

Application for a premises licence to be granted under the Licensing Act 2003

Please read the following instructions first

Before completing this form, please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

I/We greenhaus group ltd
(Insert name(s) of applicant)

apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003

Part 1 – Premises details

Postal address of premises or, if none, ordnance survey map reference or description 32-34 Devonshire Road Chiswick London			
Post town	Chiswick	Postcode	W4 2HD

Telephone number at premises (if any)	
Non-domestic rateable value of premises	£13442 PA

Part 2 - Applicant details

Please state whether you are applying for a premises licence as

Please tick as appropriate

a)	an individual or individuals *		please complete section (A)
b)	a person other than an individual *		
i	as a limited company/limited liability partnership	X	please complete section (B)
ii	as a partnership (other than limited liability)		please complete section (B)
iii	as an unincorporated association or		please complete section (B)
iv	other (for example a statutory corporation)		please complete section (B)

c)	a recognised club	please complete section (B)
d)	a charity	please complete section (B)
e)	the proprietor of an educational establishment	please complete section (B)
f)	a health service body	please complete section (B)
g)	a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales	please complete section (B)
ga)	a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England	please complete section (B)
h)	the chief officer of police of a police force in England and Wales	please complete section (B)

* If you are applying as a person described in (a) or (b) please confirm (by ticking yes to one box below):

- I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or
- I am making the application pursuant to a statutory function or
- a function discharged by virtue of Her Majesty's prerogative

(A) individual applicants (fill in as applicable)

Mr	Mrs	Miss	Ms	Other Title (for example, Rev)	
Surname			First names		
Date of birth		I am 18 years old or over		Please tick yes	
Nationality					
Current residential address if different from premises address					
Post town				Postcode	
Daytime contact telephone number					
E-mail address (optional)					
Where applicable (if demonstrating a right to work via the Home Office online right to work checking service), the 'share code' provided to the applicant by that service (please see note 15 for information)					

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Second individual applicant (if applicable)

Mr	Mrs	Miss	Ms	Other Title (for example, Rev)	
Surname			First names		
Date of birth or over		I am 18 years old		Please tick yes	
Nationality					
Current residential address if different from premises address					
Post town				Postcode	
Daytime contact telephone number					
E-mail address (optional)					
Where applicable (if demonstrating a right to work via the Home Office online right to work checking service), the 'share code' provided to the applicant by that service: (please see note 15 for information)					

(B) Other applicants

Please provide name and registered address of applicant in full. Where appropriate please give any registered number. In the case of a partnership or other joint venture (other than a body corporate), please give the name and address of each party concerned.

Name greenhaus group ltd
Address 128 City Road, London, United Kingdom, EC1V 2NX

Registered number (where applicable)
15566977

Description of applicant (for example, partnership, company, unincorporated association etc.)

Limited Company

Telephone number (if any)

[REDACTED]

E-mail address (optional)

[REDACTED]

Part 3 Operating Schedule

When do you want the premises licence to start?

DD	MM	YYYY					
2	8	0	2	2	0	2	6

If you wish the licence to be valid only for a limited period, when do you want it to end?

DD	MM	YYYY					
[REDACTED]							

Please give a general description of the premises (please read guidance note 1)

Coffee and Wine Bar with Outreach/Events Overview

A welcoming coffee and wine bar designed to host social, educational, and wellbeing outreach events/workshops/meet ups.

Daytime

During the day, the venue operates as a relaxing coffee space and a flexible workspace for individuals or groups. The event room is available for organised gatherings and community activities, offering drinks and light refreshments throughout the week.

Examples events include:

- **Daytime Events**
- **Silver Club** – free tea and coffee for the elderly
- **Parent and Toddler Groups**
- **Dads Club**
- **Carers Club**
- **Send Parent Meet Up**
- **Job Club**

- **Disability Groups**
- **Mental Health and Wellbeing Workshops**
- **Local Artists/Authors/Book Clubs**
- **Evening Events**
- **Board Games night**
- **Wine Tasting Classes**
- **Local artists Acoustic nights**

We also welcome special visitors such as health and wellbeing teams, early years specialists, personal development coaches, job clubs, and other community groups delivering workshops. We welcome work experience and volunteers.

The mornings are ideal for **brunch gatherings**, offering a healthy menu selection. The counter features a variety of cakes, savoury items, smoothies, loose-leaf teas, and barista coffees.

From **lunchtime until 2pm**, the brunch menu continues, overlapping with a light lunch menu featuring flatbreads and small plates topped with flavours from around the world, as well as **meat and cheese platters**.

Unique Selling Point (USP)

A key feature of the establishment is its **70-choice self-dispensing wine machine**, offering tasting options of **25ml, 125ml, and 175ml** pours from wines around the world. In addition, a curated range of **non-alcoholic and low-alcohol beverages** is available, reflecting modern drinking trends.

