

**Chris Hills**

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**Subject:** Representation 1

**From:**  
**Sent:** 02 September 2023 12:27  
**To:** Licensing (SBC) <Licensing@swale.gov.uk>  
**Subject:** Best One, 16 Hawthorn Road, Sittingbourne, Kent ME10 1BB

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To Who It May Concern,

I wish to put to you my comments with regards to the Best One Shop as titled in this email. I agree with the licensing review into this premises.

I live on Arthur Street which is beside the shop (and its Hairdresser neighbour). We constantly have anti-social behaviour from youths who are waiting for the shop to open, getting to the shop before it closes or simply going in there to make their illegal purchases of Alcohol, Cigarettes and Vapes.

The youths will often then congregate down Arthur Street, in the parking bays opposite the premises. They are loud, sometimes fighting, breaking glass bottles, leaving vape packages everywhere and have caused numerous issues for which the Police/PCSO's have been called including damage to vehicles, intimidating householders by knocking on windows and doors and all manner of other antisocial behaviour. A camera was installed after long held concerns by residents in relation to the Police and the local MP.

The shop owner made this worse by illegally cutting away a metal fence which was installed by the council to prevent people sitting along the parking bays (to allow access to gate they installed for a one-bedroom flat in the rear of the shop property).

It is well known amongst young people that they will be sold illegal products such as alcohol, cigarettes and vape products. Infact you often see and hear youths walking down the road to see whether the shop is open, finding it closed and then actively waiting until it opens.

We have found that when the proprietor has a day-off and the shop closed, there is virtually no antisocial behaviour occurring but as soon as the shop opens, it starts again. This is particularly bad during school holidays so we are well aware that the people buying these products are under-age but know they can be serviced by this shop.

There are simply too many incidents of abhorrent behaviour to list them all here, but we would strongly urge you to revoke any such license which would be of great benefit to all those householders in the vicinity.

## Chris Hills

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**From:** Licensing (SBC)  
**Subject:** Representation 2

**From:**  
**Sent:** 02 September 2023 12:57  
**To:** Licensing (SBC) <Licensing@swale.gov.uk>  
**Subject:** Best one Hawthorn Road

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I am emailing regarding the license review for The Best One on Hawthorn Road which has been trading illegally for several years.

I am a resident of Arthur St and I see first hand every day that this shop is almost exclusively selling vapes, tobacco products, alcohol and drugs paraphernalia to underage children, often in school uniform. No longer does it sell fresh items or milk which are useful and serve the community.

Since the opening of Tesco, Morrisons and Lidl, this shop has found itself in an area that no longer requires a convenience store, and has subsequently turned to selling vapes to school children to make money.

Every day there are children hanging around outside our houses waiting for 'Roo' to start serving, and it is common for large groups to hang around and send one child in who will report back 'he said come back later coz he's not serving yet!' It's been happening in plain sight for around the last 3 years. It wasn't like this before.

I am a teacher and it is WELL KNOWN in local schools that this shop is serving underage children. It is also well known amongst the local police. I as a resident have reported the shop many times to reading standards, the police, and several times to my local MP Gordon Henderson. I hope all of these people/institutions are consulted in this licensing review as the information provided by them would be stark and shocking.

This shop is a hub for anti social behaviour including verbal abuse to residents, damage to cars and property, and unbelievable amounts of litter and should be shut down immediately.

Thank you,

## Chris Hills

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**From:** Licensing (SBC)  
**To:** [REDACTED]  
**Subject:** Representation 3

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**From:**  
**Sent:** 07 September 2023 16:02  
**To:** Licensing (SBC) <Licensing@swale.gov.uk>  
**Subject:** LICENSING REVIEW FOR THE BEST ONE SHOP HAWTHORNE ROAD, SITTINGBOURNE

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Licensing Team

We would like to make our comments regarding the above premises with regard to renewing the licence.

We have witnessed on several occasions under age children entering the above shop and purchasing alcohol, vapes and cigarettes, we have listed some of these below although we have telephoned the Police several times, there is also a cctv camera on the corner of Arthur Street, when telephoning the Police we have also given them date, time and descriptions of the children.

