice of American or provolone cheese, mayo, salt and pepper. *Contains pork.

- **Vegetarian**
  - **Eggplant Parm** - £10.50
    - Breaded eggplant slices, marinara sauce, provolone and parmagiana cheese.

- **American Hoagie** - £11
  - Ham, turkey, american cheese, mayo, salt and pepper. *Contains pork.

**Sides**

- **Skinny Fries** - £3.50
  - Regular thinly cut fries

- **Wit Fries** - £4
  - Skinny fries covered in our Wit sauce.

- **South Philly Fries** - £4
  - Skinny fries sprinkled with oregano and parmagiana cheese.

- **Old Bay Wit Fries** - £4
  - Skinny fries sprinkled with Old Bay seasoning, topped with Wit.

- **Wit Tater Tots** - £5
  - Add Bacon (+ £2.00) *pork.

- **Wit Mac’n Cheese** - £5.50
  - Add Bacon (+ £2.00) *pork.

- **Onion Strings** - £4
  - French fried onion strings served with chipotle dipping sauce.

- **Small Mixed Greens Salad** - £4
  - Vinaigrette or blue cheese dressing.

*All sauces are made from scratch.*

**Italian Hoagie** - £11
- Italian met, mortadella, salami, provolone, oregano, olive tapenade, oil, vinegar, salt and pepper. *Contains pork.

**Deli**

- **Buffalo Chicken CheeseSteak** - £12
  - Breaded chicken cutlet, buffalo sauce, blue cheese sauce and lettuce.

- **Deluxe**
  - Breaded eggplant slices, marinara sauce, provolone and parmagiana cheese.

- **The Classic**
  - Served with lettuce, tomato and raw onion.
THE FOOD
Our brand has proven to have destination appeal and customers seek us out from all over the city, country and Europe. The fully immersive experience we curate helps to create an emotional connection with our customers that cultivates extreme brand loyalty. With average spend per head and customer linger times well above the national average for the casual dining segment, we have been able to attract other leading brands to partner with us such as Sambrook’s Brewery who brew our very own “Passyunk Pale” a session Pale Ale developed exclusively to compliment our unique regional Philly cuisine.
Our hugely successful “LOVEbundle” brand plays on the literal Greek translation of Philadelphia meaning “brotherly love”, while referencing Philadelphia’s famous installation of Robert Indiana’s iconic LOVE sculpture. In the spirit of Brotherly Love, these “home kit” products are designed to bring comfort and reassurance to our friends and neighbours especially during this challenging time. OUR ingredients, YOUR kitchen
“Officially, the American embassy in England is in Vauxhall, in Southwest London.

But in Fitzrovia, in Central London, there’s a Philly-centric consulate called Passyunk Avenue.”

“Passyunk Avenue is a place where complete strangers feel comfortable talking to one another.

It’s clear that Londoners find Passyunk Avenue both perplexing and refreshing.”
Missing the food of Philadelphia: This retro diner in London makes you feel right at home

Passyunk Avenue
80 Cleveland Street,
London W1T 6NY
(020 3950 2255)
Starters and sides
£4 - £9
50
Mains, including
cheesesteak £17-
£12
Desserts £6
Wines from £19

When I visit Passyunk Avenue, a retro diner on a scalloped backstreet in London’s Fitzrovia, the voice I hear in my head belongs to Josh Ozersky. Josh was a bull-necked, raging mensch of a man, who founded the food festival Meatopia, helped pioneer food blogging in New York via the Grub Street site and ended up as restaurant editor for Esquire. Most importantly, he carved out a niche for himself as the chronicler of what he called, “American vernacular cuisine.” His point was compelling: why should the classics of the American diner be any less deserving of love and scholarship than, say, the so-called cuisine de grand-mère of France?

One broiling summer in New York, a few years ago, we shot a video together for his YouTube channel, in which he took me to a bag standard joint on 3rd Avenue called Joe’s Jnr. There, he ordered most of the menu and then enthused with the acute eye of an experienced jeweller sitting up a piece by Fabergé. He asked me to understand the importance of the viscosity of American cheese when melted, and how much better it was for the job than those wretched “cheddards” we insist upon.

He delivered a prose poem about the lacy, burnished white meat in a grilled cheese sandwich, scared to crisp on the plancha, best of all was his masterpiece on their hamburger. He had authored a classic book on this one great food item, and wanted to explain the exquisite alchemy of the bun to party ratio, and how the two parts should align. He wasn’t wrong. If that burger had been served in London at that point, it would have been regarded as a miracle. In New York, it was just the burger those stocky guys on 3rd Avenue knocked out, Josh died horribly young in 2013, after an epicurean, and I miss his hectoring terribly.

And now here I am at Passyunk Avenue, named after the road in Philadelphia across which two of the city’s great celebrity chefs, Jamie Oliver and Gordon Ramsay, faced off against each other. I think Josh might have approved. It is a comfortable place, if perhaps a little cramped that are not much evolved from planks comfortable. But then this is never going to be somewhere in which to linger. There are returns of It’s All About Steaks in Passyunk mimed on the plasma screens, while the sound system booms out Sweet Home Alabama and The Jokers. Somewhere, I can imagine them doing this.

And so to a confession. I have never eaten a cheesesteak in Philadelphia. I’ve eaten them in Los Angeles and New York, which I was directed to by people who knew their stuff — don’t ask me to recall the establishment’s names; they were holes in the wall and I was drunk — so I know what one should be: finely sliced steak, probably rib-eye, seared on a hot plate, then mixed in with cheese of some description, before being heaved into a soft, mildly sweet bun. It should be served with a pickle and a side order of “What you looking at?” Suble, it ain’t.

Authenticity has never troubled me as much as the answer to the question: does it taste nice? Oh God yes. The beef has been sliced and sliced again, properly seared, then mixed in with their own version of Cheese Whiz, or as the server put it “a kind of cheddar fondue.” They say it’s made on site, which is impressive because massive food corporations spend millions trying to come up with something as engrossing, glowing and quasi-industrial as this. My fingers tingle, my blood pulsates. But the bun, made by an outside bakery to their own recipe, is the perfect soft-yielding vehicle for the filling. It is the creamy oniony beef! Or beefy oniony cheese? Or oniony beef... Oh never mind. Just know it’s a serious amount of sandwich for £11, which will stay with you, possibly for days.

Alongside the variants on the Philly cheesesteak — you can add bacon because, as we know, everything tastes better with bacon — there are other classics of Ozersky’s American vernacular. There are, for example, Buffalo chicken wings, deep fried then turned in exactly the right seasoning sauce with the perfect lip-tingling smack of heat and salt and sour. There are tater-tots, pearl-sized hash brown, which you can have doused in more cheese white and a bit of crumbled bacon. Check no health professionals are watching, before eating. Access to a lighted bar might come in handy.

They also serve a cracking iceberg wedge salad. It is customary to smear at the ketchup at the shell of the lettuce in the salad drawer. This is because we insist on shredding it. (Once, at New Covent Garden Fish and Veg Market, a lady told me that most careers love iceberg. Because you get a lot of plate out of one of these.) But serve it as a wedge. It has seasoned bits of chicken thigh, more bacon crumb and a blue cheese dressing brought to you live and direct from 1976, and it’s a beautiful, refreshing thing.

There are tater-tots, pearl-sized hash browns, which you can have doused in more cheese white and a bit of bacon and a bit of bacon...