Evening

In the evening, the venue transforms into a **relaxed social space** with gentle background music. On select nights, we will feature **local acoustic singers** to showcase local talent and enhance the ambience.

Operations are overseen by a **Front of House Manager or Supervisor**, with teams assigned to specific zones for efficient service.

Venue Layout

- **The Counter and The Lane:** The central counter leads into *The Lane*, featuring the wine dispensing machines.

- **Snug Area and Event Room:** A small snug area to the left provides a cosy setting, leading into the event room (with a side fire exit). This space is also used for **evening wine tastings**.
- **Facilities:** Two toilets, including an accessible toilet via a ramp.
- **Kitchen and Storage:** Located at the rear, with a back door fire exit.
- **Outdoor Seating:** The building is set slightly back from the street, allowing space for **outdoor tables and chairs** for alfresco dining also on the pavement outside the building.

The Importance of Outreach in a Café & Wine Bar in Hounslow

Outreach is a central ethos of greenhaus® operating a café and wine bar in Hounslow with a positive, all-inclusive and integrated part of the community. Hounslow is a diverse borough with a wide mix of ages, cultures, and local needs. By providing outreach activities, the café and wine bar can support social wellbeing, improve local engagement, and demonstrate responsible business practices that directly align with the borough's priorities and the four licensing objectives. With our professional backgrounds and field of work it is fundamental to incorporate the non-profit local community events/workshops/meet ups.

Outreach activities such as wellbeing groups, carers' meetups, disabled groups, this building is wheelchair and push chair friendly, parent-and-child mornings, and elderly coffee clubs help build strong relationships with local residents. These initiatives create a welcoming and inclusive environment where people feel connected, valued and supported. In a borough as diverse as Hounslow, this sense of belonging is especially important for both social cohesion, community enhancement and repeat business and visitors.

Hounslow has a wide range of communities who benefit from targeted support. Offering free or reduced-cost sessions—such as the Silver Club for older adults, early years drop-ins, and community development workshops—helps reduce social isolation, improve access to advice, and connect people to helpful services. This strengthens the café's role as a trusted and safe place in the heart of the community.

Outreach aligns with Hounslow Council's focus on wellbeing, early help, family support, and preventative services. By hosting visiting professionals (health teams, early years specialists, job clubs, and mental-health workers), the café contributes to the borough's wider public health and wellbeing agenda.

A venue that is known for daytime community outreach is naturally seen as safer, more balanced, and more responsible. This strengthens our business's reputation and supports the reducing isolation and antisocial behaviour, encouraging responsible alcohol consumption, promoting a family-friendly, community-led identity, creating a calming social atmosphere throughout the day and evening in a safe managed environment. Having worked in Hounslow and for Hounslow Council I am aware of the many support services available in the area and showcase, signpost where necessary.

Our outreach sessions generate predictable daytime use of the venue, which helps stabilise income, community cohesion and improve customer loyalty. Groups such as carers, parents, and older residents appreciate having a regular, comfortable, safe meeting place. We hope many return outside outreach hours, bringing new customers and increasing word-of-mouth recommendations.

We invite young people and those out of work YP/adults to engage in high quality work experience working alongside local colleges, West Thames College, Richmond College, UWL, RHACC, HACE and local schools. Offering a structured programme to enable young people and adults to gain confidence in the workplace. Also supporting colleges with accredited hospitality and customer facing qualifications.

Hounslow's population includes long-term residents, new arrivals, families, commuters, and retirees. Outreach activity shows that the café and wine bar recognises this diversity and is committed to contributing positively to local life. This builds trust, helps reduce social barriers, and positions the business as a valuable, socially responsible asset in the community.

Our policies will collectively demonstrate that our café and wine bar:

- Supports the four licensing objectives
- Protects customers, staff, and children
- Reduces risk of crime, disorder, and public nuisance
- Complies with health, safety, and food hygiene laws
- Engages responsibly with the local community

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend.

What licensable activities do you intend to carry on from the premises?

(please see sections 1 and 14 and Schedules 1 and 2 to the Licensing Act 2003)

Provision of regulated entertainment (please read guidance note 2)		Please tick all that apply
a)	plays (if ticking yes, fill in box A)	
b)	films (if ticking yes, fill in box B)	
c)	indoor sporting events (if ticking yes, fill in box C)	
d)	boxing or wrestling entertainment (if ticking yes, fill in box D)	
e)	live music (if ticking yes, fill in box E)	X
f)	recorded music (if ticking yes, fill in box F)	X

g)	performances of dance (if ticking yes, fill in box G)	
h)	anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H)	

<u>Provision of late night refreshment</u> (if ticking yes, fill in box I)	
<u>Supply of alcohol</u> (if ticking yes, fill in box J)	X

