

APPENDIX E

Mr Simon Marsdon
The Stable
Wilton Place
Southsea
POS 2BG

Mr Hakem Arabetou
c/o 17 Marmion Road
Southsea POS 2AT

3 June 2024

Dear Mr Marsdon,

**RE: Pitigliano, 29 Marmion Road & Zaytoona, 17 Marmion Road
Premises Licence Variation Applications**

Thank you for your comments on the above applications.

In support of my applications, I would like to bring the matters below to your attention. I hope this information will offer you some reassurance regarding the concerns raised which are relevant to these specific applications.

Background and current operation

- In the past, Pitigliano was operated by a different management team. My wife and I will now be in day-to-day control of the restaurant with support from other family members and some additional staff members. We will also be running Zaytoona and, as is common across all hospitality businesses, will share some resources, when and if appropriate, to ensure the success of both businesses.
- In addition, there has been mention of previous operations where there were issues. Although I held the licence and implemented staff training, a manager was responsible for the operation and did not operate to the required standards. This was a valuable learning experience for me - but is also not one I wish to repeat.
- A successful business to me, now, is one that is profitable and will provide a source of income for my family and the people that work within the business. However, it is also one that will run smoothly within the local community and add choice, variety and vibrancy to the local area.
- We only have occasional music for entertainment and this is usually at Zaytoona, where we may have a belly dancer for the entertainment of diners, to reflect the cultural offering of the restaurant. In the main, at both restaurants we have, or will now have, just background music at a suitable and comfortable level for our diners.
- Both Pitigliano and Zaytoona are designed as small restaurants offering a premium dining experience. The floor space is laid out fully with tables and chairs for dining, and at Pitigliano the bar counter is also designed and laid out for dining. It is already a condition on my license at Pitigliano that customers can only purchase a drink with a table meal. Therefore, I would like to confirm and reassure you that both venues are, and will continue to be, premium restaurants and not bars or late night drinking or entertainment establishments.
- As you will be aware Pitigliano has been closed for a while. I am now cleaning and refreshing the restaurant and it will be re-opening shortly as above. I have cleared the weeds from the access

we share with the estate agents and removed all the items (not all them from our restaurant) that had accumulated by our rear door.

- Although not relevant to the application, as there is no proposed change to the licensing site plans, there has been mention of a window to the side of Pitigliano. This is not confirmed at this stage as I am investigating a number of options - but the purpose is solely to provide some ventilation to the kitchen area to provide a more comfortable working environment for my kitchen team. This is part of my duties as an employer under Health and Safety legislation.

The applications

- The applications are a request for the opportunity to sell alcohol and food for up to 2 extra hours per week - one on Friday evening and one on Saturday evening. This is simply to allow me to make space for 2 sittings per evening rather than just one - which has the potential to make a big difference to the viability of the restaurants. It may not happen every week as we do not always open all the hours available on our licence anyway.
- To clarify, the application for food 'outside' the restaurant is not for consumption in an outside area but 'off-site'. We must have this covered on our licences if, for example, a customer wishes to purchase a dessert to take home with them. This is already authorised automatically up to 23:00 under current licensing legislation.
- The additional 30 minutes of opening was deliberately added to allow people to finish their drink and possibly have a coffee while waiting safely and quietly inside the premises for a nominated taxi to collect them – if appropriate.

Prevention of public nuisance

- With the applications I submitted Prevention of Public Nuisance Policies. There is a new policy for both restaurants which I have developed with the support of a consultant who is working with me. We are also reviewing staff training and communication of these policies and creating a detailed closing down checklist that my teams will use to ensure everything is efficiently and quietly completed on time with no/minimum disruption to our local residents. Myself or a senior team member at each restaurant will complete and sign this checklist each night.
- As part of this we are also implementing a complaints procedure / log so that we can follow up on any specific issues should they arise.

Existing measures in place at Pitigliano

1. Deliveries and refuse collection cannot take place between 20:00 and 08:00.
2. Glass refuse cannot be moved from the restaurant to the outside bins between 20:00 and 08:00.
3. Alcohol may only be purchased with a table meal.
4. No drinks may be taken outside the restaurant.
5. Commercial CCTV is installed.
6. Specified sound-proofing insulation is installed in the floors and ceiling as per the original planning application.
7. There is an acoustic lobby to prevent sound leakage.

Specific Measures Proposed for Pitigliano

I would like to offer the following additional measures with regards to Pitigliano:

1. There will be no entertainment after 23:00 at Pitigliano on a Friday and Saturday*.

2. Any background music will be turned off at 23:30*.
3. The lighting levels will be increased at 23:30*.
4. A final closing time implemented of 23:45 rather than 00:00 and subsequently late night refreshment also amended to an end time of 23:45*.
5. A sign will be displayed at the front door to ask customers to consider local residents and leave the premises quietly and also to consider residents if smoking outside the front area.
6. A sign will be displayed at the service exit door. This will remind staff on the hours of rubbish disposal and also to consider residents when outside the door.

Specific Measures Proposed for Zaytoona

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As above with the exception of pt.4. The requested closing time will remain at 00:00 in order to phase closure between the 2 restaurants.

In addition, I will be implementing the following at both restaurants:

- A facility will be in place at the rear door for the disposal of smoking litter. Staff will be told to remain in the area by the rear door and not to move into other areas of the residents' car park. A maximum of 2 staff will be allowed in this area at any single time. Staff will not be allowed outside smoking after closing time. There may be other smokers in the vicinity from other residential and commercial properties and we cannot, of course, be responsible for any noise they may create. We are not aware of any of our customers ever using this area, but we will check on this and discourage them should we find any.
- Staff will be briefed to leave the premises by the front door as quietly as possible
- Other items all as per the Prevention of Public Nuisance Policy (enc.)

I would also like to give you my personal contact details so that, in future, you can immediately contact me directly if you have a specific concern regarding either restaurant. I am also on What's App so if you prefer you can message me, or you can email me at the address below.

Hakem Arabbetou – mobile telephone: [REDACTED] **Email:** [REDACTED]

As these are my personal details, could I kindly ask you not to pass them on to anyone else.

Thank you very much for taking the time to read this letter. If you have any more questions or you would like to come and look round either of our restaurants – just let me know. You would be most welcome and I would be happy to tell you more about our plans.

Yours sincerely,

Hakem Arabbetou

*Excluding New Year's Eve and TENs – if relevant