News bites

The Rule of Thirds Burger
Shop in Herford, which
now has a second outlet
in Warrington, is a
large leap forward in the
battlefield of beef. It
represents an example of
seriousness. There are
farmers, who have sold their
creations, perfectly cooked and presented. The
menu also offers fresly
made with pulled lamb
tacos, middle eastern
taste and with chicken
wings too (ruleofthirds.com).

A new burger in Town
Shack, New York, is a
more expansive burger
news, Shake Shack, which
started as a hot dog
car in New York’s Madison
Square Park, has projected
global revenues for 2019 of
$570m. It expects to open 120 new locations and grow revenues to
$570m. This is a lot of frozen
custard (shakeshack.com).

Asia de Cuba, inside
London’s St Martin’s
Hotel, was one of the first
restaurant in the UK to
open in 1999. When I was there, I wasn’t quite sure in what world
this was. It was all about the food. The restaurant did not
just serve, but has become
custard (shakeshack.com).
DISPERsal POLICY

1. OBJECTIVE

1.1 The objective of this Dispersal Policy is to ensure a quiet, controlled and swift dispersal of our guests – particularly at night.

1.2 By following this Dispersal Policy guests will be managed professionally and responsibly to ensure they make their journey home without any adverse impact on our neighbours.

1.3 The Policy prevents public nuisance from the following risks:

1.3.1 Noisy or anti-social behaviour by guests leaving the premises.

1.3.2 Large numbers of people leaving the premises at the same time.

1.4 The Policy also helps to ensure guests make their journey home safely and do not become victims of crime.

2. LOCATION

2.1 The premises is located at Unit 5, 22 Leake Street SE1 7NN.

2.2 Despite the central location and mixed-use area, staff are reminded that there are residential properties in the vicinity.

2.3 All staff must be aware of the authorised operating hours, as follows:

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<thead>
<tr>
<th>Day</th>
<th>Alcohol (on &amp; off sales)</th>
<th>Recorded Music</th>
<th>Live Music</th>
<th>Exhibition of Film</th>
<th>Indoor Sports</th>
<th>Late Night Refreshment</th>
<th>Opening Hours</th>
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<td>Sunday to Thursday</td>
<td>10:00 – 00:00</td>
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2.4 This Policy must be followed throughout the day, although particular attention should be paid to guests leaving at night.

3. **DEDICATED TELEPHONE NUMBER**

3.1 A dedicated telephone number for the Designated Premises Supervisor or the duty manager will be maintained for use by any person who may wish to speak to an appropriate member of staff for an issues arising, including dispersal of guests from the premises.

4. **GENERAL ENTRY/EGRESS**

4.1 The guest entrance and exit is located at Leake Street. The entrance/exit shall be monitored by staff at all appropriate times.

4.2 Guests will not be permitted to queue outside the premises.

4.3 When leaving the premises guests will be reminded to respect the local residents and local businesses and disperse quietly and quickly. The management will not tolerate unruly or anti-social behaviour from guests whether in the premises or when leaving the premises. Signage will be displayed to this effect and, where deemed necessary by the Management, SIA staff will supervise the dispersal of guests until they have left the vicinity of the premises safely and quietly.

5. **DISPERAL**

5.1 The primary point of dispersal is directly onto Leake Street. From here guests can disperse to the nearby transport links set out below.

5.2 Towards closing time guests must be politely reminded the premises is about to close.

5.3 Members of staff must comply with the conditions of the Premises Licence to ensure guests are managed professionally and leave quickly and quietly. They will also politely request any guests loitering outside the premises to continue their journey home. The management will not tolerate unruly or anti-social behaviour from guests whether in the premises or when leaving the premises.

5.4 Guests must be made aware of local transport links (see below).
6. TRANSPORT

6.1 FOOT

6.1.1 A significant proportion of guests are anticipated to arrive and depart by foot.

6.1.2 The premises is also well serviced by public transport links, as set out below. All staff must be familiar with these transport links so they can advise guests where required.

6.2 TUBE

6.2.1 The premises is well situated near the following easily accessible stations, with the benefit of the extended night tube services:

(a) Waterloo (Northern, Bakerloo and Jubilee lines)
(b) Lambeth North
(c) Charing Cross
(d) Southwark
(e) Westminster
(f) Embankment

6.2.2 Where necessary guests will be given directions to the station and will be reminded to reach the station as quietly and as quickly as possible, particularly at night.

6.3 RAIL

6.3.1 The premises is located adjacent to Waterloo Train Station, which has excellent transport options at all times of day and night.

6.3.2 Other rail stations, for example London Waterloo East, Charing Cross, London Bridge, Blackfriars, Victoria, Paddington, Liverpool Street, Marylebone, Clapham Junction and Kings Cross/St Pancras are easily accessible by foot, taxi, train, tube or taxi.
6.4 TAXI

6.4.1 Black cabs, and other app-based cabs, are available right through the day and night in the surrounding area.

6.4.2 Guests will be encouraged to quickly and quietly disperse towards their waiting vehicle to minimise any noise disruption.

6.5 BUSES

6.5.1 The premises is well serviced by public buses. TFL bus services, including night buses, are accessible by bus stops at Lower Marsh, County Hall, St Thomas’ Hospital and Baylis Road.

6.5.2 Routes include 12, 53, 76, 77, 148, 159, 381, 453, C10, N53, N109, N155, N381 serving a variety of onward destinations.

6.5.3 Where necessary guests will be given directions to the bus stops and will be reminded to consider the local residents and businesses when travelling to the bus stops and waiting for buses, particularly at night.

6.5.4 Staff will be familiar with the local bus services and will advise guests accordingly.

7. SIGNAGE

7.1 Notices will be displayed at the exits reminding guests to respect the premises’ local residents and local businesses and to encourage guests to disperse as quickly and as quietly as possible.

8. SMOKING

8.1 Guests leaving the premises temporarily to smoke will be managed to ensure they do not cause obstruction or nuisance in the vicinity. Guest will be encouraged to leave the premises quietly and not to loiter or smoke in the immediate vicinity of the premises to ensure residential amenity is not disturbed.
AMENDED Application for a Premises Licence
Passyunk Avenue
Unit 5, 22 Leake Street, Leake Street
SE1 7NN

Liberty Cheesesteaks LS Ltd

Proposed Hours:

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<td>10:00 – 02:30 01:30</td>
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</tbody>
</table>

Non standard timings:

2am Year’s Eve

Proposed Conditions:

1. Substantial food and non-intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.

2. A CCTV system covering areas inside and outside of the premises should be operating and maintained according to police recommendations with properly maintained log arrangements and recordings/tapes to be kept for 30 days.

3. CCTV system is to comply with the Data Protection Act 1998 and must be working and recording correctly when the venue is open to the public.

4. A staff member from the venue who is conversant with the operation of the CCTV system must be on the premises at all times that the venue is open to the public. This staff member must immediately be able to show police or local authority officer’s recent data or footage on request.

5. The Premises are to use all reasonable efforts to provide police and local authority officers with recordings from the CCTV system on request (e.g. by supplying recordings on DVD, CD or tape).

6. An incident/refusals book will be maintained and used at the premises. Upon request, it will be readily available for inspection by the police or local authority officer.
7. Security personnel, registered with the Security Industry Authority (SIA), shall be employed at
the premises based on an operational risk assessment basis.