In all cases complete boxes K, L and M

E

Live music Standard days and timings (please read guidance note 7)			<u>Will the performance of live music take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	
Day	Start	Finish	Indoors	x
Mon			Outdoors	
Tue			Both	
			<p>Please give further details here (please read guidance note 4)</p> <p>We welcome unamplified acoustic local singers to the venue. (The venue cannot take large groups of musicians) Operational hours are 7-9pm Thursday to Saturday for local acoustic singers.</p> <p>Introducing local acoustic performers offers a platform for local artists and a significant cultural, commercial, and community advantages for greenhaus and its residents, especially in a diverse area like Hounslow. Acoustic music enhances ambience without creating excessive noise, making it ideal for a relaxed, social environment. The gentle style of acoustic performance complements a wine bar environment by remaining intimate and non-intrusive.</p> <p>Featuring local artists helps build relationships with residents, musicians, and cultural groups. This positions the venue as a hub for creativity and community involvement. Supporting local talent demonstrates social value and boosts the café's reputation as an inclusive space.</p> <p>Acoustic performances are low-volume, low-risk, and align well with the goal of preventing public nuisance. This makes our application sensitive to the licensing authorities and neighbours compared to amplified or DJ-led events or large bands. They allow the venue to offer entertainment responsibly and purposefully.</p> <p>Acoustic unamplified sessions encourage customers to visit earlier in the evening, creating a safer and more controlled trading environment. They promote a calm, sociable atmosphere rather than high-volume, late-night drinking.</p>	
Wed				

			<u>State any seasonal variations for the performance of live music</u> (please read guidance note 5)
Thur	7pm	9pm	
Fri	7pm	9pm	<u>Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list</u> (please read guidance note 6)
Sat	7pm	9pm	
Sun			

F

Recorded music Standard days and timings (please read guidance note 7)			Will the playing of recorded music take place indoors or outdoors or both – please tick (please read guidance note 3)	
			Indoors	X
			Outdoors	
			Both	
Day	Start	Finish		
Mon	8am	11pm	Please give further details here (please read guidance note 4) we have no outdoor speakers and a 22.30 wind down for the background music to encourage clients to slow ease to leaving and closure.	
Tue	8am	11pm		

			<p>Background music is an important element of the venue's atmosphere, helping create a warm, relaxed, and welcoming environment without causing disturbance to neighbours or affecting customer safety. The aim is to provide gentle, ambient sound that complements conversation and enhances the overall customer experience.</p> <p>Low-level music contributes to a relaxed environment and helps prevent rowdiness. Because the volume is kept to background level, staff can clearly hear customer requests, communicate easily, and safely monitor behaviour across the venue.</p> <p>The music will be played at a volume that:</p> <ul style="list-style-type: none"> • does not interfere with nearby residential properties • does not escape the premises • remains below levels that could contribute to public nuisance <p>Speakers will be carefully positioned to distribute sound evenly without creating loud "hotspots." Doors and windows will remain closed during later evening hours to reduce sound leakage. The building has soundproofed walls and ceiling.</p> <p>Sound systems are zoned so those working remotely are welcomed to use our quiet spaces. Background music helps structure the rhythm of the day:</p> <ul style="list-style-type: none"> • Morning: soft, light tracks that complement brunch and workspace users • Afternoon: warm, mid-level ambience suitable for socialising • Evening: slightly richer tones to accompany wine service, still at manageable levels
Wed	8am	11pm	<p><u>State any seasonal variations for the playing of recorded music</u> (please read guidance note 5)</p>
Thur	8am	11pm	

Fri	8am	11pm	<u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u> (please read guidance note 6)
Sat	8am	11pm	
Sun	8am	10pm	

J

Supply of alcohol Standard days and timings (please read guidance note 7)			Will the supply of alcohol be for consumption – please tick (please read guidance note 8)		On the premises	
Day	Start	Finish			Off the premises	
Mon	1000	23.00	State any seasonal variations for the supply of alcohol (please read guidance note 5)		Both	x
Tue	1000	23.00	<u>Wine dispensing machines available on site accessible through the day. Ensuring clients are given half an hour grace to finish drinks before 11pm closing time. All wine machines can be shut down by the central server so they cannot be accessed before or after the permitted licencing hours.</u>			
Wed	1000	23.00				

We invite people to use our space for celebrations or business events or workshops.

All staff will have a duty of care towards all clients and alcohol consumption will be responsibly managed by the team. All staff have induction training packs and regular CPD.