1st July - 4 boys aged about 14/15yrs of age came out of shop with bottles of beer and sat in the recess of 16c Arthur Street when they finished drinking they smashed all the bottles in Arthur Street, a neighbour had to go out and clean all the glass up because it was a danger to road users.

6th July - 4.00 in the afternoon one boy aged around 15/16rs went into the shop and came out with a black plastic carrier bag , he took out a bottle of whiskey and placed it inside his rucksack he also purchased a vape.

This behaviour has been going on for far too long where we have been plagued with anti-social behaviour where hoards of kids all over from Sittingbourne and beyond congregate to purchase alcohol, vapes and cigarettes.

The problem when Trading Standards do an underage operation is the owner sells to children who know a special password which enables them to purchase the alcohol, vapes and cigarettes. The schools in Sittingbourne know all about this.

We therefore would be very disappointed should these premises continue selling alcohol.

Swale Council  
R.E: hawthorn road licensing review

My name is Kelly, the residents of Arthur street that keep moaning about the shop being there, moaning about anything and everything really need to look at the bigger picture. I see them use the shop but yet the moan about it. They have approached me many times and I live on hawthorn road trying to get me to sign things and moan about the shop, littering, the fence, opening hours and people hanging around outside. I've never had an issue with him and the shop looks after the community really well.

Yours,

Re: Best One Hawthorn Road Sittingbourne

To whom it may concern,

I am writing to advise that Roop is a pillar of this community and without the shop the areas residents would struggle greatly. I have never seen anything untoward going on in the shop and I visit daily. He is an asset to the area and goes out of his way to help others

Regards

To Swale Council,

I live opposite the shop, I saw the notice in the window and felt the need to write in. I can see everything that goes on and it's run really well. The shop opening hours are good and considerate towards the neighbours in the street as he opens late and shuts at a reasonable time. The shop is busy with people from the area and I've never noticed anything dodgy going on.

From

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Dear Swale Licensing Company:

I am writing with regards to the shop next door to where I have work for the past 18 years. Roop owns the shop and has always been an asset to our community. Roop has always gone above and beyond for all his customers. In all the years I have worked in the barbers next door I can confirm I have never once seen or witnessed Roop sell anything he shouldn't to underage children, however I have in the past witnessed teenagers asking adults to purchase cigarettes + Alcohol and they have agreed and purchased these for them unknowingly to Roop. I do hope that you take this information with sincere honesty and Roop may continue business as normal

Yours Sincerely,

## Chris Hills

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**From:** Licensing (SBC)  
**Subject:** Representation 8

**From:**  
**Sent:** 13 September 2023 17:17  
**To:** Licensing (SBC) <Licensing@swale.gov.uk>  
**Subject:** Best One, Hawthorn Road, Sittingbourne

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern,

I would like to make a representation in support of the review of the premises licence at the Best One Off Licence, Hawthorn Road.

I can confirm that the current occupier/staff within the premises have been selling electronic vaping devices to my underage daughter on numerous occasions. My daughter attends a local secondary school and it is well known among students that this establishment will sell vaping devices to underage children. My daughter will visit the shop in her school uniform and still be allowed to purchase the device.

Whilst I am doing my best to remove these devices and highlight to my daughter the safety & health concerns of vaping, this is made increasingly hard when premises are prepared to continually sell underage children vaping products.

The shop is within easy walking distance of secondary schools and is not meeting the licensing objective to protect children from harm. One could question if they are willing to sell vaping devices to underage children are they also selling alcohol without the required checks. I would also argue the willingness to sell several devices to underage children over a number of months puts into question the suitability of the owner & staff of the premise to hold a licence.

Kind Regards



Representation 9

The Licensing Section  
Swale Borough Council  
Swale House  
East Street  
Sittingbourne  
Kent  
ME10 3HT

Subject: Best One, 16 Hawthorne Road, Sittingbourne, Kent, ME10 1BB

To whom it may concern

I am making a representation in relation to a recent REVIEW OF PREMISES LICENCE to the above store. During the last 7 years that I have been using this store daily and have never witnessed the store owner sell any age restricted products including alcohol to any minor under the legal age of 18. I have witnessed requests for identification regularly from the owner to verify the customers age.