8. The premises shall actively link with the Business Crime Reduction Partnership (BCRP), its linked
radio scheme and the intranet site

9. Security personnel, registered with the Security Industry Authority (SIA), employed at the
premises will enter their full name, address, valid phone contact details, SIA badge number,
employing company, along with the times they are working in a register upon commencement
of their work at the premises. The Designated Premises supervisor/manager at the time will be
responsible for ensuring that this is done and for confirming the security staff’s details and
permissions to work, via the public SIA website facility

10. All reasonable efforts are to be employed by the management or security personnel to keep
customers quiet and orderly prior to entry and upon leaving the Premises.

11. No customers shall be allowed to leave the premises with open alcoholic beverages or to
consume alcohol on the public highway, save for the external area(s) where tables & chairs shall
be provided asper the designated plan. The use of this area(s) shall cease at 23:00hrs Monday to
Sunday.

12. From 23:00hrs, customers shall be prohibited from taking their drinks into the external
designated smoking area(s).

13. No service/sale of alcohol to any persons who appear drunk or inebriated.

14. Management/staff shall proactively monitor the conduct and behaviour of patrons inside the
premises and external area to ensure no noisy, rowdy or anti-social behaviour. Those patrons
deemed to be engaging in such behaviour shall be asked to disperse from the premises and area
quietly.

15. The premises shall undertake routine litter picks to the external area and public highway
frontage at intermittent intervals during the business trading hours and at the terminal hour
when all patrons have vacated the premises to remove all discarded litter, food
waste/packaging, drinking vessels and cigarette butts.

16. Regular glass and bottle collections shall be undertaken in the external areas to prevent the
build up of glassware.

17. Devise and implement a robust dispersal policy to ensure that patrons leave the premises and
vicinity as quietly and speedily as possible. Ensure that patrons are verbally advised by
management/SIA upon leaving to be mindful of the neighbouring residents so as not to disturb
the peace.

18. Public transport should be actively promoted at all times as a primary form of transport to and
from the premises. Accordingly, use of private vehicles shall be discouraged. Details of the tube,
rail, bus network and reputable licensed taxi-cab operators to be provided within the premises.

19. There shall be no emptying of bottle banks between the hours of 23:00 - 08:00hrs Monday to
Sunday.

20. All deliveries and collections shall take place between the hours 08:00 - 23:00hrs Monday to
Sunday.
21. Erect prominent and legible signage to the premises and external area advising patrons to be mindful of the neighbouring residents and to disperse from the premises in a timely manner without making unmaking undue noise or engaging in anti-social behaviour.

22. All staff to be trained to ask for and check age/ID of young-looking customers, and how to deal with a situation. Refresher training for staff every 6 months. Written training details recorded and produced on request.

23. Only accept a passport, driving licence or Pass card as proof of age. (As well as HM Forces ID cards).

24. To maintain a Refusals register and record any instances of refused service because of age/no ID, or drunkenness, to be and produced on request.

25. To be aware of proxy sales where an adult will buy alcohol for a child.

Additional Conditions Proposed by Applicant Following Consultation with the Police:

26. 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 a driving licence, passport or proof of age card with the PASS Hologram.

27. Signage advertising the aforementioned proof of age scheme shall be prominently displayed throughout the premises with a particular emphasis on the alcohol display area and service area.

28. All staff members engaged, or to be engaged, in selling alcohol on the premises shall receive full training pertinent to the Licensing Act, specifically in regard to age-restricted sales, and the refusal of sales to persons believed to be under the influence of alcohol or drugs. This shall take place every 6 months.

29. All such training is to be fully documented and signed by not only the employee but the person delivering the training. Training records shall be kept at the premises and made available upon request to either Police Officers or an authorised officer of Lambeth Council.

30. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Lambeth Council or the Police. It must be completed within 24 hours of the incident and will record the following:

   a. all crimes reported to the venue
   b. all ejections of patrons
   c. any complaints received concerning crime and disorder
   d. any incidents of disorder
   e. all seizures of drugs or offensive weapons
   f. any faults in the CCTV system, searching equipment or scanning equipment
   g. any refusal of the sale of alcohol including date, time and name of staff member
   h. any visit by a relevant authority or emergency service.

31. Any CCTV breakdown or system failure will be notified to the Police and Local Authority immediately & remedied as soon as practicable. Repair records / invoices shall be kept on site for at least 12 months and be readily available to be viewed by all authorised persons upon request.
12 August 2021

Dear Neighbour

**Application for a Premises licence – Passyunk Avenue Unit 5 22 Leake Street**

I hope this letter finds you safe and well.

Lambeth Council have provided me with a copy of your representation in respect of my licence application. Thank you for taking the time to provide your feedback. I would be grateful for your consideration of this letter, which I hope helps to address some of the concerns that you have raised.

My business currently operates three premises in London specialising in regional American cuisine and drink. In each premises I seek to share a glimpse into my home city of Philadelphia’s culture, through an innovative and authentic range of Italian-American dishes that celebrates the City’s heritage.

Each premises has an excellent operational track record. My team and I have developed professional and comprehensive management procedures to ensure we operate responsibly in our local neighbourhoods. We understand the importance of integrating sympathetically within our local communities, particularly in Fitzrovia where we have local residents living immediately above and next to us. We are committed to bringing this experience and operational track record to our new premises in Leake Street. In doing so, we hope to become a valued member of your local community.

I have carefully considered the concerns raised in your representation. As a result, I am amending the terms of my application to reduce the proposed closing times. Please find enclosed document summarising the proposed changes in red. In addition, you will see that I have agreed six extra conditions with the police. This brings the total number of licence conditions to over 30, which I am confident will help to ensure the premises is operated without causing you or any of your neighbours any disturbance whatsoever.

I would also like to take this opportunity to clarify that the primary point of entry/exit will be well within the Leake Street covered tunnel area, which will help facilitate effective management of customers arriving and leaving. I have also formulated a customer dispersal policy to ensure that persons leaving my premises do so quickly and quietly so as not to cause you any nuisance.

Thank you for considering this letter, which I hope helps. Please do not hesitate to contact me if you have any queries arising or would like to arrange a phone call or remote meeting.

Yours faithfully

JP Teti
Founder
Liberty Cheesesteak LS, Ltd t/a Passyunk Avenue
jpteti@passyunkavenue.com
AMENDED Application for a Premises Licence:

Passyunk Avenue
Unit 5, 22 Leake Street,
Leake Street SE1 7NN

Proposed Hours:

<table>
<thead>
<tr>
<th>Day</th>
<th>Alcohol (on &amp; off sales)</th>
<th>Recorded Music</th>
<th>Live Music</th>
<th>Exhibition of Film</th>
<th>Indoor Sports</th>
<th>Late Night Refreshment</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>10:00 – 00:00</td>
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<td>23:00 – 00:00</td>
<td>10:00 – 00:30</td>
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<td>Monday to Thursday</td>
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Good afternoon Tom

I refer to the above matter and my email of the 9 August (copy attached)

Please find attached a bundle of documents in support of my clients application which is due to be considered by the Licensing Committee on Friday, and which I hope will assist the Committee and those who have made representations to the application

I am copying in the police and the Council as a responsible authority for their information.

As stated previously I do not have the contact details for the residents who have made reps to the application as their details have been redacted from the emails/letters that we have seen. Could I ask that you kindly forward a copy of this email and attachment to those local residents.

If any of the parties who have made a rep to the application wish to contact me directly ten I am of course more than happy to discuss this matter with them.