We are applying for a premises licence for the sale of alcohol from 10:00 because this aligns with our business model as a café-first, community-oriented wine bar. Our concept is centred on daytime social, educational, and wellbeing use, and early-morning service supports this in the following ways:

- **Breakfast & Brunch Offer:** We will be serving a brunch menu that can serve mimosas, sparkling wines/ prosecco, brunch wines, low alcohol options. We will provide a full brunch menu from early morning, and pairing this with light wine supports a relaxed, food-led atmosphere rather than a pure drinking culture.
- **Community & Events:** Our space will host morning and mid-morning events where low alcohol or morning sparkling wines is ancillary and optional, not the primary activity.
- **Retail / Off-Sales Component:** We plan to offer sealed bottles of wine for takeaway, targeting customers who wish to buy wine for later in the day from 10 to 11pm only.
- **Commuter / Local Footfall:** Being in Chiswick there is potential demand from early commuters, residents, and visitors who would appreciate a coffee-and-wine venue to start their day having looked at the demographics of the local area.
- **General overview of Chiswick,** (Census 2021) The neighbourhood is predominantly White, or European extraction educated and secular. Resident turnover is low. Many are employed in professional occupations and live in owned or private rented sector terraced houses.
- More households lack dependent children than have them which, considered alongside low levels of crowding and over-all age structure, indicates that many households may be post child-rearing and in late middle age. Our target market 30 – 64 as per Hounslow Hub data, young families, working from home, mid age to semi-retired/retired clients.

Thur	1000	23.00	<u>Non standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list</u> (please read guidance note 6)
Fri	1000	23.00	
Sat	1000	23.00	
Sun	1000	23.00	

State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor (Please see declaration about the entitlement to work in the checklist at the end of the form):

Name	Balwant Dhaliwal
Date of birth	
Address	
Postcode	
Personal licence number (if known)	
Issuing licensing authority (if known)	

K

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 9).

NA

L

Hours premises are open to the public Standard days and timings (please read guidance note 7)			State any seasonal variations (please read guidance note 5)
Day	Start	Finish	
Mon	0700	2300	
Tue	0700	2300	
Wed	0700	2300	
Thur	0700	2300	Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list (please read guidance note 6)
Fri	0700	2300	
Sat	0700	2300	
Sun	0700	2200	

M

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b, c, d and e) (please read guidance note 10)

At the greenhaus a café and wine bar will operate to the highest standards of safety, responsibility, and professionalism, with a strong focus on preventing crime, disorder, and antisocial behaviour. To make sure our clients, staff, and residents are physically safe when visiting or being near the premises. We fundamentally want to create continued harmony, protect, preserve and prevent any disturbances to the local neighbourhood. It is imperative that we ensure that we protect children, elderly, disabled and vulnerable groups, from harm and risk and kept safe on and near our premises.

All staff and management will be trained and supported to ensure the premises remains a safe and welcoming environment for customers, staff, and the wider community.

Review and Continuous Improvement

The premises management at greenhaus© commits to:

- Reviewing, assessing and monitoring all four licensing objectives annually.
- Actively promoting the four licensing objectives daily during operating hours
- Continued staff training, safety systems, and risk assessments up to date.
- To formally review our policies, procedures and staff training.
- Maintaining full cooperation with local authorities, community, police, and environmental health officers.
- Acting promptly to address any complaints or incidents that may arise.

b) The prevention of crime and disorder

The Prevention of Crime and Disorder

The premises will operate to the highest standards of responsibility to prevent crime, disorder, and antisocial behaviour.

Measures include:

- **A Designated Premises Supervisor (DPS)** will oversee all alcohol sales and ensure staff compliance with licensing laws.
- Implementation of a **Challenge 25 Policy** to prevent underage sales.
- All staff will receive induction and refresher training in responsible alcohol service, conflict management, and recognising intoxication.
- A **Refusal and Incident Log** will be maintained, recording refusals of service, incidents, and interactions with police or licensing authorities.
- A **CCTV system** will cover entrances, exits, dining areas, and outdoor spaces, with recording high-quality images retained for at least 31 days.
- **Adequate lighting** will be maintained inside and outside the premises to deter criminal activity.
- Close cooperation will be maintained with the **Police / Licensing Authority**.
- **To ensure that key staff hold a Responsible Service of Alcohol (RSA) training** and that we can confirm Ms B Dhaliwal has a relevant licensing qualification, BIIAB Level 2 Award for Personal Licence Holders which complies with the council main objectives.
- **Recognising Intoxication:** Training helps staff identify signs of intoxication and confidently refuse service when necessary, using tact and conflict management skills.
- **Refusals Log:** Maintaining a refusals book or incident diary is crucial to record instances where service was denied providing a due diligence defence in case of legal challenges.
- **Zero Tolerance Policy:** The premises will maintain a zero-tolerance stance towards drugs, violence, harassment, or disorderly conduct to staff or customers.
- **Drink Awareness:** Alcohol will be accessibility and carefully managed — we have no “happy hour” or promotions that encourage excessive drinking.
- **Product Knowledge:** Ensure that staff have good knowledge of wines, including types, regions, and food pairings, to enhance customer experience leading to WSET qualifications.
- **Promoting Responsible Drinking:** Encouraging responsible behaviour, offering smaller measures (which range from 25ml, 125ml 175ml wine glasses), Our venue will provide free tap water and ensure water levels are topped up for client comfort and hydration whilst in our care.
- **Moderate Alcohol Culture:** The venue will focus on wine education, tasting experiences, and responsible drinking, avoiding promotions that encourage excessive consumption.
- **Menu Design:** Non-alcoholic and low-alcohol options will be prominently featured and encouraged for family groups or lunchtime service. New trends show a growing demand in low and non-alcoholic drinks which will be showcased in the venue. This will also help to promote a family friendly culturally diverse accessible environment.

