

Re: Agenda LHP - Tuesday 28th

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.

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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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Tue 4/21/2026 3:10 PM

Caution: This email was sent from outside of the organisation. Do not click on links or open attachments unless you recognise the sender.

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





**POLITE
NOTICE**

PLEASE KEEP QUIET
WHEN LEAVING
THESE PREMISES
TO AVOID
DISTURBING THE
LOCAL RESIDENTS
THANK YOU

Pics of double doors + Soundproofing





Date	Time	Description of minor (Approx. age, M/F)	Asked for ID	Product requested	Staff initials	Comments
EG: 05/05/2022	7:15pm	Male, approx. 14 yrs, dark hair, 5ft 9"	Yes	Cigarettes	AD	Refused to show ID
28/03/26	21:48	Female 16 yrs, Blonde hair, 5ft 6"	YES	Malibu	SO	Underage customer
03/4/26	19:32	X2 Male, dark and black hair, 5ft 7", 15 yrs	YES	Vodka	SO	No valid ID
04/4/26	21:16	Female, black hair, 5ft 6", 15 yrs	YES	Vodka	FK	Customer drunk and became aggressive
18/04/26	19:54	Male, approx 17, black hoodie	YES	Cornucopias (Beer)	SO	No valid ID. Customer left without ID
19/04/26	16:38	Female, approx 15 yrs, Blonde, black jeans, 5ft 8"	YES	Bottle of beer	SO	Intoxicated

Managers Signature _____

Date _____

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Managers Signature _____

Date _____