RESPONSE TO REPRESENTATION MADE BY CATHY RYAN-

Flat 9
36 Wordsworth Road,
Worthing,
BN11 3FB

Dear Cathy,

I would like to thank you for kind words regarding how we operate our premises. It is essential to us that we are able to operate in a way that does not inconvenience or disturb any neighbours or local residents. We are lucky to be operating in such an understanding community environment and aim to keep excellent relationships with all our neighbours.

I have read through your representation and the concerns you have listed are entirely reasonable and I was very sorry to read about the issues you had in your previous living situation and understand that yours and your daughters safety and wellbeing are of paramount importance.

Firstly, I would just like to address your concerns by clarifying in a little more detail what we are proposing for our outside seating area. Currently we do not have any permission to have any seating outside the premises and this application isn't due to our desire to establish a 'beer garden' sort of environment as we are well aware that would not suit the residential nature of our location.

There are two main reasons for the application. The first is that since we have been trading we have had several customers ask to have a seat outside while they enjoy a drink or vape to enjoy the fresh air. Some of these customers have mobility issues and have simply asked for a chair to sit on so they do not have to stand while they smoke as it causes them discomfort. As our current permission stands, we have not been able to allow this.

The second is that of course, as a business, a few stools outside will benefit us in the summer months as customers do want to enjoy the weather and we feel that having no option for this does occasionally lose us business.

If our application is successful the outside seating would consist simply of five stools and a shallow shelf to rest a glass on. It would leave ample room for wheelchairs/buggies and would mainly be for the use of customers enjoying a bit of afternoon sunshine or a brief cigarette or vape.

We have a clear view of the seating area from inside the premises and would strictly police any customers making use of it. We would also introduce signage instructing customers to be respectful with noise levels and space. We will also be operating a curfew for the outside seats,

which would only allow their use until a certain time in the evening. The area would be closed long before our business closing hours.

I would also like to reassure you that we are active PubWatch members and refuse service to known problematic individuals, those who are intoxicated and anyone who exhibits any sort of antisocial behaviour. These strict policies have resulted in a very friendly and respectful customer base and I'm confident that with our continued vigilance the operations at The Signal Post would continue in the respectful and quiet way you have come to expect.

Whether the application is rejected or successful, I would like to offer you my personal number (07717899104) so that if in the future you have any concerns or suffer any disturbance you can contact me directly. I have done the same with several neighbours and any issues have been resolved immediately.

Kind Regards,

Fleur Penny
Company DIrector