- **Event Curation:** Any events involving alcohol (e.g., wine tastings) will be adult-oriented and clearly advertised as such.
- **Customer Safety & Experience:** Proper training ensures a safe environment for both staff and clients, which helps build a good reputation and customer loyalty.
- **Staff Confidence:** Our well-trained and experienced staff are confident in handling difficult situations, building positive relationships with clients, which will help to deescalate the need for dealing with intoxicated or under-age customers, leading to a better working environment and having a duty of care towards our staff team.
- The venue has allocated 40 seated approx. which means clients can be drinking indoors and not over spilling into the street at peak times.
- **Music choice:** music helps create a relaxed environment, reducing the risk of antisocial behaviour. Staff are trained to monitor noise and adjust music if complaints arise. Regular checks on speakers and amplifiers to prevent excessive volume or distortion.
- **Neighbour Relations:** Our Operations Policy is to ensure that staff respond to complaints quickly and effectively.
- We have clear policies on the right of Refusal of Service Policy which means we will only serve customers who appear sober. We will refuse politely but firmly to those intoxicated. And follow up with a record refusal in a **Refusal Logbook** (date, time, reason, staff member).

c) Public safety

Public Safety

The safety of customers, staff, and visitors is a top priority, with all operations designed to meet health, safety, and fire regulations.

Measures include:

- Comprehensive **Health and Safety Risk Assessments**, which will be reviewed regularly, reflecting changes in risk, equipment, staff and processes.
- Clear **fire safety systems**, including alarms, extinguishers, emergency lighting, and marked exits, with regular staff fire drills and training.
- **Fire Risk Assessment:** We will conduct annual fire risk assessment and act on any recommendations.
- **Equipment:** Install and maintain fire alarms, extinguishers, emergency lighting, and clear signage.
- **Evacuation Plan:** Develop and practice a clear evacuation plan. Display routes prominently and ensure staff know assembly points. Assembly point is front of the shop. There are a side and rear exit and a passage that leads to Devonshire Road. Signage will be visible and clear. Staff are reminded that exits always remain clear to ensure customer safety.
- **First aid kits** on site, with trained staff available during operating hours.
- **Safe occupancy limits** will be always observed, as defined by fire regulations to ensure that the venue is not overcrowded, clear space between tables and chairs, clear access to fire exits clearly labelled for clients to leave safely and assistance for those who need it.
- **Slip, trip, and fall prevention** through regular cleaning, yellow signs if spillage or wet, clear walkways, non-slip tiling, anti-slip rug by front door, and proper flooring maintenance.
- **Accessibility provisions**, included in our plans, is an accessible toilet and ramp access for wheelchair users. All floors have been designed so the space is accessible to wine machines, event space and toilet. To keep all entry and exit points visible and well lit.
- **Food Hygiene Standards:** To follow local authority regulations and achieve a high food hygiene rating. Implement temperature checks, cleaning schedules, and stock rotation (FIFO system).
- **Allergen Management:** All menus will clearly label allergens on menus and train staff to respond appropriately to allergy queries. We ensure that staff are trained on F&B policies, including food storage, preparation, allergens and HACCP compliance.
 - Ensure customers awareness of ingredients and allergens.
 - Double checking system on entry to exit of food and drink with clients.
 - Staff training and induction on alcohol, food safety, safeguarding and health and safety.
- **Wine and Alcohol Handling:** Ensure correct storage and temperature control of wines and alcoholic beverages.
- **Incident logs** maintained for any injuries or safety-related issues.
- Regular equipment maintenance and appliance safety checks (PAT testing).

