



Epping Forest District Council

Licensing Sub-Committee Meetings Customer Satisfaction 2013

We are reviewing the 'Licensing Sub-Committee Meeting' arrangements and would like to know your views. Please assist us by filling in this questionnaire which will help us to improve our service.

Your Details

Q1 Name:

FRANK FENDER

Q2 Address:

HIGHFIELD CLOSE, NEWPORT PAGNELL, BUCKS [REDACTED]

Q3 Telephone:

[REDACTED]

Q4 Email:

fonke@fflicensingolutions.co.uk

Q5 Are you the applicant or are you making a representation?

Applicant

Representation

Q6 Reason for attending:

Representing the applicant to obtain a new premises licence

Q7 At what time of the day would you prefer the meetings to be held?

Daytime

Evening

Q8 Facilities

Were the facilities satisfactory?

Yes

No

Did you find the officers helpful/informative?

Did you have any difficulties in your travel arrangements to the offices?

Q9 Please add any comments below.

Premises were locked on our arrival. Had to wait outside until doors were opened to allow access. Weather was not conducive to waiting outside - applicants/agents need to prepare properly and waiting like that is not good preparation.

[REDACTED]



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Your Details

Q1 Name:

AYS EGU OZKAN

Q2 Address:

WOODWARDS, HARLOW, ESSEX, [REDACTED]

Q3 Telephone:

[REDACTED]

Q4 Email:

ayshe@ygtlogistics.com

Q5 Are you the applicant or are you making a representation?

Applicant

Representation

Q6 Reason for attending:

PREMISES LICENCE

Q7 At what time of the day would you prefer the meetings to be held?

Daytime

Evening

Q8 Facilities

Were the facilities satisfactory?

Yes



No



Did you find the officers helpful/informative?



Did you have any difficulties in your travel arrangements to the offices?



Q9 Please add any comments below.

EVERYBODY WAS VERY HELPFUL AND FRIENDLY.

Nuala Clark

From: frank@fflicensingolutions.co.uk
Sent: 15 October 2013 19:18
To: Nuala Clark
Subject: Re: Mezesphere Epping

Thanks Nuala

It was nice to meet you also - it has been a pleasure to work with your authority, both in respect of the licensing officers and the officers and councillors at the 2 hearings. Very helpful, very friendly, and very efficient. Thank you, and I look forward to having more clients in your area - fingers crossed!!

Kind regards

Frank

Frank Fender
FJF Licensing Consultants
10 Highfield Close
Newport Pagnell
Bucks
MK16 9AZ
Tel: 07846 747833

on Oct 15, 2013, **Nuala Clark** <nclark@eppingforestdc.gov.uk> wrote:

Good morning Frank,

I have attached the formal decision letter for your records, I confirm that the licence will be sent to you shortly.

I was very pleased to meet you and Ayesha yesterday and look forward to working with you again in the future.



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We are reviewing the 'Licensing Sub-Committee Meeting' arrangements and would like to know your views. Please assist us by filling in this questionnaire which will help us to improve our service.

Your Details

Q1 Name: Paulino Tait

Q2 Address: 110 HIGH STREET RAHEIGH, ESSEX, [REDACTED]

Q3 Telephone: [REDACTED]

Q4 Email: Ptaite@Mccolls.co.uk

Q5 Are you the applicant or are you making a representation?
 Applicant Representation

Q6 Reason for attending: On Behalf of martin mccolls

Q7 At what time of the day would you prefer the meetings to be held?
 Daytime Evening

Q8 Facilities

	Yes	No
Were the facilities satisfactory?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did you find the officers helpful/informative?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did you have any difficulties in your travel arrangements to the offices?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Q9 Please add any comments below.
Having attended a few license sub committee meetings over the years, I have to say that this was the most organised & professional one that I have attended, and the officers that were on duty that day are a credit to Epping Forest Council



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Your Details

Q1 Name:

MATHIALA RAN MYI LUAHANAM.

Q2 Address:

FIR TREES ABRIDGE

Q3 Telephone:

[Redacted]

Q4 Email:

mali001@hotmail.co.uk

Q5 Are you the applicant or are you making a representation?

Applicant

Representation

Q6 Reason for attending:

Relating off licenses - premises

Q7 At what time of the day would you prefer the meetings to be held?

Daytime

Evening

Q8 Facilities

Were the facilities satisfactory?

Yes

No

Did you find the officers helpful/informative?

Did you have any difficulties in your travel arrangements to the offices?

Q9 Please add any comments below.