Finally I can confirm that I will be representing my client at the hearing on Friday and will have with me:

- Roya Eftekhari – from the applicant company
- Sam Vincent – Sound Engineer

Any questions please do not hesitate to give me a call.

With many thanks for your assistance.

With best wishes

Ewen Macgregor
Partner
For TLT LLP

As England moves in to step 4 on the 19 July, the Government will remove outstanding legal restrictions on social contact, life events, and open the remaining closed settings, including nightclubs. Large events such as music concerts and sporting events will be able to resume without limit on attendance or social distancing.

A link to the Summer 2021 COVID 19 response can be found [here](#).

Listen to our employment law podcast [here](#).
The Music Box Enterprises Ltd

Theatro
69-71 Westow Hiill
Crystal Palace
London
SE19 1TX

Application for Premises Licence

Applicants Bundle of Documents

Lambeth Council
Licensing Committee

Friday 20th August 2021 @ 14:00
CRYSTAL PALACE

THEATRO

A PLACE TO DINE, DWELL AND BE DELIGHTFULLY ENTERTAINED
THE OFFERING

Theatro is a home to vivid grandeur with a sensational musical heartbeat. We will be more than a restaurant, cocktail bar and working lunch spot.

With our inclusive community-focused spirit and sustainable approach to all that we do. We promise deliciously indulgent dining, passionately delivered by our amazing team.

Devilishly divine and creative cocktails adorn a food menu that is tantalisingly perfect for any occasion. An exquisite environment that's soaked in joy, laughter and intrigue.

Theatro's domain is home to the spontaneous, the curious, the bold and the imaginative, right here on The Triangle, Crystal Palace.

Theatro is the perfect match between the arts, culture and hospitality, two sectors incredibly impacted by the pandemic. Theatro will provide a platform to our local creatives and performers to showcase their talents whilst you sit back and enjoy the ride.

Our Asian inspired menu consisting of small and sharing plates, takes you on a sensory journey. We focus heavily on sustainable British ingredients that take the centre stage in all that we do. A menu designed and created by Head Chef Kevin Macey & his team.

Food served with love, a personal and considered service style accompanied by iconic short bursts of entertainment come together to create mesmerising memories that will leave you wanting more.
THE OFFERING

The last year has taught us many things. That we are fiercely social creatures, and that London is defined by its remarkably diverse inhabitants. Our dedication to preserving our communities and our dignity in the face of all adversity has shown that London is all walks of life, and nothing will take that from us.

We will work alongside local artisans and businesses, sourcing local produce where possible and building a sophisticated and treasured relationship within the local community.

In an area that is steeped in its own indulgent history, we aim to honour the past and those that have gone before, in delivering an environment our ancestral loved ones would be proud of.

THEATRO; BRINGING HOSPITALITY AND THE CREATIVE ARTS TOGETHER FOR THE COMMUNITY
THEATRO

MENU

PLANT BASED
SLOW BAKED CELERIAC, TONKATSU SAUCE, SOURDOUGH CRUMB, CHIVE, DEHYDRATED WHITE CABBAGE
CAULIFLOWER, BLACK GARLIC & YEAST EXTRACT EMULSION, RICE WINE
PICKLED GOLDEN RAISINS
CHARRED TENDER STEM BROCCOLI, MUSHROOM KETCHUP, TOASTED YEAST, (MUSHROOM JUS) (PICKLED SHIMEJI MUSHROOMS)
KOHLRABI ‘TAGLIATELLE’, CORIANDER, WASABI MAYONNAISE, GRILLED NECTARINE
MISO GLAZED BABY AUBERGINE, BLACK SESAME, CORIANDER, MINT TEMPEH, FERMENTED CHILLI, CHICORY, CRISPY SHALLOTS

FISH
CORNISH MACKEREL TARTARE, KIMCHI EMULSION, PUFFED WILD RICE, GREEN ONION OIL, PURPLE SHISHO
HAND DIVED SCALLOPS FROM CORNWALL, SEAWEED SALT, SEA VEGETABLES, PICKLED GINGER, LEMONGRASS SAUCE
FORMANS WASABI CURED CHALKSTREAM TROUT, COMPRESSED APPLE, KEWPIE, BITTER LEAVES, (BREAKFAST) RADISH, CORIANDER OIL, FENNEL POLLEN
RAW SASHIMI TUNA, (WASABI), SQUID INK ‘QUAVER’, FINGER LIME, SWEET SOY SAUCE (FLUID GEL)

MEAT
TOGARASHI SPICED QUAIL, MISO CAULIFLOWER, SHITAKI MUSHROOM, TERIYAKI GLAZE
JACOBS LADDER FROM LAKE DISTRICT FARM DAIRY COW, WARM DASHI JELLY, BONITO, KEWPIE
LAKE DISTRICT FARM’S PORK JOWL, KUMQUAT, TAMARIND & PALM SUGAR DIPPING SAUCE
LAKE DISTRICT FARM’S CHICKEN SATE, PEANUT SAUCE, ATJAR TJAMPOER

SWEET
ENGLISH STRAWBERRIES, BURNT PEACH, YUZU CURD, LYCHEE SORBET
STEM GINGER CREAM, SESAME PRALINE, MATCHA SPONGE, COCONUT ICE CREAM
MANGO & BLACK CARDAMOM PARFAIT, CARAMELISED PISTACHIO, COMPRESSED PINEAPPLE, LIME GRANITA
BLACK RICE PUDDING, SCORCHED MANDARIN, LEMONGRASS SORBET, RAW CACAO
ROYA HARRIS

PROFILE
Director and founder of The Music Box Enterprises LTD. My passion has always been to open a restaurant where people can come and eat delicious food, experience great service and be entertained. Whilst focusing on sustainability.

BIO
Hospitality has always been a big part of my life. My family have owned many restaurants around South London-mainly in Blackheath and Greenwich. I practically grew up in the industry. And at the age of 15 I was spending my free time after school and weekends working in our families’ restaurants. I’m now 38, but the industry continues to be integral in my life.

After finishing college, I went and worked Front of House at the Dominion Theatre, which was at the time part of the Apollo Group and subsequently was bought out by Clear Channel; one of the worlds biggest outdoor advertising companies. Having then gone through their management programme; this is where I trained in marketing, management and leadership skill and where I learnt the importance of staff training.

After staying with the company for a number of years, I took some of these skillsets and joined The Ministry of Defence, where I held various roles, each with their own challenges and a great deal of responsibility.

In my spare time, over the last decade or so I’ve arranged large events to raise money for Cancer Research UK- a charity that’s really important to me. These events reignited my passion for hospitality. Having moved to Crystal Palace over 5 years ago and falling in love with the area. This is where I wanted to open my restaurant business. Taking my background in Theatre management skills and my love of food, the focus for my business would be marrying the food and entertainment elements seamlessly.

Although Theatro is something that has been in the planning well before the pandemic started. Over the last 18 months I’ve seen both the West End Stage and Hospitality industry suffering, two areas that are not only important to me, but such an integral part of London’s identity. Theatro,
might be a small, local business, but in its own way it will help these two sectors strive.
EXPERIENCE

Bartlett Mitchell, UK - Company Executive chef

Reporting directly to the chef director and working with the senior chefs team creating new concepts:
- Food to go range.
- Health bar, vegan & gluten free range.
- 'FLIP' Reducing animal protein by 50% and replacing it with plant based protein without losing the integrity, look & feel of the original dish.
- Rugby world cup.
- Edgy veggy.
- Sustainable fish.
- ABC (a bite size canape).
- Free from cakes.
- 365 Calendar
- Desserts pots.