- There are no blind spots in the building so staff have clear lines of vision of all staff including toilet areas which have slats of wood before the area so this area can be visible.
- Staff will not serve alcohol to customers who appear inebriated, ash trays are available for those who wish to smoke outside.
- **Customer Welfare:** Provide free drinking water, clear signage to toilets, and a calm environment.
- **Staff Welfare:** We offer breaks, 30-minute lunch break, 15-minute break either side of lunch so staff can be rested throughout the day. We ensure free hydration, and support as fatigue can cause accidents and poor customer service. We ensure that staff wellbeing is paramount to our team ethos and wellbeing.
- Ensure furniture is clearly set out in the street to allow for access for prams/buggies wheelchairs to be accessible in the street. This is monitored by staff throughout the day.
- To ensure outside perimeters are clean, noise free and tidy free from litter.
- Review the operating schedule annually, or after any relevant incident or licensing review to ensure the organisation is in alignment with policy.
- Police Licensing Officer and Environmental Health — We will have available an operating schedule and safety/nuisance management plan accessible to staff.
- Nosie report completed Dec 2025
- Sound proofing, AC and ventilation ducts and insulation installed in building – application to Building Regulation sent Nov 2025
- We do not operate a reservation policy and so clients will have to wait for a spare seat. We will have front of house staff / Matre dee to manage client movement at peak times. Larger groups of 6 plus are requested to prebook so they can be carefully accommodated.
- We ensure that our venue provides an Equal Opportunities and Inclusion Policy to protect all characteristics of our clients and staff.
- Staff trained on Ask Angela Training, to ensure and to protect customers who feel unsafe, threatened, or at risk of harassment. Training staff on this is integral for our venue to ensure clients are safe.
- Ensure staff are up to date on new legislation or policy, a handover book for special announcements will be available so staff are aware of new information.
- Our site will have secure protection of the use of internet and WIFI connections. Protecting our business, customers, payment systems, and help support licensing objectives (crime prevention, public safety, protection of children). Providing a public (password protected) and private/staff WIFI, WPA3 Encryption, firewall enabled and automatic content filtering to protect children and reduce crime.
- CCTV and surveillance installed in entry and exit points and interior, with signage to meet data protection laws. All footage to recorded up to 31 days. Access to footage for Police if needed. We discourage the use of drug use, dealing, intoxication, violent disorder, noise pollution, disturbances to the local community, fraudulent behaviours, theft and vandalism in and around the venue.
- We will ensure we protect our clients from the risk of a terrorist attack in our venue, by preventing, preparing, responding, and recovering. Our goal

is not to scare staff or customers, but to follow simple, practical safety steps that reduce risk and improve your response in an emergency. Staff to spot suspicious behaviour, unattended baggage or unusual items, staff to complete ACT Awareness e-learning and Run, Hide and Tell Guidance training. Staff to challenge unattended items. Staff to know safe evacuations and support clients if they need assistance. Lead Front of House or manager to call 999, all staff to lead on evacuation in their zones. Grab bag with first aid kit. Staff to refer to a Counter Terrorism Risk Assessment, evacuation plans and drills.

- Record Keeping will be maintained on-site and made available to enforcement officers upon request: Staff training logs, Incident and refusal logs, CCTV maintenance records, Communication records with authorities
- **Emergency Contacts:** Display key emergency contact numbers clearly (police, fire, ambulance, gas/electric providers).
- Build a strong link with the local emergency services.

d) The prevention of public nuisance

The Prevention of Public Nuisance

The premises will be operated in a considerate and responsible manner to ensure minimal impact on the surrounding community.

Measures include:

- **Noise control:** Background music will be kept at appropriate levels all day. Live acoustic performances will be low-volume and end from 7-9pm. Background music is low risk and below 85 decibels and ending before 23:00. Maintaining it as “background only” which demonstrates our responsibility and aligns with the licensing objective of preventing public nuisance.
- **Sound insulation:** Doors and windows will remain closed during music events, and soft-closing fittings will prevent slamming.
- **Outdoor seating management:** Outdoor areas will always close at 10pm with staff monitoring noise and behaviour throughout the day. We remind clients of our quiet exit policy, in line with our customer dispersal policy, customers will be encouraged to leave quietly, with signage reminding them to respect residents.
- **Waste management:** Refuse will be stored securely in lidded bins and collected during daytime hours only.
- **Odour and ventilation control:** Regular maintenance of extraction and ventilation systems to prevent odour escape.
- **Neighbour relations:** The management will maintain open communication with nearby residents and businesses to address concerns promptly.
- **Risk assessment management:** Ensuring risk assessments will be completed for events/workshops/daily operations.
- **No plastics policy,** we are proud in sharing our sustainable policy of ensuring that we do not supply plastics on site this includes bottles, cutlery plates etc. Staff to ensure a quick clean up after clients have finished their food and drinks. And that clients can replenish their wine glasses with staff monitoring excess glass wear on tables.
- **Light pollution,** there are fairy lights attached to the trees outside and windows in the Christmas period but are switched off at the end of the day. Exterior lighting will be sufficient for safety but designed to avoid light pollution.
- **Gradual Wind-Down:** We will reduce music volume and lighting levels 30 minutes before closing to signal wind-down.
- **Staggered Departure:** We encourage clients to leave in small groups rather than all at once to avoid large groups or loitering outside of premises.
- **Staff Oversight:** We will carefully position staff near exits to supervise departures and provide gentle reminders to leave quietly in a polite manner.

e) The protection of children from harm

The Protection of Children from Harm

The premises will maintain a family-friendly environment during the day and uphold strict measures to prevent access to alcohol by minors.