The owner continues to play a pivotal role in this community and has been even more so during the recent corona virus lock down periods ensuring that his customers, including the most vulnerable had access to vital daily essentials at the risk of his own health.

I am extremely disappointed that the above order has been unjustifiably applied to this store when there are other stores in sittingbourne, in particular the bottom half of the high street that do not follow and rules and are knowingly selling illicit products.

I feel that this order has been applied to this store in grave error and would urge you to reconsider your actions.

Kind Regards

The Licensing Section  
Swale Borough Council  
Swale House  
East Street  
Sittingbourne  
Kent  
ME10 3HT

Representation 10

Subject: Best One, 16 Hawthorne Rd, Sittingbourne  
Kent, ME10 1BB.

To whom it may concern,

I have been using this shop for many years  
and have never ever witnessed the store owner  
sell any age restricted products, including  
alcohol to any persons under the legal legal  
age.

I am outraged that this review of premises to  
licence has occurred. If anything, he is being  
targeted, because he abides by the law.

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Hawthorn Convenience  
Review

Representation 11

Swale Council,

My name is Karen and I live on Hawthorn Road in the flats. I think its really out of order that Roops shop/license is being questioned. He has always run that shop properly. I have often been asked to buy booze, fags and vapes by teenagers who hang around, so this shows he doesnt serve under age. He is a decent fella and the shop is very convenient and it would be a great shame if he had to close.

Regards

Representation 12

Dear Swale licensing,

My name is Alan, I live a few doors down from the shop. I've lived here as long as the shop has been there, Roops run it the best way and there's no issues that I'm aware of from the shop being there, no crime and disorder that you mention in the notice.

Representation 13

To the council/licensing committee,

I have worked next door to Best One Hawthorn Road Sittingbourne for years now and for the most part it's a quiet little shop, away from the main road and it's essential for the local elderly residents who can't make it in to town. You mention in the public statement that the police are wanting the licence to be reviewed to protect the children and to minimise crime and disorder however near enough every day I see parents willingly buy their kids the vapes, even in other stores you see parents buy their kids alcohol and come outside and give it to them.

Thank you

## Representation 14

Swale council,

I've been using the shop since Roop and his family have owned it. Honest and hard working people with a good retail background. I was a regular at the other store they owned in sittingbourne and now use this one regularly. Everything from prices they charge and to the way they run the store is fair and it's a pleasure going there and spending my money compared to other shops that rip you off. I know a number of people from various generations that know the family well who would speak highly of them especially Roop and they are a credit to Sittingbourne retail community.

Regards,

11<sup>th</sup> September 2023

Dear Sir or Madam

I am writing to you in respect of the Best One general store in Hawthorn Road, I gather from your notice that you have some concerns regarding prevention of crime and disorder, as well as protection of children from harm.

I have been a resident of Hawthorn Road for around ten years now and I'm happy to say that I have neither been a victim of or experienced any crime's in this time. As for disorder, occasionally there will be a bit of noise at night when people are returning from town after a night out, but this hasn't been anything to do with the Best One shop.

Regarding the protection of children, it's true that one of the reasons the pavement where Hawthorn Road joins Leaburnum Place has always seemed to be a phoning spot for teens (god knows why!) but this has always been the case, even before Mr Kappoor

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took over the running of the shop, in fact they will even gather there on Sundays when the shop doesn't open. It's true that teens can be a bit of a nuisance at times (my car was recently perted with eggs!) and I imagine that the residents near the junction do get fed up with them, but I fail to see how the shop has caused or encouraged this in any way.

I am a frequent user of the shop and would like to remain that way, Mr Kappoor is a friendly and caring member of our community, I know from experience that he gets items in specially for several elderly and disabled customers, who would surely miss the shop if it were to cease trading. Personally I have not witnessed any wrongdoing by Mr Kappoor, I have a sixteen-year old son myself and would not approve of any such behaviour.

Representation 15