Other projects and aspects of my role:
- Executive chef weekly meetings.
- 121's with executive chefs.
- Recipe writing.
- Costings.
- Recipe specs.
- New concept launch throughout the business.
- Mobilizations.
- Sales presentations.
- Fine dining.
- Oversee, train & support with hospitality menus throughout the business.
- Event catering.
- Internal kitchen audits.
- Master classes.
- Waste reduction/waste based cooking.
- Chef of the year (internal competition).
- Competition mentoring & judging.
- Pop ups.
- Site assistance.
- Chef training/chef forums/AGM.
- Chefs academy.
- 50 foods of the future.
- Plant forward concept.

March 2017 - to present

Restaurant Associates (Compass) at Google UK, Belgrave House, London, Victoria - Head Chef

Running two busy kitchens and multiple food outlets open for breakfast, lunch and dinner.

SKILLS

- Culinary expertise
- Business sense
- Budgeting & costing
- Motivational leadership style
- Communication skills
- Innovation
- Attention to detail
- Creativity
- Quality & consistency
- Menu creation & design
- Team development
- Change management
- Ability to inspire others

AWARDS

- Site of the year at Lexington Catering
- Numerous competition awards
- Certificate of excellence from Tripadvisor

LANGUAGE

- English (Fluent)
- Dutch (Fluent)
Focussing on innovation, new trends, plant forward, advanced allergen reports, seasonality, sustainability, non air freighted produce and creating a “Googley” experience at every service.

Leading a large team of 20, working within a careful budget in a challenging kitchen with no gas, open flames or extraction, producing restaurant quality food for 1800 people a day. Particular focus on team development, talent searching for the company, recruitment and development for all chefs across all sites, implementing new concepts at site level, running internal kitchen audits, head chef training and monitoring progress and improving training across multiple sites.

PROJECTS AT GOOGLE

Flavour Rules
Supporting Google Global Program Chef Scott Giambastiani on developing methods to create well balanced, delicious dishes with repeatable, consistent flavour profiles to allow for globally consistent recipe re-production.

This experiment was piloted in London Belgrave house.

Farm to table
This was a project where we educated and engaged with our Googlers the processes of hydroponically growing our own microgreens in our onsite EvoGro cabinet. From growing, maintaining, harvesting, menu planning and cooking with the micro herbs.

Grab & Go
Working on a creative, innovative range of grab & go of that was manageable for large numbers, with no additional labor costs outside of available team across all London sites.

November 2015 - March 2017

Lexington Catering, London—Head chef
09/2008 - November 2015
Working with a company that focused on seasonality, creative & innovative food.
I spent four years as hospitality head chef working closely with the executive chef cooking to Michelin star standards.
I entered into competitions with success and mentored numerous chefs who have won gold medals.
The Dirty Habit, Hollingbourne, Kent—Head chef
09/2006 - 09/2008
Working in a fast paced, busy environment, leading a large team.
Transforming a traditional pub to a high end gastropub offering seasonal, innovative, creative & delicious food.
Achieved a certificate of excellence from Tripadvisor and was voted best restaurant in Hollingbourne.

Restaurant Riva, Gravesend, Kent—Head chef
09/2004 - 09/2006
Leading a large team, working with fresh, local, seasonal produce.
Waiting lists of 3 weeks for a Friday or Saturday night booking.

Compass, Chislehurst, London—Chef Manager
09/2003 - 09/2004

Rowhill Grange Hotel & Spa 3 rosette, Hextable, Kent—Sous chef
09/2001 - 09/2004
Working with the Head chef looking after two restaurants, room service and large numbers of banqueting.

Restaurant La Vilette 1 star Michelin, Holland—Chef de partie
09/2000 - 09/2001

Restaurant Seinpost 1 star Michelin, Holland, Scheveningen, —5th year apprenticeship
09/1999 - 09/2000

Restaurant Parkheuvel 3 star Michelin, Holland, Rotterdam—4th year apprenticeship
09/1998 - 09/1999

EDUCATION
Mondrian College, Chefs College — Advanced chefs diploma
1996 - 2000
1 day per week at college, 4-5 days per week working as a chef

HofStad College catering, Holland, Den Haag — High school diploma
1990 - 1996

Referees:

Ben Tamlyn- Head of Operations, Compass at Google LON

Alexandra Kristall- Account Director, Google LON/DUB

Jason Ansari- General Manager, Google LON

David Steel- Chef director, Bartlett Mitchell, London

Sam Potter- Development Chef, Lexington London
The Music Box Enterprises Ltd

Theatro,
69-71 Westow Hill,
London SE19 1TX

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Revised Schedule of Proposed Operating Hours and Conditions

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Operating Hours

- Opening Hours

  Sunday (exc. Sunday prior to a Bank Holiday Monday) – Wednesday - 1100 to 0030

  Thursday - Saturday (and Sunday prior to a Bank Holiday Monday) – 1100 to 0130

- Licensable activities
  
  o Sale of Alcohol

  Sunday (exc. Sunday prior to a Bank Holiday Monday) – Wednesday - 1100 to 0000

  Thursday - Saturday (and Sunday prior to a Bank Holiday Monday) – 1100 to 0100

  o Regulated entertainment

  Sunday (exc. Sunday prior to a Bank Holiday Monday) – Wednesday - 1100 to 0000

  Thursday - Saturday (and Sunday prior to a Bank Holiday Monday) – 1100 to 0100

  o Late Night Refreshment

  Sunday (exc. Sunday prior to a Bank Holiday Monday) – Wednesday - 2300 to 0000

  Thursday - Saturday (and Sunday prior to a Bank Holiday Monday) – 2300 to 0100
General – all four licensing objectives

1. Locations of fire safety and other safety equipment subject to change in accordance with the requirements of the responsible authorities or following a risk assessment.

2. Any detail shown on the plan that is not required by the licensing plans regulations is indicative only and subject to change at any time.

3. All staff members engaged, or to be engaged, in selling alcohol on the premises shall receive full training pertinent to the Licensing Act, specifically in regard to age-restricted sales, and the refusal of sales to persons believed to be under the influence of alcohol or drugs. This shall take place every 12 months.

4. All such training is to be fully documented and signed by not only the employee but the person delivering the training. Training records shall be kept at the premises and made available upon request to either Police Officers or an authorised officer of Lambeth Council.

5. Waiter or waitress service will be available throughout the premises.

6. Customers shall not be allowed to bring their own alcohol for consumption on the premises.

7. A direct telephone number (mobile to be held by duty manager) will be provided to neighbouring premises to be used in the event of a complaint of noise nuisance.

The Prevention of Crime and Disorder

8. The premises shall install and maintain a comprehensive CCTV system.

   (a) All entry and exit points must be covered enabling frontal identification of every person entering in a light condition

   (b) The CCTV system shall continually record whilst the premises are open

   (c) All recordings shall be stored for a minimum period of 31 days with date and time stamping

   (d) Viewing of recordings shall be made available immediately upon the request of Police or authorised officer of Lambeth Council.
9. A staff member from the premises who is conversant with the operation of the CCTV system shall be in the premises at all times when the premises is open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested and within a maximum of 24 hours of the initial request.

10. Subject to Data Protection guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV, and will be able to download selected footage onto a disk/USB Stick for the Police or authorised officers of the Local Authority without difficulty, delay or charge.