Measures include:

- Operation of a strict **Challenge 25 Policy**, requiring proof of age (passport, driving licence, or PASS card). Staff policy to check ID for those who appear under 18, and Challenge 25 to satisfy and protect our organisation from selling to underage customers. We ensure our staff are well trained in responsible service. Clear signage displayed at entry and service points outlining the age verification policy. Staff to man wine dispensing area (The Lane). Our staff will be trained on preventing underage sales and identifying fake ID.
- **Incident Reporting:** Any incident involving children (e.g., attempted underage purchase, unsupervised minors, or safeguarding concerns) will be recorded in the incident log and reviewed by the Designated Premises Supervisor (DPS) Ms Balwant Dhaliwal. The DPS will also take overall responsibility for implementing and enforcing the child protection policy. Having experience working with children and young people in education and social care this will be a clear focus to ensure that all clients are safe within our community venue.
- **A Refusals Register** maintained and reviewed by management.
- **Children welcome** during daytime hours when accompanied by an adult; evening access restricted to 8pm.
- Children prohibited from bar service areas, wine dispensing machines, and staff-only zones. Children must be always supervised by their parent/carer/guardian. There are numerous zones where children can be safe in the snug or event room when not in use. There are staff only access to storage and back of house operations.
- Children and vulnerable groups can move around the area with limited risks, such as sharp edges, non-slip mats (entry) and nonslip tiles, concealed sockets, staff only areas, safe handling of hot drinks and food, staff to remain vigilant and aware. Ensure the use of highchairs, child friendly food and drink offers, staff first aid trained for children and adults, supporting parents if a child becomes unwell on site. Buggies to be folded where possible, and clear of access points to fire exits and other café users.
- **Supervised events only** where children are present (e.g., community workshops, mother and toddler groups or brunch gatherings).
- The **Designated Premises Supervisor (DPS)** will ensure ongoing compliance with child protection policies and liaise with safeguarding authorities if required.

Checklist:

Please tick to indicate agreement

	<ul style="list-style-type: none"> • I have made or enclosed payment of the fee. • I have enclosed the plan of the premises. • I have sent copies of this application and the plan to responsible authorities and others where applicable. • I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable. • I understand that I must now advertise my application. • I understand that if I do not comply with the above requirements my application will be rejected. • [Applicable to all individual applicants, including those in a partnership which is not a limited liability partnership, but not companies or limited liability partnerships] I have included documents demonstrating my entitlement to work in the United Kingdom or my share code issued by the Home Office online right to work checking service (please read note 15). 	
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It is an offence, under Section 158 of the Licensing Act 2003, to make a false statement in or in connection with this application. Those who make a false statement may be liable on summary conviction to a fine of any amount.

It is an offence under Section 24b of the Immigration Act 1971 for a person to work when they know, or have reasonable cause to believe, that they are disqualified from doing so by reason of their immigration status. Those who employ an adult without leave or who is subject to conditions as to employment will be liable to a civil penalty under section 15 of the Immigration, Asylum and Nationality Act 2006 and pursuant to Section 21 of the same act, will be committing an offence where they do so in the knowledge, or with reasonable cause to believe, that the employee is disqualified.

Part 4 – Signatures (please read guidance note 11)

Signature of applicant or applicant's solicitor or other duly authorised agent (see guidance note 12). If signing on behalf of the applicant, please state in what capacity.

Declaration	<ul style="list-style-type: none"> • [Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15). • The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, or have conducted an online right to work check using the Home Office online right to work checking service which confirmed their right to work (please see note 15)
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Signature	
Date	27 th Jan 2026
Capacity	Director

For joint applications, signature of 2nd applicant or 2nd applicant's solicitor or other authorised agent (please read guidance note 13). If signing on behalf of the applicant, please state in what capacity.

