

Licensing Hearing Panel – Supplementary agenda No. 2

A meeting of the Licensing Hearing Panel will be held on:

Date: 28 April 2026

Time: 9.30am

Venue: Meeting Room 1 - Level 3, Gun Wharf, Dock Road, Chatham
ME4 4TR

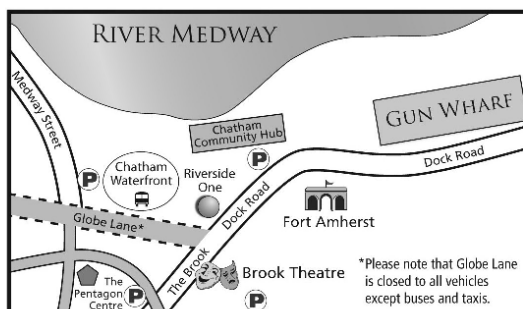
Items

- 6 Licensing Act 2003 Application for a Full Variation at Smiles Kitchen Lounge 356 - 358 High Street, Chatham, ME4 4NP (Pages 3 - 12)**

Additional information provided by the applicant is attached.

For further information please contact Nicola Couchman & Julie Francis-Beard, Democratic Services Officers on Telephone: 01634 332106/01634 332012 or Email: democratic.services@medway.gov.uk

Date: 24 April 2026



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Hi Vicky,

Thank you for the representations received regarding Smiles Kitchen. We take all concerns raised by residents and stakeholders very seriously and remain fully committed to upholding the four licensing objectives.

In response, we wish to provide reassurance and evidence of the measures we have implemented:

- Challenge 25 Policy: We have fully adopted and implemented the Challenge 25 age verification policy. A completed and up-to-date refusal/incident log is maintained on site. A scanned copy of our Challenge 25 age-restricted form is attached for your review.

- CCTV System: A comprehensive CCTV system is installed and operational within the premises, covering all key areas to support crime prevention and public safety. Photographic evidence is attached.

- Soundproofing Measures: We have invested in soundproofing within the premises to minimise any potential noise breakout. In addition, we have installed a double-door system specifically designed to prevent noise and music from escaping the premises. Supporting photos are attached as evidence.

- SIA Licensed Security: We have engaged professional SIA-licensed door supervisors to ensure orderly conduct, customer safety, and to prevent crime and disorder, particularly during busy periods.

- Customer Notice & Dispersal Policy: Clear signage is displayed throughout the premises reminding customers to leave quietly and respect our neighbours. A "Respect Our Neighbours" sign is positioned at the exit door to reinforce this message as customers leave. Staff and security actively monitor dispersal to prevent noise nuisance outside the premises.

- Community Engagement: We are committed to maintaining a positive relationship with local residents. We will be holding monthly meetings with the management of Pembroke Court to address any concerns promptly and ensure open communication at all times.

We would also like to emphasise that Smiles Kitchen is dedicated to:

- Supporting the local community in Medway
- Promoting a safe and respectful environment
- Creating employment opportunities for local residents

We respectfully submit that the above measures demonstrate our proactive approach to addressing concerns and our commitment to operating responsibly.

Re: Agenda LHP - Tuesday 28th

We remain open to further discussions and are happy to work collaboratively with the Council and local residents to ensure continued compliance and community harmony.

Please find attached:

- Challenge 25 documentation
- CCTV installation photos
- Soundproofing and double-door system evidence
- Customer signage at exit

Thank you for your time and consideration.

Yours faithfully,
Francis Ojo
Smiles Kitchen
356–358 High Street
Chatham
ME4 4NP

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Pembroke Court and Ongoing Cooperation - Smiles Lounge

Smiles Kitchen Lounge <smileskitchenlounge@gmail.com>

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Dear Sir,

Good day, and thank you once again for giving me the opportunity to meet with you. It was truly a pleasure speaking with you.

We are very pleased to hear that since Smiles Lounge commenced operations, there have been no complaints regarding noise or nuisance from Pembroke residents. We remain fully committed to maintaining this positive relationship and continuing to contribute to making Medway a great place for everyone.

As discussed during our meeting, we are planning to introduce a Full English Breakfast, which will be prepared by a professional chef. This initiative is aimed at serving the people of Chatham and Medway, with particular consideration for the elderly residents of Pembroke House. We are currently exploring the possibility of offering a special discount for Pembroke House residents.

We want to reassure you of the steps we have already taken to support the community and minimise any disturbance:

Installation of professional soundproofing at the premises

Double-door system to prevent noise escape from premises

Employment of two SIA-licensed door supervisors

Clear notification signage at the exit, reminding customers to leave quietly and respect our neighbours.

I will continue every month to check up to know if there is any issue or anything you want us to discuss.

We are fully committed to working closely with you to ensure that all residents of Pembroke remain safe, comfortable, and happy. The wellbeing of our community is very important to us.

Thank you once again for your time and support.

Yours sincerely,

Francis Ojo

Smiles Lounge

Notices to leave quietly





Pics of double doors + Soundproofing





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