11. Any CCTV breakdown or system failure will be notified to the Police and Local Authority immediately & remedied as soon as practicable. Repair records / invoices shall be kept on site for at least 12 months and be readily available to be viewed by all authorised persons upon request.

12. An incident log shall be kept at the premises and retained for a period of 12 months and made available on request to an authorised officer of Lambeth Council or the Police. It must be completed within 24 hours of the incident and will record the following:

(a) all crimes reported to the venue

(b) all ejections of patrons

(c) any complaints received

(d) any incidents of disorder

(e) any faults in the CCTV system

(f) any refusal of the sale of alcohol and the name of the member of staff who refused the sale

(g) any visit by a relevant authority or emergency service.

13. On occasions when the premises are providing licensable activities beyond 0000, the deployment of door staff will be on a risk assessed basis.

14. Where door staff are provided the following conditions will apply:
(a) All SIA staff must sign a register detailing the information stated below. This register must be kept available immediately upon the request of the police of an authorised officer of Lambeth Council:

(i) Start and end of shift times
(ii) SIA badge registered number
(iii) Full Names

15. Only a security provider who has been awarded Approved Contractor Status by the Security Industry Authority be authorised to deploy door supervisors or manned guard positions.

16. Off sales of alcohol shall be limited to the courtyard area and delivery of alcohol ordered as part of a meal to be delivered to a customer's home address and ancillary to that meal.

17. Any person entering the premises who appears to be under the influence of alcohol or drugs shall in the interests of other members of the public using the premises be requested to leave the premises.

18. The Premises will operate an anti-theft policy, which will include the reporting of theft, safe storage of found items, storage and disposal procedures for all items of property found or discarded at the premises. Signage will be on display in prominent places advising customers to safeguard their property.

Public Safety

19. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.

20. Adequate and appropriate first aid equipment and materials will be kept on site, regularly checked and kept in an easily accessible place for staff.

21. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.

22. Staff must ensure that all empty glasses and bottles are promptly cleared away from the public areas.
The Prevention of Public Nuisance

23. All windows and external doors shall be kept closed after 2100 hours, or at any time when regulated entertainment takes place, except for immediate access and egress to persons

24. Save for customers who wish to temporarily leave the premises for the purposes of smoking there shall be no entry/re-entry after 2300

25. After 2200 patrons temporarily leaving the premises to smoke shall be limited to no more than 6 at any one time.

26. Patrons temporarily leaving the premises e.g. to smoke, shall not be permitted to take drinks or with them

27. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

28. Should duly authorised officers of the Council witness noise from amplified music at a level that they are satisfied will cause unreasonable disturbance to the occupants of any property in the vicinity then a noise limiting device shall be used in relation to all sound amplification equipment used at the premises and:

(a) The noise limiting device shall be install and set at a level approved by the Council through an authorised officer of Pollution Control Team (or such other duly authorised officer) within one month of the premises licence holder being notified by the licensing authority that such a device is required at the premises

(b) Such noise limiting device shall be properly secured so that it cannot be tampered with

(c) Such noise limiting device shall only be reset with the written authority of an authorised officer of the licensing authority

29. Should any queue form of persons waiting to gain entry to the premises, such queue shall be properly organised and monitored so as to mitigate any impact on the public highway.

30. No rubbish including bottles will be moved, removed or placed in outside areas between 00:00 hours and 07:00 hours.

31. A written dispersal policy shall be in place and implemented at the premises to move customers from the premises and the immediate vicinity in an orderly fashion.
32. A copy of the dispersal policy shall be kept on the premises and made available to the police and responsible authorities on request.

33. The premises licence holder will provide training for all staff to ensure that they are familiar with the dispersal policy.

34. Patrons shall be requested not to loiter outside the premises and to leave the premises quietly. Notices to this effect must be prominently displayed at the entrances of the premises.

35. Management/staff shall proactively monitor the conduct and behaviour of patrons on the public highway to ensure no noisy, rowdy or anti-social behaviour (this includes loud talking/shouting and people congregating in large groups on pavement obstructing the public highway). Those patrons deemed to be engaging in such behaviour shall be asked to cease this activity and/or disperse from the premises quietly.

36. The highway and public spaces in the vicinity of the premises are kept free of litter from the premises at all material times to the satisfaction of the Council.

The Protection of Children from Harm

37. 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 a driving licence, passport or proof of age card with the PASS Hologram.

38. Signage advertising the aforementioned proof of age scheme shall be prominently displayed throughout the premises with a particular emphasis on the alcohol display area and service area.

39. That a refusals register is maintained recording when sales of alcohol are refused and the reason why.

40. All delivery orders of alcohol shall be to a registered residential or business address. There shall be no deliveries of alcohol to public/communal areas or open spaces.

41. Vehicles used for delivery should not be left idle outside the premises to ensure residents in the locality are not disturbed.
42. For all orders taken over the phone or via the internet, customers should be informed of Challenge 25 and the requirement to have ID ready for inspection should the need arise before receipt of alcoholic beverages.

43. The Premises Licence Holder shall ensure all persons associated with the handling, transportation and delivery of alcohol shall employ due care and attention at all times to ensure:

   a. The delivery vehicle engine is not left running needlessly on or off the premises

   b. There shall be no obstruction of the public highway whilst deliveries are taking place

   b. No persons drivers/couriers shall engage in loud talking/shouting/door slamming or emit loud music from their vehicle whilst on or off the premises

   d. All glass bottles/vessels, goods and waste to be handled carefully whilst being transported into and out of the premises and to the clients’ address to prevent/minimise noise disturbance to residents within the vicinity.

44. Records of all customers shall be stored for a minimum period of 6 months and shall be forwarded to police or trading standards officers actively investigating allegations of underage purchases from the business.

45. The Premises Licence Holder shall arrange staff training in relation to underage sales. This training shall include how to seek ID in accordance with the Challenge 25 proof of age scheme. All staff training shall be documented and made available to the Responsible Authorities on request.
Sam Vincent sound design and engineering.

Theatro Bar and Restaurant

07.02.2021

Sam Vincent
Sam Vincent Sound design and engineering

Page 1

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Sam Vincent sound design and engineering.

Overview

Theatro is a proposed restaurant and bar in the heart of Crystal Palace, it looks to deliver a premium experience to its patrons with a piano bar feel and some live performance. It is theatrically themed and this should be reflected in the sound design. There are neighbours in close proximity so minimizing noise pollution should be considered when choosing materials and specifying products.

Goals

1. To deliver an exciting and high quality experience to guests with clear sound delivery.
2. To minimise sound transmission to neighbouring residents and flats above the restaurant
3. To have a system with the ability to be simple background playback, Piano bar with live piano player, or a small 5 piece live band.
4. The system should be easy to use but with advanced functionality for a sound engineer to operate
5. The system should be discrete and fit with the aesthetic of the interior design

Recommended products and solutions

1. Speakers

The sound design has focused on delivering sound close to the guest areas, this requires a lower overall output minimising unnecessary noise pollution to neighbors while keeping the lively and vibrant feel of the venue

   i. Suspended pendant speakers over the bar and restaurant area.