Signature	
Date	
Capacity	

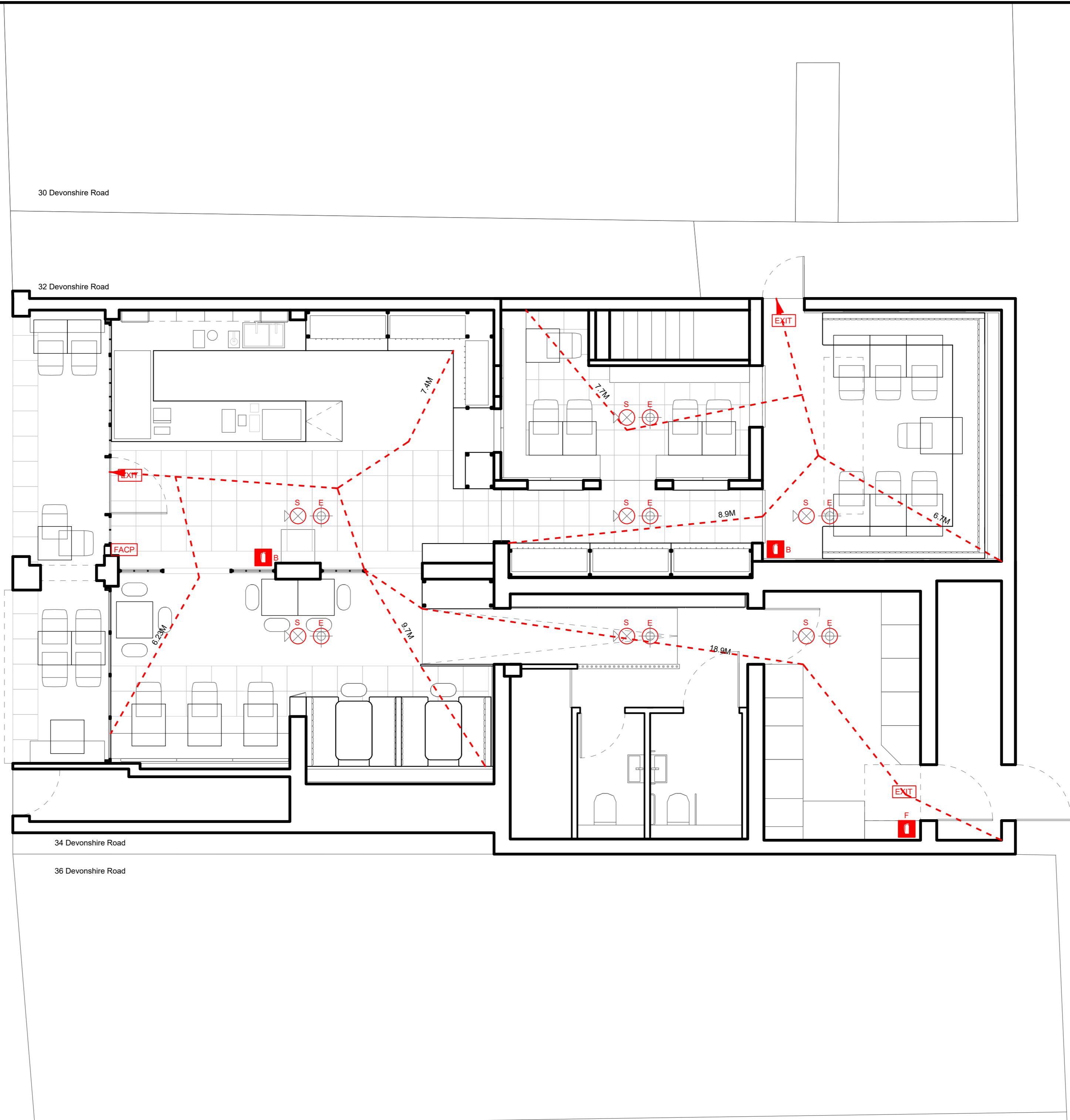
Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 14)

Post town		Postcode	
Telephone number (if any)			
If you would prefer us to correspond with you by e-mail, your e-mail address (optional)			

Notes for Guidance

1. Describe the premises, for example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies, you must include a description of where the place will be and its proximity to the premises.
2. In terms of specific regulated entertainments please note that:
 - Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
 - Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
 - Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.

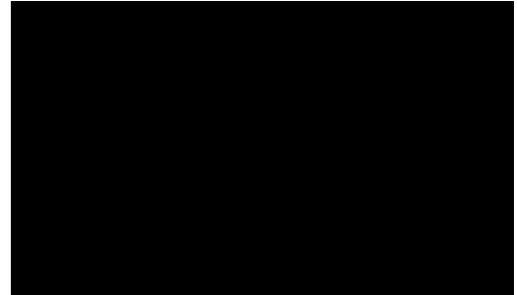
DEVONSHIRE ROAD



Project Name
greenhaus
greenhaus cafe + wine bar

Address
32 - 34 Devonshire Rd, Chiswick,
London W4 2HD

Client
GREENHAUS GROUP LIMITED



No	Issue	Date
1	Preliminary Works Drawing Set	2025-07-28
2	100% Schematic Design Drawing Set	2025-08-12
3	Facade Planing Package	2025-09-24
4	Detail Design Package 50%	2025-09-28
5	Detail Design Package 100%	2025-10-10
5	CD Package 100%	2026-01-05

Notes	
	SELF CONTAINED RECESSED EMERGENCY LUMINAIRE
	SMOKE DETECTOR C/W SOUNDER BASE
	EXIT SIGNAGE
	FIRE EXIT ROUTE
	FIRE ALARM CONTROL PANEL
	FIRE EXTINGUISHER

Date	2025-01-11
Scale	1:50
Project Number	0016
Drawing Title	

Fire Strategy Plan

Drawing Title

A-110