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We are reviewing the 'Licensing Sub-Committee Meeting' arrangements and would like to know your views. Please assist us by filling in this questionnaire which will help us to improve our service.

Your Details

Q1 Name: UNADKAT

Q2 Address: 4 Wilhouse Waltham Abbey Essex

Q3 Telephone: [Redacted]

Q4 Email: abbeynews9@btinternet.com

Q5 Are you the applicant or are you making a representation?

Applicant

Representation

Q6 Reason for attending:

License application (Premises).

Q7 At what time of the day would you prefer the meetings to be held?

Daytime

Evening

Q8 Facilities

Were the facilities satisfactory?

Yes



No



Did you find the officers helpful/informative?



Did you have any difficulties in your travel arrangements to the offices?



Q9 Please add any comments below.



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Your Details

Q1 Name:

FRANK FENDER

Q2 Address:

HIGHFIELD CLOSE, NEWPORT PANELL, Bucks ~~AL11 1R~~

Q3 Telephone:

~~01296 411111~~

Q4 Email:

frank@fjlicensingolutions.co.uk

Q5 Are you the applicant or are you making a representation?

Applicant

Representation

Q6 Reason for attending:

Representing the applicant

Q7 At what time of the day would you prefer the meetings to be held?

Daytime

Evening

No preference

Q8 Facilities

Were the facilities satisfactory?

Yes

No

Did you find the officers helpful/informative?

Did you have any difficulties in your travel arrangements to the offices?

Q9 Please add any comments below.

I deal with many licensing authorities daily, and I would like to say that the licensing officers have been very helpful in all aspects of the process. Thank you.



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We are reviewing the 'Licensing Sub-Committee Meeting' arrangements and would like to know your views. Please assist us by filling in this questionnaire which will help us to improve our service.

Your Details

Q1 Name:

AYSEGUN OZKAN

Q2 Address:

WOODWARDS, HAZELTON, ESSEX

Q3 Telephone:

[REDACTED]

Q4 Email:

aishao@hotmail.co.uk

Q5 Are you the applicant or are you making a representation?

Applicant

Representation

Q6 Reason for attending:

PREMISES LICENCE

Q7 At what time of the day would you prefer the meetings to be held?

Daytime

Evening

Q8 Facilities

Were the facilities satisfactory?

Yes

No

Did you find the officers helpful/informative?

Did you have any difficulties in your travel arrangements to the offices?

Q9 Please add any comments below.



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We are reviewing the 'Licensing Sub-Committee Meeting' arrangements and would like to know your views. Please assist us by filling in this questionnaire which will help us to improve our service.

Your Details

Q1 Name:

MR. HELEN KANE

Q2 Address:

FARM HILL ROAD

Q3 Telephone:

~~XXXXXXXXXX~~

Q4 Email:

helen@samkane.co.uk

Q5 Are you the applicant or are you making a representation?

Applicant

Representation

Q6 Reason for attending:

OBJECTOR AS I LIVE NEARBY AND LOCAL COUNCILLOR ADDRESSING LOCAL CONCERNS

Q7 At what time of the day would you prefer the meetings to be held?

Daytime

Evening

Q8 Facilities

Were the facilities satisfactory?

Yes

No

Did you find the officers helpful/informative?

Did you have any difficulties in your travel arrangements to the offices?

Q9 Please add any comments below.

THE LEGAL ADVISOR WAS VERY HELPFUL / THE WHOLE PROCEN IS LONG-WINDED BUT IS PERFORMED IN A PROFENIONAL WAY



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We are reviewing the 'Licensing Sub-Committee Meeting' arrangements and would like to know your views. Please assist us by filling in this questionnaire which will help us to improve our service.

Your Details

Q1 Name:

MR PETER JONES

Q2 Address:

% ESSEX POLICE, EPPING POLICE STN. CM16 4AP

Q3 Telephone:

~~XXXXXXXXXX~~

Q4 Email:

peter.jones@essex.pnn.police.uk.

Q5 Are you the applicant or are you making a representation?

Applicant

Representation

Q6 Reason for attending:

On and for Essex Police to detail representation.

Q7 At what time of the day would you prefer the meetings to be held?

Daytime

Evening

Q8 Facilities

Were the facilities satisfactory?

Yes

No

Did you find the officers helpful/informative?

Did you have any difficulties in your travel arrangements to the offices?

Q9 Please add any comments below.

During adjournments access to a hot drinks machine & snack machine would be useful, especially after a lengthy meeting.