      By using suspended pendant speakers you can get the sound source close to the listeners positions which increases the 'perceived loudness' with a low SPL output from the speaker itself.
I propose using Martin Audio ADDORN APC-5ST pendant speakers. These are suspended via a steel wire which removes physical transmission to the building structure or void spaces.

ii. ‘Main’ imaging speakers over the stage area.
To draw the sound ‘image’ back to the performance area I suggest using two 8” traditional loudspeakers. These would be suspended from the ceiling from vibration absorbing isolation brackets to minimise physical transmission the building structure.

The suggested speakers are Martin Audio CCD8W these are discrete white speakers with a full range delivery. Their main purpose is to draw the sound ‘image’ back to the performance area.

iii. Booth area and royal box ‘Delays’
For localised sound delivery to the royal box and booth area I recommend 4 smaller speakers mounted from the ceiling in a theatrical ‘under balcony delay’ setup.
This delivers direct sound locally to this seated area and requires less overall SPL but with the loss of ‘Perceived loudness’. These will be suspended using the same vibration absorbing isolation brackets as the main imaging speakers to minimise sound transmission to the building structure and void space.

2. Performers monitoring
All performers and instruments will be plugged directly into the sound system. No live guitar amps will be necessary. This keeps the control of the noise level in the hands of the sound system operator.
All performers are to be supplied with ‘in-ear monitoring’ which will eliminate the need for extra speakers in the room keeping the stage noise to an all time low.

3. Control
The supplied sound desk is a professional grade piece of equipment and isn't in keeping with the venue aesthetic. The suggested sound console can be wirelessly controlled by an ipad so the sound console can be kept tucked away out of view.
The added benefit to this wireless system is the operators ability to move around the space, keep out of the way but also monitor the sound levels from all positions within the room.

The system control is via a panel mounted on the wall, this allows any member of staff the ability to easily switch the system across multiple purposes (playback, piano bar, live performance) and have control over the overall volume of the system.

4. Playback

Playback is delivered by a multimedia player, this allows for playback from CD's, SD cards, FM radio and USB sticks.

Acoustic Control

To further minimise sound transmission between rooms with the venue and to neighboring residents I recommend filling any accessible void spaces with Drence Acoustic Mineral wool (ROCKWOOL). This will help control and reduce residual reverberance from sound pressure traveling through the void space.

As previously mentioned any speakers mounted to the building directly will be suspended on vibration dampening brackets to reduce any physical transmission from the speaker cabinet and the building structure.

The venue itself can benefit from any soft furnishing that can be incorporated into the aesthetic design of the space. Heavy theatrical curtains, padded booths, soft wall covering and uneven surfaces can all contribute to sound dispersion and absorption.
**SPL plot and dispersion diagram.**

This is a drafted plot of the proposed speaker layout and Full volume SPL plot. This example shows sound delivery only in the necessary audience areas. Notice in the top left the Blue area, this is a service area, the blue shows a very low SPL level. This is by design and is an example of the kind of control this design is capable of achieving. Each square represents the speaker as listed earlier in this document.

*This diagram is an early draft for example only and is subject to change later in the process.*
Outdoor area and customers dispersal policy for managers, staff and security

Outdoor smoking area

* Customers who wish to smoke will do so in the designated area on the side of Theatro, on Jasper Road.
* The number of smokers will be limited to 6 at any given time and their behaviour will be continuously monitored by managers and security staff.
* Customers leaving the premise to smoke or temporarily leave for any given reason will not be permitted to take their drinks or any glassware out with them.
* There will be no entry/re-entry after 2300hrs.
* The smoking area will be checked hourly by management and staff and thoroughly cleaned of any cigarette butts not put in the designated cigarette bin and any other litter.

Customer noise while entering and leaving Theatro

Entry

Queues must be kept to a minimum. Should a customer be waiting for their table they should be encouraged to go to the basement and wait there and not outside.

The main entrance door should be kept closed as much as possible to prevent noise pollution.

Leaving/closing

On a nightly basis, all staff need to evaluate the issue of our customers waiting for transport outside the premises, and implement a policy that will minimise any noise disturbance that our neighbours may be subjected to.

Safe travel at night also needs to be considered and groups of customers/friends should be encouraged to go home together and not leave others behind.

Managers must implement a staggered closure policy:

Managers must implement a Soft Closure Policy for the final 30 minutes of an evening, allowing customers to compose themselves, think about and plan their journey home (cab, bus, a ride from a designated driver) while they're still inside the premises.

Taxis: Most customers will arrange for their taxi's via an app such as UBER. In order to prevent noise and a gradual dispersing customers should be encouraged to order their taxis inside at least 30 minutes before closure and if possible, only leave the premise once their taxi has arrived. If a customer needs a taxi it is the duty managers/staff member responsibility to arrange this. A list of local taxi companies will be kept at the hostess desk next to the phone. Again, customers will be encouraged to remain in the building until the taxi has arrived. Staff members must clearly tell the customer where the taxi is, so the customer gets into the taxi swiftly and leave the vicinity quickly.

In order to disperse customers in prompt organised manner and to encourage them to think of how they are going to get to their destination, the following will be carried out by staff and overseen by the duty manager.

30 minutes before closing

* Gradually turn the lights up
* Music will be turned off
* Any outstanding bills will be given to customers and payment to be taken promptly
* Door Supervisors must remain on site until all customers have been cleared from the premises and dispersed from the surroundings to ensure the safety of our customers and their prompt dispersal.
* Any noise complaints from neighbours must be evaluated immediately by the duty manager or DPS. A request for their contact details, the nature of the complaint and the neighbour's contact details must be passed on to a premises licence holder within 24 hours of the complaint occurring. Where possible, staff must respond to the neighbour's complaint in a respectful and helpful manner and deal with the noise issue raised.

A mobile phone number will be given to the neighbours who reside above Theatro. This phone will be on the duty managers person and our neighbours can call anytime they have concerns. This phone has to be fully charged and ensure it's working before a shift.

**The following measures must be in place on any given night.**

When customers are leaving the Premises at night, their noise on the street must be minimised by implementing the following:
* Ensure that no customer leaves the premises with their drinks. No drinks are allowed outside at any time.
* Provide night bus details to customers by way of information on our website and verbal communication from staff to customers.
* Allow extra time for drinking up and clearing out so that customers leave the premises over a longer period of time. This should minimise the congregation of crowds outside the premises.
* If customers are congregating outside the premises at closing time on any given night, a staff/security member must facilitate the dispersal of these customers to minimise noise and eliminate flash points.

All Door Supervisors, must be trained to carry out these tasks and to facilitate effective crowd dispersal at the end of any given evening, and ensure that they have signed a staff record form to verify that they have been trained in these processes.
To Whom It May Concern,

I am writing in support of proposed new local business venture ‘Theatro’, operated by Music Box Ltd, due to open in the former Exhibition Rooms on Westow Hill.

As a theatrical professional living and working in Crystal Palace, I was delighted to hear the news that a new and exciting theatrical themed establishment would be opening in the area. Crystal Palace is proud of its local arts and culture, and has been crying out for a venue where residents can enjoy the best musical performances South London has to offer. From my understanding, Theatro will be a high end restaurant where patrons have the opportunity to watch world class musical theatre performances not only from established acts both local and national, but experience the unique atmosphere of the waiting staff being trained performers themselves; cultivating an unparalleled atmosphere that I believe will bring a lot of new eyes onto the Crystal Palace Triangle.

