



Mr. D. Ferrer  
Licensing Team Manager  
The Licensing Service  
London Borough of Hillingdon  
Civic Centre  
High Street  
Uxbridge  
UB8 1UW

**EMAIL ONLY**

Date: 10<sup>th</sup> November 2025

Dear Mr Ferrer

**LICENSING ACT 2003  
KFC, 60 STATION ROAD, HAYES, UB3 4DF**

I am writing to you as the officer duly authorised to make representations on behalf of the Licensing Authority in relation to the application for a new premises licence submitted by John Gaunt & Partners, the solicitor acting on behalf of TRC Realty Limited.

The application seeks a new premises licence for late-night refreshment (indoors only) for a takeaway and fast-food venue with the licensable activity taking place Monday to Sunday from 23:00 hours to 02:00 hours. The opening hours will be Monday to Sunday from 10:00 hours to 02:00 hours.

The Licensing Authority wishes to make a representation regarding this application based on the following licensing objectives:

Prevention of crime and disorder  
Prevention of public nuisance  
Protection of children from harm

**Prevention of Crime and Disorder**

In Section M(b) of their operating schedule, the applicant states that if a CCTV system is installed at the premises it will be maintained in an effective working order and made available within a reasonable time upon request. However, we would like to see more specific measures in regard to this and would advise relevant conditions such as:

1. The premises shall install and maintain a comprehensive CCTV system. The CCTV shall continually record whilst the premises is open for licensable activities. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon request of Police or authorised council officer throughout the entire 31-day period.

2. Signage shall be displayed at the premises advising customers that CCTV is in operation at the site.

3. A staff member from the premises who is conversant with the operation of the CCTV system shall be available during licensable hours. This staff member must be able to provide the Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

In addition, we would also expect a good operator trading at the proposed times to keep an incident logbook and record certain situations so that the relevant authorities can have confidence that management are taking the appropriate action. We would suggest the following condition:

4. An incident log shall be kept at the premises and made available on request to an authorised officer of the Council or the Police. It will record the following:

- (a) all crimes reported to the venue
- (b) any complaints received concerning crime and disorder
- (c) any incidents of disorder
- (d) any faults in the CCTV system
- (e) any visit by a relevant authority or emergency service

We also feel that the following conditions would be appropriate:

5. The premises shall operate a “No open alcohol container” policy to prevent persons carrying open alcohol into the in-store area.

6. There shall be a minimum of 2 adult members of staff on the premises after 23:00 hours each day of trading until closing.

7. Staff shall receive training in relation to the Licensing Act 2003, conflict resolution and anti-social behaviour reduction. Training records shall be made available for inspection upon request the Police or authorised council officer.

## **Prevention of Public Nuisance**

In relation to litter, the applicant has stated at M(d) of their operating schedule that “A sufficient number of suitable receptacles for refuse storage will be provided shall be emptied daily” and that “Prominent notices shall be displayed within the premises asking customers to dispose of litter responsibly.” However, we would like to see more specific measures in regard to this and would advise relevant conditions which include the provision of external as well as internal litter bins and litter patrols such as:

8. Litter bins shall be provided at the premises, including externally, which are emptied daily and regular litter patrols shall be conducted within the close proximity of the premises.

The application is silent on waste collections and stock deliveries at the premises and we would suggest conditions so that these take place at appropriate times:

9. No disposal of waste or deliveries of stock shall take place between 22:00 hours and 07:00 hours.

In terms of the proposed operating times for late night refreshment we feel that there is the risk of potential disturbance to residents living nearby - disturbance may take the form of vehicle noise from customers arriving, waiting and leaving the premises, noise from groups of customers late at night or in the early hours of the morning. It is not known whether the applicant will use delivery services such as Deliveroo or Uber Eats. If this is the case, then we would expect the applicant to detail measures that look at preventing any disturbance/nuisance arising from this activity:

10. Restaurant doors shall be self-closing. Self-closing doors at the premises shall be maintained in effective working order to limit noise both when ordering food and leaving the area.

11. Prominent, clear notices shall be displayed at the premises, including the entrance and exit, requesting customers to respect the needs of local residents and leave the premises and local area quietly.

12. Delivery drivers and staff shall be instructed to respect the needs of local residents including:

- (a) entering and leaving their vehicles quietly and considerately
- (b) not leaving their vehicle engines running
- (c) ensuring that no recorded music is being played from the vehicle whilst waiting at the premises
- (d) park their vehicles considerately
- (e) using any smoking areas quietly when on a smoking break
- (f) leaving the premises quietly at the end of their shift

13. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to nuisance.

### **Protection of Children from Harm**

In Section M(e) of their operating schedule, the applicant has stated that staff will be given regular training in relation to the Licensing Act 2003 and conflict resolution. We would suggest the following conditions:

14. There shall be no unaccompanied children on the premises after 23:00 hours.

15. Staff shall receive safeguarding training and training records shall be made available for inspection upon request by the Police or authorised Council Officer.

The applicant may wish to discuss the above suggestions and so there may be some movement forward where issues may be resolved. I will keep you fully updated as matters progress.

I am happy to attend a hearing, if required, to verbally deliver my representation and to answer any queries from the Licensing Sub-Committee.

If you have any queries regarding this matter, then please feel free to contact me.

Yours sincerely

A black rectangular box used to redact the signature of Lois King.

Lois King (Mrs)  
Principal Licensing Officer  
Licensing Authority Representative  
[lking@hillingdon.gov.uk](mailto:lking@hillingdon.gov.uk)  
T. 01895 277067