As I understand it, the musical offerings are going to be intimate and classy, and unlike anything we currently have in the area. I am in full support of this endeavour, and would encourage anyone in the local area passionate about the arts and culture to fully support its opening and licensing requests. Given that other establishments located on the same street such as Westow House, Cocktail Embassy and Numidie have been granted late licenses in the past, I cannot envisage why there would be a problem in fully supporting the opening of Theatro as soon as possible.

I very much look forward to the imminent arrival of Theatro and the incredible opportunities it will bring to the local area.

Kind Regards,

David Shopland

Artistic Director: Fake Escape
QUALIFICATIONS
GOLDSMITHS UNIVERSITY
MA in Dramaturgy
ROSE BRUFORD COLLEGE
BA (Hons) American Theatre Arts - First Class Honours
CITY OF BATH COLLEGE
BTEC National Diploma in Performing Arts – Triple Distinction
PRIOR PARK COLLEGE
10 GCSEs A – C
OTHER QUALIFICATIONS
Enhanced DBS
Level 3 First Aid Trained
Level 2 Safeguarding and Promoting the Welfare of Children

SELECTED PRODUCING CREDITS
2021 SAVING BRITNEY Old Lion Theatre/Online
2020-21 DREAMARTS EXPERIMENT: ONLINE Online
2019-20 MY FATHER THE TANTRIC MASSEUR Edinburgh Fringe | Soho Theatre | UK Tour
2019 SHERLOCK AND WATSON Crystal Palace Festival
20:20 VISION: FAMOUS LAST WORDS Bath Fringe Festival
RED RIBBONS Les Enfants Terribles
2018 DREAMARTS GALA Paddington Arts Centre
20:20 Vision: Unscripted Bath Fringe Festival
2017 MY FATE IS MY OWN Theatre de Menilmontant, Paris
20:20 VISION: APOCALYPSE Bath Fringe Festival
LESSON LEARNED National Theatre of China
2016 A DREAM OF DYING Lion and Unicorn | Edinburgh Fringe Festival
VENUS AND ADONIS Wardrobe Theatre (in association with Bristol Shakespeare Festival and Pride)
20:20 VISION: DEADLY Bath Fringe Festival
2015 CLASSIFIED The Space Arts Centre | Hounslow Arts Centre
20:20 VISION: ABSTAINS Bath Fringe Festival | Nozstock Festival
MACBETH Stockwell Playhouse | Rondo Theatre
2014 THE GREEN ROOM ArtsEd
HIGH DEFINITION/EGREGIOUS Nozstock Festival
20:20 VISION II Old Theatre Royal Bath
2013 THE LITTLE MERMAID Riverside Studios
20:20 VISION I Old Theatre Royal Bath
2012 CINDERELLA: THE ANTI PANTO Leicester Square Theatre
A LIFE IN MONOCHROME Ovalhouse | The Space Arts Centre

RELEVANT EMPLOYMENT
2017 - Present PROJECTS PRODUCER DreamArts
Senior Producer of a multi-award winning 3rd sector participatory arts organisation. Responsibilities include budget creation and management, fundraising, administrative personnel duties and line management of a team of 12.

2017 DIRECTOR/PRODUCER UKCI
Oversaw the inception of a new musical in Beijing’s 1000 seat National Theatre of China. Responsibilities included overseeing a cast of 120 and backstage team of 50, business networking and communication between BNU (China’s education organisation), the National Theatre and the Chinese government.

2014 - 2017 ARTISTIC DIRECTOR Fake Escape Theatre
Lead producer for all Fake Escape immersive productions. Responsibilities include liaising with stakeholders, local councils and other organisations in site specific development, programming and sourcing new writers across the UK and internationally, marketing/advertising, casting and all financial management including budget creation, implementation and fundraising.

2011 - 2014 CREATIVE DIRECTOR Blind Tiger Theatre
In charge of all creative aspects of the company for 3 years. Responsibilities included tour/venue booking, relationship management, casting, script supervising and fundraising.

2012 SUMMER SCHOOL MANAGER Rose Bruford College
Producing two productions and a professional showcase featuring 21 students in three weeks, mentor and tutor to all Summer School enrollees, day to day organisation of the Summer School Programme
HELENE  
RICHARDS  
THEATRO  

To whom it may concern

I am a strong supporter of the creative arts and am very much looking forward to the opening of a new venue in Crystal Palace. I hope to see a variety of exciting and interesting performances whilst meeting a friend or having an evening out with the family.

Sincerely,

Helene Richards
To Whom It May Concern,

I am a local business owner and have been a resident of Crystal Palace for over 27 years. I am writing to show my strong support for the new local business 'Theatro' due to open on the site of the former Exhibition Rooms bar and restaurant on Westow Hill.

This exciting new venture would be a welcome departure from the often mundane drinking bars and gastro pubs which populate the Crystal Palace Triangle in high number, and would offer the local arts scene a unique and exciting new venue, the likes of which have never been seen in Crystal Palace or it's environs.

The high end restaurant would not only be a culinary treat, but the venue would finally give local residents a chance to see theatre plays and musical acts of world class standard in a smart and civilised setting. I believe this reflects the cultural and historical significance of Joseph Paxton's Crystal Palace, which is still very much in the hearts and minds of the local residents.

The unique set up which aims to employ trained actors and performers from an industry which has suffered terribly during the catastrophic Covid Pandemic would breathe a fresh breath of life into an otherwise devastated industry, and is sure to be a success, bringing visitors and performers from all over London, using existing fantastic transport links. The influx of new visitors would in turn bring an exciting new energy to the area, which would also have a positive knock on effect for other businesses and public services such as the local library.

Given that there are a plethora of existing Pubs, Bars, Cafes, Restaurants and Cocktail Bars, some of which despite their poor reputations have been granted longstanding late licences, I cannot imagine why any reasonable resident or councillor would object to 'Theatro's' licencing requests.

I very much look forward to this establishment bringing a new lease of life to our high-street, and enjoyment to it's patrons.

With Best Regards,

Dylan Hervais-Adelman
Managing Director
To whom it may concern

I am writing this to support the Theatro bar (69 Westow Hill) licencing application.

As someone who works in the Theatre and Creative Arts industry I feel this could bring a much needed dose of culture and access to the arts in the local area. Currently there is not an abundance of access to the arts in the area and this could be a real value add to the local community.

The bar will be providing a high class entertainment and dining experience will give the area a really attractive reason for people to travel from the surrounding areas which will in turn contribute to the local economy.

Given the local demographic I imagine an experience like this project is aiming to deliver will be in high demand and will have great support from local residents. I know the owners are planning on becoming contributors not only to local culture but also providing a good service to the local community day and night.

Yours sincerely

Sam Vincent
Theatrical Sound Designer
www.samvincentsound.co.uk
Dear Sir/Madam

I'm writing to you today in support of Theatro and its licensing request.

Crystal Palace offers lots of evening entertainment. However, with the exception of traditional pubs, I feel that the late night establishments seem to be only catering for the younger clientele.

As a person who is heading towards my 50's and a local business owner, I was really excited about Theatro's providing live musical theatre performances; as well as a fine dining experience. The concept is fun, lighthearted and caters for the more mature patron, which is totally unique to the area.

It's also incredibly exciting, to be able to see live performances again and to support the performing arts industry, which have struggled enormously over the pandemic.

I can only envisage Theatro being a benefit to Crystal Palace. Therefore the business owners should be granted their requested license, to allow them to really provide something exceptional and inclusive for the local area.

It will be somewhere for everyone to enjoy no matter what their age.

Best wishes

Beccie Savidge
poleprecision
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